

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

NATION	1
Base : All respondents	
REGION/ NATION	2
Base : All respondents	
LOCATION	4
Base : All respondents	
SOCIO-ECONOMIC GROUP	5
Base : All respondents	
RESPONDENT'S AGE	7
Base : All respondents	
A1. (SHOWCARD) Can you please look at this list and tell me which of these you have at home? (MULTI CODE)	8
Base : All respondents	
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)	11
Base : All respondents	
A3. Do you personally use a mobile phone? (SINGLE CODE)	14
Base : All respondents	
A4. Is this a smartphone? (SINGLE CODE)	15
Base : Those who use a mobile phone	
SUMMARY OF MOBILE PHONE OWNERSHIP	16
Base : Those who use a mobile phone	
SUMMARY OF MOBILE PHONE OWNERSHIP	17
Base : All respondents	
A5. (SHOWCARD) Now using this next card, which one of the things you use would you miss the most if it was taken away? (SINGLE CODE)	18
Base : All respondents	
T1. 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, ITV Hub, Netflix, Amazon Prime Video, 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)	21
Base : All respondents	
T2. (SHOWCARD) How do you choose what TV programmes or films to watch via on-demand or streaming services? (MULTI CODE)	22
Base : Those who watch content via on-demand or streaming services	
T4. How would you say BBC TV programmes are mainly funded? (SINGLE CODE)	24
Base : All respondents	
T5. How would you say programmes are mainly funded on ITV, Channel 4 and Five? (SINGLE CODE)	25
Base : All respondents	
T6. How is the Sky or Virgin Media TV service mainly funded? (SINGLE CODE)	26
Base : All respondents	
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)	27
Base : All respondents	
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)	32
Base : Those with any TV sets in the household	
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)	37
Base : All respondents	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

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, tablet computer or smartwatch may require you to go online - for example, social media, news or online video apps such as YouTube. (MULTI CODE)	38
Base : Those who go online	
SUMMARY OF USE OF PC/ LAPTOP/ NETBOOK AND OF ALTERNATIVE DEVICES TO GO ONLINE	40
Base : Those who go online	
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, tablet computer or smartwatch may require you to go online - for example, social media, news or online video apps such as YouTube. (MULTI CODE)	41
Base : All respondents	
SUMMARY OF USE OF PC/ LAPTOP/ NETBOOK AND OF ALTERNATIVE DEVICES TO GO ONLINE	44
Base : All respondents	
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)	45
Base : Those who go online	
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)	46
Base : Those who go online	
IN5A. How many hours in a typical week would you say you go online at home?	49
Base : Those who go online	
IN5B. How many hours in a typical week would you say you go online at your workplace or place of education?	51
Base : Those who go online	
IN5C. And how many hours in a typical week would you say you go online anywhere else (including time spent online when commuting, travelling and out and about)?	53
Base : Those who go online	
SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C	54
Base : Those who go online	
IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? (MULTI CODE)	56
Base : Those who go online	
IN7. (SHOWCARD) Have you personally experienced any of the following issues in the past 12 months? (MULTI CODE)	58
Base : Those who go online	
IN8A. (SHOWCARD) Which of these reasons describe why you don't go online? (MULTI CODE)	60
Base : Those who do not go online	
IN8B. (SHOWCARD) Which one of the following best describes the main reason why you don't go online? (SINGLE CODE)	62
Base : Those who do not go online	
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)	64
Base : Those who do not go online	
IN10. (SHOWCARD) And would any of these reasons prompt you to go online in the next 12 months? (MULTI CODE)	66
Base : Those who do not go online	
IN11A. (SHOWCARD) Overall, how confident are you as an internet user? (SINGLE CODE)	69
Base : Those who go online	
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)	70
Base : Those who go online	
IN11D. (SHOWCARD) When you see or read things online, how confident are you in recognising what is advertising and what is not? (SINGLE CODE)	72
Base : Those who go online	
IN12. In the last month, when you have gone online, have you.... (SINGLE CODE)	74
Base : Those who go online	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

IN13. (SHOWCARD) Which if any of these activities have you ever done online? (MULTI CODE)	75
Base : Those who go online	
IN14. (SHOWCARD) And which if any of these activities have you used the internet for in the last week? (MULTI CODE)	78
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Access news websites or websites about politics or current affairs	81
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Sign an online petition or used a campaigning website such as change.org	82
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Complete a tax return online (whether personal or for business)	83
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc	84
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	85
Base : Those who go online	
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	86
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Look online at job opportunities or apply for a job online	87
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online for your leisure time including cinema and live music	88
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online about cultural activities such as museums or theatre	89
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Online banking (e.g. transferring money between accounts, managing mortgage or other payments)	90
Base : Those who go online	
SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Pay bills or check bills online	91
Base : Those who go online	
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)	92
Base : Those who have never completed government processes online	
IN17. Can you tell me if you have any concerns about the internet? IF YES – What sorts of things are you concerned about? (MULTI CODE)	94
Base : All respondents	
IN17. Can you tell me if you have any concerns about the internet? IF YES – What sorts of things are you concerned about? (MULTI CODE)	99
Base : Those who go online	
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)	104
Base : Those who go online	
IN18B. (SHOWCARD) What if anything did you do after you saw the most recent example of something hateful online? (MULTI CODE)	105
Base : Those who have ever seen something hateful online in the past year	
IN18B. (SHOWCARD) What if anything did you do after you saw the most recent example of something hateful online? (MULTI CODE)	107
Base : Those who go online	
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 (SINGLE CODE)	109
Base : Those who go online	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

IN19B. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)	110
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
IN19B. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)	112
Base : Those who go online	
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)	114
Base : Those who go online	
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)	115
Base : All respondents	
IN22. (SHOWCARD) Which social media or messaging sites or apps do you have a profile or account on that you still use? (MULTI CODE)	116
Base : Those with a profile or account on a social media or messaging site/ app	
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)	118
Base : Those with a profile or account on a social media or messaging site/ app	
IN24. (SHOWCARD) Thinking now about all the social media sites or apps you use, which one of these statements best describes your use of these sites or apps? (SINGLE CODE)	120
Base : Those with a profile or account on a social media site/ app	
IN27. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA/ MESSAGING SITES OR APPS: I am confident in using the settings on my social media account to control who sees the photos and videos I share (SINGLE CODE)	121
Base : Those with a profile or account on a social media or messaging site/ app	
IN28. (SHOWCARD) When you use social media, which one of these best applies? (SINGLE CODE)	122
Base : Those with a profile or account on a social media or messaging site/ app	
IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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)	123
Base : Those with a profile or account on a social media or messaging site/ app	
IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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)	126
Base : Those who see news content on social media	
IN30A. 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)	128
Base : Those with a profile or account on a social media or messaging site/ app	
IN30B. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)	129
Base : Those with a profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months	
IN30C. (SHOWCARD) Can I please ask if any of the following reasons apply as to why you didn't take any action about the upsetting or offensive content? (MULTI CODE)	131
Base : Those with a profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months and have not reported it	
SUMMARY OF REACTIONS TO UPSETTING OR OFFENSIVE CONTENT ON SOCIAL MEDIA IN PAST 12 MONTHS	133
Base : Those with a profile or account on a social media or messaging site/ app	
IN31. How do you think the BBC's website is mainly funded? (SINGLE CODE)	134
Base : All respondents	
IN32. How do you think search engine websites such as Google or Bing are mainly funded? (SINGLE CODE)	136
Base : All respondents	
IN33. How do you think the BBC's iPlayer service is mainly funded? (SINGLE CODE)	138
Base : All respondents	
IN34. How do you think YouTube is mainly funded? (SINGLE CODE)	140
Base : All respondents	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

IN35A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: Internet users must be protected from seeing inappropriate or offensive content (SINGLE CODE)	142
Base : Those who go online	
IN35B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: As long as the internet provides good websites and apps it doesn't really matter who owns the websites or apps or how they're funded (SINGLE CODE)	143
Base : Those who go online	
IN35C. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: I think people should have the right to hide their identity online in order to express their views anonymously (SINGLE CODE)	144
Base : Those who go online	
IN35D. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: I think it is important that people can say what they want online even if it is controversial or hurtful to others (SINGLE CODE)	145
Base : Those who go online	
IN35E. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: When I visit websites or apps, I usually accept the terms & conditions without reading them (SINGLE CODE)	146
Base : Those who go online	
IN36. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA/ MESSAGING SITES OR APPS: When I use social media and messaging sites I usually accept the terms & conditions without reading them (SINGLE CODE)	147
Base : Those with a profile or account on a social media or messaging site/ app	
IN37. 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)	148
Base : Those who go online	
IN37. 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)	149
Base : Those who go online - excluding those who do not consider whether the information is truthful	
IN38. (SHOWCARD) When you find factual information online, perhaps through search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE)	150
Base : Those who would consider whether the information they find online is truthful	
IN39. (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)	152
Base : Those who go online	
IN39. (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)	154
Base : Those who say they buy things online	
IN40. (SHOWCARD) Lots of websites and apps 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)	156
Base : Those who go online	
IN41. (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)	159
Base : Those who go online	
IN45. Have you used search engines such as Google or Bing in the last year? (SINGLE CODE)	161
Base : Those who go online	
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)	162
Base : Those who have used search engines in the last year	
IN47. (SHOWCARD) Here's an image from a Google search for 'walking boots'. Do any of these (SHOWCARD) apply to the first four results that are listed on the left? (MULTI CODE)	163
Base : Those who have used search engines in the last year	
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)	164
Base : Those who go online	
IN49. (SHOWCARD) Which of the following statements best describes your feelings about online advertisements? (SINGLE CODE)	165
Base : Those who go online	
IN50. (SHOWCARD) Have you ever done any of the following? (MULTI CODE)	166
Base : Those who go online	
IN51. (SHOWCARD) On sites like YouTube, Snapchat or Vimeo some vloggers or influencers with lots of followers like Zoella, Dan TDM or KSI, might say good things about a particular company or product or brand, such as Nike clothing, a new game	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

or clothes from TopShop. Which, if any, of these are reasons why they might say good things about these products or brands? (MULTI CODE)	167
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
IN52. (SHOWCARD) There are many ways that 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: This might be through visiting websites or apps like Facebook, Twitter, Google, Amazon or through the M&S or Tesco websites or apps. (MULTI CODE)	168
Base : Those who go online	
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 (e.g. their name, address, telephone number etc). 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)	170
Base : Those who go online	
IN54. (SHOWCARD) Which if any of the following things have you ever done online? Please think about whether you have done any of these things on any of the devices you may use to go online. So, this could be on a tablet, mobile phone, computer or other device. (MULTI CODE)	172
Base : Those who go online	
IN55. (SHOWCARD) Now thinking specifically about price comparison websites. Have you ever used a price comparison website or app to look for information about the best deals available for any of the following types of products or services? Some of the most popular price comparison websites/ apps are: Confused.com, MoneySuperMarket, USwitch, Compare the Market, Go Compare etc. (MULTI CODE)	174
Base : Those who go online	
IN57. (SHOWCARD) Which of the following options could apply to the deals listed first in the search results returned by Price Comparison websites or apps? When I use a price comparison website, I think that the deal or deals that are listed first could be... (MULTI CODE)	176
Base : Those who have ever used a price comparison website	
IN58A. You said earlier you watch videos on sites or apps like YouTube. Did you know there is a reporting button or flag on YouTube which can be used to report inappropriate content? (SINGLE CODE)	177
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
IN58B. Have you ever seen something on YouTube that you considered inappropriate? (SINGLE CODE)	178
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
IN61. Have you ever reported inappropriate content to YouTube? IF YES - (SHOWCARD) How did you report this inappropriate content to YouTube? (MULTI CODE)	179
Base : Those who have ever seen anything inappropriate on YouTube	
IN61. Have you ever reported inappropriate content to YouTube? IF YES - (SHOWCARD) How did you report this inappropriate content to YouTube? (MULTI CODE)	180
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - YOUTUBE	182
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook	
IN59A. You said earlier you used Facebook. Did you know there is a reporting button or flag on Facebook which can be used to report inappropriate content? (SINGLE CODE)	183
Base : Those with a Facebook profile	
IN59B. Have you ever seen something on Facebook that you considered inappropriate? (SINGLE CODE)	184
Base : Those with a Facebook profile	
IN62. Have you ever reported inappropriate content to Facebook? IF YES - (SHOWCARD) How did you report this inappropriate content to Facebook? (MULTI CODE)	185
Base : Those who have ever seen anything inappropriate on Facebook	
IN62. Have you ever reported inappropriate content to Facebook? IF YES - (SHOWCARD) How did you report this inappropriate content to Facebook? (MULTI CODE)	186
Base : Those with a Facebook profile	
SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - FACEBOOK	187
Base : Those with a Facebook profile	
IN60A. You said earlier you used Twitter. Did you know there is a reporting button or flag on Twitter which can be used to report inappropriate content? (SINGLE CODE)	188
Base : Those with a Twitter profile	
IN60B. Have you ever seen something on Twitter that you considered inappropriate? (SINGLE CODE)	189
Base : Those with a Twitter profile	
IN63. Have you ever reported inappropriate content to Twitter? IF YES - (SHOWCARD) How did you report this inappropriate content to Twitter? (MULTI CODE)	190
Base : Those who have ever seen anything inappropriate on Twitter	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

IN63. Have you ever reported inappropriate content to Twitter? IF YES - (SHOWCARD) How did you report this inappropriate content to Twitter? (MULTI CODE)	191
Base : Those with a Twitter profile	
SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - TWITTER	192
Base : Those with a Twitter profile	
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)	193
Base : All respondents	
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)	198
Base : Those who use a mobile phone	
M2A. Do you know how to check your data allowance to see how much data you have left? (SINGLE CODE)	203
Base : Those who have a smartphone	
M2B. And do you ever check your data allowance to see how much data you have left? (SINGLE CODE)	204
Base : Those with a smartphone who know how to check their mobile data allowance	
SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE	205
Base : Those who have a smartphone	
SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE	206
Base : Those with a smartphone who do not have unlimited data	
M3. Do you ever use up your data allowance on your mobile phone? (SINGLE CODE)	207
Base : Those who have a smartphone	
M3. Do you ever use up your data allowance on your mobile phone? (SINGLE CODE)	208
Base : Those with a smartphone who do not have unlimited data	
M4. (SHOWCARD) When you are at risk of running out of data do you ever do any of the following things? (MULTI CODE)	209
Base : Those with a smartphone who have ever used up their data allowance	
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 hotels or on trains. Some of these may require you to register or to log in to gain access to the public Wi-Fi. (SINGLE CODE)	210
Base : Those who have a smartphone	
M6. (SHOWCARD) Using this card, please tell me the extent to which you agree or disagree with the following statement: Completing forms and working on documents is more difficult on my smartphone than on a laptop or desktop (SINGLE CODE)	211
Base : Those who have a smartphone	
M7. (SHOWCARD) Using this card please tell me how often you complete a form or an application for something on your mobile phone (SINGLE CODE)	212
Base : Those who have a smartphone	
G1. (SHOWCARD) Do you ever play games at home or elsewhere in any of these ways? (MULTI CODE)	214
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)	216
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)	220
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)	224
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)	225
Base : All respondents	
C1. (SHOWCARD) Which one of these options best describes your gender? (SINGLE CODE)	226
Base : All respondents	
C2. How many people are there in your household in total (including yourself)? (SINGLE CODE)	227
Base : All respondents	

OFCOM MEDIA LITERACY TRACKER 2019 - SUBSET DATA TABLES - 30th September to 11th November 2019.

C3. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian? (SINGLE CODE)	228
Base : All respondents	
C4. And what age is this child/ are these children? (MULTI CODE)	229
Base : Those with children aged under 16 at home	
C5A. Are you currently working? IF YES – Is that full-time or part-time? (SINGLE CODE)	230
Base : All respondents	
C5B. Are any other adults in the household working either full time or part time? (SINGLE CODE)	231
Base : Households with more than one adult where the respondent is not working	
C6. (SHOWCARD) Which one of these – if any – is the highest educational or professional qualification that you have obtained? Please choose the highest option on the list that applies to you. (SINGLE CODE)	232
Base : All respondents	
C7. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE)	234
Base : All respondents	
C8. Do you consider English to be your first or main language? (SINGLE CODE)	236
Base : All respondents	
C9. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE)	237
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)	238
Base : All respondents	
C12. (SHOWCARD) Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)	239
Base : All respondents (giving their consent to answer this question)	
C14. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)	242
Base : All respondents (giving their consent to answer this question)	
FINANCIAL VULNERABILITY	245
Base : Those where it is possible to calculate the Financial Vulnerability Index	

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
England	1257	190	269	144	125	1257	494	255	838	1080	133
	85%	86%	87%	88%	85%	85%	86%	82%	86%	84%	96% a
Scotland	133	19	22	10	12	133	45	29	90	128	4
	9%	9%	7%	6%	8%	9%	8%	9%	9%	10% b	3%
Wales	59	9	13	6	7	59	26	21	31	58	1
	4%	4%	4%	4%	5%	4%	5%	7% b	3%	5%	1%
Northern Ireland	30	3	6	3	3	30	12	4	18	23	*
	2%	1%	2%	2%	2%	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.

REGION/ NATION

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
London	186	24	27	13	14	186	63	24	126	96	73
	13%	11%	9%	8%	9%	13%	11%	8%	13%	7%	53%
						b			a		a
South East	217	36	37	15	22	217	63	49	150	193	19
	15%	16%	12%	9%	15%	15%	11%	16%	15%	15%	14%
		c									
South West	129	18	46	24	22	129	61	33	87	123	5
	9%	8%	15%	15%	15%	9%	11%	11%	9%	10%	4%
			ae	ae	ae					b	
Eastern	137	32	25	10	15	137	47	23	97	126	10
	9%	15%	8%	6%	10%	9%	8%	7%	10%	10%	7%
		bce									
East Midlands	100	15	24	17	7	100	54	24	71	90	10
	7%	7%	8%	10%	5%	7%	9%	8%	7%	7%	7%
				d							
West Midlands	137	18	31	15	16	137	47	18	94	117	6
	9%	8%	10%	9%	11%	9%	8%	6%	10%	9%	4%
									a		
Wales	59	9	13	6	7	59	26	21	31	58	1
	4%	4%	4%	4%	5%	4%	5%	7%	3%	5%	1%
								b			
Yorkshire & Humber	118	8	26	17	9	118	57	28	67	109	6
	8%	4%	8%	11%	6%	8%	10%	9%	7%	8%	4%
			a	a		a					
North East	59	7	15	12	3	59	22	8	43	59	-
	4%	3%	5%	7%	2%	4%	4%	3%	4%	5%	-%
				d						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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
North West	173	32	39	21	18	173	80	47	104	167	4
	12%	14%	13%	13%	12%	12%	14%	15% b	11%	13% b	3%
Scotland	133	19	22	10	12	133	45	29	90	128	4
	9%	9%	7%	6%	8%	9%	8%	9%	9%	10% b	3%
Northern Ireland	30	3	6	3	3	30	12	4	18	23	*
	2%	1%	2%	2%	2%	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.

LOCATION

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Urban	1281	189	259	135	124	1281	503	254	865	1098	136
	87%	85%	83%	82%	85%	87%	87%	82%	88%	85%	99%
									a		a
Rural	198	33	52	29	22	198	74	55	113	191	1
	13%	15%	17%	18%	15%	13%	13%	18%	12%	15%	1%
								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.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
A	38 3%	6 3%	10 3%	7 4%	3 2%	38 3%	10 2%	4 1%	27 3%	32 2%	6 4%
B	331 22%	55 25%	64 21%	33 20%	31 21%	331 22%	64 11%	58 19%	235 24%	288 22%	35 25%
C1	414 28%	53 24%	70 23%	38 23%	32 22%	414 28%	70 12%	65 21%	286 29%	364 28%	38 28%
C2	325 22%	62 28%	68 22%	38 23%	30 20%	325 22%	68 12%	55 18%	229 23%	293 23%	19 14%
D	179 12%	21 10%	32 10%	21 13%	12 8%	179 12%	179 31%	30 10%	131 13%	150 12%	24 17%
E	191 13%	24 11%	66 21%	27 16%	39 27%	191 13%	186 32%	97 31%	69 7%	162 13%	16 12%
			ae		ace			b			
SUMMARY CODES											
AB	370 25%	61 28%	74 24%	40 25%	34 23%	370 25%	74 13%	62 20%	263 27%	320 25%	41 30%
DE	370 25%	45 20%	98 32%	47 29%	51 35%	370 25%	365 63%	127 41%	200 20%	312 24%	40 29%
			ae		ae			b			
ABC1	784 53%	114 51%	144 46%	78 48%	66 45%	784 53%	144 25%	127 41%	549 56%	685 53%	79 57%
						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.

SOCIO-ECONOMIC GROUP

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
C2DE	695	108	166	86	81	695	433	182	429	605	59
	47%	49%	54%	52%	55%	47%	75%	59%	44%	47%	43%
			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.

RESPONDENT'S AGE

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
16-17	31 2%	- -%	- -%	- -%	- -%	31 2% abd	7 1%	1 *%	22 2% a	25 2%	6 4%
18-24	161 11%	- -%	- -%	- -%	- -%	161 11% abcd	36 6%	12 4%	126 13% a	138 11%	20 14%
25-34	251 17%	- -%	- -%	- -%	- -%	251 17% abcd	63 11%	15 5%	193 20% a	216 17%	33 24%
35-44	266 18%	- -%	- -%	- -%	- -%	266 18% abcd	54 9%	34 11%	203 21% a	226 18%	32 23%
45-54	237 16%	- -%	- -%	- -%	- -%	237 16% abcd	61 11%	46 15%	154 16%	192 15%	28 20%
55-64	222 15%	222 100% bcde	- -%	- -%	- -%	222 15% bcd	45 8%	48 15%	141 14%	202 16%	12 9%
65+	311 21%	- -%	311 100% ae	164 100% ae	147 100% ae	311 21% a	311 54%	155 50% b	138 14%	292 23% b	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Tablet (like an iPad, Kindle Fire or Google Nexus)	1037	155	157	96	61	1037	317	157	737	920	80
	70%	70%	51%	59%	41%	70%	55%	51%	75%	71%	58%
		bcd	d	d		bcd			a	b	
Computer - Laptop, desktop or netbook computer (PC or Mac)	969	147	153	101	53	969	292	163	670	830	111
	66%	66%	49%	61%	36%	66%	51%	53%	69%	64%	81%
		bd	d	bd		bd			a		a
Standard TV set	875	135	233	111	122	875	388	220	556	791	50
	59%	61%	75%	68%	83%	59%	67%	71%	57%	61%	36%
			ae	e	abce			b		b	
Smart TV set (a TV set that connects directly to the internet)	860	125	106	73	33	860	248	121	613	731	100
	58%	56%	34%	45%	22%	58%	43%	39%	63%	57%	73%
		bcd	d	bd		bcd			a		a
Radio set (either DAB or AM/ FM)	802	150	233	114	119	802	338	218	503	735	35
	54%	68%	75%	69%	81%	54%	59%	70%	51%	57%	26%
		e	e	e	ace			b		b	
Digital video recorder/ DVR (like Sky Plus/ Sky Q, TiVo/ V Plus or Freeview Plus)	716	118	118	68	51	716	210	122	495	632	57
	48%	53%	38%	41%	35%	48%	36%	39%	51%	49%	42%
		bcd				bd			a		
Games console or handheld games player	599	49	24	19	5	599	149	69	450	521	63
	41%	22%	8%	11%	4%	41%	26%	22%	46%	40%	45%
		bcd		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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
A streaming device plugged in to a TV set or computer (like Apple TV, Amazon Fire TV stick, Chromecast, Roku)	375 25%	53 24% bd	34 11% d	27 16% d	7 5%	375 25% bcd	88 15%	50 16%	273 28% a	334 26%	27 19%
Smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	367 25%	46 21% bcd	24 8% d	20 12% d	5 3%	367 25% bcd	77 13%	50 16%	267 27% a	328 25%	28 20%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	271 18%	33 15% bcd	13 4%	10 6% d	3 2%	271 18% bcd	42 7%	39 13%	194 20% a	242 19%	17 12%
Smart home technology (to control or monitor your home remotely, such as heating, lighting or seeing who is at the door, using a smartphone or another electronic device)	142 10%	16 7% bd	7 2%	5 3%	1 1%	142 10% bcd	20 3%	16 5%	108 11% a	126 10%	12 9%
ANY TV	1430 97%	218 98%	308 99% e	162 99%	145 99%	1430 97%	565 98%	301 97%	947 97%	1250 97%	129 94%

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130	
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111	
Total	1479	222	311	164	147	1479	577	309	978	1289	138	
None of these	3	-	-	-	-	3	2	-	3	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Tablet (like an iPad, Kindle Fire or Google Nexus)	917	135	135	83	53	917	272	133	661	814	67
	62%	61%	44%	50%	36%	62%	47%	43%	68%	63%	49%
		bcd		d		bcd			a	b	
Computer - Laptop, desktop or netbook computer (PC or Mac)	878	133	136	91	44	878	251	140	610	746	105
	59%	60%	44%	56%	30%	59%	44%	45%	62%	58%	76%
		bd	d	bd		bd			a		a
Smart TV set (a TV set that connects directly to the internet)	829	122	102	70	32	829	238	118	590	704	97
	56%	55%	33%	43%	22%	56%	41%	38%	60%	55%	71%
		bcd	d	bd		bcd			a		a
Standard TV set	799	125	223	104	119	799	370	208	503	718	48
	54%	56%	72%	64%	81%	54%	64%	67%	51%	56%	35%
			ae	e	abce			b		b	
Radio set (either DAB or AM/ FM)	650	130	203	99	104	650	285	185	405	594	28
	44%	59%	65%	60%	71%	44%	49%	60%	41%	46%	20%
		e	e	e	ace			b		b	
Digital video recorder/ DVR (like Sky Plus/ Sky Q, TiVo/ V Plus or Freeview Plus)	618	100	105	62	43	618	182	105	432	546	49
	42%	45%	34%	38%	29%	42%	32%	34%	44%	42%	35%
		bd				bd			a		
Games console or handheld games player	365	20	13	11	2	365	93	45	270	313	42
	25%	9%	4%	7%	1%	25%	16%	15%	28%	24%	30%
		bd	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	310 21%	42 19% bcd	19 6%	15 9% d	4 3%	310 21% bcd	62 11%	45 15%	225 23% a	278 22%	22 16%
A streaming device plugged in to a TV set or computer (like Apple TV, Amazon Fire TV stick, Chromecast, Roku)	301 20%	43 19% bd	26 8% d	21 13% d	5 3%	301 20% bcd	67 12%	41 13%	223 23% a	264 20%	24 18%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	195 13%	25 11% bcd	8 2%	7 4% d	1 1%	195 13% bcd	24 4%	33 11%	129 13%	174 13%	10 7%
Smart home technology (to control or monitor your home remotely, such as heating, lighting or seeing who is at the door, using a smartphone or another electronic device)	116 8%	14 6% bcd	4 1%	3 2%	1 1%	116 8% bcd	14 2%	13 4%	89 9% a	101 8%	12 9%
ANY TV	1384 94%	212 95%	301 97% e	158 97%	143 97% e	1384 94%	549 95%	292 94%	918 94%	1208 94%	126 91%

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130	
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111	
Total	1479	222	311	164	147	1479	577	309	978	1289	138	
None of these	12	1	1	1	-	12	6	5	6	10	2	
	1%	1%	*%	*%	-%	1%	1%	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.

A3. Do you personally use a mobile phone? (SINGLE CODE)

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes	1400	212	254	144	110	1400	509	267	952	1215	136
	95%	95%	82%	88%	75%	95%	88%	86%	97%	94%	98%
		bcd		d		bcd			a		
No	79	10	57	20	36	79	68	42	26	75	2
	5%	5%	18%	12%	25%	5%	12%	14%	3%	6%	2%
			ae	ae	ace			b			
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.

A4. Is this a smartphone? (SINGLE CODE)

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
Yes	1193	169	122	78	44	1193	352	164	860	1021	130
	85%	80%	48%	54%	40%	85%	69%	61%	90%	84%	96%
		bcd		d		abcd			a		a
No	206	42	131	65	66	206	156	103	92	193	5
	15%	20%	52%	45%	60%	15%	31%	38%	10%	16%	4%
		e	ae	ae	ace			b		b	
Don't know	1	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.

SUMMARY OF MOBILE PHONE OWNERSHIP

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
SMARTPHONE	1193	169	122	78	44	1193	352	164	860	1021	130
	85%	80%	48%	54%	40%	85%	69%	61%	90%	84%	96%
		bcd		d		abcd			a		a
NOT A SMARTPHONE	206	42	131	65	66	206	156	103	92	193	5
	15%	20%	52%	45%	60%	15%	31%	38%	10%	16%	4%
		e	ae	ae	ace			b		b	
UNSURE WHETHER SMARTPHONE	1	1	1	1	*	1	1	1	1	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
USES A MOBILE PHONE	1400	212	254	144	110	1400	509	267	952	1215	136
	100%	100%	100%	100%	100%	100%	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.

SUMMARY OF MOBILE PHONE OWNERSHIP

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
SMARTPHONE	1193	169	122	78	44	1193	352	164	860	1021	130
	81%	76%	39%	48%	30%	81%	61%	53%	88%	79%	95%
		bcd	d	d		bcd			a		a
NOT A SMARTPHONE	206	42	131	65	66	206	156	103	92	193	5
	14%	19%	42%	40%	45%	14%	27%	33%	9%	15%	4%
		e	ae	ae	ae			b		b	
UNSURE WHETHER SMARTPHONE	1	1	1	1	*	1	1	1	1	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
USES A MOBILE PHONE	1400	212	254	144	110	1400	509	267	952	1215	136
	95%	95%	82%	88%	75%	95%	88%	86%	97%	94%	98%
		bcd		d		bcd			a		
DOES NOT USE A MOBILE PHONE	79	10	57	20	36	79	68	42	26	75	2
	5%	5%	18%	12%	25%	5%	12%	14%	3%	6%	2%
			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.

A5. (SHOWCARD) Now using this next card, 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Mobile phone or Smartphone	720 49%	65 29%	43 14%	31 19%	11 8%	720 49%	176 30%	79 26%	533 55%	616 48%	79 57%
		bcd	d	d		abcd			a		
Standard TV set	239 16%	50 23%	133 43%	60 37%	73 50%	239 16%	182 32%	111 36%	112 11%	218 17%	12 8%
		e	ae	ae	ace			b		b	
Smart TV set (a TV set that connects directly to the internet)	188 13%	47 21%	47 15%	28 17%	19 13%	188 13%	84 15%	37 12%	125 13%	166 13%	20 14%
		de									
Computer - Laptop, desktop or netbook computer (PC or Mac)	118 8%	21 9%	19 6%	13 8%	7 4%	118 8%	27 5%	22 7%	79 8%	99 8%	14 10%
Tablet (like an iPad, Kindle Fire or Google Nexus)	71 5%	15 7%	27 9%	18 11%	10 7%	71 5%	36 6%	20 6%	43 4%	62 5%	4 3%
			e	e							
Radio set (either DAB or AM/ FM)	49 3%	13 6%	32 10%	14 8%	19 13%	49 3%	38 7%	23 7%	23 2%	43 3%	2 2%
		e	e	e	ae			b			
Games console or handheld games player	26 2%	* *%	- -%	- -%	- -%	26 2%	11 2%	3 1%	20 2%	24 2%	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.

A5. (SHOWCARD) Now using this next card, 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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130	
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111	
Total	1479	222	311	164	147	1479	577	309	978	1289	138	
Digital video recorder/ DVR (like Sky Plus/ Sky Q, TiVo/ V Plus or Freeview Plus)	16 1%	3 2%	3 1%	* *%	3 2%	16 1%	8 1%	4 1%	9 1%	15 1%	* *%	
A streaming device plugged in to a TV set or computer (like Apple TV, Amazon Fire TV stick, Chromecast, Roku)	8 1%	1 *%	- -%	- -%	- -%	8 1%	4 1%	1 *%	6 1%	8 1%	- -%	
Smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	5 *%	* *%	- -%	- -%	- -%	5 *%	- -%	1 *%	3 *%	5 *%	- -%	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	* *%	1 *%	2 *%	- -%	
Smart home technology (to control or monitor your home remotely, such as heating, lighting or seeing who is at the door, using a smartphone or another electronic device)	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	2 *%	- -%	
ANY TV	427 29%	97 44%	180 58%	88 54%	92 63%	427 29%	266 46%	148 48%	237 24%	384 30%	31 23%	
		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.

A5. (SHOWCARD) Now using this next card, 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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
None of these	29	6	4	*	4	29	9	6	19	26	3
	2%	3%	1%	*%	3%	2%	2%	2%	2%	2%	2%
		c			c						
Don't know	8	1	1	*	1	8	3	2	3	5	2
	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.

T1. 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, ITV Hub, Netflix, Amazon Prime Video, 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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes	951	130	112	77	34	951	256	130	690	827	88
	64%	59%	36%	47%	23%	64%	44%	42%	71%	64%	64%
		bcd	d	bd		bcd			a		
No	525	92	196	86	110	525	318	177	286	459	49
	35%	41%	63%	52%	75%	35%	55%	57%	29%	36%	36%
			ace	ae	abce			b			
Don't know	4	-	3	1	2	4	3	3	1	4	-
	*%	-%	1%	*%	1%	*%	*%	1%	*%	*%	-%
					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. (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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1149	167	157	88	69	1149	347	195	798	1012	83
Effective Weighted Sample	897	142	109	67	49	897	252	135	639	790	71
Total	951	130	112	77	34	951	256	130	690	827	88
I have specific programmes I watch regularly	565 59%	81 63%	69 62%	** **	** **	565 59%	149 58%	89 68%	391 57%	485 59%	** **
I browse through the service to see what's available	526 55%	71 55%	47 42%	** **	** **	526 55%	120 47%	65 50%	385 56%	462 56%	** **
Friends or family tell me about them/ recommend them	471 50%	64 50%	37 33%	** **	** **	471 50%	95 37%	59 45%	353 51%	409 49%	** **
If it's something I missed when it was shown/ originally broadcast	398 42%	72 56%	47 42%	** **	** **	398 42%	105 41%	64 49%	293 42%	353 43%	** **
I like to watch a specific type of show or film (e.g. horror, comedies, drama and so on)	372 39%	49 38%	37 33%	** **	** **	372 39%	91 36%	55 42%	267 39%	319 39%	** **
I see it promoted in trailers or adverts	217 23%	29 22%	16 15%	** **	** **	217 23%	49 19%	30 23%	157 23%	200 24%	** **
I see it recommended or highlighted by the service (newly added / most popular / you might enjoy sections)	170 18%	22 17%	11 10%	** **	** **	170 18%	37 15%	22 17%	126 18%	149 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.

T2. (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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1149	167	157	88	69	1149	347	195	798	1012	83
Effective Weighted Sample	897	142	109	67	49	897	252	135	639	790	71
Total	951	130	112	77	34	951	256	130	690	827	88
It's discussed or reviewed on TV, radio or in newspapers or magazines	118	23	14	**	**	118	29	24	76	106	**
	12%	17%	13%	**	**	12%	11%	19% b	11%	13%	**
Somebody mentions it on social media	110	11	2	**	**	110	22	13	76	94	**
	12%	9% b	2%	**	**	12% b	9%	10%	11%	11%	**
Other	10	2	4	**	**	10	5	5	5	10	**
	1%	2% e	3%	**	**	1%	2%	4% b	1%	1%	**
Don't know	2	-	-	**	**	2	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Licence fee/ by the public	1222	202	283	152	131	1222	469	271	794	1092	83
	83%	91%	91%	93%	89%	83%	81%	88%	81%	85%	60%
		e	e	e	e			b		b	
By the government	42	3	8	4	4	42	16	7	27	31	11
	3%	2%	3%	2%	3%	3%	3%	2%	3%	2%	8%
											a
Advertising	33	2	3	2	2	33	12	4	24	21	10
	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	7%
											a
Programme sponsorship	10	-	1	-	1	10	5	1	6	5	4
	1%	-%	*%	-%	1%	1%	1%	*%	1%	*%	3%
											a
Sales of programmes and/ or services to other channels/ countries	3	1	-	-	-	3	1	*	3	2	1
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%
Other	12	4	*	*	-	12	2	3	9	11	2
	1%	2%	*%	*%	-%	1%	*%	1%	1%	1%	2%
		b									
Don't know	155	9	16	7	9	155	71	24	114	128	27
	10%	4%	5%	4%	6%	10%	12%	8%	12%	10%	20%
						abc			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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Advertising	1077	188	262	144	117	1077	416	248	693	974	61
	73%	85%	84%	88%	80%	73%	72%	80%	71%	76%	44%
		e	e	de	e			b		b	
Licence fee/ by the public	91	14	13	6	7	91	37	20	53	71	15
	6%	6%	4%	3%	5%	6%	6%	6%	5%	6%	11%
											a
Programme sponsorship	45	3	5	2	3	45	13	6	32	36	7
	3%	2%	2%	1%	2%	3%	2%	2%	3%	3%	5%
By the government	26	2	5	3	2	26	11	4	19	20	4
	2%	1%	2%	2%	1%	2%	2%	1%	2%	2%	3%
Sales of programmes and/ or services to other channels/ countries	21	3	5	2	2	21	8	4	15	15	4
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	3%
Magazine/ book/ video/ DVD sales	1	-	-	-	-	1	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
Other	8	2	2	-	2	8	3	2	5	7	2
	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	1%
Don't know	209	9	20	7	13	209	88	26	160	166	43
	14%	4%	6%	4%	9%	14%	15%	8%	16%	13%	32%
				a		abc			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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Those with Sky or Virgin Media pay for it/ subscriptions to Sky or Virgin	863	134	164	94	70	863	308	153	597	757	76
	58%	60%	53%	57%	48%	58%	53%	49%	61%	59%	55%
		d				d			a		
Advertising	256	40	61	33	28	256	94	66	162	230	18
	17%	18%	20%	20%	19%	17%	16%	21%	17%	18%	13%
								b			
Programme sponsorship	50	6	7	4	4	50	17	8	35	43	6
	3%	3%	2%	2%	2%	3%	3%	3%	4%	3%	4%
Licence fee/ by the public	35	11	4	2	2	35	10	5	20	27	4
	2%	5%	1%	1%	2%	2%	2%	2%	2%	2%	3%
		bcde									
Sales of programmes and/ or services to other channels/ countries	34	3	4	2	2	34	8	6	20	21	9
	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	7%
											a
By the government	7	1	1	-	1	7	3	2	2	3	*
	*%	1%	*%	-%	1%	*%	*%	1%	*%	*%	*%
Other	19	5	1	*	1	19	1	5	11	18	2
	1%	2%	*%	*%	1%	1%	*%	2%	1%	1%	1%
		b									
Don't know	214	21	68	29	39	214	135	64	131	189	23
	14%	9%	22%	18%	27%	14%	23%	21%	13%	15%	17%
			ae	a	ace	a		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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
No, do not have any concerns	830	114	118	64	54	830	294	130	596	727	80
	56%	52%	38%	39%	37%	56%	51%	42%	61%	56%	58%
		bcd				bcd			a		
Too many repeats	207	40	59	31	28	207	93	58	129	188	12
	14%	18%	19%	19%	19%	14%	16%	19%	13%	15%	8%
			e					b			
Violence (in general)	179	30	66	29	37	179	91	69	87	153	13
	12%	14%	21%	18%	25%	12%	16%	22%	9%	12%	9%
			ae	e	ae			b			
Too many reality TV programmes	160	26	59	32	26	160	69	45	90	142	7
	11%	12%	19%	20%	18%	11%	12%	14%	9%	11%	5%
			ae	ae	e			b		b	
Poor quality programmes	131	19	46	22	24	131	68	41	75	114	9
	9%	9%	15%	14%	16%	9%	12%	13%	8%	9%	6%
			ae	e	ae			b			
Bad/ offensive language (spoken or song lyrics)	123	21	59	27	32	123	71	52	62	102	13
	8%	9%	19%	17%	22%	8%	12%	17%	6%	8%	9%
			ae	ae	ae			b			
Too many/ too long advertising breaks	113	15	31	15	16	113	42	24	76	101	5
	8%	7%	10%	9%	11%	8%	7%	8%	8%	8%	4%
Lack of originality/ programmes are too similar	112	15	31	19	12	112	47	37	51	99	9
	8%	7%	10%	11%	8%	8%	8%	12%	5%	8%	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Inappropriate programmes shown before the watershed	99 7%	14 6%	22 7%	12 7%	11 7%	99 7%	29 5%	27 9%	56 6%	82 6%	9 7%
Too many programmes with celebrities	87 6%	12 6%	28 9% e	15 9%	14 9%	87 6%	39 7%	30 10% b	44 5%	77 6%	3 2%
Sex/ nakedness (in general)	84 6%	10 4%	32 10% ae	15 9%	16 11% ae	84 6%	38 7%	29 9% b	51 5%	68 5%	11 8%
Bad taste/ shock tactics	60 4%	7 3%	20 6%	9 5%	11 8% ae	60 4%	27 5%	21 7% b	36 4%	52 4%	4 3%
People behaving badly	53 4%	6 3%	19 6% e	10 6%	8 6%	53 4%	22 4%	17 6%	33 3%	49 4%	1 1%
Inaccurate/ biased/ unreliable information broadcast/ reported	47 3%	7 3%	8 3%	2 2%	6 4%	47 3%	14 2%	11 4%	25 3%	38 3%	9 7% a
Drug use/ drug references	47 3%	5 2%	10 3%	4 3%	5 3%	47 3%	15 3%	12 4%	30 3%	41 3%	3 2%
Irritating/ annoying sponsorship messages	41 3%	3 1%	14 5% a	9 6% a	5 4%	41 3%	20 3%	11 3%	23 2%	36 3%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Too many American programmes	40 3%	3 1%	17 5% ae	5 3%	12 8% ace	40 3%	20 3%	15 5% b	18 2%	34 3%	2 1%
Race – Discriminatory treatment or portrayal of people based on race	28 2%	2 1%	2 1%	1 1%	1 1%	28 2%	5 1%	5 2%	18 2%	21 2%	5 3%
Age – Discriminatory treatment or portrayal of people based on age	26 2%	1 1%	5 2%	2 1%	3 2%	26 2%	5 1%	8 3%	15 2%	23 2%	2 2%
Sexual orientation – Discriminatory treatment or portrayal of people based on sexual orientation	25 2%	2 1%	6 2%	2 1%	4 3%	25 2%	8 1%	7 2%	16 2%	20 2%	4 3%
Not enough programmes for my age group	24 2%	3 1%	8 3%	6 3%	3 2%	24 2%	10 2%	7 2%	16 2%	23 2%	* *%
Gender – Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	24 2%	2 1%	3 1%	3 2%	1 *%	24 2%	5 1%	6 2%	15 1%	22 2%	1 1%
Not enough programmes that show people like me/ people of my background/ people of my social grade	22 2%	3 1%	4 1%	3 2%	1 1%	22 2%	5 1%	5 2%	15 2%	14 1%	7 5% 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130	
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111	
Total	1479	222	311	164	147	1479	577	309	978	1289	138	
Disability – Discriminatory treatment or portrayal of people based on disability	21 1%	2 1%	5 2%	4 2%	1 1%	21 1%	7 1%	7 2%	12 1%	19 1%	1 1%	
Religion – Discriminatory treatment or portrayal of people based on religion	19 1%	2 1%	1 *% a	* *% a	* *% a	19 1%	3 1%	3 1%	14 1%	13 1%	5 3% a	
Not enough racial diversity	17 1%	3 1%	1 *% a	1 1%	* *% a	17 1%	3 *% a	2 1%	8 1%	6 *% a	8 6% a	
Not enough programmes from my geographic region/ area	16 1%	1 1%	4 1%	1 1%	3 2%	16 1%	5 1%	2 1%	11 1%	15 1%	- -%	
Not enough gender diversity in programmes	8 1%	1 *% a	2 1%	* *% a	2 1%	8 1%	2 *% a	4 1%	3 *% a	7 1%	1 1%	
Other	69 5%	16 7%	22 7%	13 8%	9 6%	69 5%	27 5%	24 8% b	36 4%	61 5%	7 5%	
Don't know	25 2%	3 1%	5 2%	1 1%	4 3%	25 2%	12 2%	4 1%	11 1%	18 1%	5 4% a	
SUMMARY CODES												
ANY CONCERNS	624 42%	105 47%	187 60% ae	98 60% ae	89 61% ae	624 42%	271 47%	175 57% b	370 38%	545 42%	52 38%	

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
ANY QUALITY OF CONTENT/ REPEATS	385	64	118	61	57	385	176	111	228	340	26
	26%	29%	38%	37%	39%	26%	30%	36%	23%	26%	19%
			ae	e	ae			b			
ANY HARMFUL/ OFFENSIVE CONTENT	313	46	110	53	56	313	147	104	170	264	29
	21%	21%	35%	32%	38%	21%	25%	33%	17%	21%	21%
			ae	ae	ae			b			
ANY ADVERTISING/ SPONSORSHIP	127	16	36	20	16	127	48	29	83	112	8
	9%	7%	12%	12%	11%	9%	8%	9%	8%	9%	6%
ANY DIVERSITY OF CONTENT	114	11	26	13	13	114	36	26	77	93	16
	8%	5%	8%	8%	9%	8%	6%	8%	8%	7%	12%
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	47	7	8	2	6	47	14	11	25	38	9
	3%	3%	3%	2%	4%	3%	2%	4%	3%	3%	7%
											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.

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	IMPACTING/ LIMITING CONDITIONS		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	1826	285	477	220	257	1826	817	446	1131	1615	123
Effective Weighted Sample	1414	236	334	157	184	1414	593	332	898	1253	105
Total	1430	218	308	162	145	1430	565	301	947	1250	129
No, do not have any concerns	806	114	117	63	54	806	287	127	577	709	74
	56%	52%	38%	39%	37%	56%	51%	42%	61%	57%	57%
		bcd				bcd			a		
Too many repeats	206	40	59	31	28	206	93	58	128	187	12
	14%	18%	19%	19%	19%	14%	17%	19%	14%	15%	9%
			e					b			
Violence (in general)	176	29	65	29	37	176	90	67	87	150	13
	12%	13%	21%	18%	25%	12%	16%	22%	9%	12%	10%
			ae		ae			b			
Too many reality TV programmes	157	26	58	32	26	157	68	43	90	140	7
	11%	12%	19%	20%	18%	11%	12%	14%	9%	11%	5%
			ae	ae	e			b			
Poor quality programmes	125	19	46	22	23	125	67	39	73	109	9
	9%	9%	15%	14%	16%	9%	12%	13%	8%	9%	7%
			ae	e	ae			b			
Bad/ offensive language (spoken or song lyrics)	120	20	58	27	31	120	70	51	61	99	13
	8%	9%	19%	17%	22%	8%	12%	17%	6%	8%	10%
			ae	ae	ae			b			
Lack of originality/ programmes are too similar	108	15	31	19	12	108	46	35	51	96	8
	8%	7%	10%	12%	8%	8%	8%	12%	5%	8%	6%
								b			
Too many/ too long advertising breaks	108	15	31	15	16	108	42	23	72	97	5
	8%	7%	10%	9%	11%	8%	7%	8%	8%	8%	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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1826	285	477	220	257	1826	817	446	1131	1615	123
Effective Weighted Sample	1414	236	334	157	184	1414	593	332	898	1253	105
Total	1430	218	308	162	145	1430	565	301	947	1250	129
Inappropriate programmes shown before the watershed	98 7%	14 7%	22 7%	12 7%	11 7%	98 7%	28 5%	26 9%	56 6%	82 7%	8 6%
Too many programmes with celebrities	84 6%	12 6%	28 9% e	15 9%	14 9%	84 6%	39 7%	30 10% b	44 5%	76 6%	2 2%
Sex/ nakedness (in general)	80 6%	10 5%	31 10% ae	15 9%	16 11% ae	80 6%	37 7%	29 10% b	48 5%	65 5%	11 8%
Bad taste/ shock tactics	58 4%	7 3%	20 6%	9 5%	11 8% ae	58 4%	27 5%	20 7% b	35 4%	49 4%	4 3%
People behaving badly	51 4%	6 3%	19 6% e	10 6%	8 6%	51 4%	21 4%	17 6% b	31 3%	47 4% b	- -%
Drug use/ drug references	47 3%	5 2%	10 3%	4 3%	5 3%	47 3%	15 3%	12 4%	30 3%	41 3%	3 2%
Inaccurate/ biased/ unreliable information broadcast/ reported	41 3%	6 3%	8 3%	2 2%	6 4%	41 3%	14 2%	10 3%	23 2%	34 3%	8 6% a
Irritating/ annoying sponsorship messages	39 3%	3 2%	14 5% a	9 6% ae	5 4%	39 3%	20 4%	11 4%	22 2%	36 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	IMPACTING/ LIMITING CONDITIONS		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	1826	285	477	220	257	1826	817	446	1131	1615	123
Effective Weighted Sample	1414	236	334	157	184	1414	593	332	898	1253	105
Total	1430	218	308	162	145	1430	565	301	947	1250	129
Too many American programmes	38 3%	3 1%	17 6% ae	4 3%	12 9% ace	38 3%	20 4%	14 5% b	17 2%	32 3%	2 2%
Race – Discriminatory treatment or portrayal of people based on race	27 2%	2 1%	2 1%	1 1%	1 *%	27 2%	4 1%	4 1%	18 2%	20 2%	5 4%
Age – Discriminatory treatment or portrayal of people based on age	25 2%	1 1%	5 2%	2 1%	3 2%	25 2%	5 1%	8 3%	15 2%	23 2%	2 2%
Sexual orientation – Discriminatory treatment or portrayal of people based on sexual orientation	25 2%	2 1%	6 2%	2 1%	4 3%	25 2%	8 1%	7 2%	16 2%	20 2%	4 3%
Not enough programmes for my age group	24 2%	3 1%	8 3%	6 3%	3 2%	24 2%	10 2%	7 2%	16 2%	23 2%	* *%
Gender – Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	24 2%	2 1%	3 1%	3 2%	1 *%	24 2%	5 1%	6 2%	15 2%	22 2%	1 1%
Not enough programmes that show people like me/ people of my background/ people of my social grade	22 2%	3 1%	4 1%	3 2%	1 1%	22 2%	5 1%	5 2%	15 2%	14 1%	7 6% 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1826	285	477	220	257	1826	817	446	1131	1615	123	
Effective Weighted Sample	1414	236	334	157	184	1414	593	332	898	1253	105	
Total	1430	218	308	162	145	1430	565	301	947	1250	129	
Disability – Discriminatory treatment or portrayal of people based on disability	20 1%	2 1%	5 2%	4 2%	1 1%	20 1%	7 1%	7 2%	12 1%	18 1%	1 1%	
Religion – Discriminatory treatment or portrayal of people based on religion	19 1%	2 1%	1 *%	* *%	* *%	19 1%	3 1%	3 1%	14 1%	13 1%	5 4% a	
Not enough racial diversity	16 1%	3 1%	1 *%	1 1%	* *%	16 1%	3 *%	2 1%	7 1%	6 1%	7 5% a	
Not enough programmes from my geographic region/ area	15 1%	1 1%	4 1%	1 1%	3 2%	15 1%	5 1%	2 1%	11 1%	15 1%	- -%	
Not enough gender diversity in programmes	8 1%	1 *%	2 1%	* *%	2 1%	8 1%	2 *%	4 1%	3 *%	7 1%	1 1%	
Other	62 4%	14 6%	21 7% e	12 8%	9 6%	62 4%	27 5%	22 7% b	33 4%	54 4%	7 5%	
Don't know	24 2%	2 1%	5 2%	1 1%	4 3%	24 2%	12 2%	4 1%	11 1%	17 1%	5 4% a	
SUMMARY CODES												
ANY CONCERNS	601 42%	102 47%	185 60% ae	97 60% ae	88 60% ae	601 42%	266 47%	170 56% b	358 38%	524 42%	50 39%	

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	IMPACTING/ LIMITING CONDITIONS		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	1826	285	477	220	257	1826	817	446	1131	1615	123
Effective Weighted Sample	1414	236	334	157	184	1414	593	332	898	1253	105
Total	1430	218	308	162	145	1430	565	301	947	1250	129
ANY QUALITY OF CONTENT/ REPEATS	375	64	117	61	57	375	174	108	224	333	24
	26%	30%	38%	37%	39%	26%	31%	36%	24%	27%	19%
			ae	e	ae			b			
ANY HARMFUL/ OFFENSIVE CONTENT	305	45	109	53	56	305	144	101	166	258	28
	21%	21%	35%	33%	39%	21%	26%	34%	17%	21%	21%
			ae	ae	ae			b			
ANY ADVERTISING/ SPONSORSHIP	121	16	36	20	16	121	48	29	79	108	7
	8%	8%	12%	12%	11%	8%	8%	9%	8%	9%	5%
ANY DIVERSITY OF CONTENT	111	11	25	13	13	111	35	25	74	91	15
	8%	5%	8%	8%	9%	8%	6%	8%	8%	7%	11%
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	41	6	8	2	6	41	14	10	23	34	8
	3%	3%	3%	2%	4%	3%	2%	3%	2%	3%	6%
											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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes	1293	184	187	115	72	1293	419	206	912	1121	129
	87%	83%	60%	70%	49%	87%	72%	67%	93%	87%	94%
		bcd	d	bd		abcd			a		a
No	185	38	123	49	74	185	159	103	66	169	9
	13%	17%	40%	30%	51%	13%	28%	33%	7%	13%	6%
		e	ace	ae	abce			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, tablet computer or smartwatch 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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Smartphone (like an iPhone or Samsung Galaxy)	1065	137	73	52	21	1065	279	131	788	906	123
	82%	75%	39%	45%	29%	82%	67%	64%	86%	81%	96%
		bcd		d		abcd			a		a
Computer - Laptop, desktop or netbook computer (PC or Mac)	787	124	114	75	39	787	206	123	554	658	102
	61%	68%	61%	65%	53%	61%	49%	60%	61%	59%	79%
		d									a
Tablet (like an iPad, Kindle Fire or Google Nexus)	763	115	110	68	43	763	210	116	557	674	62
	59%	63%	59%	59%	59%	59%	50%	56%	61%	60%	48%
										b	
Smart TV set (a TV set that connects directly to the internet and doesn't need a computer set-top box or games console to go online)	344	45	13	10	3	344	60	42	269	279	57
	27%	25%	7%	9%	5%	27%	14%	20%	29%	25%	44%
		bcd				bcd			a		a
Games console or handheld games player	182	5	2	2	-	182	34	18	137	159	21
	14%	3%	1%	2%	-%	14%	8%	9%	15%	14%	16%
						abcd			a		
Smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	177	30	6	4	1	177	26	29	137	160	15
	14%	16%	3%	4%	2%	14%	6%	14%	15%	14%	12%
		bcd				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, tablet computer or smartwatch 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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Wearable technology like a smartwatch or fitness tracker (like an Apple Watch, Fitbit)	89	12	1	1	-	89	8	12	71	76	11
	7%	7%	1%	1%	-%	7%	2%	6%	8%	7%	8%
		bcd				bcd					
Other type of device	3	-	1	1	-	3	3	2	1	3	-
	*%	-%	*%	1%	-%	*%	1%	1%	*%	*%	-%
GOES ONLINE	1293	184	187	115	72	1293	419	206	912	1121	129
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1206	164	148	92	55	1206	369	179	866	1042	123
	93%	90%	79%	80%	76%	93%	88%	87%	95%	93%	96%
		bcd				bcd			a		
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	507	59	74	40	34	507	213	82	358	463	27
	39%	32%	39%	35%	47%	39%	51%	40%	39%	41%	21%
					a					b	
ONLY USE A SMARTPHONE TO GO ONLINE	161	13	9	5	4	161	73	21	111	141	14
	12%	7%	5%	4%	6%	12%	18%	10%	12%	13%	11%
						abc					
ONLY USE A TABLET TO GO ONLINE	83	18	50	26	24	83	59	29	45	78	-
	6%	10%	27%	23%	33%	6%	14%	14%	5%	7%	-%
			ae	ae	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DESKTOP/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	87	19	40	23	17	87	49	27	46	79	6
	7%	10%	21%	20%	24%	7%	12%	13%	5%	7%	4%
		ae	ae	ae				b			
DESKTOP/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	699	105	74	52	21	699	156	96	507	579	97
	54%	57%	39%	46%	30%	54%	37%	47%	56%	52%	75%
		bd	d		bd			a		a	
ALTERNATIVE DEVICE AND NOT DESKTOP/ LAPTOP/ NETBOOK	507	59	74	40	34	507	213	82	358	463	27
	39%	32%	39%	35%	47%	39%	51%	40%	39%	41%	21%
				a						b	
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1206	164	148	92	55	1206	369	179	866	1042	123
	93%	90%	79%	80%	76%	93%	88%	87%	95%	93%	96%
		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.

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, tablet computer or smartwatch 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e		a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Smartphone (like an iPhone or Samsung Galaxy)	1065	137	73	52	21	1065	279	131	788	906	123
	72%	62%	24%	32%	14%	72%	48%	42%	81%	70%	90%
		bcd	d	d		abcd			a		a
Computer - Laptop, desktop or netbook computer (PC or Mac)	787	124	114	75	39	787	206	123	554	658	102
	53%	56%	37%	46%	26%	53%	36%	40%	57%	51%	74%
		bcd	d	bd		bd			a		a
Tablet (like an iPad, Kindle Fire or Google Nexus)	763	115	110	68	43	763	210	116	557	674	62
	52%	52%	36%	41%	29%	52%	36%	37%	57%	52%	45%
		bcd		d		bcd			a		
Smart TV set (a TV set that connects directly to the internet and doesn't need a computer set-top box or games console to go online)	344	45	13	10	3	344	60	42	269	279	57
	23%	20%	4%	6%	2%	23%	10%	13%	28%	22%	41%
		bcd				bcd			a		a
Games console or handheld games player	182	5	2	2	-	182	34	18	137	159	21
	12%	2%	1%	1%	-%	12%	6%	6%	14%	12%	15%
		d				abcd			a		
Smart speaker which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	177	30	6	4	1	177	26	29	137	160	15
	12%	13%	2%	3%	1%	12%	5%	9%	14%	12%	11%
		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.

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, tablet computer or smartwatch 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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Wearable technology like a smartwatch or fitness tracker (like an Apple Watch, Fitbit)	89 6%	12 5%	1 *%	1 1%	- -%	89 6%	8 1%	12 4%	71 7%	76 6%	11 8%
		bcd				bcd			a		
Other type of device	3 *%	- -%	1 *%	1 *%	- -%	3 *%	3 *%	2 1%	1 *%	3 *%	- -%
GOES ONLINE	1293 87%	184 83%	187 60%	115 70%	72 49%	1293 87%	419 72%	206 67%	912 93%	1121 87%	129 94%
		bcd	d	bd		abcd			a		a
DOES NOT GO ONLINE	185 13%	38 17%	123 40%	49 30%	74 51%	185 13%	159 28%	103 33%	66 7%	169 13%	9 6%
		e	ace	ae	abce			b		b	
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1206 82%	164 74%	148 48%	92 56%	55 38%	1206 82%	369 64%	179 58%	866 89%	1042 81%	123 90%
		bcd	d	d		abcd			a		a
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	507 34%	59 27%	74 24%	40 24%	34 23%	507 34%	213 37%	82 27%	358 37%	463 36%	27 19%
						abcd			a	b	
ONLY USE A SMARTPHONE TO GO ONLINE	161 11%	13 6%	9 3%	5 3%	4 3%	161 11%	73 13%	21 7%	111 11%	141 11%	14 10%
						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, tablet computer or smartwatch 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	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
ONLY USE A TABLET TO GO ONLINE	83	18	50	26	24	83	59	29	45	78	-
	6%	8%	16%	16%	16%	6%	10%	9%	5%	6%	-%
			ae	ae	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
DESKTOP/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	87	19	40	23	17	87	49	27	46	79	6
	6%	9%	13%	14%	12%	6%	9%	9%	5%	6%	4%
			e	e	e			b			
DESKTOP/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	699	105	74	52	21	699	156	96	507	579	97
	47%	48%	24%	32%	15%	47%	27%	31%	52%	45%	70%
		bcd	d	d		bcd			a		a
ALTERNATIVE DEVICE AND NOT DESKTOP/ LAPTOP/ NETBOOK	507	59	74	40	34	507	213	82	358	463	27
	34%	27%	24%	24%	23%	34%	37%	27%	37%	36%	19%
						abcd			a	b	
NONE USED	185	38	123	49	74	185	159	103	66	169	9
	13%	17%	40%	30%	51%	13%	28%	33%	7%	13%	6%
		e	ace	ae	abce			b		b	
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1206	164	148	92	55	1206	369	179	866	1042	123
	82%	74%	48%	56%	38%	82%	64%	58%	89%	81%	90%
		bcd	d	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
In the past year	10 1%	1 1%	1 *%	- -%	1 1%	10 1%	6 1%	2 1%	6 1%	6 1%	3 3% a
In the past 2 years	14 1%	4 2%	6 3% e	3 3%	3 4% e	14 1%	10 2%	6 3% b	9 1%	12 1%	2 2%
In the past 3-4 years	39 3%	7 4%	9 5%	4 3%	5 7% e	39 3%	17 4%	7 3%	28 3%	37 3%	1 1%
In the past 5-9 years	181 14%	18 10%	31 16%	21 18% a	10 14%	181 14%	76 18%	35 17%	120 13%	154 14%	14 11%
Ten years ago or more	1005 78%	147 80%	136 73%	84 73%	52 72%	1005 78%	301 72%	150 73%	721 79% a	876 78%	104 81%
Can't remember	44 3%	7 4%	5 3%	3 3%	2 2%	44 3%	8 2%	6 3%	29 3%	36 3%	4 3%
SUMMARY CODES											
IN THE PAST 1-2 YEARS	24 2%	5 3%	7 3%	3 3%	4 5% e	24 2%	16 4%	8 4% b	14 2%	18 2%	5 4%
IN THE PAST 1-4 YEARS	63 5%	12 6%	16 8% e	7 6%	9 12% e	63 5%	33 8%	15 7%	42 5%	55 5%	7 5%
FIVE YEARS AGO OR MORE	1186 92%	165 90%	167 89%	105 91%	62 86%	1186 92% d	377 90%	185 90%	841 92%	1030 92%	118 91%

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Ask a friend or family member to help	732	120	141	83	58	732	271	142	499	637	67
	57%	65%	75%	72%	81%	57%	65%	69%	55%	57%	52%
		e	ae	e	ae			b			
Look online for help / "Google it "	648	87	53	38	15	648	161	83	490	556	80
	50%	47%	29%	33%	21%	50%	39%	40%	54%	50%	62%
		bcd				bcd			a		a
Figure it out myself	393	58	44	26	18	393	110	62	281	338	50
	30%	32%	24%	22%	26%	30%	26%	30%	31%	30%	39%
Watch 'how to' videos on websites like YouTube or the BBC	228	28	12	8	4	228	49	34	156	189	26
	18%	15%	7%	7%	6%	18%	12%	17%	17%	17%	20%
		bcd				bcd					
Ask a colleague/ someone at work	125	18	6	5	1	125	16	15	96	107	15
	10%	10%	3%	4%	1%	10%	4%	8%	11%	10%	12%
		bd				bd					
Get someone else to do it for me	105	22	16	10	6	105	35	23	65	90	7
	8%	12%	9%	9%	9%	8%	8%	11%	7%	8%	5%
Phone a helpline to get someone to talk me through it	70	20	14	10	5	70	23	11	49	61	6
	5%	11%	8%	8%	6%	5%	5%	5%	5%	5%	4%
		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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120	
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103	
Total	1293	184	187	115	72	1293	419	206	912	1121	129	
Look for help from online courses like 'learn my way', Digital Unite, Age UK or BBC	27 2%	7 4%	4 2%	3 2%	1 1%	27 2%	8 2%	5 2%	15 2%	23 2%	2 2%	
Go to the local library for help	16 1%	2 1%	3 1%	1 1%	2 3%	16 1%	6 1%	4 2%	11 1%	16 1%	- -%	
Go to my bank branch for help	15 1%	5 3%	3 1%	- -%	3 4% e	15 1%	4 1%	6 3% b	5 1%	15 1%	- -%	
Go to an adult learning venue or local community centre for help	4 *% e	* *% e	3 2% e	2 2% e	1 1%	4 *% e	4 1%	1 *% e	2 *% e	3 *% e	1 *% e	
Other	17 1%	4 2%	3 2%	3 3%	* *% e	17 1%	6 1%	5 2%	11 1%	17 2%	- -%	
WOULD TAKE SOME ACTION IF STUCK ONLINE	1210 94%	175 95%	183 98%	113 98%	70 97%	1210 94%	399 95%	198 96%	848 93%	1048 93%	122 95%	
Give up	13 1%	2 1%	1 1%	1 1%	* *% e	13 1%	6 1%	1 1%	11 1%	11 1%	3 2%	
None of these/ I don't tend to get stuck when online	66 5%	7 4% bc	1 *% e	* *% e	1 1%	66 5% bcd	10 2%	6 3%	53 6%	59 5%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Don't know	4	-	2	1	1	4	3	1	*	3	-
	*%	-%	1%	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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
None	8 1%	2 1%	2 1%	1 1%	1 1%	8 1%	4 1%	5 2% b	3 *%	4 *%	2 2% a
Up to 1 hour	39 3%	8 5%	17 9% e	9 8% e	8 11% ae	39 3%	22 5%	8 4%	24 3%	32 3%	7 5%
Up to 5 hours	209 16%	47 26% e	53 28% e	27 23%	26 35% e	209 16%	93 22%	45 22% b	135 15%	183 16% b	10 8%
Up to 10 hours	361 28%	57 31%	54 29%	33 29%	20 28%	361 28%	103 25%	46 22%	271 30% a	314 28%	44 34%
Up to 15 hours	232 18%	26 14%	31 17%	21 18%	11 15%	232 18%	71 17%	28 14%	179 20% a	207 18%	19 15%
Up to 20 hours	137 11%	11 6%	8 4%	5 4%	3 5%	137 11% abcd	26 6%	17 8%	97 11%	125 11%	9 7%
Up to 30 hours	171 13%	22 12% d	18 10%	15 13% d	3 4%	171 13% d	53 13%	27 13%	122 13%	145 13%	16 12%
Up to 40 hours	55 4%	5 3%	3 1%	2 2%	1 1%	55 4%	17 4%	10 5%	34 4%	46 4%	6 5%
Up to 50 hours	41 3%	3 2%	2 1%	2 2%	- -%	41 3%	13 3%	12 6% b	24 3%	32 3%	10 7% 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Over 50 hours	39	2	1	1	-	39	17	6	24	32	6
	3%	1%	*%	1%	-%	3%	4%	3%	3%	3%	5%
						b					
Mean number of hours per week	16.2	12.2	10.2	11.6	8.0	16.2	15.5	16.6	15.8	16.0	18.6
		bd	d	d		abcd					
Standard deviation	14.88	11.23	9.54	10.65	6.95	14.88	16.30	16.22	13.86	14.67	17.21
Standard error	.37	.72	.57	.91	.58	.37	.67	.92	.42	.39	1.57

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
None	619	106	168	102	66	619	326	150	404	558	48
	48%	58%	89%	88%	91%	48%	78%	73%	44%	50%	38%
		e	ae	ae	ae			b		b	
Up to 1 hour	57	5	7	3	4	57	25	9	42	52	4
	4%	3%	4%	3%	5%	4%	6%	4%	5%	5%	3%
Up to 5 hours	231	33	6	5	1	231	44	11	183	195	28
	18%	18%	3%	4%	2%	18%	11%	5%	20%	17%	22%
		bcd				bcd			a		
Up to 10 hours	152	17	2	1	1	152	7	11	114	128	17
	12%	9%	1%	1%	1%	12%	2%	5%	13%	11%	13%
		bcd				bcd			a		
Up to 15 hours	65	6	1	1	*	65	4	6	51	54	9
	5%	3%	1%	1%	1%	5%	1%	3%	6%	5%	7%
						bd					
Up to 20 hours	54	4	*	-	*	54	3	6	35	41	6
	4%	2%	*%	-%	*%	4%	1%	3%	4%	4%	4%
		b				bc					
Up to 30 hours	53	8	1	1	-	53	6	5	39	42	4
	4%	4%	1%	1%	-%	4%	1%	2%	4%	4%	3%
		bd				bd					
Up to 40 hours	47	2	1	1	-	47	2	6	36	40	7
	4%	1%	*%	1%	-%	4%	1%	3%	4%	4%	5%
						bd					
Up to 50 hours	11	2	1	1	-	11	1	1	7	6	5
	1%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Over 50 hours	6	-	-	-	-	6	-	2	2	5	1
	*%	-%	-%	-%	-%	*%	-%	1%	*%	*%	1%
Mean number of hours per week	6.4	4.5	1.0	1.3	.4	6.4	1.5	3.9	6.5	5.9	9.4
		bcd				abcd			a		a
Standard deviation	10.94	9.09	4.95	6.09	2.02	10.94	5.29	10.17	10.67	10.45	14.83
Standard error	.27	.58	.29	.52	.17	.27	.22	.58	.33	.28	1.35

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 (including time spent online when commuting, travelling and out and about)?

Base : Those who go online

	AGE					All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
	Total	55-64	65+	65-74	75+			65+ OR DE	REPORTS	DOES NOT REPORT	WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
None	558	103	135	76	59	558	244	117	383	506	44
	43%	56%	72%	66%	82%	43%	58%	57%	42%	45%	34%
		e	ae	e	ace			b		b	
Up to 1 hour	177	22	26	17	10	177	61	31	128	159	12
	14%	12%	14%	15%	13%	14%	15%	15%	14%	14%	10%
Up to 5 hours	410	50	21	20	2	410	80	39	302	337	51
	32%	27%	11%	17%	3%	32%	19%	19%	33%	30%	40%
		bcd	d	d		bcd			a		a
Up to 10 hours	105	4	2	1	2	105	22	15	74	86	15
	8%	2%	1%	1%	2%	8%	5%	7%	8%	8%	11%
						abcd					
Up to 15 hours	22	2	-	-	-	22	4	3	15	20	1
	2%	1%	-%	-%	-%	2%	1%	1%	2%	2%	1%
Up to 20 hours	8	-	*	*	-	8	2	-	5	4	3
	1%	-%	*%	*%	-%	1%	1%	-%	1%	*%	2%
											a
Up to 30 hours	6	1	2	2	-	6	2	-	2	3	2
	*%	*%	1%	1%	-%	*%	1%	-%	*%	*%	1%
Up to 40 hours	5	1	-	-	-	5	2	1	3	4	1
	*%	1%	-%	-%	-%	*%	1%	*%	*%	*%	1%
Over 50 hours	1	*	-	-	-	1	-	1	*	*	1
	*%	*%	-%	-%	-%	*%	-%	*%	*%	*%	1%
											a
Mean number of hours per week	2.5	1.6	.8	1.1	.4	2.5	1.8	1.9	2.4	2.3	3.8
		bd		d		abcd					a
Standard deviation	4.65	4.10	3.16	3.83	1.52	4.65	4.63	5.03	4.20	4.16	6.95
Standard error	.12	.26	.19	.33	.13	.12	.19	.29	.13	.11	.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.

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG		
	Total	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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
None	2 *%	1 *%	* *%	- -%	* *%	2 *%	1 *%	3 1% b	- -%	2 *%	* *%
Up to 1 hour	26 2%	3 2%	14 7% ae	8 7% ae	6 8% ae	26 2%	18 4%	7 3%	16 2%	19 2%	7 5% a
Up to 5 hours	135 10%	33 18% e	50 27% ae	22 19% e	28 38% abce	135 10%	82 20%	35 17% b	86 9%	120 11%	7 6%
Up to 10 hours	194 15%	46 25% e	51 27% e	31 27% e	20 27% e	194 15%	85 20%	37 18%	130 14%	174 15%	14 11%
Up to 15 hours	177 14%	23 12%	29 16%	19 16%	11 15%	177 14%	65 16%	26 13%	130 14%	159 14%	15 12%
Up to 20 hours	145 11%	17 9%	10 5%	6 6%	3 5%	145 11% bd	37 9%	15 7%	117 13% a	131 12%	13 10%
Up to 30 hours	241 19%	27 14% d	22 12% d	18 16% d	3 5%	241 19% bd	52 12%	29 14%	179 20%	211 19%	22 17%
Up to 40 hours	146 11%	18 10% bd	6 3%	5 4%	1 2%	146 11% bcd	27 6%	20 10%	103 11%	123 11%	14 11%
Up to 50 hours	87 7%	7 4%	3 2%	3 2%	* *%	87 7% bd	17 4%	18 9%	55 6%	76 7%	9 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.

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Over 50 hours	142	10	2	2	-	142	32	15	96	107	27
	11%	5%	1%	2%	-%	11%	8%	7%	11%	10%	21%
		bd				abcd					a
Mean number of hours per week	25.1	18.3	12.0	14.1	8.7	25.1	18.8	22.4	24.7	24.2	31.8
		bcd	d	d		abcd					a
Standard deviation	21.24	16.63	12.20	13.86	7.99	21.24	19.47	22.43	20.04	20.31	26.85
Standard error	.53	1.06	.73	1.18	.66	.53	.80	1.28	.61	.54	2.45

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? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Use strong passwords online or on devices used to go online	801	113	88	56	32	801	211	129	574	695	81
	62%	62%	47%	49%	44%	62%	50%	62%	63%	62%	63%
		bcd				bcd					
Use security software such as an anti-virus or anti-spyware package (e.g. Norton, McAfee, Bitdefender, Kaspersky)	732	118	102	68	33	732	189	115	516	640	69
	57%	65%	54%	59%	46%	57%	45%	56%	57%	57%	54%
		bde		d		d					
Download the latest software updates onto devices when prompted	534	75	61	40	21	534	130	84	388	470	51
	41%	41%	33%	35%	29%	41%	31%	41%	43%	42%	40%
		d				bd					
Routinely back-up the information on your devices	478	74	46	29	17	478	103	74	337	411	51
	37%	40%	24%	25%	23%	37%	25%	36%	37%	37%	39%
		bcd				bcd					
Use fingerprint or facial recognition technology to access a device or app or to make purchases online	455	50	28	22	7	455	99	62	328	394	48
	35%	27%	15%	19%	10%	35%	24%	30%	36%	35%	38%
		bd				abcd					
Use a firewall	445	85	54	36	18	445	104	68	320	396	34
	34%	46%	29%	31%	25%	34%	25%	33%	35%	35%	27%
		bcde				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.

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Delete cookies from your web browser (Google Chrome/ Internet Explorer/ Firefox/ Mozilla/ Safari/ Opera etc.)	434 34%	60 33% d	49 26% d	38 33% d	11 16%	434 34% bd	101 24%	77 37%	307 34%	383 34%	37 28%
Use email filters or software that can block unwanted or spam emails	417 32%	65 35% bcd	37 20%	26 23%	11 15%	417 32% bcd	80 19%	72 35%	283 31%	367 33% b	28 22%
Use a virtual private network (VPN) to hide your location online	136 11%	20 11% bd	6 3%	5 5%	* 1%	136 11% bd	16 4%	25 12%	95 10%	111 10%	20 15%
Install software like NewsGuard on your web browser to flag potentially false/ fake news or disinformation	42 3%	5 3%	4 2%	2 1%	2 3%	42 3%	8 2%	9 5%	26 3%	33 3%	7 5%
ANY OF THESE	1124 87%	151 82% d	149 79%	97 85% d	51 71%	1124 87% bd	326 78%	169 82%	795 87%	977 87%	112 87%
None of these	129 10%	26 14%	28 15% e	13 12%	14 20% e	129 10%	72 17%	26 13%	95 10%	116 10%	10 7%
Don't know	40 3%	7 4%	11 6%	4 4%	7 9% ae	40 3%	20 5%	11 5% b	22 2%	28 3%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
A computer virus on any device you use to go online	110	14	14	7	6	110	29	24	67	93	11
	8%	8%	7%	6%	8%	8%	7%	12% b	7%	8%	9%
Your email or social media account being hacked (someone accessing your account without your permission)	104	18	14	10	4	104	26	17	70	89	10
	8%	10%	8%	9%	6%	8%	6%	8%	8%	8%	8%
Online contact from someone who was pretending to be someone else	81	11	17	14	3	81	28	15	50	71	6
	6%	6%	9%	12% de	4%	6%	7%	7%	6%	6%	4%
Lost money online (i.e. got scammed or ripped off)	53	6	4	1	3	53	15	15	29	44	4
	4%	3%	2%	1%	4%	4%	4%	7% b	3%	4%	3%
Your financial or other personal information being stolen and/ or used online without your permission or knowledge	45	3	5	2	3	45	10	9	33	38	3
	4%	2%	3%	2%	4%	4%	2%	4%	4%	3%	3%
Any form of online bullying/ harassment/ trolling	22	1	1	1	1	22	7	4	15	19	3
	2%	1%	1%	*%	1%	2%	2%	2%	2%	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Been threatened or stalked online	13	1	1	-	1	13	3	1	7	11	-
	1%	1%	1%	-%	2%	1%	1%	1%	1%	1%	-%
ANY OF THESE	285	35	40	28	12	285	80	55	181	247	27
	22%	19%	21%	24%	16%	22%	19%	27%	20%	22%	21%
								b			
None of these	1002	148	147	87	60	1002	334	149	729	869	100
	77%	81%	78%	76%	83%	77%	80%	72%	80%	78%	77%
									a		
Don't know	7	1	1	*	1	7	4	2	2	4	2
	1%	*%	*%	*%	1%	1%	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
If's just not for people for like me/ I don't see the need/ I'm not interested in doing this	113 61%	** **	75 61%	** **	46 62%	113 61%	97 61%	70 68%	** **	103 61%	** **
I don't trust the internet/ being online is not safe/ secure/ data privacy issues	28 15%	** **	19 15%	** **	14 19%	28 15%	24 15%	15 15%	** **	25 15%	** **
The equipment needed to go online is too expensive/ not worth the money	27 15%	** **	15 12%	** **	6 8%	27 15%	22 14%	19 18%	** **	26 15%	** **
I don't have the right equipment	26 14%	** **	14 11%	** **	9 12%	26 14%	22 14%	10 10%	** **	24 14%	** **
Someone else goes online for me	22 12%	** **	15 12%	** **	6 8%	22 12%	19 12%	9 9%	** **	19 11%	** **
Getting online/ getting connected to the internet is too complicated	21 11%	** **	16 13%	** **	7 10%	21 11%	20 13%	11 11%	** **	19 11%	** **
Being connected to the internet is too expensive/ not worth the money	19 10%	** **	9 7%	** **	4 5%	19 10%	14 9%	10 10%	** **	16 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
Using the internet, finding your way around on the internet is too complicated	17 9%	** **	17 14%	** **	10 13%	17 9%	19 12%	11 11%	** **	15 9%	** **
I don't have the right help to know how to start	12 7%	** **	9 7%	** **	6 8%	12 7%	13 8%	7 7%	** **	12 7%	** **
Other	8 4%	** **	5 4%	** **	3 4%	8 4%	6 4%	7 7%	** **	8 5%	** **
Don't know	3 2%	** **	2 1%	** **	1 2%	3 2%	2 1%	1 1%	** **	3 2%	** **
SUMMARY CODES											
ANY REASONS RELATING TO COSTS	36 19%	** **	20 16%	** **	9 12%	36 19%	28 18%	22 21%	** **	32 19%	** **
ANY REASONS RELATING TO BEING TOO COMPLICATED	32 17%	** **	28 22%	** **	13 18%	32 17%	33 21%	18 18%	** **	29 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
If's just not for people for like me/ I don't see the need/ I'm not interested in doing this	96 52%	** **	66 54%	** **	40 54%	96 52%	86 54%	59 57%	** **	87 52%	** **
I don't trust the internet/ being online is not safe/ secure/ data privacy issues	13 7%	** **	5 4%	** **	3 4%	13 7%	8 5%	7 7%	** **	12 7%	** **
Someone else goes online for me	12 7%	** **	9 7%	** **	3 4%	12 7%	10 6%	3 3%	** **	11 6%	** **
I don't have the right equipment	12 6%	** **	9 7%	** **	7 9%	12 6%	11 7%	4 4%	** **	10 6%	** **
The equipment needed to go online is too expensive/ not worth the money	11 6%	** **	4 3%	** **	2 2%	11 6%	8 5%	7 7%	** **	10 6%	** **
Getting online/ getting connected to the internet is too complicated	9 5%	** **	7 6%	** **	3 4%	9 5%	9 6%	6 6%	** **	9 5%	** **
Being connected to the internet is too expensive/ not worth the money	7 4%	** **	4 3%	** **	1 2%	7 4%	6 4%	4 4%	** **	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
Using the internet, finding your way around on the internet is too complicated	4 2%	** **	4 3%	** **	2 2%	4 2%	4 2%	2 1%	** **	3 2%	** **
I don't have the right help to know how to start	4 2%	** **	5 4%	** **	4 6%	4 2%	5 3%	2 2%	** **	4 2%	** **
Other	13 7%	** **	9 8%	** **	7 10%	13 7%	10 7%	9 9%	** **	13 8%	** **
Don't know	3 2%	** **	2 1%	** **	1 2%	3 2%	2 1%	1 1%	** **	3 2%	** **
SUMMARY CODES											
ANY REASONS RELATING TO COSTS	19 10%	** **	8 6%	** **	3 4%	19 10%	15 9%	11 11%	** **	17 10%	** **
ANY REASONS RELATING TO BEING TOO COMPLICATED	13 7%	** **	11 9%	** **	5 6%	13 7%	13 8%	7 7%	** **	12 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
To buy something/ for shopping	32	**	21	**	13	32	28	15	**	29	**
	17%	**	17%	**	18%	17%	18%	15%	**	17%	**
To access other information	17	**	10	**	6	17	13	10	**	15	**
	9%	**	8%	**	8%	9%	8%	9%	**	9%	**
To access other public services provided by the Government or council (e.g. apply for a bus pass, or passport or get advice about tax etc.)	16	**	14	**	5	16	15	11	**	16	**
	9%	**	11%	**	7%	9%	9%	11%	**	9%	**
To access health services online (e.g. NHS websites, GP or hospital appointments or repeat prescriptions etc.)	8	**	6	**	4	8	7	6	**	6	**
	4%	**	5%	**	5%	4%	4%	5%	**	4%	**
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	7	**	3	**	2	7	7	3	**	6	**
	4%	**	3%	**	2%	4%	4%	3%	**	3%	**
To get in touch with someone	4	**	3	**	2	4	4	2	**	4	**
	2%	**	3%	**	3%	2%	3%	2%	**	3%	**
Other	2	**	-	**	-	2	1	2	**	2	**
	1%	**	-%	**	-%	1%	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.

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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
TOTAL - YES	65	**	42	**	22	65	55	38	**	60	**
	35%	**	34%	**	30%	35%	35%	36%	**	35%	**
No	119	**	79	**	52	119	102	66	**	107	**
	64%	**	64%	**	70%	64%	64%	64%	**	64%	**
Don't know	2	**	2	**	-	2	2	-	**	2	**
	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
To buy something/ for shopping	11 6%	** **	5 4%	** **	2 3%	11 6%	7 5%	5 5%	** **	10 6%	** **
To access other public services provided by the Government or council (e.g. apply for a bus pass, or passport or get advice about tax etc.)	7 4%	** **	5 4%	** **	3 4%	7 4%	7 4%	4 4%	** **	6 3%	** **
To access health services online (e.g. NHS websites, GP or hospital appointments or repeat prescriptions etc.)	6 3%	** **	5 4%	** **	2 3%	6 3%	5 3%	4 4%	** **	5 3%	** **
If I had someone to help me or to show me how to do it	6 3%	** **	1 1%	** **	* *%	6 3%	4 2%	1 1%	** **	5 3%	** **
To get in touch with someone/ to use social media or messaging apps like Facebook, WhatsApp, Twitter or Snapchat etc	4 2%	** **	1 1%	** **	1 1%	4 2%	2 1%	1 1%	** **	3 2%	** **
If I no longer had someone I could ask to do things online for me	3 2%	** **	2 2%	** **	* *%	3 2%	3 2%	1 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	65+ OR DE	a	~b	a	~b
Unweighted total	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	3 2%	** **	1 1%	** **	1 2%	3 2%	3 2%	2 2%	** **	1 1%	** **
If I had better equipment or better access to the internet	2 1%	** **	* *%	** **	* *%	2 1%	1 1%	1 1%	** **	2 1%	** **
To watch TV shows on catch up or on-demand services like Netflix, Now TV, ITV Hub or All 4	1 1%	** **	- -%	** **	- -%	1 1%	1 1%	- -%	** **	1 1%	** **
To specifically use BBC online services such as the BBC iPlayer or the BBC website	1 1%	** **	- -%	** **	- -%	1 1%	1 1%	- -%	** **	1 1%	** **
If my job required me to go online	1 1%	** **	- -%	** **	- -%	1 1%	1 1%	1 1%	** **	1 1%	** **
Other	3 2%	** **	1 1%	** **	* 1%	3 2%	2 2%	2 1%	** **	3 2%	** **
TOTAL - SOMETHING WOULD PROMPT THEM TO GO ONLINE IN THE NEXT 12 MONTHS	33 18%	** **	14 11%	** **	7 9%	33 18%	23 15%	16 16%	** **	30 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.

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	IMPACTING/ LIMITING CONDITIONS		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	282	45	202	87	115	282	250	152	93	259	10
Effective Weighted Sample	227	38	141	59	82	227	180	121	75	207	9
Total	185	38	123	49	74	185	159	103	66	169	9
Nothing would prompt me to go online in the next 12 months	143	**	102	**	64	143	126	84	**	131	**
	77%	**	82%	**	86%	77%	79%	81%	**	77%	**
Don't know	9	**	8	**	3	9	10	4	**	8	**
	5%	**	6%	**	5%	5%	6%	4%	**	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Very confident	688	69	47	35	12	688	161	80	516	583	89
	53%	37%	25%	30%	16%	53%	38%	39%	57%	52%	69%
		bd		d		abcd			a		a
Fairly confident	431	73	83	54	29	431	158	71	298	386	27
	33%	40%	45%	47%	41%	33%	38%	34%	33%	34%	21%
			e	e						b	
Neither confident nor not confident	78	17	24	11	13	78	44	21	50	68	6
	6%	9%	13%	10%	18%	6%	10%	10%	5%	6%	4%
			e		ae			b			
Not very confident	70	17	25	13	12	70	41	22	38	61	4
	5%	9%	13%	11%	16%	5%	10%	11%	4%	5%	3%
		e	e	e	e			b			
Not at all confident	25	8	9	2	7	25	15	12	10	20	3
	2%	4%	5%	2%	9%	2%	4%	6%	1%	2%	3%
		e	e		ce			b			
Don't know	1	-	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
SUMMARY CODES											
TOTAL CONFIDENT	1119	142	130	89	41	1119	319	151	814	969	116
	87%	77%	69%	77%	57%	87%	76%	73%	89%	86%	90%
		d	d	d		abcd			a		
TOTAL NOT CONFIDENT	95	24	33	15	19	95	56	34	48	81	7
	7%	13%	18%	13%	26%	7%	13%	16%	5%	7%	6%
		e	e	e	ace			b			
TOTAL NEITHER/ DON'T KNOW	80	17	24	11	13	80	44	21	50	70	6
	6%	9%	13%	10%	18%	6%	10%	10%	5%	6%	4%
			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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Very confident	489 38%	40 22%	42 23%	29 25%	13 18%	489 38% abcd	129 31%	58 28%	359 39% a	414 37%	62 48% a
Fairly confident	457 35%	79 43% bde	59 32%	38 33%	21 30%	457 35%	132 32%	68 33%	327 36%	401 36%	42 33%
Neither confident nor not confident	125 10%	25 14%	24 13%	9 8%	15 20% ce	125 10%	48 11%	21 10%	87 10%	105 9%	10 8%
Not very confident	141 11%	25 13%	40 21% ae	26 23% ae	13 19% e	141 11%	71 17%	35 17% b	97 11%	130 12%	8 6%
Not at all confident	73 6%	13 7%	21 11% e	11 10%	10 13% e	73 6%	36 9%	21 10% b	37 4%	63 6%	6 5%
Don't know	9 1%	2 1%	2 1%	1 1%	* *% e	9 1%	2 1%	2 1%	5 1%	8 1%	- -%
SUMMARY CODES											
TOTAL CONFIDENT	946 73%	119 65% bd	102 54%	67 58%	35 48%	946 73% abcd	261 62%	126 61%	686 75% a	815 73%	104 81%
TOTAL NOT CONFIDENT	213 16%	38 21%	61 32% ae	38 33% ae	23 32% ae	213 16%	107 26%	56 27% b	134 15%	194 17%	15 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
TOTAL NEITHER/ DON'T KNOW	134	27	25	11	15	134	50	24	92	113	10
	10%	15%	14%	9%	20%	10%	12%	12%	10%	10%	8%
					ce						

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Very confident	597	62	53	39	14	597	150	79	434	507	78
	46%	34%	28%	34%	19%	46%	36%	39%	48%	45%	61%
		d		d		abcd			a		a
Fairly confident	501	83	85	50	35	501	169	75	356	448	30
	39%	45%	46%	44%	49%	39%	40%	37%	39%	40%	23%
					e					b	
Neither confident nor not confident	100	16	22	11	11	100	44	15	68	80	13
	8%	8%	12%	10%	15%	8%	11%	7%	7%	7%	10%
					e						
Not very confident	69	16	17	11	6	69	38	21	43	61	8
	5%	9%	9%	10%	8%	5%	9%	10%	5%	5%	6%
		e	e					b			
Not at all confident	20	5	8	3	6	20	11	11	8	17	1
	2%	3%	4%	2%	8%	2%	3%	5%	1%	2%	*%
			e		ae			b			
Don't know	7	1	2	1	1	7	6	4	3	6	-
	1%	*%	1%	1%	2%	1%	1%	2%	*%	1%	-%
								b			
SUMMARY CODES											
TOTAL CONFIDENT	1098	145	138	89	49	1098	320	155	790	956	108
	85%	79%	74%	78%	68%	85%	76%	75%	87%	85%	84%
		d				abd			a		
TOTAL NOT CONFIDENT	89	22	25	14	11	89	49	32	51	78	8
	7%	12%	13%	12%	16%	7%	12%	16%	6%	7%	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.

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

	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG		
	Total	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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
TOTAL NEITHER/ DON'T KNOW	107	16	24	12	12	107	50	19	71	87	13
	8%	9%	13%	10%	17%	8%	12%	9%	8%	8%	10%
			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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Only used websites or apps that you've used before	451	70	96	52	45	451	204	90	292	397	44
	35%	38%	51%	45%	62%	35%	49%	44%	32%	35%	34%
			ae	e	ace			b			
Used maybe one or two websites or apps that you haven't used before	512	76	66	46	20	512	144	83	370	448	41
	40%	42%	35%	40%	27%	40%	34%	40%	41%	40%	32%
		d		d		d					
Used lots of websites or apps that you haven't used before	313	36	18	14	4	313	60	28	242	259	43
	24%	20%	10%	12%	6%	24%	14%	14%	27%	23%	33%
		bd				bcd		a			a
Have not gone online in the last month	10	1	5	2	3	10	8	4	6	9	1
	1%	*%	3%	2%	4%	1%	2%	2%	1%	1%	1%
			e		ae						
Don't know	7	1	2	1	1	7	2	1	2	7	-
	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Online banking (e.g. transferring money between accounts, managing mortgage or other payments)	938	129	99	70	29	938	242	138	681	807	102
	73%	70%	53%	61%	40%	73%	58%	67%	75%	72%	79%
		bd	d	d		bcd			a		
Find information online for your leisure time including cinema and live music	885	127	86	55	32	885	227	122	655	770	88
	68%	69%	46%	48%	44%	68%	54%	59%	72%	69%	68%
		bcd				bcd			a		
Access news websites or websites about politics or current affairs	792	120	103	71	32	792	204	126	561	672	96
	61%	65%	55%	62%	44%	61%	49%	61%	62%	60%	75%
		bd		d		d					a
Pay bills or check bills online	790	119	87	61	26	790	203	118	572	672	90
	61%	65%	47%	53%	36%	61%	49%	57%	63%	60%	70%
		bd		d		bd					
Complete other Government processes online - such as update Universal Credit, renew a driving licence or passport etc.	766	112	83	51	32	766	197	113	548	656	80
	59%	61%	44%	44%	44%	59%	47%	55%	60%	59%	62%
		bcd				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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Look online for public service information on government sites such as gov.uk/ni.direct or HMRC	698	117	78	51	27	698	173	110	501	600	75
	54%	64%	42%	45%	37%	54%	41%	54%	55%	53%	58%
		bcde				bd					
Find information online about cultural activities such as museums or theatre	655	110	75	52	23	655	159	96	476	557	78
	51%	60%	40%	45%	32%	51%	38%	47%	52%	50%	60%
		bcde		d		bd					a
Look online at job opportunities or apply for a job online	630	65	14	12	2	630	125	71	462	515	86
	49%	36%	7%	10%	3%	49%	30%	35%	51%	46%	67%
		bcd		d		abcd			a		a
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	571	87	47	29	18	571	121	79	424	487	60
	44%	48%	25%	25%	24%	44%	29%	38%	46%	43%	47%
		bcd				bcd			a		
Sign an online petition or used a campaigning website such as change.org	547	84	59	42	18	547	137	93	378	476	57
	42%	46%	32%	36%	24%	42%	33%	45%	41%	42%	44%
		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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Complete a tax return online (whether personal or for business)	357	57	27	19	9	357	67	40	274	292	43
	28%	31%	15%	16%	12%	28%	16%	19%	30%	26%	33%
		bcd				bcd			a		
None of these	64	14	23	10	13	64	38	22	36	58	3
	5%	8%	12%	9%	18%	5%	9%	11%	4%	5%	2%
			e		ace			b			
Don't know	2	-	1	-	1	2	1	-	1	2	-
	*%	-%	1%	-%	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Online banking (e.g. transferring money between accounts, managing mortgage or other payments)	725	101	67	47	21	725	181	109	526	625	77
	56%	55%	36%	40%	29%	56%	43%	53%	58%	56%	60%
		bcd				bcd					
Access news websites or websites about politics or current affairs	486	81	56	41	15	486	116	96	325	412	54
	38%	44%	30%	36%	21%	38%	28%	46%	36%	37%	42%
		bd		d		bd		b			
Pay bills or check bills online	433	68	35	26	9	433	108	62	316	367	45
	33%	37%	19%	23%	13%	33%	26%	30%	35%	33%	35%
		bcd				bcd					
Find information online for your leisure time including cinema and live music	402	52	35	22	14	402	90	50	319	358	37
	31%	28%	19%	19%	19%	31%	21%	25%	35%	32%	28%
		b				bcd			a		
Find information online about cultural activities such as museums or theatre	227	47	21	13	8	227	47	28	176	202	20
	18%	26%	11%	11%	11%	18%	11%	14%	19%	18%	15%
		bcde				b					
Look online at job opportunities or apply for a job online	181	14	*	*	-	181	42	24	121	144	28
	14%	7%	*%	*%	-%	14%	10%	12%	13%	13%	22%
		bcd				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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Look online for public service information on government sites such as gov.uk/ni.direct or HMRC	179	29	10	6	3	179	34	33	122	151	19
	14%	16%	5%	6%	4%	14%	8%	16%	13%	13%	14%
		bcd				bcd					
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	103	9	6	4	1	103	26	17	73	79	17
	8%	5%	3%	4%	2%	8%	6%	8%	8%	7%	13%
						bd					a
Complete other Government processes online - such as update Universal Credit, renew a driving licence or passport etc.	102	12	4	3	1	102	28	16	62	77	13
	8%	6%	2%	3%	1%	8%	7%	8%	7%	7%	10%
		bd				bd					
Sign an online petition or used a campaigning website such as change.org	72	8	10	8	2	72	22	17	47	64	7
	6%	4%	6%	7%	3%	6%	5%	8%	5%	6%	5%
Complete a tax return online (whether personal or for business)	24	4	-	-	-	24	4	2	15	17	2
	2%	2%	-%	-%	-%	2%	1%	1%	2%	2%	2%
		b									
None of these	243	36	72	36	36	243	122	45	154	217	15
	19%	20%	38%	31%	50%	19%	29%	22%	17%	19%	12%
			ae	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Don't know	4	-	1	-	1	4	3	-	3	4	-
	*%	-%	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	486	81	56	41	15	486	116	96	325	412	54
	38%	44%	30%	36%	21%	38%	28%	46%	36%	37%	42%
		bd		d		bd		b			
DONE THIS BUT NOT IN THE LAST WEEK	306	39	46	30	16	306	88	31	236	260	42
	24%	21%	25%	26%	23%	24%	21%	15%	26%	23%	33%
									a		a
EVER DONE THIS	792	120	103	71	32	792	204	126	561	672	96
	61%	65%	55%	62%	44%	61%	49%	61%	62%	60%	75%
		bd		d		d					a
NEVER DONE THIS	502	63	85	44	41	502	214	79	351	449	33
	39%	35%	45%	38%	56%	39%	51%	39%	38%	40%	25%
			a		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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	72	8	10	8	2	72	22	17	47	64	7
	6%	4%	6%	7%	3%	6%	5%	8%	5%	6%	5%
DONE THIS BUT NOT IN THE LAST WEEK	475	76	49	33	16	475	115	76	331	412	50
	37%	41%	26%	29%	22%	37%	27%	37%	36%	37%	39%
		bcd				bd					
EVER DONE THIS	547	84	59	42	18	547	137	93	378	476	57
	42%	46%	32%	36%	24%	42%	33%	45%	41%	42%	44%
		bd				bd					
NEVER DONE THIS	746	99	128	73	55	746	281	113	534	645	72
	58%	54%	68%	64%	76%	58%	67%	55%	59%	58%	56%
			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.

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Complete a tax return online (whether personal or for business)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	24	4	-	-	-	24	4	2	15	17	2
	2%	2%	-%	-%	-%	2%	1%	1%	2%	2%	2%
		b									
DONE THIS BUT NOT IN THE LAST WEEK	334	53	27	19	9	334	64	38	258	274	41
	26%	29%	15%	16%	12%	26%	15%	18%	28%	24%	32%
		bcd				bcd			a		
EVER DONE THIS	357	57	27	19	9	357	67	40	274	292	43
	28%	31%	15%	16%	12%	28%	16%	19%	30%	26%	33%
		bcd				bcd			a		
NEVER DONE THIS	936	126	160	97	63	936	351	166	638	829	86
	72%	69%	85%	84%	88%	72%	84%	81%	70%	74%	67%
			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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	102	12	4	3	1	102	28	16	62	77	13
	8%	6%	2%	3%	1%	8%	7%	8%	7%	7%	10%
		bd				bd					
DONE THIS BUT NOT IN THE LAST WEEK	663	101	79	47	31	663	169	97	487	580	67
	51%	55%	42%	41%	43%	51%	40%	47%	53%	52%	52%
		bc				bc					
EVER DONE THIS	766	112	83	51	32	766	197	113	548	656	80
	59%	61%	44%	44%	44%	59%	47%	55%	60%	59%	62%
		bcd				bcd					
NEVER DONE THIS	528	71	105	64	40	528	221	93	363	464	49
	41%	39%	56%	56%	56%	41%	53%	45%	40%	41%	38%
			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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	103	9	6	4	1	103	26	17	73	79	17
	8%	5%	3%	4%	2%	8%	6%	8%	8%	7%	13%
						bd					a
DONE THIS BUT NOT IN THE LAST WEEK	468	78	41	25	16	468	95	62	351	408	43
	36%	42%	22%	21%	22%	36%	23%	30%	39%	36%	33%
		bcd				bcd			a		
EVER DONE THIS	571	87	47	29	18	571	121	79	424	487	60
	44%	48%	25%	25%	24%	44%	29%	38%	46%	43%	47%
		bcd				bcd			a		
NEVER DONE THIS	722	96	141	86	55	722	297	127	488	633	69
	56%	52%	75%	75%	76%	56%	71%	62%	54%	57%	53%
			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.

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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	179	29	10	6	3	179	34	33	122	151	19
	14%	16%	5%	6%	4%	14%	8%	16%	13%	13%	14%
		bcd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	519	88	68	45	24	519	140	77	380	449	57
	40%	48%	37%	39%	33%	40%	33%	38%	42%	40%	44%
		bde									
EVER DONE THIS	698	117	78	51	27	698	173	110	501	600	75
	54%	64%	42%	45%	37%	54%	41%	54%	55%	53%	58%
		bcde				bd					
NEVER DONE THIS	595	67	109	64	46	595	245	95	410	521	54
	46%	36%	58%	55%	63%	46%	59%	46%	45%	47%	42%
			ae	a	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 - Look online at job opportunities or apply for a job online

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	181	14	*	*	-	181	42	24	121	144	28
	14%	7%	*%	*%	-%	14%	10%	12%	13%	13%	22%
		bcd				abcd					a
DONE THIS BUT NOT IN THE LAST WEEK	450	52	13	12	2	450	83	47	341	372	59
	35%	28%	7%	10%	3%	35%	20%	23%	37%	33%	45%
		bcd		d		bcd			a		a
EVER DONE THIS	630	65	14	12	2	630	125	71	462	515	86
	49%	36%	7%	10%	3%	49%	30%	35%	51%	46%	67%
		bcd		d		abcd			a		a
NEVER DONE THIS	663	118	174	103	70	663	294	135	450	605	42
	51%	64%	93%	90%	97%	51%	70%	65%	49%	54%	33%
		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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	402	52	35	22	14	402	90	50	319	358	37
	31%	28%	19%	19%	19%	31%	21%	25%	35%	32%	28%
		b				bcd			a		
DONE THIS BUT NOT IN THE LAST WEEK	483	75	51	33	18	483	138	72	336	412	52
	37%	41%	27%	29%	25%	37%	33%	35%	37%	37%	40%
		bcd				bd					
EVER DONE THIS	885	127	86	55	32	885	227	122	655	770	88
	68%	69%	46%	48%	44%	68%	54%	59%	72%	69%	68%
		bcd				bcd			a		
NEVER DONE THIS	408	56	101	60	41	408	191	84	257	351	41
	32%	31%	54%	52%	56%	32%	46%	41%	28%	31%	32%
			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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	227	47	21	13	8	227	47	28	176	202	20
	18%	26%	11%	11%	11%	18%	11%	14%	19%	18%	15%
		bcde				b					
DONE THIS BUT NOT IN THE LAST WEEK	428	63	54	39	15	428	112	68	301	355	58
	33%	34%	29%	34%	21%	33%	27%	33%	33%	32%	45%
		d		d		d					a
EVER DONE THIS	655	110	75	52	23	655	159	96	476	557	78
	51%	60%	40%	45%	32%	51%	38%	47%	52%	50%	60%
		bcde		d		bd					a
NEVER DONE THIS	638	74	112	63	49	638	260	110	436	563	51
	49%	40%	60%	55%	68%	49%	62%	53%	48%	50%	40%
			ae	a	ace	a				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 - Online banking (e.g. transferring money between accounts, managing mortgage or other payments)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	725	101	67	47	21	725	181	109	526	625	77
	56%	55%	36%	40%	29%	56%	43%	53%	58%	56%	60%
		bcd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	213	28	31	23	8	213	61	29	155	182	24
	16%	15%	17%	20%	11%	16%	15%	14%	17%	16%	19%
EVER DONE THIS	938	129	99	70	29	938	242	138	681	807	102
	73%	70%	53%	61%	40%	73%	58%	67%	75%	72%	79%
		bd	d	d		bcd			a		
NEVER DONE THIS	355	54	89	45	44	355	177	67	231	313	27
	27%	30%	47%	39%	60%	27%	42%	33%	25%	28%	21%
			ae	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
DONE THIS IN THE LAST WEEK	433	68	35	26	9	433	108	62	316	367	45
	33%	37%	19%	23%	13%	33%	26%	30%	35%	33%	35%
		bcd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	357	51	52	35	17	357	95	56	255	305	45
	28%	28%	28%	31%	23%	28%	23%	27%	28%	27%	35%
EVER DONE THIS	790	119	87	61	26	790	203	118	572	672	90
	61%	65%	47%	53%	36%	61%	49%	57%	63%	60%	70%
		bd		d		bd					
NEVER DONE THIS	504	64	100	54	47	504	215	88	340	449	39
	39%	35%	53%	47%	64%	39%	51%	43%	37%	40%	30%
			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.

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	IMPACTING/ LIMITING CONDITIONS		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	671	97	162	79	83	671	317	142	416	589	37
Effective Weighted Sample	490	77	111	57	62	490	224	100	318	438	31
Total	473	65	102	62	40	473	209	86	321	421	39
PROMPTED RESPONSES											
I don't need to complete these government processes	153	**	25	**	**	153	63	18	117	134	**
	32%	**	24%	**	**	32%	30%	21%	36%	32%	**
									a		
I prefer to talk with someone in person to do these things	102	**	33	**	**	102	53	27	63	90	**
	22%	**	32%	**	**	22%	25%	31%	20%	21%	**
			e					b			
I prefer to make a phone call to do these things	94	**	22	**	**	94	37	12	74	83	**
	20%	**	21%	**	**	20%	18%	14%	23%	20%	**
									a		
I prefer to use pen and paper/ fill out a form/ use the post	88	**	26	**	**	88	46	18	59	80	**
	19%	**	26%	**	**	19%	22%	21%	18%	19%	**
I don't believe it is safe to give my information online to do these things	46	**	12	**	**	46	18	12	25	44	**
	10%	**	12%	**	**	10%	9%	14%	8%	10%	**
I wasn't aware you could do this online	24	**	7	**	**	24	13	6	12	20	**
	5%	**	7%	**	**	5%	6%	7%	4%	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.

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	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	671	97	162	79	83	671	317	142	416	589	37
Effective Weighted Sample	490	77	111	57	62	490	224	100	318	438	31
Total	473	65	102	62	40	473	209	86	321	421	39
The websites or apps are difficult to use or take too long to use	22 5%	** **	6 6%	** **	** **	22 5%	11 5%	6 7%	12 4%	16 4%	** **
It's only possible to do these things in person or by phone, they can't be done online	11 2%	** **	* *%	** **	** **	11 2%	4 2%	4 4%	7 2%	10 2%	** **
UNPROMPTED RESPONSE											
I'm not responsible for this in the household/ someone else does this for me	8 2%	** **	3 3%	** **	** **	8 2%	5 2%	3 4%	5 1%	8 2%	** **
Other reasons	10 2%	** **	3 3%	** **	** **	10 2%	8 4%	3 3%	7 2%	9 2%	** **
Don't know	39 8%	** **	8 7%	** **	** **	39 8%	17 8%	7 9%	19 6%	37 9%	** **
PREFER VERBAL CONTACT	162 34%	** **	41 40%	** **	** **	162 34%	73 35%	33 38%	114 35%	145 35%	** **
NO NEED/ NOT RESPONSIBLE FOR THIS	161 34%	** **	27 27%	** **	** **	161 34%	67 32%	21 24%	121 38%	141 34%	** **

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 the internet? IF YES – What sorts of things are you concerned about? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
No, do not have any concerns	645	79	120	60	60	645	269	128	454	559	72
	44%	35%	39%	37%	41%	44%	47%	41%	46%	43%	53%
Fraud	343	67	78	47	32	343	123	71	219	296	33
	23%	30%	25%	28%	22%	23%	21%	23%	22%	23%	24%
Identity theft	316	60	71	46	25	316	107	67	202	267	31
	21%	27%	23%	28%	17%	21%	19%	22%	21%	21%	23%
Children being able to access unsuitable content	216	22	36	21	15	216	55	50	132	189	17
	15%	10%	12%	13%	10%	15%	9%	16%	13%	15%	12%
Strangers contacting children	188	25	32	16	16	188	58	44	115	168	12
	13%	11%	10%	10%	11%	13%	10%	14%	12%	13%	9%
Online bullying /harassment/ trolling	182	24	31	20	12	182	46	42	111	160	11
	12%	11%	10%	12%	8%	12%	8%	13%	11%	12%	8%
General concerns about online privacy (unspecified)	147	26	34	21	13	147	48	32	93	128	6
	10%	12%	11%	13%	9%	10%	8%	10%	9%	10%	5%
Personal information that companies or the government may hold about me	137	25	29	18	11	137	42	33	80	114	9
	9%	11%	9%	11%	8%	9%	7%	11%	8%	9%	6%
Spam/ unwanted emails	135	20	24	16	8	135	39	22	89	112	14
	9%	9%	8%	10%	6%	9%	7%	7%	9%	9%	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Third parties having access to/ using my personal data without informing me	133 9%	24 11% d	27 9%	19 12% d	8 5%	133 9%	35 6%	29 10%	84 9%	120 9%	7 5%
People masquerading as other people online	132 9%	22 10%	23 7%	12 8%	11 7%	132 9%	35 6%	34 11%	80 8%	116 9%	11 8%
Fake news/ disinformation	129 9%	18 8% d	22 7%	17 10% d	5 3%	129 9% d	42 7%	26 8%	75 8%	96 7%	21 15% a
Viruses/ trojans/ worms/ spyware/ malicious software	121 8%	19 8%	24 8%	13 8%	11 8%	121 8%	41 7%	24 8%	73 7%	102 8%	14 10%
Unsecure websites or apps	118 8%	22 10%	25 8%	18 11% d	7 5%	118 8%	34 6%	21 7%	78 8%	103 8%	8 6%
Pop-up adverts/ too many adverts	111 7%	14 6%	16 5%	12 7%	4 3%	111 7% d	36 6%	16 5%	69 7%	85 7%	18 13% a
Violent content	104 7%	12 5%	22 7%	11 7%	10 7%	104 7%	36 6%	23 7%	63 6%	82 6%	8 6%
Sexual content/ pornography	96 6%	12 5%	22 7%	12 7%	10 7%	96 6%	33 6%	30 10% b	54 5%	81 6%	10 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.

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

Base : All respondents

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Claims for money/ phishing emails	92 6%	13 6%	23 7%	14 8%	9 6%	92 6%	32 6%	20 7%	53 5%	80 6%	8 6%
Content promoting self-harm e.g. cutting, anorexia, suicide	91 6%	11 5%	15 5%	10 6%	5 3%	91 6%	25 4%	18 6%	60 6%	75 6%	8 6%
Not controlled/ regulated/ anything can be shown on it	91 6%	12 6%	16 5%	10 6%	5 4%	91 6%	29 5%	19 6%	54 6%	80 6%	5 3%
My behaviour online being recorded/ tracked by websites/ apps	90 6%	9 4%	13 4%	7 4%	6 4%	90 6%	23 4%	18 6%	55 6%	77 6%	5 4%
Content showing indecent images of children/ children being abused	88 6%	8 3%	19 6%	14 8% a	6 4%	88 6%	27 5%	21 7%	48 5%	68 5%	10 7%
Stalking or threats/ threatening behaviour online	83 6%	8 4%	17 5%	10 6%	6 4%	83 6%	26 5%	20 6%	48 5%	74 6%	7 5%
Harmful or misleading advertising	77 5%	8 4%	14 5%	10 6%	4 3%	77 5%	23 4%	13 4%	51 5%	63 5%	6 5%
Content promoting radicalisation/ instructing how to be a terrorist	75 5%	12 5% d	16 5% d	14 8% d	2 1%	75 5% d	20 3%	19 6%	42 4%	61 5%	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.

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

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Content relating to body image/ excessive dieting/ eating disorders	74 5%	8 4%	10 3%	8 5% d	2 1%	74 5% d	20 3%	14 4%	46 5%	59 5%	8 6%
Spending too much time online/ anti-social/ addictive	73 5%	15 7%	12 4%	6 3%	7 5%	73 5%	22 4%	21 7% b	37 4%	58 5%	8 6%
Illegal goods for sale online	67 5%	9 4%	10 3%	8 5%	3 2%	67 5%	18 3%	12 4%	43 4%	58 4%	8 6%
People gambling online	67 5%	11 5%	12 4%	7 5%	4 3%	67 5%	21 4%	11 3%	44 5%	54 4%	7 5%
Hate speech (e.g. racist/ homophobic/ misogynistic/ religious hate content etc.)	66 4%	10 5%	10 3%	8 5%	3 2%	66 4%	16 3%	13 4%	39 4%	52 4%	9 6%
Content encouraging violence or crime	56 4%	8 3%	13 4%	10 6%	3 2%	56 4%	19 3%	12 4%	29 3%	44 3%	6 4%
Strong/ offensive language/ swearing	53 4%	7 3%	11 4%	9 6% d	2 1%	53 4%	16 3%	9 3%	33 3%	40 3%	8 5%
The dark web	4 *%	2 1%	- -%	- -%	- -%	4 *%	- -%	1 *%	1 *%	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Other	66	10	27	12	15	66	36	25	34	60	5
	4%	4%	9%	7%	10%	4%	6%	8%	4%	5%	4%
			e		ae			b			
Don't know	35	3	11	5	6	35	24	17	12	29	2
	2%	2%	4%	3%	4%	2%	4%	5%	1%	2%	2%
								b			
SUMMARY CODES											
ANY CONCERNS	799	140	180	99	81	799	285	165	512	701	63
	54%	63%	58%	60%	55%	54%	49%	53%	52%	54%	46%
		e									
SECURITY/ FRAUD	524	102	115	68	47	524	172	99	343	455	45
	35%	46%	37%	41%	32%	35%	30%	32%	35%	35%	32%
		bde									
OFFENSIVE/ ILLEGAL CONTENT	396	55	68	42	26	396	115	83	243	333	35
	27%	25%	22%	26%	18%	27%	20%	27%	25%	26%	26%
						d					
RISKS TO OTHERS/ SOCIETY	351	50	63	34	28	351	112	67	229	311	24
	24%	22%	20%	21%	19%	24%	19%	22%	23%	24%	18%
PERSONAL PRIVACY	250	44	49	28	20	250	74	53	153	216	15
	17%	20%	16%	17%	14%	17%	13%	17%	16%	17%	11%
ADVERTISING	154	17	25	18	7	154	46	23	99	123	20
	10%	8%	8%	11%	5%	10%	8%	7%	10%	10%	15%
				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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
No, do not have any concerns	552	60	56	36	20	552	182	76	421	476	66
	43%	33%	30%	31%	28%	43%	43%	37%	46%	43%	51%
						abcd			a		
Fraud	305	55	56	36	21	305	97	51	205	262	32
	24%	30%	30%	31%	29%	24%	23%	25%	23%	23%	25%
			e								
Identity theft	286	51	52	35	17	286	84	49	194	239	31
	22%	28%	28%	30%	24%	22%	20%	24%	21%	21%	24%
Children being able to access unsuitable content	197	17	26	16	10	197	44	37	127	173	16
	15%	9%	14%	14%	14%	15%	11%	18%	14%	15%	13%
						a					
Online bullying /harassment/ trolling	169	21	24	16	8	169	38	34	108	150	10
	13%	11%	13%	14%	11%	13%	9%	17%	12%	13%	8%
Strangers contacting children	168	20	20	11	9	168	45	31	111	151	11
	13%	11%	11%	10%	13%	13%	11%	15%	12%	13%	9%
Spam/ unwanted emails	129	16	22	15	7	129	37	20	86	107	14
	10%	9%	12%	13%	10%	10%	9%	10%	9%	10%	11%
General concerns about online privacy (unspecified)	128	20	21	12	9	128	35	21	86	111	5
	10%	11%	11%	10%	13%	10%	8%	10%	9%	10%	4%
Fake news/ disinformation	123	17	18	14	4	123	38	24	72	91	21
	10%	9%	10%	13%	5%	10%	9%	11%	8%	8%	16%
											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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
People masquerading as other people online	123	20	17	9	8	123	29	29	77	108	11
	9%	11%	9%	8%	10%	9%	7%	14%	8%	10%	9%
Third parties having access to/ using my personal data without informing me	122	22	16	12	4	122	25	23	79	110	7
	9%	12%	9%	10%	6%	9%	6%	11%	9%	10%	5%
Personal information that companies or the government may hold about me	120	20	17	10	8	120	29	21	75	99	9
	9%	11%	9%	9%	10%	9%	7%	10%	8%	9%	7%
Viruses/ trojans/ worms/ spyware/ malicious software	115	17	19	10	8	115	36	20	71	96	14
	9%	9%	10%	9%	12%	9%	9%	10%	8%	9%	11%
Unsecure websites or apps	110	20	19	13	6	110	27	20	74	96	8
	9%	11%	10%	11%	8%	9%	7%	9%	8%	9%	6%
Pop-up adverts/ too many adverts	108	13	15	12	3	108	34	14	68	82	18
	8%	7%	8%	10%	4%	8%	8%	7%	7%	7%	14%
											a
Violent content	96	10	17	9	8	96	31	20	59	77	7
	7%	6%	9%	8%	11%	7%	7%	10%	6%	7%	6%
Not controlled/ regulated/ anything can be shown on it	84	11	12	8	4	84	24	16	53	75	5
	7%	6%	6%	7%	5%	7%	6%	8%	6%	7%	4%
Sexual content/ pornography	84	9	13	8	5	84	22	22	50	72	9
	6%	5%	7%	7%	7%	6%	5%	10%	6%	6%	7%
								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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Content promoting self-harm e.g. cutting, anorexia, suicide	84 6%	10 5%	9 5%	6 6%	2 3%	84 6%	19 5%	13 6%	57 6%	69 6%	7 5%
My behaviour online being recorded/ tracked by websites/ apps	83 6%	8 4%	8 4%	4 4%	4 5%	83 6%	18 4%	14 7%	53 6%	72 6%	5 4%
Claims for money/ phishing emails	82 6%	11 6%	15 8%	9 8%	6 8%	82 6%	24 6%	17 8%	49 5%	72 6%	8 6%
Content showing indecent images of children/ children being abused	80 6%	7 4%	11 6%	8 7%	3 5%	80 6%	18 4%	15 7%	46 5%	63 6%	9 7%
Stalking or threats/ threatening behaviour online	76 6%	7 4%	13 7%	7 6%	6 8%	76 6%	23 5%	16 8%	46 5%	68 6%	7 5%
Harmful or misleading advertising	74 6%	7 4%	12 6%	9 8%	3 4%	74 6%	20 5%	11 5%	51 6%	60 5%	6 5%
Content relating to body image/ excessive dieting/ eating disorders	71 6%	8 4%	8 4%	6 5%	1 2%	71 6%	18 4%	12 6%	46 5%	57 5%	8 6%
Content promoting radicalisation/ instructing how to be a terrorist	69 5%	12 6%	10 5%	8 7%	1 2%	69 5%	13 3%	15 7%	41 5%	57 5%	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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Spending too much time online/ anti-social/ addictive	65 5%	12 7%	8 4%	5 4%	3 5%	65 5%	16 4%	17 8% b	35 4%	52 5%	8 6%
People gambling online	64 5%	9 5%	11 6%	7 6%	4 6%	64 5%	20 5%	9 4%	44 5%	52 5%	7 5%
Illegal goods for sale online	64 5%	8 5%	8 5%	7 6%	2 2%	64 5%	16 4%	11 5%	42 5%	56 5%	8 6%
Hate speech (e.g. racist/ homophobic/ misogynistic/ religious hate content etc.)	63 5%	10 5%	8 4%	6 5%	3 4%	63 5%	14 3%	11 5%	39 4%	50 4%	9 7%
Content encouraging violence or crime	52 4%	7 4%	9 5%	7 6%	2 3%	52 4%	16 4%	10 5%	29 3%	42 4%	6 4%
Strong/ offensive language/ swearing	50 4%	7 4%	9 5%	8 7% d	1 1%	50 4%	14 3%	8 4%	33 4%	39 3%	8 6%
The dark web	4 *%	2 1%	- -%	- -%	- -%	4 *%	- -%	1 1%	1 *%	4 *%	- -%
Other	55 4%	9 5%	16 9% e	11 9% e	6 8%	55 4%	24 6%	19 9% b	29 3%	49 4%	5 4%
Don't know	24 2%	3 2%	5 2%	3 3%	1 2%	24 2%	13 3%	8 4% b	11 1%	19 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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
SUMMARY CODES											
ANY CONCERNS	718	120	127	76	50	718	224	122	480	625	62
	55%	65%	68%	66%	70%	55%	54%	59%	53%	56%	48%
		e	e	e	e						
SECURITY/ FRAUD	472	85	84	52	32	472	135	70	324	407	44
	37%	46%	45%	45%	44%	37%	32%	34%	36%	36%	34%
		e	e								
OFFENSIVE/ ILLEGAL CONTENT	366	47	50	32	19	366	94	66	234	307	34
	28%	26%	27%	27%	26%	28%	22%	32%	26%	27%	27%
RISKS TO OTHERS/ SOCIETY	323	42	46	26	19	323	94	51	220	286	23
	25%	23%	24%	23%	27%	25%	22%	25%	24%	26%	18%
PERSONAL PRIVACY	223	36	31	16	14	223	54	34	145	190	14
	17%	19%	16%	14%	20%	17%	13%	16%	16%	17%	11%
ADVERTISING	150	16	23	17	6	150	43	21	98	120	20
	12%	9%	12%	14%	8%	12%	10%	10%	11%	11%	16%

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I have never seen things like this	692	122	139	80	59	692	253	115	494	616	60
	54%	66%	74%	69%	82%	54%	60%	56%	54%	55%	47%
		e	e	e	ace						
I sometimes see things like this	423	44	34	26	7	423	111	54	305	356	45
	33%	24%	18%	23%	10%	33%	27%	26%	33%	32%	35%
		d		d		abcd			a		
I often see things like this	144	13	9	7	3	144	41	34	92	121	20
	11%	7%	5%	6%	4%	11%	10%	17%	10%	11%	16%
						bd		b			
TOTAL - HAVE SEEN SOMETHING HATEFUL IN THE PAST YEAR	568	57	43	33	10	568	153	88	397	477	65
	44%	31%	23%	29%	14%	44%	37%	43%	44%	43%	50%
		d		d		abcd					
Don't know	34	4	5	2	3	34	13	3	21	28	4
	3%	2%	3%	2%	4%	3%	3%	1%	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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	676	75	55	37	18	676	203	130	457	572	64
Effective Weighted Sample	531	61	39	27	15	531	148	89	366	450	55
Total	568	57	43	33	10	568	153	88	397	477	65
I ignored it/ didn't do anything	305 54%	**	**	**	**	305 54%	88 57%	44 50%	220 55%	263 55%	**
I reported it to the website/ app	104 18%	**	**	**	**	104 18%	24 15%	15 17%	74 19%	87 18%	**
I blocked the person who shared or made the comments	71 12%	**	**	**	**	71 12%	18 12%	6 7%	50 13%	54 11%	**
I commented on it to say I thought it was wrong	65 12%	**	**	**	**	65 12%	22 14%	16 18%	42 11%	53 11%	**
I responded by 'disliking' the post/ comment/ video	42 7%	**	**	**	**	42 7%	10 7%	7 8%	26 6%	31 6%	**
I shared it with my friends to say I thought it was wrong	34 6%	**	**	**	**	34 6%	10 7%	6 7%	22 5%	23 5%	**
I didn't visit the website/ app again	27 5%	**	**	**	**	27 5%	4 2%	2 3%	21 5%	18 4%	**
I reported it somewhere else (i.e. police, Ofcom etc)	14 2%	**	**	**	**	14 2%	3 2%	3 3%	5 1%	8 2%	**
Other	14 2%	**	**	**	**	14 2%	6 4%	9 10%	6 2%	11 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 have ever seen something hateful online in the past year

	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG		
	Total	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	676	75	55	37	18	676	203	130	457	572	64
Effective Weighted Sample	531	61	39	27	15	531	148	89	366	450	55
Total	568	57	43	33	10	568	153	88	397	477	65
TOTAL - TOOK SOME SORT OF ACTION	256	**	**	**	**	256	64	44	173	209	**
	45%	**	**	**	**	45%	42%	50%	44%	44%	**
Don't know	6	**	**	**	**	6	1	-	4	5	**
	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I ignored it/ didn't do anything	305 24%	30 16% d	25 13% d	21 18% d	4 6%	305 24% abd	88 21%	44 21%	220 24%	263 23%	34 26%
I reported it to the website/ app	104 8%	8 4% bd	2 1%	2 2%	- -%	104 8% bcd	24 6%	15 7%	74 8%	87 8%	10 8%
I blocked the person who shared or made the comments	71 5%	7 4%	2 1%	1 1%	1 1%	71 5% b	18 4%	6 3%	50 6%	54 5%	7 6%
I commented on it to say I thought it was wrong	65 5%	8 4%	6 3%	5 4%	1 2%	65 5%	22 5%	16 8%	42 5%	53 5%	11 9%
I responded by 'disliking' the post/ comment/ video	42 3%	2 1%	3 1%	3 2%	- -%	42 3%	10 2%	7 4%	26 3%	31 3%	9 7% a
I shared it with my friends to say I thought it was wrong	34 3%	5 3%	5 3%	4 3%	1 2%	34 3%	10 2%	6 3%	22 2%	23 2%	8 6% a
I didn't visit the website/ app again	27 2%	3 2%	2 1%	1 1%	2 2%	27 2%	4 1%	2 1%	21 2%	18 2%	7 5% 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 go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I reported it somewhere else (i.e. police, Ofcom etc)	14 1%	2 1%	1 *%	- -%	1 1%	14 1%	3 1%	3 1%	5 1%	8 1%	3 2%
Other	14 1%	1 1%	3 2%	2 2%	1 2%	14 1%	6 1%	9 4% b	6 1%	11 1%	2 2%
TOTAL - TOOK SOME SORT OF ACTION	256 20%	26 14%	18 10%	13 11%	6 8%	256 20% bcd	64 15%	44 21%	173 19%	209 19%	31 24%
NOT SEEN ANYTHING HATEFUL IN THE PAST YEAR	726 56%	126 69% e	144 77% e	82 71% e	62 86% ace	726 56%	266 63%	118 57%	515 56%	644 57%	64 50%
Don't know	6 *%	1 1%	- -%	- -%	- -%	6 *%	1 *%	- -%	4 *%	5 *%	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.

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 (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Yes	960	116	79	61	18	960	259	137	692	818	116
	74%	63%	42%	53%	25%	74%	62%	67%	76%	73%	90%
		bd	d	d		abcd			a		a
No	331	67	107	55	53	331	158	68	219	301	12
	26%	37%	57%	47%	73%	26%	38%	33%	24%	27%	9%
		e	ae	e	abce			b		b	
Don't know	3	-	1	-	1	3	2	1	1	1	1
	*%	-%	1%	-%	2%	*%	*%	*%	*%	*%	1%
					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.

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 e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
Music videos	561	62	31	**	**	561	150	75	411	484	64
	58%	54%	40%	**	**	58%	58%	55%	59%	59%	55%
						b					
Funny videos / jokes / pranks / challenges	558	56	35	**	**	558	149	72	405	481	67
	58%	48%	44%	**	**	58%	57%	53%	59%	59%	58%
						ab					
'How- to' videos, tips or tutorials about things that I want to do	533	74	46	**	**	533	123	83	378	442	73
	55%	64%	59%	**	**	55%	47%	61%	55%	54%	63%
Short entertainment videos (film trailers, clips from TV programmes or highlights).	391	38	12	**	**	391	94	45	300	336	48
	41%	33%	15%	**	**	41%	36%	33%	43%	41%	41%
						b			a		
Reviews about things I may want to buy	346	44	21	**	**	346	79	50	246	301	36
	36%	38%	27%	**	**	36%	30%	36%	35%	37%	31%
News / current affairs / documentaries	279	41	21	**	**	279	58	38	199	220	49
	29%	36%	27%	**	**	29%	22%	28%	29%	27%	42%
											a
Sports/ football clips or videos	274	38	13	**	**	274	64	33	206	230	37
	29%	32%	16%	**	**	29%	25%	24%	30%	28%	32%
						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	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
Whole TV programmes or films	214	22	7	**	**	214	49	35	155	171	35
	22%	19%	8%	**	**	22%	19%	25%	22%	21%	30%
		b				b					a
Political speeches or campaigns	114	20	6	**	**	114	21	20	78	90	21
	12%	17%	8%	**	**	12%	8%	14%	11%	11%	18%
											a
Game tutorials, walk-throughs, watching other people play games	103	3	3	**	**	103	25	10	73	88	10
	11%	2%	4%	**	**	11%	10%	8%	11%	11%	8%
						a					
Vlogs from vloggers/ influencers (like Zoella, Dan TDM or KSI)	83	4	1	**	**	83	17	12	59	67	14
	9%	3%	2%	**	**	9%	7%	9%	8%	8%	12%
						ab					
Religious speeches or events	35	2	2	**	**	35	10	3	23	13	22
	4%	1%	3%	**	**	4%	4%	2%	3%	2%	19%
											a
Other types of videos	31	7	4	**	**	31	9	9	19	28	5
	3%	6%	5%	**	**	3%	4%	7%	3%	3%	4%
								b			
Don't know	3	2	*	**	**	3	1	*	1	1	1
	*%	2%	*%	**	**	*%	*%	*%	*%	*%	1%
		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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Music videos	561	62	31	27	5	561	150	75	411	484	64
	43%	34%	17%	23%	7%	43%	36%	36%	45%	43%	50%
		bd	d	d		abcd			a		
Funny videos / jokes / pranks / challenges	558	56	35	29	6	558	149	72	405	481	67
	43%	31%	19%	25%	9%	43%	36%	35%	44%	43%	52%
		bd	d	d		abcd			a		
'How- to' videos, tips or tutorials about things that I want to do	533	74	46	35	11	533	123	83	378	442	73
	41%	40%	25%	30%	16%	41%	29%	40%	41%	39%	57%
		bd		d		bcd					a
Short entertainment videos (film trailers, clips from TV programmes or highlights).	391	38	12	9	3	391	94	45	300	336	48
	30%	21%	7%	8%	4%	30%	22%	22%	33%	30%	37%
		bcd				abcd			a		
Reviews about things I may want to buy	346	44	21	19	3	346	79	50	246	301	36
	27%	24%	11%	16%	4%	27%	19%	24%	27%	27%	28%
		bd	d	d		bcd					
News / current affairs / documentaries	279	41	21	19	2	279	58	38	199	220	49
	22%	22%	11%	16%	3%	22%	14%	19%	22%	20%	38%
		bd	d	d		bd					a
Sports/ football clips or videos	274	38	13	10	3	274	64	33	206	230	37
	21%	20%	7%	9%	4%	21%	15%	16%	23%	21%	29%
		bcd				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.

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

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Whole TV programmes or films	214	22	7	6	1	214	49	35	155	171	35
	17%	12%	4%	5%	1%	17%	12%	17%	17%	15%	27%
		bd				bcd					a
Political speeches or campaigns	114	20	6	5	1	114	21	20	78	90	21
	9%	11%	3%	5%	1%	9%	5%	10%	9%	8%	16%
		bd				bd					a
Game tutorials, walk-throughs, watching other people play games	103	3	3	3	-	103	25	10	73	88	10
	8%	2%	1%	2%	-%	8%	6%	5%	8%	8%	8%
						abcd					
Vlogs from vloggers/ influencers (like Zoella, Dan TDM or KSI)	83	4	1	1	-	83	17	12	59	67	14
	6%	2%	1%	1%	-%	6%	4%	6%	6%	6%	11%
						abcd					a
Religious speeches or events	35	2	2	1	1	35	10	3	23	13	22
	3%	1%	1%	1%	1%	3%	2%	2%	2%	1%	17%
											a
Other types of videos	31	7	4	4	*	31	9	9	19	28	5
	2%	4%	2%	3%	1%	2%	2%	4%	2%	2%	4%
Don't know	3	2	*	-	*	3	1	*	1	1	1
	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	1%
DON'T WATCH VIDEOS ON THESE TYPES OF SITES OR APPS	334	67	108	55	54	334	160	69	220	303	13
	26%	37%	58%	47%	75%	26%	38%	33%	24%	27%	10%
		e	ae	e	abce			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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Yes	1063	129	94	63	31	1063	294	149	778	914	119
	82%	70%	50%	55%	43%	82%	70%	73%	85%	82%	92%
		bcd				abcd			a		a
No	223	54	91	49	41	223	120	54	130	201	9
	17%	30%	48%	43%	57%	17%	29%	26%	14%	18%	7%
		e	ae	ae	ace			b		b	
Don't know	7	-	3	3	-	7	5	3	3	5	*
	1%	-%	1%	2%	-%	1%	1%	1%	*%	*%	*%
				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.

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 : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes	1063	129	94	63	31	1063	294	149	778	914	119
	72%	58%	30%	39%	21%	72%	51%	48%	80%	71%	86%
		bcd	d	d		abcd			a		a
No	223	54	91	49	41	223	120	54	130	201	9
	15%	25%	29%	30%	28%	15%	21%	17%	13%	16%	7%
		e	e	e	e					b	
Don't know	7	-	3	3	-	7	5	3	3	5	*
	*%	-%	1%	2%	-%	*%	1%	1%	*%	*%	*%
DOES NOT GO ONLINE	185	38	123	49	74	185	159	103	66	169	9
	13%	17%	40%	30%	51%	13%	28%	33%	7%	13%	6%
		e	ace	ae	abce			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.

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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Facebook	930 88%	108 84%	82 86%	** **	** **	930 88%	266 91%	133 89%	675 87%	811 89% b	93 78%
WhatsApp	745 70%	85 66% b	47 50%	** **	** **	745 70% b	170 58%	93 62%	560 72% a	618 68%	105 88% a
Instagram	457 43%	24 19% b	7 7%	** **	** **	457 43% ab	91 31%	48 32%	346 44% a	382 42%	64 54% a
YouTube	448 42%	37 29% b	16 17%	** **	** **	448 42% ab	95 32%	50 33%	348 45% a	361 39%	77 65% a
Snapchat	273 26%	4 3%	* *%	** **	** **	273 26% ab	67 23%	25 17%	206 26% a	236 26%	32 27%
Twitter	239 22%	20 16% b	5 5%	** **	** **	239 22% b	36 12%	30 20%	178 23%	202 22%	31 26%
LinkedIn	181 17%	24 19% b	2 2%	** **	** **	181 17% b	13 4%	28 19%	122 16%	146 16%	26 22%
Pinterest	123 12%	7 5%	5 5%	** **	** **	123 12% ab	21 7%	21 14%	86 11%	106 12%	15 13%
Twitch	29 3%	- -%	- -%	** **	** **	29 3%	6 2%	3 2%	21 3%	24 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.

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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
TikTok	26 2%	- -%	- -%	** **	** **	26 2%	8 3%	3 2%	20 3%	14 2%	13 11% a
Reddit	25 2%	- -%	- -%	** **	** **	25 2%	3 1%	4 2%	17 2%	20 2%	6 5%
Tumblr	18 2%	1 1%	- -%	** **	** **	18 2%	1 *%	2 2%	13 2%	16 2%	3 2%
Telegram	11 1%	- -%	- -%	** **	** **	11 1%	2 1%	2 1%	8 1%	9 1%	2 2%
Other	7 1%	* *%	2 2%	** **	** **	7 1%	3 1%	* *%	5 1%	4 *%	3 3% a
Don't know	1 *%	- -%	- -%	** **	** **	1 *%	1 *%	1 1% b	- -%	1 *%	- -%
FACEBOOK ONLY	168 16%	29 23% e	37 39% ae	** **	** **	168 16%	80 27%	38 25% b	111 14%	155 17% b	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.

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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Facebook	599 56%	81 63%	66 70% e	** **	** **	599 56%	196 67%	92 61%	438 56%	548 60% b	35 29%
WhatsApp	258 24%	39 30%	23 25%	** **	** **	258 24%	60 21%	37 25%	187 24%	201 22%	46 39% a
Instagram	71 7%	3 2%	* *%	** **	** **	71 7% ab	9 3%	7 5%	57 7%	57 6%	13 11%
YouTube	42 4%	2 1%	2 2%	** **	** **	42 4%	10 3%	6 4%	31 4%	32 3%	9 8%
Snapchat	35 3%	- -%	- -%	** **	** **	35 3% a	9 3%	2 1%	23 3%	26 3%	6 5%
Twitter	32 3%	2 1%	- -%	** **	** **	32 3%	3 1%	2 1%	28 4%	31 3%	1 1%
LinkedIn	14 1%	1 1%	- -%	** **	** **	14 1%	* *%	1 *%	7 1%	8 1%	5 4% a
Pinterest	5 *%	1 1%	1 1%	** **	** **	5 *%	1 *%	1 1%	2 *%	3 *%	2 2%
Reddit	3 *%	- -%	- -%	** **	** **	3 *%	- -%	- -%	2 *%	1 *%	2 1% a
Tumblr	* *%	- -%	- -%	** **	** **	* *%	- -%	- -%	* *%	* *%	- -%

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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Twitch	*	-	-	**	**	*	*	*	-	*	-
	*%	-%	-%	**	**	*%	*%	*%	-%	*%	-%
Other	3	-	2	**	**	3	3	*	3	3	-
	*%	-%	2%	**	**	*%	1%	*%	*%	*%	-%
Don't know	2	1	-	**	**	2	2	2	-	2	-
	*%	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.

IN24. (SHOWCARD) Thinking now about all the social media sites or apps you use, which one of these statements best describes your use of these sites or apps? (SINGLE CODE)

Base : Those with a profile or account on a social media site/ app

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1208	153	118	63	55	1208	362	203	856	1055	106
Effective Weighted Sample	955	130	84	48	41	955	272	146	688	832	91
Total	1026	120	85	56	29	1026	280	142	753	879	117
I often share, post or comment on social media sites or apps	259 25%	33 28% b	11 13%	** **	** **	259 25% b	61 22%	46 32%	186 25%	229 26%	25 22%
I sometimes share, post or comment on social media sites or apps	339 33%	35 29%	30 35%	** **	** **	339 33%	95 34%	37 26%	255 34%	295 34%	33 28%
TOTAL - SHARE, POST OR COMMENT ON SOCIAL MEDIA SITES OR APPS	599 58%	69 57%	41 48%	** **	** **	599 58%	156 56%	83 58%	441 59%	524 60%	58 50%
I usually just 'like' things on social media sites or apps	184 18%	21 17%	8 10%	** **	** **	184 18%	45 16%	23 16%	142 19%	151 17%	30 26% a
I tend to only read things on these sites or apps and rarely like or post anything	234 23%	31 26%	33 39% ae	** **	** **	234 23%	74 27%	35 25%	164 22%	196 22%	29 25%
Don't know	9 1%	- -%	3 3%	** **	** **	9 1%	4 1%	2 1%	5 1%	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.

IN27. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA/ MESSAGING SITES OR APPS: 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 profile or account on a social media or messaging site/ app

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	b
Unweighted total	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Strongly disagree	76 7%	11 8%	9 10%	** **	** **	76 7%	24 8%	17 11% b	48 6%	65 7%	7 6%
Slightly disagree	80 8%	8 7%	7 8%	** **	** **	80 8%	20 7%	14 9%	57 7%	65 7%	13 11%
Neither agree nor disagree	133 13%	24 19% e	16 17%	** **	** **	133 13%	40 14%	18 12%	102 13%	95 10%	26 22% a
Slightly agree	215 20%	31 24%	22 24%	** **	** **	215 20%	62 21%	30 20%	157 20%	190 21%	20 17%
Strongly agree	550 52%	55 43%	34 36%	** **	** **	550 52% b	140 48%	67 45%	413 53%	491 54%	52 44%
Don't know	8 1%	- -%	5 6% ae	** **	** **	8 1%	8 3%	4 2% b	3 *%	8 1%	- -%
SUMMARY CODES											
TOTAL DISAGREE	156 15%	19 15%	17 18%	** **	** **	156 15%	44 15%	31 21% b	104 13%	130 14%	20 17%
TOTAL AGREE	765 72%	86 67%	57 60%	** **	** **	765 72% b	201 69%	97 65%	570 73% a	681 74% b	72 61%
TOTAL NEITHER/ DON'T KNOW	142 13%	24 19%	21 22% e	** **	** **	142 13%	48 16%	22 15%	104 13%	103 11%	26 22% 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.

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

Base : Those with a profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
I often see views that I disagree with	177 17%	21 17%	18 19%	** **	** **	177 17%	43 15%	32 21%	121 16%	156 17%	17 14%
I sometimes see views that I disagree with	580 55%	68 53%	38 40%	** **	** **	580 55% b	148 50%	70 47%	444 57% a	494 54%	73 61%
I rarely see views that I disagree with	288 27%	38 30%	33 35%	** **	** **	288 27%	92 31%	42 28%	204 26%	249 27%	27 23%
Don't know	18 2%	1 1%	5 5%	** **	** **	18 2%	11 4%	5 3%	9 1%	15 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.

IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	346	47	31	**	**	346	74	55	243	287	45
	33%	37%	33%	**	**	33%	25%	37%	31%	31%	38%
Check if it was by an organisation I thought was trustworthy	322	35	21	**	**	322	69	51	212	255	48
	30%	27%	22%	**	**	30%	23%	34%	27%	28%	40% a
Check to see if the same information in the article appears anywhere else	285	36	13	**	**	285	57	37	206	240	33
	27%	28% b	14%	**	**	27% b	19%	25%	27%	26%	28%
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	267	27	20	**	**	267	59	37	189	215	36
	25%	21%	21%	**	**	25%	20%	25%	24%	24%	31%
Look at the comments/ what people have said about the article	253	25	17	**	**	253	56	36	182	209	35
	24%	20%	18%	**	**	24%	19%	24%	23%	23%	30%
Think about what the article is about to assess how likely it is to be true	252	35	20	**	**	252	64	41	182	216	24
	24%	27%	21%	**	**	24%	22%	28%	23%	24%	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.

IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Think about whether the person who shared it was someone I trusted	215 20%	30 23%	23 24%	** **	** **	215 20%	54 18%	29 20%	157 20%	177 19%	30 25%
Check to see if it is by someone who was there when it happened/ saw it for themselves	100 9%	13 10%	11 12%	** **	** **	100 9%	30 10%	20 13%	64 8%	80 9%	12 10%
UNPROMPTED RESPONSE											
I would Google it	4 *%	2 1%	- -%	** **	** **	4 *%	1 *%	2 1%	1 *%	4 *%	- -%
Other	16 1%	1 1%	1 1%	** **	** **	16 1%	5 2%	4 3%	10 1%	13 1%	3 2%
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	673 63%	77 60%	49 52%	** **	** **	673 63% b	164 56%	95 64%	491 63%	552 60%	96 80% a
I wouldn't tend to check the information in the article to see if it was true	272 26%	38 29%	24 26%	** **	** **	272 26%	81 28%	36 24%	207 27%	256 28% b	13 11%
I don't see news stories/ articles on social media	95 9%	12 9%	20 22% ae	** **	** **	95 9%	41 14%	14 9%	66 8%	85 9%	8 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.

IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Don't know	24 2%	2 2%	1 1%	** **	** **	24 2%	8 3%	5 3%	14 2%	21 2%	2 2%
ANY ORGANISATIONAL MEASURE	453 43%	56 44%	37 39%	** **	** **	453 43%	100 34%	67 45%	313 40%	368 40%	62 52% a
ANY PEER MEASURES	357 34%	39 30%	28 29%	** **	** **	357 34%	83 28%	50 34%	259 33%	292 32%	53 44% 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.

IN29. (SHOWCARD) When you read or see a news story or article on social media sites 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 e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	902	114	91	52	39	902	259	151	640	766	94
Effective Weighted Sample	712	95	66	41	29	712	196	109	509	603	81
Total	768	89	69	49	21	768	205	109	557	638	103
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	346	47	**	**	**	346	74	55	243	287	**
	45%	53%	**	**	**	45%	36%	51%	44%	45%	**
Check if it was by an organisation I thought was trustworthy	322	35	**	**	**	322	69	51	212	255	**
	42%	40%	**	**	**	42%	34%	46%	38%	40%	**
Check to see if the same information in the article appears anywhere else	285	36	**	**	**	285	57	37	206	240	**
	37%	41%	**	**	**	37%	28%	34%	37%	38%	**
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	267	27	**	**	**	267	59	37	189	215	**
	35%	30%	**	**	**	35%	29%	34%	34%	34%	**
Look at the comments/ what people have said about the article	253	25	**	**	**	253	56	36	182	209	**
	33%	28%	**	**	**	33%	27%	33%	33%	33%	**
Think about what the article is about to assess how likely it is to be true	252	35	**	**	**	252	64	41	182	216	**
	33%	39%	**	**	**	33%	31%	38%	33%	34%	**

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) When you read or see a news story or article on social media sites 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 e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	902	114	91	52	39	902	259	151	640	766	94
Effective Weighted Sample	712	95	66	41	29	712	196	109	509	603	81
Total	768	89	69	49	21	768	205	109	557	638	103
Think about whether the person who shared it was someone I trusted	215 28%	30 33%	** **	** **	** **	215 28%	54 27%	29 27%	157 28%	177 28%	** **
Check to see if it is by someone who was there when it happened/ saw it for themselves	100 13%	13 14%	** **	** **	** **	100 13%	30 15%	20 18%	64 11%	80 13%	** **
UNPROMPTED RESPONSE											
I would Google it	4 *%	2 2%	** **	** **	** **	4 *%	1 1%	2 1%	1 *%	4 1%	** **
Other	16 2%	1 1%	** **	** **	** **	16 2%	5 2%	4 4%	10 2%	13 2%	** **
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	673 88%	77 87%	** **	** **	** **	673 88%	164 80%	95 87%	491 88%	552 87%	** **
I don't see news stories/ articles on social media	95 12%	12 13%	** **	** **	** **	95 12%	41 20%	14 13%	66 12%	85 13%	** **
ANY ORGANISATIONAL MEASURE	453 59%	56 63%	** **	** **	** **	453 59%	100 49%	67 62%	313 56%	368 58%	** **
ANY PEER MEASURES	357 47%	39 44%	** **	** **	** **	357 47%	83 41%	50 46%	259 46%	292 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.

IN30A. 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 profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Yes, often	65 6%	6 5%	3 3%	** **	** **	65 6%	24 8%	21 14% b	35 4%	53 6%	11 9%
Yes, sometimes	235 22%	38 29%	19 21%	** **	** **	235 22%	58 20%	35 23%	173 22%	190 21%	36 30% a
Yes, rarely	230 22%	24 18%	16 17%	** **	** **	230 22%	45 15%	36 24%	166 21%	197 22%	25 21%
TOTAL - YES	529 50%	68 53%	38 40%	** **	** **	529 50%	128 44%	92 62% b	373 48%	440 48%	72 60% a
No, never	512 48%	61 47%	56 60% e	** **	** **	512 48%	160 54%	57 38%	390 50% a	456 50% b	44 37%
Don't know	22 2%	- -%	- -%	** **	** **	22 2%	6 2%	* *% b	15 2%	18 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.

IN30B. (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 profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	621	85	50	27	23	621	173	122	425	526	67
Effective Weighted Sample	489	71	36	21	17	489	125	86	339	414	57
Total	529	68	38	27	11	529	128	92	373	440	72
I reported it through the report function or the block content function on the website	151 29%	** **	** **	** **	** **	151 29%	35 27%	31 34%	102 27%	125 28%	** **
I blocked the person who shared the content or made the comments	145 27%	** **	** **	** **	** **	145 27%	35 28%	22 24%	98 26%	111 25%	** **
I responded publicly to the person who shared the content or made the comments	49 9%	** **	** **	** **	** **	49 9%	8 6%	14 15%	25 7%	36 8%	** **
I responded privately to the person who shared the content or made the comments	39 7%	** **	** **	** **	** **	39 7%	7 5%	8 9%	24 6%	29 7%	** **
I shared it to highlight the issue to others	29 6%	** **	** **	** **	** **	29 6%	5 4%	7 7%	20 5%	24 6%	** **
I stopped using that social media site	9 2%	** **	** **	** **	** **	9 2%	2 1%	2 2%	5 1%	7 2%	** **
TOTAL - TOOK ANY OF THESE ACTIONS	301 57%	** **	** **	** **	** **	301 57%	61 48%	56 61%	200 54%	244 55%	** **

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.

IN30B. (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 profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	621	85	50	27	23	621	173	122	425	526	67
Effective Weighted Sample	489	71	36	21	17	489	125	86	339	414	57
Total	529	68	38	27	11	529	128	92	373	440	72
I didn't take any of these actions	228	**	**	**	**	228	67	36	173	196	**
	43%	**	**	**	**	43%	52%	39%	46%	44%	**
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.

IN30C. (SHOWCARD) Can I please ask if any of the following reasons apply as to why you didn't take any action about the upsetting or offensive content? (MULTI CODE)

Base : Those with a profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months and have not reported it

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	269	37	31	14	17	269	84	42	198	237	24
Effective Weighted Sample	212	31	22	11	13	212	64	33	158	187	22
Total	228	29	23	13	10	228	67	36	173	196	29
PROMPTED RESPONSES											
I didn't think they would do anything about it	90 39%	**	**	**	**	90 39%	**	**	67 39%	73 37%	**
I couldn't be bothered	47 21%	**	**	**	**	47 21%	**	**	39 22%	41 21%	**
I didn't have time	40 18%	**	**	**	**	40 18%	**	**	30 17%	32 17%	**
I expected other people to report it	19 8%	**	**	**	**	19 8%	**	**	15 9%	18 9%	**
I didn't know how to report it	11 5%	**	**	**	**	11 5%	**	**	9 5%	10 5%	**
I asked someone else to do it for me	3 1%	**	**	**	**	3 1%	**	**	2 1%	3 1%	**
UNPROMPTED RESPONSES											
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	7 3%	**	**	**	**	7 3%	**	**	5 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.

IN30C. (SHOWCARD) Can I please ask if any of the following reasons apply as to why you didn't take any action about the upsetting or offensive content? (MULTI CODE)

Base : Those with a profile or account on a social media or messaging site/ app who have seen something upsetting or offensive on social media in the past 12 months and have not reported it

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	269	37	31	14	17	269	84	42	198	237	24
Effective Weighted Sample	212	31	22	11	13	212	64	33	158	187	22
Total	228	29	23	13	10	228	67	36	173	196	29
Just ignored it/ chose not to watch it/ look at it/ didn't occur to me to report it	4 2%	**	**	**	**	4 2%	**	**	4 3%	4 2%	**
No point/ something similar would get posted some other time	2 1%	**	**	**	**	2 1%	**	**	1 1%	2 1%	**
Didn't want to get involved/ draw attention to myself by reporting it	2 1%	**	**	**	**	2 1%	**	**	2 1%	1 1%	**
Other	18 8%	**	**	**	**	18 8%	**	**	11 6%	17 8%	**
Don't know	18 8%	**	**	**	**	18 8%	**	**	14 8%	17 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.

SUMMARY OF REACTIONS TO UPSETTING OR OFFENSIVE CONTENT ON SOCIAL MEDIA IN PAST 12 MONTHS

Base : Those with a profile or account on a social media or messaging site/ app

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
SEEN SOMETHING AND TOOK SOME ACTION	301	39	15	**	**	301	61	56	200	244	43
	28%	30%	16%	**	**	28%	21%	37%	26%	27%	36%
		b				b		b			a
SEEN SOMETHING AND DID NOT TAKE ANY ACTION	228	29	23	**	**	228	67	36	173	196	29
	21%	23%	24%	**	**	21%	23%	24%	22%	21%	24%
SEEN SOMETHING AND UNSURE IF TOOK ANY ACTION	*	-	-	**	**	*	-	-	*	*	-
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	-%
TOTAL SEEN SOMETHING UPSETTING OR OFFENSIVE ON SOCIAL MEDIA IN PAST 12 MONTHS	529	68	38	**	**	529	128	92	373	440	72
	50%	53%	40%	**	**	50%	44%	62%	48%	48%	60%
								b			a
NOT SEEN UPSETTING OR OFFENSIVE CONTENT ON SOCIAL MEDIA IN PAST 12 MONTHS	512	61	56	**	**	512	160	57	390	456	44
	48%	47%	60%	**	**	48%	54%	38%	50%	50%	37%
			e						a	b	
UNSURE IF SEEN UPSETTING OR OFFENSIVE CONTENT ON SOCIAL MEDIA IN PAST 12 MONTHS	22	-	-	**	**	22	6	*	15	18	3
	2%	-%	-%	**	**	2%	2%	*%	2%	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Licence fee/ by the public	926	157	183	113	70	926	325	172	628	824	67
	63%	71%	59%	69%	48%	63%	56%	56%	64%	64%	49%
		bde	d	bd		d			a	b	
Advertising on the website	58	5	7	3	4	58	12	8	45	43	14
	4%	2%	2%	2%	3%	4%	2%	3%	5%	3%	10%
											a
By the government	49	4	4	3	2	49	15	6	33	32	13
	3%	2%	1%	2%	1%	3%	3%	2%	3%	2%	10%
											a
Sales of programmes and services to other channels/ countries	29	5	6	2	3	29	10	4	21	24	3
	2%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%
Advertisers pay to prioritise their entry on the list/ be first on the list	11	*	*	*	-	11	3	1	6	11	-
	1%	*%	*%	*%	-%	1%	*%	*%	1%	1%	-%
Advertisers pay when users click through from sponsored links to their website	10	*	2	-	2	10	4	2	5	10	-
	1%	*%	1%	-%	1%	1%	1%	1%	*%	1%	-%
Other	9	2	-	-	-	9	1	2	6	9	-
	1%	1%	-%	-%	-%	1%	*%	1%	1%	1%	-%
Never heard of it	10	4	6	1	5	10	7	5	3	10	-
	1%	2%	2%	1%	3%	1%	1%	2%	*%	1%	-%
			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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Don't know	376	45	102	42	60	376	200	108	231	328	39
	25%	20%	33%	26%	41%	25%	35%	35%	24%	25%	29%
			ae		ace			b			
SUMMARY CODES											
INCORRECT RESPONSE	167	16	19	8	11	167	45	24	116	128	31
	11%	7%	6%	5%	8%	11%	8%	8%	12%	10%	22%
						bc			a		a
TOTAL NEVER HEARD OF IT/ DON'T KNOW	386	49	109	44	65	386	207	113	233	337	39
	26%	22%	35%	27%	44%	26%	36%	37%	24%	26%	29%
			ae		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.

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

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Advertising on the website	662	97	104	66	38	662	202	114	467	589	49
	45%	44%	34%	40%	26%	45%	35%	37%	48%	46%	36%
		bd		d		bd			a	b	
Advertisers pay to prioritise their entry on the list/ be first on the list	147	26	25	20	5	147	42	21	104	133	10
	10%	12%	8%	12%	3%	10%	7%	7%	11%	10%	8%
		d	d	d		d			a		
Advertisers pay when users click through from sponsored links to their website	128	15	14	7	7	128	30	9	103	109	16
	9%	7%	5%	4%	5%	9%	5%	3%	11%	8%	11%
						b			a		
Licence fee/ by the public	31	3	6	2	3	31	14	5	16	26	2
	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%
By the government	24	3	-	-	-	24	7	1	19	12	10
	2%	1%	-%	-%	-%	2%	1%	*%	2%	1%	7%
		b				b			a		a
Selling content to other channels or countries	19	3	1	1	*	19	2	1	13	13	4
	1%	1%	*%	*%	*%	1%	*%	*%	1%	1%	3%
Other	38	7	6	4	2	38	13	13	23	31	7
	3%	3%	2%	2%	2%	3%	2%	4%	2%	2%	5%
Never heard of it	18	3	15	5	10	18	16	9	5	16	1
	1%	1%	5%	3%	7%	1%	3%	3%	*%	1%	1%
			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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Don't know	411	65	140	59	81	411	250	136	229	360	38
	28%	29%	45%	36%	55%	28%	43%	44%	23%	28%	27%
			ae	e	abce			b			
SUMMARY CODES											
CORRECT RESPONSES	790	112	119	74	45	790	232	123	570	698	65
	53%	50%	38%	45%	31%	53%	40%	40%	58%	54%	47%
		bd		d		bcd			a		
INCORRECT RESPONSES	259	42	36	26	10	259	79	42	174	215	34
	18%	19%	12%	16%	7%	18%	14%	14%	18%	17%	25%
		bd		d		bd					a
TOTAL NEVER HEARD OF IT/ DON'T KNOW	429	68	155	64	91	429	266	144	234	376	39
	29%	31%	50%	39%	62%	29%	46%	47%	24%	29%	28%
			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.

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

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Licence fee/ by the public	780	128	146	95	51	780	257	144	522	694	55
	53%	58%	47%	58%	35%	53%	45%	46%	53%	54%	40%
		bd	d	bd		d			a	b	
Advertising on the website	116	9	9	6	3	116	35	12	87	99	13
	8%	4%	3%	4%	2%	8%	6%	4%	9%	8%	9%
						abd			a		
Sales of programmes and services to other channels/ countries	36	5	7	3	4	36	10	5	26	31	3
	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	2%
By the government	35	6	3	1	2	35	9	3	26	20	11
	2%	3%	1%	1%	1%	2%	2%	1%	3%	2%	8%
											a
Advertisers pay when users click through from sponsored links to their website	25	5	3	1	2	25	9	5	19	23	1
	2%	2%	1%	1%	2%	2%	1%	2%	2%	2%	1%
Advertisers pay to prioritise their entry on the list/ be first on the list	20	4	4	3	1	20	8	1	16	17	2
	1%	2%	1%	2%	*%	1%	1%	*%	2%	1%	2%
Other	12	2	2	*	1	12	4	2	10	12	-
	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	-%
Never heard of it	17	2	13	3	10	17	15	10	3	15	1
	1%	1%	4%	2%	7%	1%	3%	3%	*%	1%	1%
			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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Don't know	436	61	123	51	72	436	230	127	269	378	51
	29%	28%	40%	31%	49%	29%	40%	41%	27%	29%	37%
			ae		abce			b			
SUMMARY CODES											
INCORRECT RESPONSE	245	31	28	15	14	245	74	29	184	202	30
	17%	14%	9%	9%	9%	17%	13%	9%	19%	16%	22%
						bcd			a		
TOTAL NEVER HEARD OF IT/ DON'T KNOW	453	63	136	54	82	453	246	137	272	393	52
	31%	28%	44%	33%	56%	31%	43%	44%	28%	31%	38%
			ace		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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Advertising on the website	640	87	81	56	25	640	175	97	455	564	53
	43%	39%	26%	34%	17%	43%	30%	31%	47%	44%	39%
		bd	d	d		bcd			a		
Advertisers pay when users click through from sponsored links to their website	164	27	17	8	9	164	42	14	134	139	17
	11%	12%	6%	5%	6%	11%	7%	4%	14%	11%	12%
		bcd				bcd			a		
Advertisers pay to prioritise their entry on the list/ be first on the list	115	12	17	15	2	115	30	16	78	93	19
	8%	5%	5%	9%	1%	8%	5%	5%	8%	7%	14%
		d	d	d		d					a
Licence fee/ by the public	25	2	6	3	3	25	11	4	14	23	1
	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	1%
Selling content to other channels or countries	16	2	1	1	-	16	5	3	9	12	3
	1%	1%	*%	1%	-%	1%	1%	1%	1%	1%	2%
By the government	7	2	1	1	-	7	3	2	4	3	3
	*%	1%	*%	*%	-%	*%	*%	1%	*%	*%	2%
											a
Other	34	5	5	3	2	34	15	11	20	29	6
	2%	2%	1%	2%	1%	2%	3%	4%	2%	2%	4%
Never heard of it	29	2	22	6	17	29	28	23	6	27	-
	2%	1%	7%	3%	12%	2%	5%	8%	1%	2%	-%
			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.

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

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Don't know	448	84	162	72	89	448	270	139	259	399	37
	30%	38%	52%	44%	61%	30%	47%	45%	26%	31%	27%
		e	ae	e	abce			b			
SUMMARY CODES											
INCORRECT RESPONSES	362	49	46	30	15	362	105	50	258	299	48
	24%	22%	15%	19%	10%	24%	18%	16%	26%	23%	35%
		bd		d		bd			a		a
TOTAL NEVER HEARD OF IT/ DON'T KNOW	477	86	184	78	106	477	298	162	264	426	37
	32%	39%	59%	47%	73%	32%	52%	52%	27%	33%	27%
		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 ABOUT THE INTERNET: Internet users must be protected from seeing inappropriate or offensive content (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Strongly disagree	42 3%	4 2%	5 2%	4 4%	* 1%	42 3%	9 2%	9 4%	28 3%	39 3%	3 2%
Slightly disagree	77 6%	9 5%	8 4%	6 5%	2 3%	77 6%	28 7%	17 8%	51 6%	64 6%	11 8%
Neither agree nor disagree	210 16%	29 16%	25 13%	15 13%	10 14%	210 16%	58 14%	28 14%	154 17%	170 15%	23 18%
Slightly agree	307 24%	41 22%	37 20%	26 23%	10 14%	307 24%	85 20%	35 17%	226 25%	273 24%	26 20%
Strongly agree	641 50%	99 54%	109 58%	63 54%	46 64%	641 50%	230 55%	114 56%	441 48%	566 50%	61 47%
Don't know	17 1%	2 1%	4 2%	1 1%	2 3%	17 1%	8 2%	2 1%	13 1%	10 1%	6 4%
			e		e	d			a		a
SUMMARY CODES											
TOTAL DISAGREE	119 9%	13 7%	13 7%	10 9%	3 4%	119 9%	37 9%	26 13%	78 9%	103 9%	13 10%
TOTAL AGREE	948 73%	140 76%	146 78%	89 77%	57 79%	948 73%	315 75%	149 73%	667 73%	839 75%	87 67%
TOTAL NEITHER/ DON'T KNOW	227 18%	31 17%	29 15%	16 14%	13 18%	227 18%	67 16%	30 15%	167 18%	179 16%	29 22%

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 ABOUT THE INTERNET: As long as the internet provides good websites and apps it doesn't really matter who owns the websites or apps or how they're funded (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Strongly disagree	230 18%	37 20%	35 19%	23 20%	12 16%	230 18%	64 15%	40 19%	153 17%	204 18%	16 13%
Slightly disagree	257 20%	30 16%	33 17%	19 16%	14 19%	257 20%	76 18%	33 16%	195 21%	231 21%	22 17%
Neither agree nor disagree	301 23%	49 27%	35 18%	21 19%	13 18%	301 23%	98 23%	48 23%	213 23%	251 22%	34 26%
Slightly agree	278 22%	33 18%	42 23%	29 25%	14 19%	278 22%	90 22%	37 18%	200 22%	243 22%	27 21%
Strongly agree	157 12%	26 14%	28 15%	16 14%	11 15%	157 12%	63 15%	29 14%	114 13%	138 12%	17 13%
Don't know	70 5%	8 5%	15 8%	6 5%	9 12%	70 5%	27 7%	18 9%	36 4%	52 5%	13 10%
					ae			b			a
SUMMARY CODES											
TOTAL DISAGREE	487 38%	67 36%	68 36%	42 37%	26 35%	487 38%	140 33%	73 36%	348 38%	435 39%	38 29%
TOTAL AGREE	435 34%	59 32%	70 37%	45 39%	25 34%	435 34%	154 37%	66 32%	314 34%	382 34%	44 34%
TOTAL NEITHER/ DON'T KNOW	371 29%	58 31%	50 27%	28 24%	22 30%	371 29%	125 30%	67 32%	250 27%	304 27%	47 36%

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.

IN35C. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: I think people should have the right to hide their identity online in order to express their views anonymously (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Strongly disagree	332	55	62	40	22	332	114	58	232	307	16
	26%	30%	33%	34%	30%	26%	27%	28%	25%	27%	13%
			e							b	
Slightly disagree	208	28	31	20	11	208	57	35	164	184	20
	16%	15%	16%	18%	15%	16%	14%	17%	18%	16%	16%
Neither agree nor disagree	277	42	29	17	12	277	90	38	191	224	31
	21%	23%	15%	15%	16%	21%	21%	19%	21%	20%	24%
Slightly agree	239	31	30	18	12	239	69	40	163	205	32
	18%	17%	16%	16%	16%	18%	16%	19%	18%	18%	25%
Strongly agree	197	22	27	14	12	197	73	31	134	169	24
	15%	12%	14%	12%	17%	15%	17%	15%	15%	15%	18%
Don't know	40	6	10	6	4	40	15	4	29	31	6
	3%	3%	5%	5%	5%	3%	4%	2%	3%	3%	4%
SUMMARY CODES											
TOTAL DISAGREE	540	82	92	60	33	540	172	93	395	491	36
	42%	45%	49%	52%	45%	42%	41%	45%	43%	44%	28%
			e	e						b	
TOTAL AGREE	436	53	57	33	24	436	142	70	297	374	56
	34%	29%	30%	28%	33%	34%	34%	34%	33%	33%	43%
										a	
TOTAL NEITHER/ DON'T KNOW	317	48	38	23	16	317	105	43	220	256	37
	25%	26%	21%	20%	22%	25%	25%	21%	24%	23%	28%

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.

IN35D. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: I think it is important that people can say what they want online even if it is controversial or hurtful to others (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Strongly disagree	403 31%	67 37%	81 43% e	49 42% e	32 44% e	403 31%	156 37%	74 36%	275 30%	364 32%	32 25%
Slightly disagree	245 19%	38 21%	32 17%	18 16%	14 19%	245 19%	66 16%	40 19%	173 19%	214 19%	23 18%
Neither agree nor disagree	257 20%	35 19%	28 15%	19 16%	10 13%	257 20%	80 19%	33 16%	180 20%	209 19%	32 25%
Slightly agree	235 18%	26 14%	20 11%	13 11%	8 11%	235 18% bd	59 14%	28 13%	180 20% a	203 18%	23 18%
Strongly agree	124 10%	12 7%	19 10%	11 10%	7 10%	124 10%	45 11%	26 13%	84 9%	108 10%	15 12%
Don't know	30 2%	5 3%	8 4%	6 5%	2 3%	30 2%	13 3%	5 2%	19 2%	22 2%	4 3%
SUMMARY CODES											
TOTAL DISAGREE	647 50%	105 57%	112 60% e	67 58%	46 63% e	647 50%	222 53%	114 55%	449 49%	578 52%	55 43%
TOTAL AGREE	360 28%	38 21%	39 21%	24 21%	15 21%	360 28% ab	104 25%	54 26%	264 29%	311 28%	38 29%
TOTAL NEITHER/ DON'T KNOW	286 22%	40 22%	36 19%	24 21%	12 16%	286 22%	93 22%	38 18%	199 22%	231 21%	36 28%

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.

IN35E. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET: When I visit websites or apps, I usually accept the terms & conditions without reading them (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Strongly disagree	140 11%	20 11%	25 13%	14 12%	11 15%	140 11%	57 14%	28 13%	98 11%	123 11%	12 9%
Slightly disagree	148 11%	31 17%	18 10%	12 11%	6 9%	148 11%	44 11%	26 13%	96 11%	125 11%	15 12%
Neither agree nor disagree	153 12%	18 10%	26 14%	13 11%	13 19%	153 12%	57 14%	23 11%	108 12%	123 11%	18 14%
Slightly agree	345 27%	48 26%	44 23%	29 25%	15 20%	345 27%	102 24%	35 17%	261 29%	296 26%	40 31%
Strongly agree	495 38%	66 36%	68 36%	44 39%	24 33%	495 38%	150 36%	90 44%	342 37%	446 40%	42 33%
Don't know	13 1%	2 1%	6 3%	3 2%	3 5%	13 1%	7 2%	5 3%	7 1%	8 1%	1 1%
SUMMARY CODES											
TOTAL DISAGREE	287 22%	51 28%	43 23%	26 23%	17 24%	287 22%	102 24%	53 26%	194 21%	247 22%	27 21%
TOTAL AGREE	840 65%	113 62%	112 60%	73 64%	38 53%	840 65%	253 60%	124 60%	603 66%	742 66%	82 64%
TOTAL NEITHER/ DON'T KNOW	166 13%	19 11%	32 17%	16 13%	17 23%	166 13%	64 15%	28 14%	115 13%	131 12%	19 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.

IN36. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA/ MESSAGING SITES OR APPS: When I use social media and messaging sites I usually accept the terms & conditions without reading them (SINGLE CODE)

Base : Those with a profile or account on a social media or messaging site/ app

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1260	167	131	71	60	1260	384	214	890	1103	109
Effective Weighted Sample	992	141	93	54	44	992	286	153	713	866	94
Total	1063	129	94	63	31	1063	294	149	778	914	119
Strongly disagree	98 9%	9 7%	7 7%	** **	** **	98 9%	35 12%	19 13%	72 9%	84 9%	11 9%
Slightly disagree	112 11%	19 15%	13 13%	** **	** **	112 11%	26 9%	21 14%	75 10%	96 11%	11 9%
Neither agree nor disagree	111 10%	18 14%	11 11%	** **	** **	111 10%	35 12%	14 10%	79 10%	87 9%	11 9%
Slightly agree	323 30%	32 25%	22 24%	** **	** **	323 30%	70 24%	18 12%	264 34%	275 30%	43 36%
Strongly agree	402 38%	50 39%	37 39%	** **	** **	402 38%	119 40%	70 47%	282 36%	357 39%	43 36%
Don't know	16 1%	2 1%	5 5%	** **	** **	16 1%	8 3%	7 5%	6 1%	15 2%	- -%
SUMMARY CODES											
TOTAL DISAGREE	210 20%	28 21%	19 20%	** **	** **	210 20%	61 21%	40 27%	147 19%	180 20%	22 18%
TOTAL AGREE	725 68%	82 64%	60 63%	** **	** **	725 68%	189 64%	88 59%	546 70%	632 69%	86 72%
TOTAL NEITHER/ DON'T KNOW	127 12%	19 15%	16 16%	** **	** **	127 12%	43 15%	21 14%	85 11%	102 11%	11 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.

IN37. 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				All	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e		a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
All is truthful	24 2%	2 1%	7 4%	4 4%	2 3%	24 2%	11 3%	5 3%	13 1%	21 2%	1 1%
Most is truthful	322 25%	55 30%	61 32% e	35 31%	25 35% e	322 25%	111 27%	57 28%	228 25%	292 26%	27 21%
Some is truthful	760 59%	107 58% bd	88 47%	57 49%	32 44%	760 59% bd	220 53%	112 54%	543 60%	645 58%	89 69% a
Don't know	63 5%	6 3%	13 7%	8 7%	6 8%	63 5%	30 7%	9 5%	43 5%	54 5%	5 4%
Don't think about whether the information is truthful	123 10%	14 7%	19 10%	12 10%	7 10%	123 10%	46 11%	22 11%	85 9%	109 10%	7 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.

IN37. 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	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1452	225	254	124	130	1452	525	278	971	1272	113
Effective Weighted Sample	1121	186	177	92	95	1121	379	197	770	984	97
Total	1170	170	169	104	65	1170	372	184	827	1012	122
All is truthful	24	2	7	4	2	24	11	5	13	21	1
	2%	1%	4%	4%	4%	2%	3%	3%	2%	2%	1%
Most is truthful	322	55	61	35	25	322	111	57	228	292	27
	28%	32%	36%	34%	39%	28%	30%	31%	28%	29%	22%
			e		e						
Some is truthful	760	107	88	57	32	760	220	112	543	645	89
	65%	63%	52%	55%	49%	65%	59%	61%	66%	64%	73%
		bd				bcd					
Don't know	63	6	13	8	6	63	30	9	43	54	5
	5%	3%	8%	7%	9%	5%	8%	5%	5%	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.

IN38. (SHOWCARD) When you find factual information online, perhaps through 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1371	217	230	114	116	1371	480	261	921	1205	107
Effective Weighted Sample	1061	179	160	85	84	1061	347	185	732	934	92
Total	1107	164	156	96	60	1107	342	175	784	958	117
PROMPTED RESPONSES											
Check different websites to see if the same information appears on them all	487	70	54	43	10	487	134	79	360	426	53
	44%	43%	34%	45%	17%	44%	39%	45%	46%	44%	45%
		d	d	d		bd					
Check that the website address looks genuine	357	56	36	26	9	357	86	56	247	296	49
	32%	34%	23%	28%	15%	32%	25%	32%	32%	31%	42%
		bd				bd					a
Check whether the site looks professional	265	34	27	20	7	265	66	43	188	219	32
	24%	21%	17%	21%	12%	24%	19%	25%	24%	23%	28%
						d					
Check the credibility of the information (author's name or link to original publication)	262	36	23	18	5	262	55	44	187	219	36
	24%	22%	15%	18%	9%	24%	16%	25%	24%	23%	31%
		d				bd					
Check whether people I trust use the site or sites	223	32	19	11	8	223	54	34	162	189	31
	20%	20%	12%	12%	13%	20%	16%	20%	21%	20%	26%
						b					
Check whether the site is regularly updated	205	25	32	24	8	205	60	39	138	175	22
	19%	15%	21%	25%	13%	19%	17%	22%	18%	18%	19%

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 find factual information online, perhaps through 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	IMPACTING/ LIMITING CONDITIONS		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	1371	217	230	114	116	1371	480	261	921	1205	107
Effective Weighted Sample	1061	179	160	85	84	1061	347	185	732	934	92
Total	1107	164	156	96	60	1107	342	175	784	958	117
UNPROMPTED RESPONSE											
Ask other people/ family/ friends, see what they think	9 1%	1 1%	4 2%	3 3% e	1 1%	9 1%	5 1%	4 2% b	4 *%	9 1%	- -%
Make checks in other ways	17 2%	7 4% e	3 2%	3 3%	1 1%	17 2%	5 1%	4 2%	12 2%	14 1%	3 3%
ANY CHECKS MADE	726 66%	101 62% d	87 56%	60 63% d	26 44%	726 66% bd	200 59%	118 67%	509 65%	618 65%	88 75% a
I don't make any checks	369 33%	62 38%	66 42% e	36 37% e	30 51% e	369 33%	137 40%	56 32%	269 34%	328 34%	29 25%
Don't know	12 1%	1 *%	3 2%	* *% ace	3 5%	12 1%	4 1%	2 1%	6 1%	12 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.

IN39. (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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
If the site looks secure (has the padlock symbol or uses 'https')	793	110	84	57	27	793	192	108	580	686	88
	61%	60%	45%	49%	38%	61%	46%	53%	64%	61%	68%
		bd				bcd			a		
If I'm familiar with the company or brand	598	87	77	56	22	598	157	94	425	528	58
	46%	48%	41%	48%	30%	46%	37%	46%	47%	47%	45%
		d		d		d					
If there is a link to another reputable service like PayPal	584	88	56	39	17	584	140	79	429	515	52
	45%	48%	30%	34%	24%	45%	33%	38%	47%	46%	40%
		bcd				bcd			a		
If there is a guarantee my details won't be shared with anyone else.	384	64	46	32	14	384	102	63	281	323	47
	30%	35%	25%	28%	20%	30%	24%	31%	31%	29%	37%
		bd				d					
If the site is recommended by friends/ family	273	48	24	15	9	273	71	37	210	229	35
	21%	26%	13%	13%	13%	21%	17%	18%	23%	20%	27%
		bcd				bcd					
If the site is listed by a search engine such as Google or Bing	109	19	12	11	*	109	31	18	78	94	14
	8%	10%	6%	10%	***	8%	7%	9%	9%	8%	11%
		d	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.

IN39. (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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
If it's the only way to get the service or product I want	101	19	11	6	5	101	27	13	71	79	12
	8%	10%	6%	6%	7%	8%	6%	6%	8%	7%	10%
Other	17	1	3	2	1	17	9	4	10	15	2
	1%	*%	1%	1%	1%	1%	2%	2%	1%	1%	1%
I enter my credit or debit card details online whenever they are required	46	3	12	9	2	46	23	8	33	39	5
	4%	2%	6%	8%	3%	4%	6%	4%	4%	3%	4%
			a	ae							
I don't buy things online	164	30	49	23	26	164	93	46	104	144	15
	13%	16%	26%	20%	36%	13%	22%	22%	11%	13%	12%
			ae	e	ace			b			
Don't know	15	2	2	2	1	15	7	3	7	11	3
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	226	30	32	25	7	226	71	35	159	186	28
	17%	16%	17%	22%	10%	17%	17%	17%	17%	17%	21%
				d							
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	888	122	104	66	38	888	247	122	642	779	83
	69%	66%	55%	57%	53%	69%	59%	59%	70%	70%	64%
		bd				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.

IN39. (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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1372	204	194	106	88	1372	441	236	939	1199	107
Effective Weighted Sample	1067	168	138	81	64	1067	324	167	749	936	91
Total	1129	154	139	92	46	1129	326	160	808	977	114
If the site looks secure (has the padlock symbol or uses 'https')	793	110	84	57	**	793	192	108	580	686	88
	70%	72%	61%	62%	**	70%	59%	68%	72%	70%	77%
		b				b					
If I'm familiar with the company or brand	598	87	77	56	**	598	157	94	425	528	58
	53%	57%	56%	60%	**	53%	48%	59%	53%	54%	51%
If there is a link to another reputable service like PayPal	584	88	56	39	**	584	140	79	429	515	52
	52%	57%	41%	43%	**	52%	43%	49%	53%	53%	46%
		bc				b					
If there is a guarantee my details won't be shared with anyone else.	384	64	46	32	**	384	102	63	281	323	47
	34%	42%	33%	34%	**	34%	31%	39%	35%	33%	42%
		e									
If the site is recommended by friends/ family	273	48	24	15	**	273	71	37	210	229	35
	24%	31%	17%	16%	**	24%	22%	23%	26%	23%	30%
		bce									
If the site is listed by a search engine such as Google or Bing	109	19	12	11	**	109	31	18	78	94	14
	10%	12%	8%	12%	**	10%	9%	11%	10%	10%	12%
If it's the only way to get the service or product I want	101	19	11	6	**	101	27	13	71	79	12
	9%	12%	8%	7%	**	9%	8%	8%	9%	8%	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.

IN39. (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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1372	204	194	106	88	1372	441	236	939	1199	107
Effective Weighted Sample	1067	168	138	81	64	1067	324	167	749	936	91
Total	1129	154	139	92	46	1129	326	160	808	977	114
Other	17	1	3	2	**	17	9	4	10	15	2
	2%	1%	2%	2%	**	2%	3%	3%	1%	2%	2%
I enter my credit or debit card details online whenever they are required	46	3	12	9	**	46	23	8	33	39	5
	4%	2%	8%	10%	**	4%	7%	5%	4%	4%	4%
			ae	ae							
Don't know	15	2	2	2	**	15	7	3	7	11	3
	1%	1%	2%	2%	**	1%	2%	2%	1%	1%	3%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	226	30	32	25	**	226	71	35	159	186	28
	20%	20%	23%	27%	**	20%	22%	22%	20%	19%	24%
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	888	122	104	66	**	888	247	122	642	779	83
	79%	79%	75%	71%	**	79%	76%	76%	79%	80%	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.

IN40. (SHOWCARD) Lots of websites and apps 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e	65+ OR DE	a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	765	100	85	60	26	765	211	102	568	656	90
	59%	55%	46%	52%	36%	59%	50%	50%	62%	59%	70%
		d		d		bd			a		a
If I'm familiar with the company or brand	597	88	87	57	31	597	177	110	422	527	58
	46%	48%	47%	49%	42%	46%	42%	54%	46%	47%	45%
If there is a link to another reputable service like PayPal	501	77	49	37	12	501	121	64	375	425	58
	39%	42%	26%	32%	16%	39%	29%	31%	41%	38%	45%
		bd		d		bd			a		
If there is a guarantee my details won't be shared with anyone else.	469	63	56	38	17	469	123	75	341	405	53
	36%	35%	30%	33%	24%	36%	29%	36%	37%	36%	41%
		d				d					
If the site is recommended by friends/ family	295	49	34	25	9	295	89	46	218	262	26
	23%	27%	18%	21%	13%	23%	21%	22%	24%	23%	20%
		bd				d					
If it's the only way to get the service or product I want	143	18	18	15	3	143	45	24	101	123	15
	11%	10%	10%	13%	5%	11%	11%	12%	11%	11%	11%
				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.

IN40. (SHOWCARD) Lots of websites and apps 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e		a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
If the site is listed by a search engine such as Google or Bing	100	10	17	14	2	100	36	17	68	87	13
	8%	6%	9%	13% ad	3%	8%	9%	8%	7%	8%	10%
UNPROMPTED RESPONSE											
I don't do this/ I never register online/ I don't give out my personal details	40	6	14	5	8	40	20	13	24	36	3
	3%	3%	7% e	5%	12% ae	3%	5%	6% b	3%	3%	3%
Other	16	5	2	-	2	16	5	4	9	13	2
	1%	3%	1%	-%	3%	1%	1%	2%	1%	1%	2%
I register my details online whenever they are required	59	10	5	3	3	59	23	10	40	50	8
	5%	6%	3%	2%	3%	5%	6%	5%	4%	4%	6%
Don't know	55	7	20	11	8	55	37	18	28	45	5
	4%	4%	10% ae	10% ae	12% ae	4%	9%	9% b	3%	4%	4%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	270	35	37	29	8	270	91	43	186	233	31
	21%	19%	20%	25% d	12%	21% d	22%	21%	20%	21%	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.

IN40. (SHOWCARD) Lots of websites and apps 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	929	135	117	69	47	929	271	132	674	807	89
	72%	74%	62%	60%	65%	72%	65%	64%	74%	72%	69%
		bc				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.

IN41. (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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Search engines – such as Google	1207	168	158	100	58	1207	379	190	855	1046	124
	93%	92%	84%	87%	81%	93%	91%	92%	94%	93%	96%
		bd				bcd					
Wikipedia	589	90	62	47	15	589	148	99	422	509	68
	46%	49%	33%	41%	21%	46%	35%	48%	46%	45%	53%
		bd	d	d		bd					
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	574	95	70	48	23	574	153	101	414	522	44
	44%	52%	38%	41%	32%	44%	37%	49%	45%	47%	34%
		bde				d				b	
YouTube	497	65	38	30	8	497	124	79	357	420	61
	38%	35%	20%	26%	12%	38%	30%	38%	39%	37%	48%
		bd		d		bcd					a
Social media websites or apps (like Facebook, Twitter, Instagram)	424	50	37	27	11	424	122	70	311	374	41
	33%	27%	20%	23%	15%	33%	29%	34%	34%	33%	32%
		d				bcd					
A Government or local council website	388	80	52	40	11	388	103	76	267	350	30
	30%	44%	28%	35%	16%	30%	25%	37%	29%	31%	24%
		bde	d	d		d		b			
The BBC website/ app	383	60	55	43	12	383	95	75	257	338	26
	30%	33%	29%	37%	17%	30%	23%	36%	28%	30%	20%
		d	d	d		d		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.

IN41. (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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Newspaper websites/ apps like The Guardian or The Daily Mail etc	335	60	38	28	10	335	83	72	215	296	28
	26%	33%	20%	25%	13%	26%	20%	35%	24%	26%	22%
		bde		d		d		b			
Online articles on sites/ apps like Buzzfeed or Huffington Post etc	121	22	4	2	1	121	17	21	81	107	11
	9%	12%	2%	2%	2%	9%	4%	10%	9%	10%	8%
		bcd				bcd					
ANY OF THESE	1258	179	176	111	65	1258	400	196	893	1093	125
	97%	98%	94%	96%	91%	97%	96%	95%	98%	98%	97%
		d				bd		a			
None of these	35	4	11	4	7	35	18	10	19	27	4
	3%	2%	6%	4%	9%	3%	4%	5%	2%	2%	3%
			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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Yes	1263	179	175	110	65	1263	401	192	898	1094	127
	98%	98%	93%	96%	89%	98%	96%	94%	98%	98%	99%
		bd				bd			a		
No	28	4	11	5	6	28	16	13	14	24	2
	2%	2%	6%	4%	9%	2%	4%	6%	2%	2%	1%
			e		ae			b			
Don't know	3	-	2	-	2	3	2	-	1	3	-
	*%	-%	1%	-%	2%	*%	*%	-%	*%	*%	-%
					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.

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	IMPACTING/ LIMITING CONDITIONS		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	1555	239	257	131	126	1555	554	284	1053	1359	118
Effective Weighted Sample	1209	197	182	99	93	1209	407	204	838	1061	101
Total	1263	179	175	110	65	1263	401	192	898	1094	127
I think that if they have been listed by the search engine, these websites will have accurate and unbiased information	257 20%	36 20%	33 19%	25 23%	8 13%	257 20%	85 21%	41 21%	177 20%	211 19%	36 29% a
I think that some of the websites will be accurate or unbiased and some won't be	728 58%	110 61%	93 53%	60 55%	32 50%	728 58%	210 52%	103 54%	537 60%	640 59%	64 50%
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 18%	26 14%	37 21%	21 19%	16 24% a	222 18%	80 20%	36 19%	148 17%	194 18%	22 17%
Don't know	55 4%	9 5%	12 7%	4 3%	9 14% ace	55 4%	27 7%	12 6%	35 4%	49 4%	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.

IN47. (SHOWCARD) Here's an image from a Google search for 'walking boots'. Do any of these (SHOWCARD) apply to the first four results that are listed on the left? (MULTI CODE)

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

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1555	239	257	131	126	1555	554	284	1053	1359	118
Effective Weighted Sample	1209	197	182	99	93	1209	407	204	838	1061	101
Total	1263	179	175	110	65	1263	401	192	898	1094	127
These are adverts/ sponsored links/ paid to appear here	757	112	92	60	32	757	205	121	537	656	76
	60%	62%	53%	54%	50%	60%	51%	63%	60%	60%	60%
		d									
These are most popular results used by other people	295	45	35	24	12	295	98	44	211	245	36
	23%	25%	20%	22%	18%	23%	24%	23%	24%	22%	28%
These are the best results/ the most relevant results	292	36	38	26	12	292	93	40	216	238	41
	23%	20%	22%	23%	19%	23%	23%	21%	24%	22%	32%
											a
Other	6	*	-	-	-	6	-	2	2	6	-
	*%	*%	-%	-%	-%	*%	-%	1%	*%	1%	-%
ONLY SELECTED THE CORRECT RESPONSE - ADVERTS/ SPONSORED LINKS/ PAID TO APPEAR	620	90	78	53	26	620	170	97	442	552	54
	49%	50%	45%	48%	40%	49%	42%	51%	49%	50%	42%
Don't know	119	18	35	16	19	119	64	21	73	105	8
	9%	10%	20%	14%	29%	9%	16%	11%	8%	10%	7%
			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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Everyone will see exactly the same adverts as me	256	38	42	25	17	256	106	48	177	228	24
	20%	21%	23%	22%	23%	20%	25%	23%	19%	20%	19%
Some people might see different adverts from the ones that I see	787	100	75	50	25	787	196	96	580	680	77
	61%	54%	40%	44%	35%	61%	47%	47%	64%	61%	60%
		bd				bcd			a		
Don't know	250	46	70	40	30	250	117	62	155	212	27
	19%	25%	37%	34%	42%	19%	28%	30%	17%	19%	21%
			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.

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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I don't mind seeing any online ads	218	24	21	9	12	218	65	31	156	189	26
	17%	13%	11%	8%	17%	17%	15%	15%	17%	17%	20%
					c	c					
I don't mind seeing online ads as long as they are for things I'm interested in	507	72	65	40	25	507	140	72	368	425	59
	39%	39%	35%	35%	35%	39%	34%	35%	40%	38%	46%
I dislike all online ads	546	87	96	64	32	546	203	97	376	488	41
	42%	47%	51%	56%	44%	42%	49%	47%	41%	44%	32%
			e	e						b	
Don't know	22	*	5	2	3	22	10	6	12	18	3
	2%	*%	3%	2%	4%	2%	2%	3%	1%	2%	2%
			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.

IN50. (SHOWCARD) Have you ever done any of the following? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Say no/ don't tick the box allowing companies to send me "information on offers and news"	746	109	92	57	35	746	215	124	527	652	74
	58%	59%	49%	50%	48%	58%	51%	60%	58%	58%	57%
		b				bd					
Used ad-blocking filters or software (software that prevents some types of ads appearing)	353	48	24	18	6	353	88	64	233	290	48
	27%	26%	13%	15%	9%	27%	21%	31%	26%	26%	37%
		bcd				bcd					a
Used false information when registering for things online to avoid spam/ junk email	295	30	17	13	5	295	53	43	211	236	50
	23%	17%	9%	11%	6%	23%	13%	21%	23%	21%	39%
		bd				abcd					a
ANY OF THESE STEPS TAKEN	930	130	112	72	40	930	270	145	659	798	102
	72%	71%	60%	63%	55%	72%	65%	70%	72%	71%	79%
		bd				bd					
None of these	340	49	72	42	30	340	139	59	237	306	21
	26%	27%	38%	37%	41%	26%	33%	29%	26%	27%	16%
			ae	e	ae					b	
Don't know	23	4	3	1	3	23	9	2	16	16	5
	2%	2%	2%	*0%	4%	2%	2%	1%	2%	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.

IN51. (SHOWCARD) On sites like YouTube, Snapchat or Vimeo some vloggers or influencers with lots of followers like Zoella, Dan TDM or KSI, 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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
They are being paid by the company or brand to say this	741	89	52	**	**	741	172	112	535	632	93
	77%	76%	66%	**	**	77%	66%	82%	77%	77%	80%
						b					
They think this information will be of interest or use to their followers	284	41	23	**	**	284	66	46	205	235	41
	30%	35%	29%	**	**	30%	26%	34%	30%	29%	36%
They like to use those particular products or brands because of their quality or value	183	22	12	**	**	183	47	31	124	143	31
	19%	19%	16%	**	**	19%	18%	22%	18%	17%	26%
											a
Other	6	-	-	**	**	6	1	1	4	6	-
	1%	-%	-%	**	**	1%	*%	1%	1%	1%	-%
Don't know	72	10	16	**	**	72	37	12	44	68	3
	8%	8%	21%	**	**	8%	14%	9%	6%	8%	2%
			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.

IN52. (SHOWCARD) There are many ways that 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: This might be through visiting websites or apps like Facebook, Twitter, Google, Amazon or through the M&S or Tesco websites or apps. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e	65+ OR DE	a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Using 'cookies' to collect information about the websites people visit or what products and services interest them	1005	141	122	83	39	1005	277	152	725	882	98
	78%	77%	65%	72%	54%	78%	66%	74%	80%	79%	76%
		bd		d		bd					
Collecting information from social media accounts – i.e. about users' interests, "likes", location, preferences and so on	798	112	86	64	22	798	215	124	584	688	91
	62%	61%	46%	56%	30%	62%	51%	60%	64%	61%	70%
		bd	d	d		bd					
Asking customers to 'register' with a website or app and to opt in/ opt out of receiving further information from them or their partners	768	112	89	59	30	768	208	126	548	669	79
	59%	61%	48%	51%	42%	59%	50%	61%	60%	60%	61%
		bd				bd					
Using apps on smartphones to collect data on users' locations or what products and services interest them	705	98	66	49	17	705	182	106	515	602	83
	55%	54%	35%	42%	23%	55%	43%	51%	56%	54%	64%
		bd	d	d		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.

IN52. (SHOWCARD) There are many ways that 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: This might be through visiting websites or apps like Facebook, Twitter, Google, Amazon or through the M&S or Tesco websites or apps. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
TOTAL - AWARE OF ANY OF THESE WAYS THAT COMPANIES CAN COLLECT INFORMATION ABOUT ME	1132	161	141	95	46	1132	328	169	817	985	114
	88%	88%	75%	82%	63%	88%	78%	82%	90%	88%	89%
		bd	d	d		bd			a		
TOTAL - AWARE OF ALL OF THESE WAYS	507	70	48	37	11	507	125	85	363	441	53
	39%	38%	26%	32%	16%	39%	30%	41%	40%	39%	41%
		bd	d	d		bd					
Not aware of any of these / Not aware that companies collect information about what people do online	96	13	29	17	12	96	56	23	57	79	10
	7%	7%	15%	14%	17%	7%	13%	11%	6%	7%	7%
			ae	ae	ae			b			
Don't know	66	9	18	4	14	66	35	14	39	57	5
	5%	5%	10%	3%	20%	5%	8%	7%	4%	5%	4%
			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.

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 (e.g. their name, address, telephone number etc). 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	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I can choose to opt-out at any point and they will stop using my data	369 29%	46 25%	41 22%	28 24%	13 18%	369 29% d	95 23%	62 30%	269 29%	325 29%	42 32%
They are clear about how they will use my information	355 27%	39 21%	38 20%	29 25% d	10 13%	355 27% bd	95 23%	55 27%	264 29%	315 28%	38 29%
They reassure me they will not share my information with other companies	319 25%	47 26% d	37 20%	27 23%	10 14%	319 25% d	86 21%	54 26%	234 26%	284 25%	33 25%
I get something like access to a free service in return - like access to their public WiFi network	240 19%	18 10% d	11 6%	9 8%	2 3%	240 19% abcd	46 11%	31 15%	166 18%	203 18%	28 22%
They use it to send me relevant special offers/ discounts for products/ services they think I might like	234 18%	21 12%	19 10%	14 12%	5 6%	234 18% abd	63 15%	30 15%	179 20%	200 18%	32 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.

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 (e.g. their name, address, telephone number etc). 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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e	65+ OR DE	a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
I get a personalised service in return – like a weather update on my phone (based on my location)	196	26	15	12	3	196	40	27	142	167	24
	15%	14%	8%	11%	5%	15%	10%	13%	16%	15%	19%
		d				bd					
They use it to show me adverts or information that might be more relevant to me	164	17	10	7	2	164	40	20	123	132	28
	13%	9%	5%	6%	3%	13%	10%	10%	13%	12%	22%
						bd					a
TOTAL - HAPPY FOR COMPANIES TO COLLECT AND USE MY PERSONAL INFORMATION	680	78	69	50	18	680	183	94	495	585	77
	53%	43%	37%	44%	25%	53%	44%	46%	54%	52%	60%
		d	d	d		abd			a		
I am not happy for companies to collect and use my personal information	576	101	110	60	50	576	216	106	397	501	48
	45%	55%	59%	52%	69%	45%	52%	52%	44%	45%	37%
		e	e		ace			b			
Don't know	38	4	9	5	4	38	20	5	20	34	3
	3%	2%	5%	4%	5%	3%	5%	3%	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.

IN54. (SHOWCARD) Which if any of the following things have you ever done online? Please think about whether you have done any of these things on any of the devices you may use to go online. So, this could be on a tablet, mobile phone, computer or other device. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Followed online tutorials (e.g. hair, make up, DIY, cookery, drawing, how to play a musical instrument etc.)	438 34%	57 31% bd	40 21%	30 26% d	10 14%	438 34% bd	100 24%	80 39%	312 34%	390 35%	43 33%
Added filters to or edited a digital photo	423 33%	42 23% bd	22 12% d	20 17% d	2 3%	423 33% abcd	89 21%	65 32%	298 33%	366 33%	47 37%
Made a video and shared it online	339 26%	26 14% bd	15 8% d	15 13% d	1 1%	339 26% abcd	75 18%	52 25%	240 26%	300 27%	32 25%
Created an online photo book, calendar, personalised birthday card	241 19%	26 14% bd	13 7%	11 10% d	1 2%	241 19% bcd	42 10%	38 18%	175 19%	214 19%	20 15%
Live streamed videos on sites like Facebook Live, YouTube Live or 'Live' on Instagram Stories	196 15%	21 11% bd	9 5% d	9 8% d	- -%	196 15% bcd	45 11%	29 14%	139 15%	174 15%	18 14%
Made a meme or gif (an image, video or text that gets circulated online)	171 13%	9 5%	5 3%	4 4%	1 1%	171 13% abcd	39 9%	27 13%	119 13%	152 14%	12 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.

IN54. (SHOWCARD) Which if any of the following things have you ever done online? Please think about whether you have done any of these things on any of the devices you may use to go online. So, this could be on a tablet, mobile phone, computer or other device. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		a	b	c	d	e	65+ OR DE	a	b	a	b
Significance Level: 95%											
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Made/ built/ modified a website or app	123	19	8	7	1	123	18	24	79	100	18
	10%	11%	4%	6%	1%	10%	4%	12%	9%	9%	14%
		bd		d		bd					
Created an online scrapbook of ideas, on sites like Pinterest	95	7	6	4	2	95	14	14	67	81	10
	7%	4%	3%	3%	3%	7%	3%	7%	7%	7%	8%
						b					
Made a blog or vlog (video blog)	82	6	4	3	*	82	18	22	45	67	13
	6%	3%	2%	3%	1%	6%	4%	11%	5%	6%	10%
						bd		b			
Made your own music online or changed/ edited somebody else's music (such as editing/ cutting or mixing tracks)	68	6	3	3	-	68	15	14	47	58	10
	5%	3%	2%	3%	-%	5%	4%	7%	5%	5%	8%
						bd					
TOTAL - ANY OF THESE	752	82	63	50	13	752	184	119	530	653	77
	58%	45%	34%	43%	18%	58%	44%	58%	58%	58%	60%
		bd	d	d		abcd					
None of these	530	99	121	65	56	530	227	85	376	460	49
	41%	54%	64%	56%	77%	41%	54%	41%	41%	41%	38%
		e	ae	e	abce						
Don't know	11	2	3	*	3	11	7	1	6	8	2
	1%	1%	2%	*%	4%	1%	2%	1%	1%	1%	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.

IN55. (SHOWCARD) Now thinking specifically about price comparison websites. Have you ever used a price comparison website or app to look for information about the best deals available for any of the following types of products or services? Some of the most popular price comparison websites/ apps are: Confused.com, MoneySuperMarket, USwitch, Compare the Market, Go Compare etc. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Insurance (e.g. travel, life, home or car/ van)	816	132	94	63	31	816	206	109	606	712	80
	63%	72%	50%	55%	43%	63%	49%	53%	66%	64%	62%
		bcde				bd		a			
Travel (e.g. flights, hotels, holidays)	652	102	69	47	22	652	151	88	487	559	70
	50%	56%	37%	41%	30%	50%	36%	43%	53%	50%	55%
		bcd				bd		a			
Utilities (e.g. gas, electricity, water)	560	93	76	54	23	560	150	83	405	487	58
	43%	51%	41%	47%	32%	43%	36%	40%	44%	43%	45%
		d		d		d					
Household communications services (e.g. broadband, pay TV, mobile phone, landline, postal services)	437	69	43	31	12	437	98	64	325	385	40
	34%	38%	23%	27%	17%	34%	23%	31%	36%	34%	31%
		bd				bd					
Banking (e.g. loans, credit cards or mortgages)	317	49	23	19	4	317	67	44	230	282	25
	25%	27%	12%	16%	6%	25%	16%	22%	25%	25%	19%
		bcd		d		bd					
Other	10	*	3	1	1	10	3	5	4	10	1
	1%	*%	1%	1%	2%	1%	1%	2%	*%	1%	1%
								b			
EVER USED A PRICE COMPARISON WEBSITE	979	146	122	81	41	979	266	135	715	849	102
	76%	79%	65%	70%	57%	76%	64%	66%	78%	76%	79%
		bd		d		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.

IN55. (SHOWCARD) Now thinking specifically about price comparison websites. Have you ever used a price comparison website or app to look for information about the best deals available for any of the following types of products or services? Some of the most popular price comparison websites/ apps are: Confused.com, MoneySuperMarket, USwitch, Compare the Market, Go Compare etc. (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1601	245	283	138	145	1601	586	308	1069	1400	120
Effective Weighted Sample	1242	202	198	103	107	1242	428	222	851	1090	103
Total	1293	184	187	115	72	1293	419	206	912	1121	129
Have never used a price comparison website	305	37	64	33	31	305	148	70	193	268	23
	24%	20%	34%	29%	43%	24%	35%	34%	21%	24%	18%
			ae		ace			b			
Don't know	9	1	1	1	*	9	4	1	5	4	3
	1%	*%	1%	1%	1%	1%	1%	*%	1%	*%	3%
											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.

IN57. (SHOWCARD) Which of the following options could apply to the deals listed first in the search results returned by Price Comparison websites or apps? When I use a price comparison website, I think that the deal or deals that are listed first could be... (MULTI CODE)

Base : Those who have ever used a price comparison website

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1172	190	171	92	79	1172	356	197	823	1031	94
Effective Weighted Sample	924	159	122	71	58	924	266	141	662	811	80
Total	979	146	122	81	41	979	266	135	715	849	102
....the cheapest deals	451	63	58	**	**	451	135	63	328	379	**
	46%	43%	47%	**	**	46%	51%	47%	46%	45%	**
....the deals considered most suitable for my needs based on the information I provide	429	62	41	**	**	429	101	59	309	365	**
	44%	43%	33%	**	**	44%	38%	44%	43%	43%	**
						b					
....there because companies may have paid for their deal to appear first	380	60	43	**	**	380	91	59	281	342	**
	39%	41%	35%	**	**	39%	34%	44%	39%	40%	**
None of these	9	2	1	**	**	9	4	2	5	9	**
	1%	2%	1%	**	**	1%	2%	1%	1%	1%	**
Don't know	25	3	5	**	**	25	11	7	16	21	**
	3%	2%	4%	**	**	3%	4%	5%	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.

IN58A. You said earlier you watch videos on sites or apps like YouTube. 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	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
Yes	710	73	31	**	**	710	172	88	519	597	97
	74%	63%	40%	**	**	74%	67%	64%	75%	73%	83%
		b				ab			a		a
No	229	39	45	**	**	229	81	46	162	204	19
	24%	33%	57%	**	**	24%	31%	34%	23%	25%	16%
		e	ae					b			
Don't know	21	4	2	**	**	21	6	4	11	17	1
	2%	4%	3%	**	**	2%	2%	3%	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.

IN58B. Have you ever seen something on YouTube that you considered inappropriate? (SINGLE CODE)

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

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
Yes	194	21	5	**	**	194	36	26	130	157	30
	20%	18%	7%	**	**	20%	14%	19%	19%	19%	25%
		b				b					
No	744	93	73	**	**	744	218	107	546	645	83
	77%	80%	93%	**	**	77%	84%	78%	79%	79%	71%
			ae								
Don't know	22	2	1	**	**	22	5	4	16	16	4
	2%	2%	1%	**	**	2%	2%	3%	2%	2%	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.

IN61. 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 have ever seen anything inappropriate on YouTube

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	222	23	7	6	1	222	50	42	149	180	27
Effective Weighted Sample	175	20	5	4	1	175	37	28	118	143	24
Total	194	21	5	5	1	194	36	26	130	157	30
I emailed/ sent a message to YouTube	11 6%	** **	** **	** **	** **	11 6%	** **	** **	6 5%	10 6%	** **
I reported it through the reporting button/flag on YouTube	72 37%	** **	** **	** **	** **	72 37%	** **	** **	50 38%	58 37%	** **
I posted a comment on the site/ app under the inappropriate content	14 7%	** **	** **	** **	** **	14 7%	** **	** **	9 7%	9 6%	** **
Other	3 2%	** **	** **	** **	** **	3 2%	** **	** **	1 1%	3 2%	** **
EVER REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	84 44%	** **	** **	** **	** **	84 44%	** **	** **	55 42%	68 43%	** **
Don't know	* *%	** **	** **	** **	** **	* *%	** **	** **	- -%	- -%	** **
I have not reported something inappropriate to YouTube	109 56%	** **	** **	** **	** **	109 56%	** **	** **	76 58%	89 57%	** **

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.

IN61. 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 e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
I emailed/ sent a message to YouTube	11 1%	- -%	* *%	** **	** **	11 1%	2 1%	3 2%	6 1%	10 1%	1 *%
I reported it through the reporting button/flag on YouTube	72 8%	5 4%	1 1%	** **	** **	72 8% b	10 4%	12 9%	50 7%	58 7%	12 10%
I posted a comment on the site/ app under the inappropriate content	14 1%	3 2%	- -%	** **	** **	14 1%	* *%	1 1%	9 1%	9 1%	5 4% a
Other	3 *%	- -%	2 3% e	** **	** **	3 *%	2 1%	* *%	1 *%	3 *%	- -%
EVER REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	84 9%	6 5%	2 3%	** **	** **	84 9%	12 5%	14 10%	55 8%	68 8%	13 11%
Don't know	* *%	- -%	- -%	** **	** **	* *%	* *%	- -%	- -%	- -%	- -%
I have not reported something inappropriate to YouTube	109 11%	15 13% b	3 4%	** **	** **	109 11% b	24 9%	12 9%	76 11%	89 11%	16 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.

IN61. 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					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON YOUTUBE	766	95	74	**	**	766	223	111	562	661	87
	80%	82%	93%	**	**	80%	86%	81%	81%	81%	75%
			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.

SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - YOUTUBE

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	IMPACTING/ LIMITING CONDITIONS		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	1126	148	101	64	37	1126	327	194	785	977	105
Effective Weighted Sample	892	125	72	50	26	892	246	138	632	771	90
Total	960	116	79	61	18	960	259	137	692	818	116
SEEN INAPPROPRIATE CONTENT AND REPORTED IT	84 9%	6 5%	2 3%	** **	** **	84 9%	12 5%	14 10%	55 8%	68 8%	13 11%
SEEN INAPPROPRIATE CONTENT AND NOT REPORTED IT	109 11%	15 13% b	3 4%	** **	** **	109 11% b	24 9%	12 9%	76 11%	89 11%	16 14%
SEEN INAPPROPRIATE CONTENT AND UNSURE IF REPORTED IT	* *%	- -%	- -%	** **	** **	* *%	* *%	- -%	- -%	- -%	- -%
TOTAL SEEN INAPPROPRIATE CONTENT	194 20%	21 18% b	5 7%	** **	** **	194 20% b	36 14%	26 19%	130 19%	157 19%	30 25%
NOT SEEN INAPPROPRIATE CONTENT	744 77%	93 80%	73 93% ae	** **	** **	744 77%	218 84%	107 78%	546 79%	645 79%	83 71%
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT	22 2%	2 2%	1 1%	** **	** **	22 2%	5 2%	4 3%	16 2%	16 2%	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.

IN59A. You said earlier you used Facebook. Did you know there is a reporting button or flag on Facebook which can be used to report inappropriate content? (SINGLE CODE)

Base : Those with a Facebook profile

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1107	140	112	60	52	1107	344	191	776	978	83
Effective Weighted Sample	869	118	80	45	39	869	259	139	620	768	71
Total	930	108	82	53	28	930	266	133	675	811	93
Yes	782	82	49	**	**	782	211	104	578	683	**
	84%	75%	60%	**	**	84%	79%	78%	86%	84%	**
		b				ab			a		
No	136	24	30	**	**	136	50	27	89	118	**
	15%	23%	37%	**	**	15%	19%	21%	13%	15%	**
		e	ae					b			
Don't know	13	2	3	**	**	13	5	1	9	9	**
	1%	2%	3%	**	**	1%	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.

IN59B. Have you ever seen something on Facebook that you considered inappropriate? (SINGLE CODE)

Base : Those with a Facebook profile

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1107	140	112	60	52	1107	344	191	776	978	83
Effective Weighted Sample	869	118	80	45	39	869	259	139	620	768	71
Total	930	108	82	53	28	930	266	133	675	811	93
Yes	365	42	17	**	**	365	97	59	258	321	**
	39%	39%	21%	**	**	39%	36%	45%	38%	40%	**
		b				b					
No	553	66	63	**	**	553	168	72	409	478	**
	59%	61%	77%	**	**	59%	63%	54%	61%	59%	**
			ae								
Don't know	12	-	2	**	**	12	2	2	9	11	**
	1%	-%	2%	**	**	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.

IN62. Have you ever reported inappropriate content to Facebook? IF YES - (SHOWCARD) How did you report this inappropriate content to Facebook? (MULTI CODE)

Base : Those who have ever seen anything inappropriate on Facebook

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	442	53	22	14	8	442	127	91	302	391	32
Effective Weighted Sample	340	43	16	11	7	340	93	62	235	301	28
Total	365	42	17	13	4	365	97	59	258	321	30
I emailed/ sent a message to Facebook	40 11%	** **	** **	** **	** **	40 11%	8 8%	** **	25 10%	30 9%	** **
I reported it through the reporting button/flag on Facebook	204 56%	** **	** **	** **	** **	204 56%	49 50%	** **	144 56%	181 56%	** **
I posted a comment on the site/ app under the inappropriate content	32 9%	** **	** **	** **	** **	32 9%	5 5%	** **	18 7%	23 7%	** **
Other	6 2%	** **	** **	** **	** **	6 2%	2 2%	** **	3 1%	6 2%	** **
EVER REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	236 65%	** **	** **	** **	** **	236 65%	56 58%	** **	164 63%	206 64%	** **
Don't know	1 *%	** **	** **	** **	** **	1 *%	1 1%	** **	1 *%	1 *%	** **
I have not reported something inappropriate to Facebook	128 35%	** **	** **	** **	** **	128 35%	39 41%	** **	93 36%	114 35%	** **

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.

IN62. Have you ever reported inappropriate content to Facebook? IF YES - (SHOWCARD) How did you report this inappropriate content to Facebook? (MULTI CODE)

Base : Those with a Facebook profile

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1107	140	112	60	52	1107	344	191	776	978	83
Effective Weighted Sample	869	118	80	45	39	869	259	139	620	768	71
Total	930	108	82	53	28	930	266	133	675	811	93
I emailed/ sent a message to Facebook	40 4%	5 4%	1 2%	** **	** **	40 4%	8 3%	7 6%	25 4%	30 4%	** **
I reported it through the reporting button/flag on Facebook	204 22%	19 18% b	4 5%	** **	** **	204 22% b	49 18%	31 23%	144 21%	181 22%	** **
I posted a comment on the site/ app under the inappropriate content	32 3%	4 3%	1 1%	** **	** **	32 3%	5 2%	5 4%	18 3%	23 3%	** **
Other	6 1%	- -%	1 1%	** **	** **	6 1%	2 1%	3 2% b	3 *%	6 1%	** **
EVER REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	236 25%	22 20% b	6 7%	** **	** **	236 25% b	56 21%	36 27%	164 24%	206 25%	** **
Don't know	1 *%	- -%	- -%	** **	** **	1 *%	1 *%	- -%	1 *%	1 *%	** **
I have not reported something inappropriate to Facebook	128 14%	20 18%	11 14%	** **	** **	128 14%	39 15%	23 17%	93 14%	114 14%	** **
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON FACEBOOK	565 61%	66 61%	64 79% ae	** **	** **	565 61%	170 64%	74 55%	418 62%	490 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.

SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - FACEBOOK

Base : Those with a Facebook profile

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1107	140	112	60	52	1107	344	191	776	978	83
Effective Weighted Sample	869	118	80	45	39	869	259	139	620	768	71
Total	930	108	82	53	28	930	266	133	675	811	93
SEEN INAPPROPRIATE CONTENT AND REPORTED IT	236	22	6	**	**	236	56	36	164	206	**
	25%	20%	7%	**	**	25%	21%	27%	24%	25%	**
		b				b					
SEEN INAPPROPRIATE CONTENT AND NOT REPORTED IT	128	20	11	**	**	128	39	23	93	114	**
	14%	18%	14%	**	**	14%	15%	17%	14%	14%	**
SEEN INAPPROPRIATE CONTENT AND UNSURE IF REPORTED IT	1	-	-	**	**	1	1	-	1	1	**
	*%	-%	-%	**	**	*%	*%	-%	*%	*%	**
TOTAL SEEN INAPPROPRIATE CONTENT	365	42	17	**	**	365	97	59	258	321	**
	39%	39%	21%	**	**	39%	36%	45%	38%	40%	**
		b				b					
NOT SEEN INAPPROPRIATE CONTENT	553	66	63	**	**	553	168	72	409	478	**
	59%	61%	77%	**	**	59%	63%	54%	61%	59%	**
			ae								
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT	12	-	2	**	**	12	2	2	9	11	**
	1%	-%	2%	**	**	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.

IN60A. You said earlier you used Twitter. Did you know there is a reporting button or flag on Twitter which can be used to report inappropriate content? (SINGLE CODE)

Base : Those with a Twitter profile

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	259	22	6	5	1	259	45	48	186	220	31
Effective Weighted Sample	215	19	4	4	1	215	35	31	158	182	28
Total	239	20	5	4	*	239	36	30	178	202	31
Yes	190	**	**	**	**	190	**	**	149	158	**
	80%	**	**	**	**	80%	**	**	84%	78%	**
No	42	**	**	**	**	42	**	**	25	37	**
	17%	**	**	**	**	17%	**	**	14%	18%	**
Don't know	7	**	**	**	**	7	**	**	5	7	**
	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.

IN60B. Have you ever seen something on Twitter that you considered inappropriate? (SINGLE CODE)

Base : Those with a Twitter profile

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	259	22	6	5	1	259	45	48	186	220	31
Effective Weighted Sample	215	19	4	4	1	215	35	31	158	182	28
Total	239	20	5	4	*	239	36	30	178	202	31
Yes	61 26%	**	**	**	**	61 26%	**	**	38 21%	52 26%	**
No	174 73%	**	**	**	**	174 73%	**	**	140 78%	146 72%	**
Don't know	4 2%	**	**	**	**	4 2%	**	**	1 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.

IN63. Have you ever reported inappropriate content to Twitter? IF YES - (SHOWCARD) How did you report this inappropriate content to Twitter? (MULTI CODE)

Base : Those who have ever seen anything inappropriate on Twitter

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	68	4	1	1	-	68	10	18	41	56	7
Effective Weighted Sample	55	2	1	1	-	55	9	13	33	46	7
Total	61	3	1	1	-	61	10	12	38	52	6
I emailed/ sent a message to Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I reported it through the reporting button/flag on Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I posted a comment on the site/ app under the inappropriate content	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
EVER REPORTED INAPPROPRIATE CONTENT TO TWITTER	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I have not reported something inappropriate to Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

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.

IN63. Have you ever reported inappropriate content to Twitter? IF YES - (SHOWCARD) How did you report this inappropriate content to Twitter? (MULTI CODE)

Base : Those with a Twitter profile

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	259	22	6	5	1	259	45	48	186	220	31
Effective Weighted Sample	215	19	4	4	1	215	35	31	158	182	28
Total	239	20	5	4	*	239	36	30	178	202	31
I emailed/ sent a message to Twitter	4 2%	**	**	**	**	4 2%	**	**	2 1%	4 2%	**
I reported it through the reporting button/flag on Twitter	38 16%	**	**	**	**	38 16%	**	**	23 13%	33 16%	**
I posted a comment on the site/ app under the inappropriate content	7 3%	**	**	**	**	7 3%	**	**	3 2%	4 2%	**
EVER REPORTED INAPPROPRIATE CONTENT TO TWITTER	42 17%	**	**	**	**	42 17%	**	**	25 14%	34 17%	**
I have not reported something inappropriate to Twitter	20 8%	**	**	**	**	20 8%	**	**	12 7%	18 9%	**
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON TWITTER	177 74%	**	**	**	**	177 74%	**	**	141 79%	150 74%	**

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 FOR REPORTING INAPPROPRIATE CONTENT - TWITTER

Base : Those with a Twitter profile

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	259	22	6	5	1	259	45	48	186	220	31
Effective Weighted Sample	215	19	4	4	1	215	35	31	158	182	28
Total	239	20	5	4	*	239	36	30	178	202	31
SEEN INAPPROPRIATE CONTENT AND REPORTED IT	42 17%	** **	** **	** **	** **	42 17%	** **	** **	25 14%	34 17%	** **
SEEN INAPPROPRIATE CONTENT AND NOT REPORTED IT	20 8%	** **	** **	** **	** **	20 8%	** **	** **	12 7%	18 9%	** **
TOTAL SEEN INAPPROPRIATE CONTENT	61 26%	** **	** **	** **	** **	61 26%	** **	** **	38 21%	52 26%	** **
NOT SEEN INAPPROPRIATE CONTENT	174 73%	** **	** **	** **	** **	174 73%	** **	** **	140 78%	146 72%	** **
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT	4 2%	** **	** **	** **	** **	4 2%	** **	** **	1 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.

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

	AGE					All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
	Total	55-64	65+	65-74	75+			65+ OR DE	REPORTS	DOES NOT REPORT	WHITE
Significance Level: 95%		a	b	c	d	e		a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
No, do not have any concerns	924	143	185	91	95	924	377	164	655	799	93
	62%	65%	60%	55%	65%	62%	65%	53%	67%	62%	68%
People using mobile phones while driving	148	19	32	19	13	148	47	37	88	128	14
	10%	9%	10%	12%	9%	10%	8%	12%	9%	10%	10%
Children having phones at a young age	134	22	21	11	10	134	36	32	77	110	19
	9%	10%	7%	7%	7%	9%	6%	10%	8%	9%	14%
Junk/ spam text messages	99	11	10	7	3	99	18	15	70	86	9
	7%	5%	3%	4%	2%	7%	3%	5%	7%	7%	6%
						bd					
Strangers contacting children	96	14	11	7	4	96	20	18	57	77	16
	6%	6%	4%	4%	3%	6%	3%	6%	6%	6%	12%
						bd					a
Intrusion into other people's space/ public space	83	12	30	19	11	83	34	25	47	76	4
	6%	5%	10%	12%	8%	6%	6%	8%	5%	6%	3%
			e	ae				b			
Use of phone to film anti-social or inappropriate behaviour	61	7	7	5	2	61	12	18	35	50	8
	4%	3%	2%	3%	1%	4%	2%	6%	4%	4%	6%
						d					
Getting viruses, trojans or malware installed on the phone	59	7	9	6	3	59	14	10	41	51	7
	4%	3%	3%	4%	2%	4%	2%	3%	4%	4%	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Target for stealing mobile phone	58 4%	6 3%	9 3%	7 4%	2 2%	58 4%	17 3%	12 4%	34 4%	46 4%	11 8% a
People using phones in quiet spaces	57 4%	12 5%	23 7% e	13 8% e	10 7%	57 4%	27 5%	22 7% b	28 3%	53 4%	3 2%
Others could become addicted to using their mobiles	55 4%	8 4%	14 5%	7 4%	7 5%	55 4%	19 3%	12 4%	36 4%	50 4%	2 2%
Cost of new handsets	54 4%	6 3%	7 2%	5 3%	2 2%	54 4%	21 4%	11 3%	35 4%	47 4%	5 3%
Receiving targeted advertising based on my location	53 4%	4 2%	5 2%	5 3%	1 1%	53 4% d	10 2%	8 3%	40 4%	44 3%	6 4%
Cost of calls - generally	50 3%	8 4%	9 3%	4 2%	5 3%	50 3%	21 4%	17 5% b	24 2%	43 3%	2 2%
Health concerns – using handset	50 3%	3 2%	5 2%	2 1%	3 2%	50 3%	14 2%	10 3%	30 3%	41 3%	6 4%
Cost of calls when abroad	46 3%	2 1%	5 2%	1 1%	4 3%	46 3%	12 2%	16 5% b	25 3%	40 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Incurring unexpected additional charges through using apps/ applications	45 3%	6 3%	6 2%	4 2%	2 1%	45 3%	11 2%	5 2%	34 3%	42 3%	3 2%
Health concerns – masts	44 3%	4 2%	5 2%	4 2%	2 1%	44 3%	9 2%	8 3%	29 3%	34 3%	7 5%
Unsolicited text messages that charge a premium rate to respond	42 3%	5 2%	6 2%	4 2%	2 2%	42 3%	8 1%	6 2%	31 3%	37 3%	4 3%
Health concerns – 5G technology	34 2%	4 2%	2 1%	2 1%	1 *%	34 2%	4 1%	6 2%	24 2%	28 2%	7 5%
I could become addicted to using my mobile	32 2%	1 *%	3 1%	3 2%	- -%	32 2%	5 1%	5 2%	19 2%	25 2%	5 4%
Cost of premium rate text messages	30 2%	4 2%	7 2%	5 3%	1 1%	30 2%	11 2%	9 3%	17 2%	27 2%	3 2%
Incurring unexpected costs due to exceeding the data plan/ going online too much	28 2%	5 2%	4 1%	4 2%	1 *%	28 2%	10 2%	2 1%	21 2%	28 2%	- -%
Cost of using the phone to get online/ visit websites / data usage	21 1%	3 1%	2 1%	1 1%	1 *%	21 1%	8 1%	3 1%	13 1%	20 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Being tracked through them/ people listening in to calls/ location tracking	27 2%	3 1%	4 1%	3 2%	1 1%	27 2%	7 1%	6 2%	16 2%	26 2%	- -%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft/ too much information on the phone	25 2%	6 3%	3 1%	1 *%	2 1%	25 2%	7 1%	4 1%	17 2%	24 2%	1 1%
Unsolicited calls on the phone/ cold calling/ scams	12 1%	4 2%	3 1%	2 1%	1 1%	12 1%	5 1%	3 1%	7 1%	12 1%	- -%
Signal/ Poor reception	8 1%	* *%	5 2%	4 2%	2 1%	8 1%	6 1%	5 2%	3 *%	6 *%	1 *%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	6 *%	1 *%	2 1%	1 1%	1 1%	6 *%	3 *%	1 *%	4 *%	6 *%	- -%
Other	54 4%	10 5%	17 6%	8 5%	10 7%	54 4%	23 4%	25 8% b	23 2%	48 4%	6 4%
Don't know	29 2%	7 3%	8 3%	6 4%	2 2%	29 2%	14 2%	8 3%	14 1%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
SUMMARY CODES											
ANY CONCERNS	526 36%	72 32%	117 38%	67 41%	50 34%	526 36%	186 32%	136 44%	309 32%	465 36%	41 30%
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	233 16%	32 14%	47 15%	28 17%	20 14%	233 16%	72 12%	57 18%	138 14%	203 16%	22 16%
ANY AFFORDABILITY	153 10%	22 10%	25 8%	17 10%	8 6%	153 10%	55 9%	35 11%	96 10%	135 10%	13 10%
ANY HEALTH	151 10%	17 8%	23 8%	12 7%	12 8%	151 10%	42 7%	31 10%	94 10%	129 10%	14 10%
ANY PRIVACY	149 10%	18 8%	38 12%	25 15%	13 9%	149 10%	49 8%	38 12%	92 9%	131 10%	11 8%
ANY SECURITY/ FRAUD	139 9%	15 7%	22 7%	15 9%	6 4%	139 9%	33 6%	22 7%	97 10%	122 9%	14 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
No, do not have any concerns	871	137	147	76	70	871	331	141	634	751	91
	62%	65%	58%	53%	64%	62%	65%	53%	67%	62%	67%
		c				c			a		
People using mobile phones while driving	144	19	28	17	11	144	43	32	87	123	14
	10%	9%	11%	12%	10%	10%	8%	12%	9%	10%	10%
Children having phones at a young age	127	20	16	10	6	127	30	27	75	103	19
	9%	10%	6%	7%	5%	9%	6%	10%	8%	9%	14%
Junk/ spam text messages	99	11	10	7	3	99	18	15	70	86	9
	7%	5%	4%	5%	3%	7%	4%	6%	7%	7%	6%
Strangers contacting children	94	14	10	7	2	94	19	17	56	75	16
	7%	7%	4%	5%	2%	7%	4%	6%	6%	6%	12%
						d					a
Intrusion into other people's space/ public space	76	12	22	16	6	76	26	21	45	70	4
	5%	6%	9%	11%	6%	5%	5%	8%	5%	6%	3%
			e	e				b			
Use of phone to film anti-social or inappropriate behaviour	60	7	6	5	1	60	11	17	34	49	8
	4%	3%	2%	4%	1%	4%	2%	6%	4%	4%	6%
								b			
Getting viruses, trojans or malware installed on the phone	59	7	8	6	2	59	13	10	40	50	7
	4%	3%	3%	4%	2%	4%	3%	4%	4%	4%	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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
Target for stealing mobile phone	58 4%	6 3%	9 4%	7 5%	2 2%	58 4%	16 3%	11 4%	34 4%	45 4%	11 8% a
Receiving targeted advertising based on my location	52 4%	4 2%	5 2%	5 3% d	* *% d	52 4% d	10 2%	8 3%	39 4%	43 4%	6 4%
Cost of new handsets	52 4%	6 3%	7 3%	5 4%	2 2%	52 4%	19 4%	10 4%	34 4%	45 4%	5 3%
People using phones in quiet spaces	52 4%	12 6%	17 7% e	10 7% e	6 6%	52 4%	21 4%	18 7% b	26 3%	47 4%	3 2%
Others could become addicted to using their mobiles	52 4%	8 4%	12 5%	6 4%	6 5%	52 4%	16 3%	11 4%	35 4%	47 4%	2 2%
Health concerns – using handset	48 3%	3 2%	5 2%	2 1%	3 3%	48 3%	12 2%	8 3%	30 3%	40 3%	6 4%
Cost of calls - generally	46 3%	7 3%	8 3%	3 2%	5 5%	46 3%	18 4%	14 5% b	24 2%	40 3%	2 2%
Cost of calls when abroad	45 3%	2 1%	5 2%	1 1%	3 3%	45 3%	12 2%	16 6% b	24 3%	39 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1762	278	387	193	194	1762	724	395	1126	1544	128	
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109	
Total	1400	212	254	144	110	1400	509	267	952	1215	136	
Incurring unexpected additional charges through using apps/ applications	45 3%	6 3%	5 2%	4 3%	1 1%	45 3%	10 2%	5 2%	33 3%	41 3%	3 2%	
Health concerns – masts	43 3%	4 2%	5 2%	4 3%	2 1%	43 3%	9 2%	8 3%	29 3%	33 3%	7 5%	
Unsolicited text messages that charge a premium rate to respond	41 3%	4 2%	6 2%	4 3%	2 1%	41 3%	8 2%	6 2%	30 3%	35 3%	4 3%	
Health concerns – 5G technology	34 2%	4 2%	2 1%	2 1%	1 1%	34 2%	4 1%	6 2%	24 3%	28 2%	7 5%	
I could become addicted to using my mobile	32 2%	1 *%	3 1%	3 2%	- -%	32 2%	5 1%	5 2%	19 2%	25 2%	5 4%	
Cost of premium rate text messages	29 2%	4 2%	6 2%	4 3%	1 1%	29 2%	10 2%	9 3%	17 2%	26 2%	3 2%	
Incurring unexpected costs due to exceeding the data plan/ going online too much	28 2%	5 2%	4 1%	4 3%	- -%	28 2%	10 2%	2 1%	20 2%	28 2%	- -%	
Cost of using the phone to get online/ visit websites / data usage	19 1%	3 2%	1 1%	1 1%	- -%	19 1%	6 1%	3 1%	12 1%	18 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
Being tracked through them/ people listening in to calls/ location tracking	26 2%	2 1%	4 2%	3 2%	1 1%	26 2%	7 1%	6 2%	16 2%	26 2%	- -%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft/ too much information on the phone	25 2%	6 3%	3 1%	1 1%	2 2%	25 2%	7 1%	4 1%	17 2%	24 2%	1 1%
Unsolicited calls on the phone/ cold calling/ scams	11 1%	3 1%	3 1%	2 2%	* *%	11 1%	5 1%	2 1%	7 1%	10 1%	- -%
Signal/ Poor reception	8 1%	* *%	5 2%	4 2%	2 1%	8 1%	6 1%	4 2%	3 *%	6 *%	1 *%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	6 *%	1 *%	2 1%	1 1%	1 1%	6 *%	2 *%	* *%	4 *%	6 *%	- -%
Other	50 4%	9 4%	15 6%	7 5%	7 7%	50 4%	20 4%	21 8%	22 2%	44 4%	6 4%
Don't know	26 2%	7 3%	6 2%	5 4%	1 1%	26 2%	11 2%	6 2%	14 1%	22 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1762	278	387	193	194	1762	724	395	1126	1544	128
Effective Weighted Sample	1363	229	271	136	141	1363	528	290	895	1199	109
Total	1400	212	254	144	110	1400	509	267	952	1215	136
SUMMARY CODES											
ANY CONCERNS	503	68	102	62	40	503	166	121	304	442	41
	36%	32%	40%	43%	36%	36%	33%	45%	32%	36%	30%
			a					b			
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	222	29	40	25	14	222	63	49	136	192	22
	16%	14%	16%	18%	13%	16%	12%	19%	14%	16%	16%
ANY AFFORDABILITY	147	21	22	15	7	147	49	32	95	129	13
	11%	10%	9%	10%	7%	11%	10%	12%	10%	11%	10%
ANY HEALTH	146	17	21	10	11	146	38	28	93	124	14
	10%	8%	8%	7%	10%	10%	7%	11%	10%	10%	10%
ANY PRIVACY	141	18	29	22	8	141	40	32	89	123	11
	10%	9%	12%	15%	7%	10%	8%	12%	9%	10%	8%
			d								
ANY SECURITY/ FRAUD	137	14	21	15	6	137	33	22	96	120	14
	10%	7%	8%	10%	5%	10%	6%	8%	10%	10%	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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
Yes	829 69%	109 65%	69 57%	** **	** **	829 69% b	225 64%	110 67%	612 71%	720 71%	85 65%
No	205 17%	42 25% e	43 35% e	** **	** **	205 17%	89 25%	38 23% b	132 15%	176 17%	13 10%
Don't know	12 1%	2 1%	6 5% ae	** **	** **	12 1%	9 3%	5 3% b	4 *%	9 1%	2 1%
Not applicable – I have unlimited data	147 12%	16 9% b	4 3%	** **	** **	147 12% b	29 8%	11 7%	112 13% a	115 11%	31 23% 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.

M2B. And 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	IMPACTING/ LIMITING CONDITIONS		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	942	136	87	57	30	942	279	159	677	833	78
Effective Weighted Sample	769	116	64	44	23	769	216	113	560	678	68
Total	829	109	69	52	17	829	225	110	612	720	85
Yes	618	88	**	**	**	618	169	76	464	534	**
	75%	80%	**	**	**	75%	75%	69%	76%	74%	**
No	208	20	**	**	**	208	55	34	146	184	**
	25%	19%	**	**	**	25%	25%	31%	24%	25%	**
Don't know	3	1	**	**	**	3	*	-	3	3	**
	*%	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.

SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE

Base : Those who have a smartphone

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
CHECKS DATA ALLOWANCE	618	88	45	**	**	618	169	76	464	534	68
	52%	52%	37%	**	**	52%	48%	47%	54%	52%	52%
		b				b					
DOES NOT CHECK DATA ALLOWANCE	208	20	25	**	**	208	55	34	146	184	17
	17%	12%	20%	**	**	17%	16%	21%	17%	18%	13%
UNSURE WHETHER CHECKS DATA ALLWANCE	3	1	-	**	**	3	*	-	3	3	-
	*%	1%	-%	**	**	*%	*%	-%	*%	*%	-%
TOTAL - AWARE OF HOW TO CHECK DATA ALLOWANCE	829	109	69	**	**	829	225	110	612	720	85
	69%	65%	57%	**	**	69%	64%	67%	71%	71%	65%
						b					
UNAWARE OF HOW TO CHECK DATA ALLOWANCE	217	44	49	**	**	217	98	42	136	185	15
	18%	26%	40%	**	**	18%	28%	26%	16%	18%	12%
		e	ae					b			
NOT APPLICABLE - UNLIMITED DATA	147	16	4	**	**	147	29	11	112	115	31
	12%	9%	3%	**	**	12%	8%	7%	13%	11%	23%
		b				b			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 AWARENESS AND USE OF CHECKING DATA ALLOWANCE

Base : Those with a smartphone who do not have unlimited data

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1229	199	170	92	78	1229	422	226	836	1071	94
Effective Weighted Sample	983	164	117	66	56	983	316	162	689	861	81
Total	1045	153	118	76	42	1045	323	153	748	906	100
CHECKS DATA ALLOWANCE	618	88	45	**	**	618	169	76	464	534	**
	59%	57%	38%	**	**	59%	52%	50%	62%	59%	**
		b				b			a		
DOES NOT CHECK DATA ALLOWANCE	208	20	25	**	**	208	55	34	146	184	**
	20%	13%	21%	**	**	20%	17%	22%	19%	20%	**
						a					
UNSURE WHETHER CHECKS DATA ALLOWANCE	3	1	-	**	**	3	*	-	3	3	**
	*%	1%	-%	**	**	*%	*%	-%	*%	*%	**
TOTAL - AWARE OF HOW TO CHECK DATA ALLOWANCE	829	109	69	**	**	829	225	110	612	720	**
	79%	71%	59%	**	**	79%	70%	72%	82%	80%	**
		b				ab			a		
UNAWARE OF HOW TO CHECK DATA ALLOWANCE	217	44	49	**	**	217	98	42	136	185	**
	21%	29%	41%	**	**	21%	30%	28%	18%	20%	**
		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.

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

Base : Those who have a smartphone

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
Yes, very often/ most months	64 5%	9 5%	4 4%	** **	** **	64 5%	20 6%	14 8% b	38 4%	56 6%	6 4%
Yes, often/ not every month	57 5%	8 5%	4 3%	** **	** **	57 5%	11 3%	11 7%	40 5%	50 5%	4 3%
Yes, sometimes/ a couple of times a year	209 18%	15 9%	8 7%	** **	** **	209 18% ab	44 12%	25 15%	152 18%	179 18%	26 20%
TOTAL - YES	331 28%	32 19%	17 14%	** **	** **	331 28% ab	75 21%	49 30%	229 27%	286 28%	35 27%
No, I never run out of data	698 59%	118 70% e	97 80% e	** **	** **	698 59%	237 67%	100 61%	510 59%	611 60% b	59 45%
Don't know	16 1%	3 2%	4 4%	** **	** **	16 1%	10 3%	4 2%	10 1%	8 1%	5 4% a
Not applicable – I have unlimited data	147 12%	16 9% b	4 3%	** **	** **	147 12% b	29 8%	11 7%	112 13% a	115 11%	31 23% 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.

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

Base : Those with a smartphone who do not have unlimited data

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	~b
Unweighted total	1229	199	170	92	78	1229	422	226	836	1071	94
Effective Weighted Sample	983	164	117	66	56	983	316	162	689	861	81
Total	1045	153	118	76	42	1045	323	153	748	906	100
Yes, very often/ most months	64 6%	9 6%	4 4%	** **	** **	64 6%	20 6%	14 9%	38 5%	56 6%	** **
Yes, often/ not every month	57 5%	8 5%	4 3%	** **	** **	57 5%	11 4%	11 7%	40 5%	50 6%	** **
Yes, sometimes/ a couple of times a year	209 20%	15 10%	8 7%	** **	** **	209 20%	44 13%	25 16%	152 20%	179 20%	** **
TOTAL - YES	331 32%	32 21%	17 14%	** **	** **	331 32%	75 23%	49 32%	229 31%	286 32%	** **
No, I never run out of data	698 67%	118 77%	97 82%	** **	** **	698 67%	237 74%	100 65%	510 68%	611 67%	** **
Don't know	16 2%	3 2%	4 4%	** **	** **	16 2%	10 3%	4 3%	10 1%	8 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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	382	43	18	13	5	382	102	66	257	333	31
Effective Weighted Sample	306	33	14	11	5	306	75	47	208	268	27
Total	331	32	17	14	3	331	75	49	229	286	35
Only go online when you can use Wi-Fi	169 51%	**	**	**	**	169 51%	31 42%	**	112 49%	140 49%	**
Use the phone less for going online so you can save your data	134 41%	**	**	**	**	134 41%	20 26%	**	89 39%	111 39%	**
Buy extra data	103 31%	**	**	**	**	103 31%	26 34%	**	68 30%	90 32%	**
Turn off or restrict automatic downloads of upgrades or automatic updates for apps	78 24%	**	**	**	**	78 24%	13 17%	**	54 24%	70 24%	**
Avoid doing 'data-hungry' activities like playing videos or playing games	68 20%	**	**	**	**	68 20%	13 17%	**	45 20%	54 19%	**
Go to fewer sites or apps than you would usually/ use your browser less	58 17%	**	**	**	**	58 17%	10 13%	**	42 18%	55 19%	**
Other	11 3%	**	**	**	**	11 3%	5 6%	**	4 2%	11 4%	**
Don't know	10 3%	**	**	**	**	10 3%	6 7%	**	6 3%	10 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.

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 hotels or on trains. 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	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
Yes	761	102	53	**	**	761	187	95	570	661	81
	64%	60%	43%	**	**	64%	53%	58%	66%	65%	62%
		b				b			a		
No	424	67	69	**	**	424	161	67	287	354	50
	36%	40%	56%	**	**	36%	46%	41%	33%	35%	38%
			ae								
Don't know	7	*	1	**	**	7	3	2	3	6	-
	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) Using this card, please tell me the extent to which you agree or disagree with the following 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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
Strongly disagree	64 5%	5 3%	4 3%	** **	** **	64 5%	23 6%	9 6%	46 5%	53 5%	9 7%
Slightly disagree	97 8%	6 4%	2 2%	** **	** **	97 8%	22 6%	13 8%	68 8%	79 8%	15 11%
Neither agree nor disagree	176 15%	23 14%	12 10%	** **	** **	176 15%	55 16%	20 12%	123 14%	143 14%	16 12%
Slightly agree	297 25%	35 21%	21 17%	** **	** **	297 25%	66 19%	30 19%	226 26%	261 26%	29 22%
Strongly agree	483 40%	85 50%	65 53%	** **	** **	483 40%	148 42%	74 45%	349 41%	417 41%	57 43%
Don't know	75 6%	14 8%	18 15%	** **	** **	75 6%	37 11%	16 10%	48 6%	67 7%	5 4%
SUMMARY CODES											
TOTAL DISAGREE	162 14%	11 7%	6 5%	** **	** **	162 14%	45 13%	22 14%	114 13%	132 13%	24 18%
TOTAL AGREE	780 65%	120 71%	86 70%	** **	** **	780 65%	214 61%	104 64%	574 67%	678 66%	86 66%
TOTAL NEITHER/ DON'T KNOW	251 21%	37 22%	31 25%	** **	** **	251 21%	92 26%	37 22%	171 20%	211 21%	20 16%

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.

M7. (SHOWCARD) Using this card please tell me how often you complete a form or an application for something on your mobile phone (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	65+ OR DE	a	b	a	b
Unweighted total	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
Most days	36 3%	2 1%	* *%	** **	** **	36 3%	12 3%	4 2%	26 3%	26 3%	9 7% a
Once or twice a week	112 9%	7 4%	4 3%	** **	** **	112 9% ab	17 5%	17 10%	75 9%	94 9%	12 9%
At least every 3 months	268 22%	25 15% b	6 5%	** **	** **	268 22% ab	50 14%	30 18%	202 24%	234 23%	28 21%
Less often	444 37%	65 38% b	31 25%	** **	** **	444 37% b	119 34%	47 29%	341 40% a	374 37%	52 40%
Never	333 28%	70 42% e	82 67% ae	** **	** **	333 28%	154 44%	66 40% b	216 25%	293 29%	30 23%
SUMMARY CODES											
EVER DO THIS	860 72%	99 58% b	40 33%	** **	** **	860 72% ab	198 56%	97 60%	644 75% a	728 71%	101 77%
AT LEAST WEEKLY	148 12%	9 5%	4 3%	** **	** **	148 12% ab	29 8%	21 13%	101 12%	121 12%	21 16%
AT LEAST QUARTERLY	416 35%	34 20% b	9 8%	** **	** **	416 35% ab	79 22%	50 31%	303 35%	354 35%	48 37%

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.

M7. (SHOWCARD) Using this card please tell me how often you complete a form or an application for something on your mobile phone (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1454	223	181	97	84	1454	478	254	994	1257	121
Effective Weighted Sample	1127	182	123	68	60	1127	350	178	794	977	104
Total	1193	169	122	78	44	1193	352	164	860	1021	130
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	712	90	37	**	**	712	169	77	543	607	80
	60%	53%	30%	**	**	60%	48%	47%	63%	59%	62%
		b				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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
On a mobile phone or smartphone (such as an iPhone or Samsung Galaxy)	338	25	15	11	5	338	99	50	237	280	42
	23%	11%	5%	7%	3%	23%	17%	16%	24%	22%	30%
		bd				abcd			a		a
On a games console connected to a TV (such as Xbox/ Sony PlayStation/ Nintendo Wii)	240	9	3	2	1	240	61	27	176	212	21
	16%	4%	1%	1%	1%	16%	11%	9%	18%	16%	16%
		bd				abcd			a		
On a desktop computer, laptop, or netbook	150	15	18	13	5	150	38	29	103	128	11
	10%	7%	6%	8%	3%	10%	7%	9%	11%	10%	8%
				d		bd					
On a tablet computer (such as an iPad)	149	21	23	13	9	149	51	35	95	128	11
	10%	9%	7%	8%	6%	10%	9%	11%	10%	10%	8%
On a hand-held games console (such as Sony PS Vita/ Nintendo DS or 3DS)	93	1	5	5	-	93	25	14	63	78	9
	6%	1%	2%	3%	-%	6%	4%	5%	6%	6%	6%
				d		abd					
Through an app on a smart TV	26	1	-	-	-	26	4	3	18	19	3
	2%	*%	-%	-%	-%	2%	1%	1%	2%	1%	2%
						b					
On a virtual reality gaming headset / device	20	-	2	2	-	20	5	3	14	19	1
	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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Using wearable technology like a smartwatch (such as an Apple Watch)	5	-	-	-	-	5	-	-	2	2	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
TOTAL - ANY GAMING	577	53	52	35	18	577	187	97	401	493	57
	39%	24%	17%	21%	12%	39%	32%	31%	41%	38%	42%
		bd		d		abcd			a		
No, never	902	169	258	129	129	902	390	212	576	796	80
	61%	76%	83%	79%	88%	61%	68%	69%	59%	62%	58%
		e	ae	e	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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
No, do not have any concerns	874	136	176	89	87	874	358	169	618	767	74
	59%	61%	57%	55%	59%	59%	62%	55%	63%	60%	54%
Violent content	169	26	29	18	11	169	50	39	106	141	24
	11%	12%	9%	11%	8%	11%	9%	13%	11%	11%	18%
									a		a
Unsuitable for children	157	19	22	12	10	157	46	36	95	131	18
	11%	8%	7%	7%	7%	11%	8%	12%	10%	10%	13%
Others could become addicted to playing games	130	19	39	20	19	130	49	36	75	114	15
	9%	8%	13%	12%	13%	9%	8%	11%	8%	9%	11%
			e					b			
Waste too much time playing games	128	18	20	12	8	128	33	22	83	106	18
	9%	8%	7%	8%	5%	9%	6%	7%	8%	8%	13%
Encourage children to stay indoors	113	13	20	13	7	113	36	28	67	102	5
	8%	6%	7%	8%	5%	8%	6%	9%	7%	8%	4%
Discourage creative play for children	100	12	20	12	7	100	27	18	68	88	7
	7%	5%	6%	8%	5%	7%	5%	6%	7%	7%	5%
Encourages gambling style behaviour	88	12	23	9	14	88	26	20	55	75	10
	6%	5%	7%	5%	9%	6%	5%	6%	6%	6%	7%
Cost of games	86	6	14	8	6	86	23	21	50	73	9
	6%	3%	5%	5%	4%	6%	4%	7%	5%	6%	7%
						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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Cost of in-game purchases	79 5%	6 3%	9 3%	5 3%	4 2%	79 5%	21 4%	12 4%	52 5%	69 5%	6 4%
I could become addicted to playing games	76 5%	8 4%	13 4%	9 5%	4 3%	76 5%	24 4%	12 4%	49 5%	67 5%	9 6%
Impact on social skills	67 5%	12 5%	11 3%	8 5%	2 2%	67 5%	18 3%	12 4%	43 4%	58 5%	7 5%
Bad/ offensive language	66 4%	7 3%	7 2%	5 3%	2 1%	66 4%	17 3%	14 5%	45 5%	56 4%	10 8%
Cost of games consoles/ games players	49 3%	- -%	9 3%	6 4%	3 2%	49 3%	14 2%	9 3%	35 4%	46 4%	2 2%
Sexual content	47 3%	2 1%	5 2%	5 3%	1 *%	47 3%	13 2%	7 2%	33 3%	36 3%	10 8%
Health issues	47 3%	5 2%	4 1%	3 2%	1 1%	47 3%	9 2%	4 1%	39 4%	35 3%	12 8%
Contact with people I don't personally know/ I've never met in person	47 3%	2 1%	7 2%	5 3%	2 2%	47 3%	15 3%	5 2%	31 3%	41 3%	4 3%
Contributes to obesity	34 2%	8 3%	7 2%	6 3%	1 1%	34 2%	11 2%	6 2%	21 2%	30 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.

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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Concerned for children playing/ kids getting obsessed with playing/ spending too much time/ money /playing inappropriate games/ getting bullied	13 1%	2 1%	4 1%	3 2%	1 *%	13 1%	6 1%	3 1%	7 1%	13 1%	- -%
Gambling/betting games are too easy to use/ it's too easy to get into debt	4 *%	2 1%	2 1%	2 1%	1 *%	4 *%	2 *%	3 1%	1 *%	4 *%	- -%
Gaming is not safe/secure/ games can be hacked/ can suffer from fraud/ might get a virus	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%
Other	32 2%	3 2%	7 2%	4 3%	3 2%	32 2%	12 2%	6 2%	21 2%	28 2%	3 3%
Don't know	61 4%	12 5%	18 6%	7 4%	11 8%	61 4%	30 5%	18 6%	24 2%	53 4%	5 4%
SUMMARY CODES											
ANY CONCERNS	543 37%	74 33%	117 38%	68 41%	49 33%	543 37%	190 33%	122 39%	335 34%	469 36%	59 43%
ANY OFFENSIVE CONTENT	263 18%	34 15%	44 14%	26 16%	18 12%	263 18%	84 15%	58 19%	167 17%	220 17%	34 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.

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	219	28	47	26	21	219	67	50	133	190	21
	15%	13%	15%	16%	14%	15%	12%	16%	14%	15%	15%
ANY HEALTH	212	27	54	30	24	212	74	48	129	181	30
	14%	12%	17%	18%	16%	14%	13%	16%	13%	14%	22%
											a
ANY AFFORDABILITY	136	10	17	9	8	136	35	26	87	118	11
	9%	4%	5%	6%	5%	9%	6%	9%	9%	9%	8%
						ab					

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	IMPACTING/ LIMITING CONDITIONS		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	695	69	68	40	28	695	249	148	461	602	55
Effective Weighted Sample	542	56	51	30	23	542	187	105	365	469	48
Total	577	53	52	35	18	577	187	97	401	493	57
No, do not have any concerns	364	**	**	**	**	364	129	60	270	315	**
	63%	**	**	**	**	63%	69%	62%	67%	64%	**
Unsuitable for children	71	**	**	**	**	71	17	11	48	58	**
	12%	**	**	**	**	12%	9%	11%	12%	12%	**
Violent content	56	**	**	**	**	56	13	10	37	40	**
	10%	**	**	**	**	10%	7%	11%	9%	8%	**
Waste too much time playing games	53	**	**	**	**	53	9	5	31	42	**
	9%	**	**	**	**	9%	5%	5%	8%	9%	**
I could become addicted to playing games	39	**	**	**	**	39	9	5	24	34	**
	7%	**	**	**	**	7%	5%	6%	6%	7%	**
Others could become addicted to playing games	39	**	**	**	**	39	6	9	22	32	**
	7%	**	**	**	**	7%	3%	9%	5%	6%	**
Cost of in-game purchases	38	**	**	**	**	38	7	3	27	32	**
	7%	**	**	**	**	7%	4%	3%	7%	7%	**
Encourage children to stay indoors	38	**	**	**	**	38	10	3	25	31	**
	7%	**	**	**	**	7%	5%	3%	6%	6%	**
Cost of games	37	**	**	**	**	37	6	7	20	29	**
	6%	**	**	**	**	6%	3%	8%	5%	6%	**
Discourage creative play for children	29	**	**	**	**	29	3	2	21	22	**
	5%	**	**	**	**	5%	2%	2%	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.

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	IMPACTING/ LIMITING CONDITIONS		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	695	69	68	40	28	695	249	148	461	602	55
Effective Weighted Sample	542	56	51	30	23	542	187	105	365	469	48
Total	577	53	52	35	18	577	187	97	401	493	57
Encourages gambling style behaviour	26 5%	** **	** **	** **	** **	26 5%	2 1%	1 1%	17 4%	21 4%	** **
Bad/ offensive language	25 4%	** **	** **	** **	** **	25 4%	6 3%	3 3%	18 5%	17 4%	** **
Impact on social skills	24 4%	** **	** **	** **	** **	24 4%	4 2%	1 1%	19 5%	20 4%	** **
Health issues	21 4%	** **	** **	** **	** **	21 4%	3 1%	- -	18 4%	13 3%	** **
Sexual content	21 4%	** **	** **	** **	** **	21 4%	6 3%	3 3%	15 4%	13 3%	** **
Contact with people I don't personally know/ I've never met in person	20 3%	** **	** **	** **	** **	20 3%	5 3%	1 1%	14 4%	18 4%	** **
Cost of games consoles/ games players	18 3%	** **	** **	** **	** **	18 3%	2 1%	1 2%	13 3%	16 3%	** **
Contributes to obesity	12 2%	** **	** **	** **	** **	12 2%	3 2%	1 1%	8 2%	11 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.

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	IMPACTING/ LIMITING CONDITIONS		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	695	69	68	40	28	695	249	148	461	602	55
Effective Weighted Sample	542	56	51	30	23	542	187	105	365	469	48
Total	577	53	52	35	18	577	187	97	401	493	57
Concerned for children playing/ kids getting obsessed with playing/ spending too much time/ money /playing inappropriate games/ getting bullied	5 1%	** **	** **	** **	** **	5 1%	3 1%	2 2%	2 1%	5 1%	** **
Gambling/betting games are too easy to use/ it's too easy to get into debt	2 *%	** **	** **	** **	** **	2 *%	1 1%	2 2%	- -%	2 *%	** **
Gaming is not safe/secure/ games can be hacked/ can suffer from fraud/ might get a virus	1 *%	** **	** **	** **	** **	1 *%	- -%	- -%	1 *%	1 *%	** **
Other	16 3%	** **	** **	** **	** **	16 3%	4 2%	4 4%	8 2%	14 3%	** **
Don't know	6 1%	** **	** **	** **	** **	6 1%	4 2%	3 3%	2 1%	6 1%	** **
SUMMARY CODES											
ANY CONCERNS	207 36%	** **	** **	** **	** **	207 36%	54 29%	34 35%	129 32%	172 35%	** **
ANY OFFENSIVE CONTENT	102 18%	** **	** **	** **	** **	102 18%	28 15%	18 19%	67 17%	79 16%	** **

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	IMPACTING/ LIMITING CONDITIONS		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	695	69	68	40	28	695	249	148	461	602	55
Effective Weighted Sample	542	56	51	30	23	542	187	105	365	469	48
Total	577	53	52	35	18	577	187	97	401	493	57
ANY HEALTH	76 13%	** **	** **	** **	** **	76 13%	15 8%	13 14%	45 11%	61 12%	** **
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	75 13%	** **	** **	** **	** **	75 13%	12 6%	6 7%	50 12%	60 12%	** **
ANY AFFORDABILITY	63 11%	** **	** **	** **	** **	63 11%	10 6%	9 9%	40 10%	52 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.

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				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	695	69	68	40	28	695	249	148	461	602	55
Effective Weighted Sample	542	56	51	30	23	542	187	105	365	469	48
Total	577	53	52	35	18	577	187	97	401	493	57
Yes	244	**	**	**	**	244	75	33	175	216	**
	42%	**	**	**	**	42%	40%	34%	44%	44%	**
No	333	**	**	**	**	333	112	64	227	277	**
	58%	**	**	**	**	58%	60%	66%	56%	56%	**
Don't know	*	**	**	**	**	*	-	*	-	-	**
	*%	**	**	**	**	*%	-%	*%	-%	-%	**
ALL WHO EVER PLAY GAMES	577	**	**	**	**	577	187	97	401	493	**
	100%	**	**	**	**	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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes	244	10	11	7	4	244	75	33	175	216	21
	16%	5%	4%	4%	3%	16%	13%	11%	18%	17%	15%
						abcd			a		
No	333	42	41	27	14	333	112	64	227	277	37
	23%	19%	13%	17%	9%	23%	19%	21%	23%	21%	27%
		d		d		bd					
Don't know	*	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
ALL WHO EVER PLAY GAMES	577	53	52	35	18	577	187	97	401	493	57
	39%	24%	17%	21%	12%	39%	32%	31%	41%	38%	42%
		bd		d		abcd			a		
NEVER PLAY GAMES	902	169	258	129	129	902	390	212	576	796	80
	61%	76%	83%	79%	88%	61%	68%	69%	59%	62%	58%
		e	ae	e	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.

C1. (SHOWCARD) Which one of these options best describes your gender? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Male	725	115	137	79	59	725	266	139	474	623	69
	49%	52%	44%	48%	40%	49%	46%	45%	48%	48%	50%
		d				d					
Female	752	107	173	85	88	752	310	170	502	664	69
	51%	48%	56%	52%	60%	51%	54%	55%	51%	51%	50%
					ae						
Other/ prefer to use my own term	1	-	-	-	-	1	1	*	-	1	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%
Prefer not to say	2	-	-	-	-	2	-	-	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	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
1	251	54	103	39	64	251	151	114	113	231	12
	17%	24%	33%	23%	44%	17%	26%	37%	12%	18%	8%
		e	ace	e	abce			b		b	
2	480	113	184	109	75	480	257	127	294	445	16
	32%	51%	59%	67%	51%	32%	45%	41%	30%	34%	12%
		e	ae	ade	e			b		b	
3	316	31	16	11	5	316	79	27	244	261	45
	21%	14%	5%	7%	4%	21%	14%	9%	25%	20%	32%
		bcd				abcd			a		a
4	282	16	4	3	1	282	54	22	218	246	26
	19%	7%	1%	2%	1%	19%	9%	7%	22%	19%	19%
		bcd				abcd			a		
5-6	141	8	4	3	1	141	32	18	103	104	33
	10%	4%	1%	2%	1%	10%	6%	6%	11%	8%	24%
		bd				abcd			a		a
7-9	8	-	-	-	-	8	4	1	6	2	6
	1%	-%	-%	-%	-%	1%	1%	*%	1%	*%	4%
											a
10 or more	*	-	-	-	-	*	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%

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	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
None	946	206	306	160	145	946	455	263	571	852	58
	64%	93%	98%	98%	99%	64%	79%	85%	58%	66%	42%
		e	ae	ae	ae			b		b	
1	236	12	2	1	1	236	46	18	185	190	40
	16%	6%	1%	1%	1%	16%	8%	6%	19%	15%	29%
		bcd				abcd			a		a
2	208	3	1	1	-	208	48	17	160	185	20
	14%	2%	*%	*%	-%	14%	8%	5%	16%	14%	15%
						abcd			a		
3	70	-	-	-	-	70	21	9	51	52	15
	5%	-%	-%	-%	-%	5%	4%	3%	5%	4%	11%
						abcd					a
4	16	-	2	2	-	16	6	3	11	9	6
	1%	-%	1%	1%	-%	1%	1%	1%	1%	1%	4%
											a
5-6	2	-	-	-	-	2	2	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.

C4. And what age is this child/ are these children? (MULTI CODE)

Base : Those with children aged under 16 at home

	Total	AGE				All e	AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS		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	567	21	4	3	1	567	135	60	425	473	66
Effective Weighted Sample	435	15	4	3	1	435	103	41	330	361	57
Total	532	16	5	4	1	532	122	46	407	438	80
Under 1 year old	44	**	**	**	**	44	17	**	29	38	**
	8%	**	**	**	**	8%	14%	**	7%	9%	**
1-4 years old	165	**	**	**	**	165	39	**	124	142	**
	31%	**	**	**	**	31%	32%	**	30%	32%	**
5-7 years old	177	**	**	**	**	177	44	**	139	148	**
	33%	**	**	**	**	33%	36%	**	34%	34%	**
8-11 years old	202	**	**	**	**	202	54	**	154	165	**
	38%	**	**	**	**	38%	44%	**	38%	38%	**
12-15 years old	201	**	**	**	**	201	49	**	156	159	**
	38%	**	**	**	**	38%	40%	**	38%	36%	**
Refused	12	**	**	**	**	12	*	**	7	11	**
	2%	**	**	**	**	2%	*%	**	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.

C5A. Are you currently working? IF YES – Is that full-time or part-time? (SINGLE CODE)

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Working full-time (30 hours per week plus)	630	87	10	10	-	630	85	44	499	543	61
	43%	39%	3%	6%	-%	43%	15%	14%	51%	42%	45%
		bcd	d	d		bcd			a		
Working part-time (Under 30 hours per week)	228	38	15	13	3	228	60	29	159	199	17
	15%	17%	5%	8%	2%	15%	10%	9%	16%	15%	12%
		bcd		d		bcd			a		
Looking for work	39	2	-	-	-	39	16	6	26	30	9
	3%	1%	-%	-%	-%	3%	3%	2%	3%	2%	7%
						bcd					a
In full-time education	66	-	-	-	-	66	10	4	51	48	18
	4%	-%	-%	-%	-%	4%	2%	1%	5%	4%	13%
						abcd			a		a
Retired	345	66	276	135	141	345	293	159	163	323	10
	23%	30%	89%	82%	96%	23%	51%	52%	17%	25%	7%
		e	ace	ae	abce			b		b	
Not working	171	28	9	6	3	171	113	68	79	146	21
	12%	12%	3%	4%	2%	12%	20%	22%	8%	11%	16%
		bcd				bcd		b			
Refused	*	-	-	-	-	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%

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.

C5B. Are any other adults in the household working either full time or part time? (SINGLE CODE)

Base : Households with more than one adult where the respondent is not working

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	c	d	e	65+ OR DE	a	b	a	~b
Unweighted total	565	93	234	121	113	565	360	188	301	490	46
Effective Weighted Sample	447	79	178	94	85	447	274	138	246	389	39
Total	410	66	185	105	80	410	272	127	234	353	49
Yes, somebody in the household is working	174	**	26	18	8	174	54	34	117	134	**
	42%	**	14%	17%	10%	42%	20%	27%	50%	38%	**
						bcd			a		
No members of the household are working	232	**	157	86	71	232	214	91	117	217	**
	56%	**	85%	82%	89%	56%	79%	71%	50%	61%	**
			e	e	e			b			
Don't know/ refused to say	5	**	2	1	1	5	5	2	1	2	**
	1%	**	1%	1%	1%	1%	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.

C6. (SHOWCARD) Which one of these – if any – is the highest educational or professional qualification that you have obtained? Please choose the highest option on the list that applies to you. (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
I have no formal qualifications (and I am not still studying)	253	46	126	55	71	253	215	115	119	222	20
	17%	21%	41%	33%	49%	17%	37%	37%	12%	17%	15%
			ae	ae	ace			b			
GCSE/ O' Level/ CSE – but not Maths and not English	86	14	10	5	4	86	37	10	64	77	4
	6%	6%	3%	3%	3%	6%	6%	3%	7%	6%	3%
						b			a		
GCSE/ O' Level/ CSE – including Maths or English	214	27	31	20	11	214	89	34	160	191	18
	14%	12%	10%	12%	7%	14%	15%	11%	16%	15%	13%
						bd			a		
Vocational qualifications (Apprenticeships/ City & Guilds/ NVQ/ SVQ/ IVQ or equivalent)	317	53	64	40	24	317	114	64	208	292	13
	21%	24%	21%	24%	16%	21%	20%	21%	21%	23%	9%
										b	
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	129	11	14	5	9	129	26	16	95	114	13
	9%	5%	5%	3%	6%	9%	5%	5%	10%	9%	9%
						bc			a		
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	128	20	23	11	11	128	35	21	87	114	12
	9%	9%	7%	7%	8%	9%	6%	7%	9%	9%	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.

C6. (SHOWCARD) Which one of these – if any – is the highest educational or professional qualification that you have obtained? Please choose the highest option on the list that applies to you. (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	229	32	27	17	10	229	33	35	162	189	35
	16%	15%	9%	10%	7%	16%	6%	11%	17%	15%	25%
		bd				bd			a		a
University higher degree (e.g. Masters, PhD or equivalent)	92	15	14	10	4	92	18	10	67	68	19
	6%	7%	5%	6%	3%	6%	3%	3%	7%	5%	14%
		d							a		a
Still studying/ still at school	18	-	-	-	-	18	4	1	12	14	3
	1%	-%	-%	-%	-%	1%	1%	*%	1%	1%	2%
						b					
Refused	12	2	2	1	1	12	7	1	3	8	1
	1%	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.

C7. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE)

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Very confident	1248	196	253	134	119	1248	449	237	861	1104	114
	84%	88%	81%	82%	81%	84%	78%	77%	88%	86%	83%
		bd							a		
Fairly confident	186	22	40	21	18	186	92	53	99	153	16
	13%	10%	13%	13%	13%	13%	16%	17%	10%	12%	12%
								b			
Neither confident nor not confident	18	2	10	3	6	18	17	9	8	13	3
	1%	1%	3%	2%	4%	1%	3%	3%	1%	1%	2%
			e		ae			b			
Not very confident	20	-	7	5	2	20	14	5	10	15	4
	1%	-%	2%	3%	1%	1%	3%	2%	1%	1%	3%
			a	a							
Not at all confident	6	1	1	*	1	6	4	5	-	4	-
	*%	1%	*%	*%	1%	*%	1%	2%	-%	*%	-%
								b			
Don't know	*	-	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Refused	*	*	-	-	-	*	*	-	-	-	-
	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%

SUMMARY CODES

TOTAL CONFIDENT	1434	218	292	155	137	1434	542	290	959	1257	130
	97%	98%	94%	95%	94%	97%	94%	94%	98%	98%	95%
		bcd				bd			a		
TOTAL NOT CONFIDENT	26	1	8	6	3	26	19	10	10	19	4
	2%	1%	3%	3%	2%	2%	3%	3%	1%	1%	3%
				a				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.

C7. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE)

Base : All respondents

	AGE					All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
	Total	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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
TOTAL NEITHER/ DON'T KNOW	18	2	10	3	6	18	17	9	8	13	3
	1%	1%	3%	2%	4%	1%	3%	3%	1%	1%	2%
			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.

C8. Do you consider English to be your first or main language? (SINGLE CODE)

Base : All respondents

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Yes – English is first/ main language	1357	210	303	161	142	1357	530	298	887	1231	74
	92%	95%	98%	98%	97%	92%	92%	96%	91%	95%	54%
			e	e	e			b		b	
No	122	11	7	3	4	122	47	11	91	59	64
	8%	5%	2%	2%	3%	8%	8%	4%	9%	5%	46%
						bcd			a		a
Refused	*	*	*	-	*	*	*	*	-	*	-
	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%

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.

C9. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Being bought on mortgage	456	49	11	5	7	456	54	40	346	395	41
	31%	22%	4%	3%	5%	31%	9%	13%	35%	31%	29%
		bcd				abcd			a		
Owned outright by the household	390	109	214	125	89	390	234	118	235	368	16
	26%	49%	69%	76%	61%	26%	41%	38%	24%	29%	12%
		e	ae	ade	ae			b		b	
Rented from Local Authority/ Housing Association/ Trust	346	45	62	24	39	346	204	106	197	300	34
	23%	20%	20%	14%	26%	23%	35%	34%	20%	23%	24%
					c	c		b			
Rented from private landlord	258	17	19	10	9	258	76	42	182	205	44
	17%	7%	6%	6%	6%	17%	13%	14%	19%	16%	32%
						abcd			a		a
Other	10	2	4	1	3	10	5	3	4	5	1
	1%	1%	1%	*%	2%	1%	1%	1%	*%	*%	1%
Don't know	20	-	*	-	*	20	4	1	13	15	2
	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.

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				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1883	290	485	225	260	1883	836	460	1162	1659	130
Effective Weighted Sample	1459	240	339	159	186	1459	607	342	924	1290	111
Total	1479	222	311	164	147	1479	577	309	978	1289	138
Up to £199 / Up to £10,399	72 5%	10 5%	24 8% e	9 5%	16 11% ae	72 5%	55 10%	34 11% b	27 3%	56 4%	12 9% a
From £200 to £299 / From £10,400 to £15,599	139 9%	18 8%	45 14% ae	25 15% ae	19 13%	139 9%	105 18%	54 18% b	74 8%	129 10%	7 5%
From £300 to £499 / From £15,600 to £25,999	148 10%	20 9%	39 12%	18 11%	21 14%	148 10%	64 11%	29 9%	103 11%	136 11%	8 6%
From £500 to £699 / From £26,000 to £36,399	148 10%	28 12% bd	21 7% d	19 12% d	2 1%	148 10% d	42 7%	21 7%	114 12% a	140 11% b	4 3%
From £700 to £999 / From £36,400 to £51,999	136 9%	22 10% bcd	7 2%	5 3%	2 1%	136 9% bcd	15 3%	15 5%	104 11% a	112 9%	17 12%
£1,000 and above / £52,000 and above	153 10%	27 12% bcd	9 3%	6 4%	3 2%	153 10% bcd	15 3%	18 6%	124 13% a	130 10%	22 16%
Don't know/ Refused	683 46%	97 44%	166 53% ae	81 50%	85 58% ae	683 46%	280 49%	138 45%	432 44%	587 46%	68 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.

C12. (SHOWCARD) Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1699	258	437	201	236	1699	757	460	1162	1566	115
Effective Weighted Sample	1326	217	308	143	171	1326	557	342	924	1215	98
Total	1343	197	278	147	131	1343	528	309	978	1212	124
Hearing? Poor hearing, partial hearing, or are deaf	52 4%	5 2%	40 14% ae	17 11% ae	23 18% ae	52 4%	42 8%	58 19% b	- -%	49 4%	2 1%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	42 3%	3 2%	28 10% ae	14 9% ae	14 11% ae	42 3%	32 6%	47 15% b	- -%	41 3%	2 1%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	114 9%	24 12%	63 23% ace	20 13%	44 33% abce	114 9%	90 17%	125 41% b	- -%	111 9% b	3 3%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	34 2%	7 4%	15 5% e	3 2%	12 9% ace	34 2%	24 5%	37 12% b	- -%	32 3%	2 1%
Breathing? Breathlessness or chest pains	57 4%	11 5%	25 9% e	10 7%	15 12% ae	57 4%	39 7%	60 19% b	- -%	54 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.

C12. (SHOWCARD) Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1699	258	437	201	236	1699	757	460	1162	1566	115
Effective Weighted Sample	1326	217	308	143	171	1326	557	342	924	1215	98
Total	1343	197	278	147	131	1343	528	309	978	1212	124
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	24 2%	6 3% bc	2 1%	* *%	2 1%	24 2%	11 2%	21 7% b	- -%	21 2%	3 2%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	10 1%	1 *%	1 *%	* *%	1 1%	10 1%	5 1%	9 3% b	- -%	10 1%	- -%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	84 6%	14 7%	12 4%	7 5%	5 4%	84 6%	45 9%	70 23% b	- -%	78 6%	5 4%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	80 6%	19 9% e	37 13% e	18 12% e	19 15% e	80 6%	49 9%	83 27% b	- -%	77 6%	2 2%
ANY ISSUES THAT IMPACT DAILY ACTIVITIES OR WORK DONE	309 23%	49 25%	126 46% ae	57 39% ae	69 53% ace	309 23%	199 38%	309 100% b	- -%	291 24% b	16 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.

C12. (SHOWCARD) Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1699	258	437	201	236	1699	757	460	1162	1566	115
Effective Weighted Sample	1326	217	308	143	171	1326	557	342	924	1215	98
Total	1343	197	278	147	131	1343	528	309	978	1212	124
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	978	141	137	81	57	978	302	-	978	869	104
	73%	72%	49%	55%	43%	73%	57%	-%	100%	72%	84%
		bcd		d		bcd			a		a
Prefer not to say	44	6	12	9	3	44	22	-	-	40	4
	3%	3%	4%	6%	3%	3%	4%	-%	-%	3%	3%
Don't know	12	1	2	*	2	12	5	-	-	12	-
	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.

C14. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1792	278	459	215	244	1792	791	455	1153	1659	130
Effective Weighted Sample	1406	232	325	155	176	1406	584	339	919	1290	111
Total	1428	215	300	161	139	1428	560	307	971	1289	138
WHITE - British	902	136	196	112	84	902	350	189	616	902	-
	63%	63%	65%	70%	60%	63%	62%	61%	63%	70%	-%
										b	
WHITE - English	177	40	62	29	34	177	83	55	110	177	-
	12%	19%	21%	18%	24%	12%	15%	18%	11%	14%	-%
		e	e		e			b		b	
WHITE - Scottish	91	13	14	6	8	91	30	26	56	91	-
	6%	6%	5%	4%	5%	6%	5%	8%	6%	7%	-%
										b	
WHITE - Welsh	34	6	10	4	6	34	18	15	17	34	-
	2%	3%	3%	3%	4%	2%	3%	5%	2%	3%	-%
								b			
WHITE - Irish	18	2	7	3	3	18	9	4	14	18	-
	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	-%
WHITE - Gypsy, Traveller or Irish Traveller	2	-	-	-	-	2	2	1	1	2	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%
WHITE - Any other white background	66	6	4	2	3	66	23	5	55	66	-
	5%	3%	1%	1%	2%	5%	4%	2%	6%	5%	-%
						bc			a	b	
MIXED - White and Black Caribbean	5	-	1	1	-	5	2	*	3	-	4
	*%	-%	*%	1%	-%	*%	*%	*%	*%	-%	3%
											a
MIXED - White and Black African	4	-	-	-	-	4	-	2	2	-	3
	*%	-%	-%	-%	-%	*%	-%	1%	*%	-%	2%
											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.

C14. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+			REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	b
Unweighted total	1792	278	459	215	244	1792	791	455	1153	1659	130
Effective Weighted Sample	1406	232	325	155	176	1406	584	339	919	1290	111
Total	1428	215	300	161	139	1428	560	307	971	1289	138
MIXED - White and Asian	5	-	-	-	-	5	1	1	4	-	4
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	3% a
MIXED - Any other mixed background	6	1	-	-	-	6	1	1	3	-	5
	*%	1%	-%	-%	-%	*%	*%	*%	*%	-%	4% a
ASIAN AND BRITISH ASIAN - Indian	21	2	2	1	1	21	8	3	16	-	26
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	19% a
ASIAN AND BRITISH ASIAN - Pakistani	20	1	*	*	-	20	7	*	18	-	25
	1%	1%	*%	*%	-%	1% b	1%	*%	2% a	-%	18% a
ASIAN AND BRITISH ASIAN - Bangladeshi	5	2	-	-	-	5	1	1	3	-	7
	*%	1%	-%	-%	-%	*%	*%	*%	*%	-%	5% a
ASIAN AND BRITISH ASIAN - Any other Asian background	17	2	-	-	-	17	7	-	12	-	20
	1%	1%	-%	-%	-%	1% b	1%	-%	1% a	-%	14% a
BLACK AND BLACK BRITISH - Caribbean	19	1	1	-	1	19	5	5	11	-	13
	1%	1%	*%	-%	1%	1%	1%	2%	1%	-%	9% 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.

C14. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents (giving their consent to answer this question)

	Total	AGE				All	AGE/SEG	IMPACTING/ LIMITING CONDITIONS		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	1792	278	459	215	244	1792	791	455	1153	1659	130
Effective Weighted Sample	1406	232	325	155	176	1406	584	339	919	1290	111
Total	1428	215	300	161	139	1428	560	307	971	1289	138
BLACK AND BLACK BRITISH - African	26	4	-	-	-	26	6	-	19	-	18
	2%	2%	-%	-%	-%	2%	1%	-%	2%	-%	13%
		b				b			a		a
BLACK AND BLACK BRITISH - Any other black background	3	-	2	2	-	3	3	-	3	-	2
	*%	-%	1%	1%	-%	*%	1%	-%	*%	-%	2%
											a
OTHER ETHNIC GROUP	8	-	1	1	-	8	5	1	7	-	11
	1%	-%	*%	*%	-%	1%	1%	*%	1%	-%	8%
											a
Refused	1	*	-	-	-	1	*	-	*	-	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%
WHITE	1289	202	293	156	137	1289	515	293	869	1289	-
	90%	94%	97%	97%	98%	90%	92%	96%	89%	100%	-%
			ae	e	ae			b		b	
NON-WHITE	138	13	8	5	3	138	45	14	102	-	138
	10%	6%	3%	3%	2%	10%	8%	4%	11%	-%	100%
		bd				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.

FINANCIAL VULNERABILITY

Base : Those where it is possible to calculate the Financial Vulnerability Index

	Total	AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS		EMG	
		55-64	65+	65-74	75+	All		REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	65+ OR DE	a	b	a	~b
Unweighted total	948	152	210	109	101	948	402	238	616	859	68
Effective Weighted Sample	771	132	156	81	77	771	308	182	508	692	59
Total	796	124	144	83	62	796	297	171	545	702	70
Most Financially Vulnerable	210	24	49	25	24	210	144	76	109	177	**
	26%	19%	34%	30%	39%	26%	49%	44%	20%	25%	**
			a		ae			b			
Potentially Financially Vulnerable	381	58	81	48	33	381	130	67	277	347	**
	48%	47%	56%	58%	54%	48%	44%	39%	51%	49%	**
									a		
Least Financially Vulnerable	205	42	15	10	4	205	23	29	160	178	**
	26%	34%	10%	12%	7%	26%	8%	17%	29%	25%	**
		bcd				bcd			a		

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