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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 6
Base : All respondents

RESPONDENT'S GENDER 8
Base : All respondents

A1. (SHOWCARD) Can you please look at this list and tell me which of these you have at home? (MULTI CODE) 9
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) 13
Base : All respondents

A4. Is this a smartphone? (SINGLE CODE) 14
Base : Those who use a mobile phone

SUMMARY OF MOBILE PHONE OWNERSHIP 15
Base : Those who use a mobile phone

SUMMARY OF MOBILE PHONE OWNERSHIP 16
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) 17
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, 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) 19
Base : All respondents

T2. (SHOWCARD) How do you choose what TV programmes or films to watch via on-demand or streaming services? (MULTI CODE) 20
Base : Those who watch content via on-demand or streaming services

T4. How would you say BBC TV programmes are mainly funded? (SINGLE CODE) 22
Base : All respondents

T5. How would you say programmes are mainly funded on ITV, Channel 4 and Five? (SINGLE CODE) 23
Base : All respondents

T6. How is the Sky or Virgin Media TV service mainly funded? (SINGLE CODE) 24
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) 25
Base : All respondents

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T7. Can you tell me if you have any concerns about what is on TV? IF YES - What sorts of things are you concerned about? (MULTI CODE) 30
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) 35
Base : All respondents

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) 36
Base : Those who go online

SUMMARY OF USE OF PC/ LAPTOP/ NETBOOK AND OF ALTERNATIVE DEVICES TO GO ONLINE 38
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) 39
Base : All respondents

SUMMARY OF USE OF PC/ LAPTOP/ NETBOOK AND OF ALTERNATIVE DEVICES TO GO ONLINE 41
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) 42
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) 43
Base : Those who go online

IN5A. How many hours in a typical week would you say you go online at home? 45
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? 47
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)? 49
Base : Those who go online

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C 50
Base : Those who go online

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY: When you go online through a browser (like Google Chrome/ Internet Explorer/ Firefox and so on) small text files known as cookies are retained on your computer or mobile phone which contain information about a specific visit to a website or app. IF NECESSARY: 'strong' passwords are those that use combinations of uppercase and lowercase letters, numbers and other symbols (MULTI CODE) 52
Base : Those who go online

IN7. (SHOWCARD) Have you personally experienced any of the following issues in the past 12 months? (MULTI CODE) 54
Base : Those who go online

IN8A. (SHOWCARD) Which of these reasons describe why you don't go online? (MULTI CODE) 56
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) 58
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) 60
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) 61
Base : Those who do not go online

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IN11A. (SHOWCARD) Overall, how confident are you as an internet user? (SINGLE CODE) 63
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) 64
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) 65
Base : Those who go online

IN12. In the last month, when you have gone online, have you... (SINGLE CODE) 66
Base : Those who go online

IN13. (SHOWCARD) Which if any of these activities have you ever done online? (MULTI CODE) 67
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) 69
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Access news websites or websites about politics or current affairs 71
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Sign an online petition or used a campaigning website such as change.org 72
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 73
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.) 74
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 75
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Look online at job opportunities or apply for a job online 76
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online for your leisure time including cinema and live music 77
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Compare products or services online such as looking at reviews or doing price comparison searches 78
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Find information online about cultural activities such as museums or theatre 79
Base : Those who go online

SUMMARY OF ONLINE ACTIVITIES UNDERTAKEN - Pay bills or check bills online 80
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) 81
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) 83
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) 89
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) 94
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) 95
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) 97
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) 99
Base : Those who go online

IN19B. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE) 100
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) 102
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) 104
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) 105
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) 106
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) 108
Base : Those with a profile or account on a social media or messaging 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) 110
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) 111
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 site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE) 112
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 site or apps which, if any, of these things would you ever do if you wanted to check the information in the article to see if it was true? IF NECESSARY: For example, this might be a news story or article that appears in your news feed, or a link to an article that is shared with you or sent to you, something that you see through a 'trending' section of the site or through any channels you visit on social media (MULTI CODE) 115
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) 118
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) 119
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

IN31. How do you think the BBC's website is mainly funded? (SINGLE CODE) 121
Base : All respondents

IN32. How do you think search engine websites such as Google or Bing are mainly funded? (SINGLE CODE) 123
Base : All respondents

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IN33. How do you think the BBC's iPlayer service is mainly funded? (SINGLE CODE) 125
Base : All respondents

IN34. How do you think YouTube is mainly funded? (SINGLE CODE) 127
Base : All respondents

IN35A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET - Internet users must be protected from seeing inappropriate or offensive content. (SINGLE CODE) 129
Base : Those who go online

IN35B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT THE INTERNET - As long as the internet provides good websites it doesn't really matter who owns the websites or how they're funded. (SINGLE CODE) 130
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) 131
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) 132
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) 133
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) 134
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) 135
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) 136
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 on search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE) 137
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) 139
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) 141
Base : Those who say they buy things online

IN40. (SHOWCARD) Lots of websites now ask you to register your personal details with them, which if any of these things do you do before registering personal details online? IF NECESSARY By personal details I mean things like your email address, your home address or phone number, your date of birth and place of birth and so on. I look to see... (MULTI CODE) 143
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) 146
Base : Those who go online

IN45. Have you used search engines such as Google or Bing in the last year? (SINGLE CODE) 148
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) 149
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) 150
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) 151
Base : Those who go online

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IN49. (SHOWCARD) Which of the following statements best describes your feelings about online advertisements? (SINGLE CODE) 152
Base : Those who go online

IN50. (SHOWCARD) Have you ever done any of the following? (MULTI CODE) 153
Base : Those who go online

IN51. (SHOWCARD) On sites like YouTube, Snapchat or Vimeo some vloggers or influencers with lots of followers like Zoella or Thatcher Joe, might say good things about a particular company or product or brand, such as Nike clothing, a new game or clothes from TopShop. Which, if any, of these are reasons why they might say good things about these products or brands? (MULTI CODE) 154
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 John Lewis or Tesco websites/ apps (MULTI CODE) 155
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. 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) 157
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) 159
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: MoneySuperMarket.com, PriceRunner, USwitch, CompareTheMarket.com, Go Compare, Kelkoo etc. (MULTI CODE) 161
Base : Those who go online

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE) 163
Base : Those who go online

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE) 165
Base : Those who have ever used a price comparison website

SUMMARY OF USE OF PRICE COMPARISON WEBSITES 167
Base : Those who go online

SUMMARY OF USE OF PRICE COMPARISON WEBSITES - Insurance (e.g. travel, life, home or car/ van) 168
Base : Those who go online

SUMMARY OF USE OF PRICE COMPARISON WEBSITES - Banking (e.g. loans, credit cards or mortgages) 169
Base : Those who go online

SUMMARY OF USE OF PRICE COMPARISON WEBSITES - Utilities (e.g. gas, electricity, water) 170
Base : Those who go online

SUMMARY OF USE OF PRICE COMPARISON WEBSITES - Household services (e.g. broadband, pay TV, mobile phone, landline, postal services) 171
Base : Those who go online

SUMMARY OF USE OF PRICE COMPARISON WEBSITES - Travel (e.g. flights, hotels, holidays) 172
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? When I use a price comparison website, I think that the deal or deals that are listed first could be... (MULTI CODE) 173
Base : Those who have ever used a price comparison website

IN58A. You said earlier you ever 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) 174
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) 175
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

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IN61. Have you ever reported inappropriate content to YouTube? IF YES - (SHOWCARD) How did you report this inappropriate content to YouTube (MULTI CODE) 176
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) 177
Base : Those who ever watch videos on sites or apps like YouTube, Vimeo, Snapchat or Facebook

IN64. Why did you not report the inappropriate content to YouTube? (MULTI CODE) 178
Base : Those who have seen anything inappropriate on YouTube and not reported it

IN64. Why did you not report the 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

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE) 187
Base : Those who have seen anything inappropriate on Facebook and not reported it

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE) 189
Base : Those with a Facebook profile

SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - FACEBOOK 191
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) 192
Base : Those with a Twitter profile

IN60B. Have you ever seen something on Twitter that you considered inappropriate? (SINGLE CODE) 193
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) 194
Base : Those who have ever seen anything inappropriate on Twitter

IN63. Have you ever reported inappropriate content to Twitter? IF YES - (SHOWCARD) How did you report this inappropriate content to Twitter? (MULTI CODE) 195
Base : Those with a Twitter profile

IN66. Why did you not report the inappropriate content to Twitter? (MULTI CODE) 196
Base : Those who have seen anything inappropriate on Twitter and not reported it

IN66. Why did you not report the inappropriate content to Twitter? (MULTI CODE) 197
Base : Those with a Twitter profile

SUMMARY FOR REPORTING INAPPROPRIATE CONTENT - TWITTER 199
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) 200
Base : All respondents

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M1. Can you tell me if you have any concerns about mobile phones? IF YES - What sorts of things are you concerned about? (MULTI CODE) 204
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) 208
Base : Those who have a smartphone

M2B. Do you ever check your data allowance to see how much data you have left? (SINGLE CODE) 209
Base : Those with a smartphone who know how to check their mobile data allowance

SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE 210
Base : Those who have a smartphone

M3. Do you ever use up your data allowance on your mobile phone? (SINGLE CODE) 211
Base : Those who have a smartphone

M4. (SHOWCARD) When you are at risk of running out of data do you ever do any of the following things? (MULTI CODE) 212
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 or hotels. Some of these may require you to register or to log in to gain access to the public Wi-Fi. (SINGLE CODE) 213
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) 214
Base : Those who have a smartphone

M7. (SHOWCARD) Using this card please tell me how often you use your mobile phone to complete a form or an application for something on your phone (SINGLE CODE) 215
Base : Those who have a smartphone

G1. (SHOWCARD) Do you ever play games at home or elsewhere in any of these ways? (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) 218
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) 222
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 : 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) 226
Base : All respondents

C1. (SHOWCARD) Please take a look at the options shown on this card and let me know which number applies to you? (SINGLE CODE) 227
Base : All respondents

C2. How many people are there in your household in total (including yourself)? (SINGLE CODE) 228
Base : All respondents

C3. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian? (SINGLE CODE) 229
Base : All respondents

C4. And what ages are these children (MULTI CODE) 230
Base : Those with children aged under 16 at home

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE) 231
Base : All respondents

C6a. Are you currently working? IF YES - Is that full-time or part-time? (SINGLE CODE) 233
Base : All respondents

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C6b. Are any other adults in the household working either full time or part time? (SINGLE CODE) 234
Base : Households with more than one adult where the respondent is not working

C7. At what age did you finish your education? IF STILL IN EDUCATION - At what age do you expect to finish your education? (SINGLE CODE) 235
Base : All respondents

C8. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE) 236
Base : All respondents

C9. (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

C10. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE) 239
Base : All respondents

C11. Do you have any long-standing illness, disability or infirmity? IF NECESSARY: By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time? (SINGLE CODE) 240
Base : All respondents (giving their consent to answer this question)

C12. Does this illness, disability or infirmity limit your activities in any way? (SINGLE CODE) 241
Base : Those with a long standing illness/ disability or infirmity (giving thieir consent to answer this question)

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE) 242
Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

C15. (SHOWCARD) How would you describe your national identity? (SINGLE CODE) 244
Base : All respondents (giving their consent to answer this question)

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE) 245
Base : All respondents (giving their consent to answer this question)

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
England	1254	192	250	131	119	1254	480	167	952	833	99
	85%	86%	85%	85%	86%	85%	84%	84%	85%	86%	95%
											i
Scotland	133	20	24	14	10	133	50	18	103	82	2
	9%	9%	8%	9%	7%	9%	9%	9%	9%	8%	2%
										j	
Wales	59	9	13	7	6	59	27	13	41	36	3
	4%	4%	4%	4%	4%	4%	5%	6%	4%	4%	3%
Northern Ireland	30	4	6	3	3	30	12	2	22	18	*
	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	*%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
London	210	31	11	8	3	210	37	5	182	102	55
	14%	14%	4%	5%	2%	14%	6%	2%	16%	11%	53%
		bcd				bcd			g		i
South East	198	25	43	20	23	198	69	38	148	135	13
	13%	11%	15%	13%	17%	13%	12%	19%	13%	14%	12%
								h			
South West	127	27	36	19	17	127	58	18	95	74	1
	9%	12%	12%	12%	13%	9%	10%	9%	8%	8%	1%
			e							j	
Eastern	130	26	32	19	14	130	60	24	102	83	4
	9%	12%	11%	12%	10%	9%	11%	12%	9%	9%	4%
East Midlands	102	17	28	13	15	102	48	8	72	87	5
	7%	8%	10%	9%	11%	7%	8%	4%	6%	9%	4%
West Midlands	140	20	30	14	17	140	55	13	98	73	5
	10%	9%	10%	9%	12%	10%	10%	7%	9%	8%	5%
Wales	59	9	13	7	6	59	27	13	41	36	3
	4%	4%	4%	4%	4%	4%	5%	6%	4%	4%	3%
Yorkshire & Humber	127	11	24	15	9	127	56	21	88	92	8
	9%	5%	8%	10%	6%	9%	10%	11%	8%	9%	8%
						a					
North East	63	8	14	6	8	63	29	16	46	61	1
	4%	4%	5%	4%	6%	4%	5%	8%	4%	6%	1%
								h		j	
North West	157	27	31	18	13	157	68	24	121	127	7
	11%	12%	11%	11%	9%	11%	12%	12%	11%	13%	7%
Scotland	133	20	24	14	10	133	50	18	103	82	2
	9%	9%	8%	9%	7%	9%	9%	9%	9%	8%	2%
										j	

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Northern Ireland	30	4	6	3	3	30	12	2	22	18	*
	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	*%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Urban	1278	186	234	122	112	1278	487	165	963	831	100
	87%	83%	80%	79%	81%	87%	85%	83%	86%	86%	95%
						bc					i
Rural	198	38	59	33	26	198	83	35	155	138	5
	13%	17%	20%	21%	19%	13%	15%	17%	14%	14%	5%
			e	e						j	

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
A	39 3%	7 3%	9 3%	4 3%	5 4%	39 3%	9 2%	4 2%	31 3%	22 2%	4 4%
B	355 24%	47 21%	61 21%	34 22%	27 19%	355 24%	61 11%	35 17%	290 26% g	241 25%	21 20%
C1	394 27%	54 24%	66 23%	36 23%	30 22%	394 27%	66 12%	43 22%	323 29% g	241 25%	35 34%
C2	321 22%	48 21%	64 22%	36 23%	28 20%	321 22%	64 11%	35 18%	256 23%	222 23%	17 16%
D	184 12%	37 17% bd	31 11%	19 13%	12 9%	184 12%	181 32%	23 12%	142 13%	122 13%	20 19%
E	182 12%	32 14%	61 21% ae	25 16%	36 26% ace	182 12%	188 33%	60 30% h	78 7%	121 12%	8 7%
SUMMARY CODES											
AB	394 27%	53 24%	70 24%	38 25%	32 23%	394 27%	70 12%	39 19%	321 29% g	264 27%	25 24%
DE	365 25%	69 31%	92 32% e	45 29%	48 35% e	365 25%	370 65%	83 41% h	220 20%	242 25%	27 26%
ABC1	789 53%	107 48%	136 46%	74 48%	62 45%	789 53% bd	136 24%	82 41%	643 57% g	504 52%	60 58%
C2DE	687 47%	117 52%	157 54% e	81 52%	76 55% e	687 47%	434 76%	118 59% h	476 43%	465 48%	45 42%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
16 - 17	32	-	-	-	-	32	10	2	27	24	4
	2%	-%	-%	-%	-%	2%	2%	1%	2%	2%	4%
						abd					
18 - 24	149	-	-	-	-	149	34	8	129	95	16
	10%	-%	-%	-%	-%	10%	6%	4%	12%	10%	16%
						abcd			g		
25 - 34	277	-	-	-	-	277	60	9	241	177	30
	19%	-%	-%	-%	-%	19%	11%	4%	22%	18%	29%
						abcd			g		i
35 - 44	286	-	-	-	-	286	53	26	225	186	24
	19%	-%	-%	-%	-%	19%	9%	13%	20%	19%	23%
						abcd			g		
45 - 54	216	-	-	-	-	216	51	22	164	132	15
	15%	-%	-%	-%	-%	15%	9%	11%	15%	14%	14%
						abcd					
55 - 64	224	224	-	-	-	224	69	34	158	159	10
	15%	100%	-%	-%	-%	15%	12%	17%	14%	16%	10%
		bcde				bcd					
65 - 74	166	-	154	154	-	166	154	43	112	111	3
	11%	-%	53%	100%	-%	11%	27%	21%	10%	11%	3%
			ade	abde		ad		h		j	
75-79	72	-	79	-	79	72	79	30	36	47	2
	5%	-%	27%	-%	57%	5%	14%	15%	3%	5%	2%
			ace		abce	ac		h			
80+	55	-	59	-	59	55	59	27	28	38	*
	4%	-%	20%	-%	43%	4%	10%	14%	3%	4%	*%
			ace		abce	ac		h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SUMMARY CODES											
16 - 24	181	-	-	-	-	181	44	9	156	119	20
	12%	-%	-%	-%	-%	12%	8%	5%	14%	12%	19%
						abcd			g		
25 - 44	563	-	-	-	-	563	114	35	466	363	54
	38%	-%	-%	-%	-%	38%	20%	17%	42%	37%	51%
						abcd			g		i
45 - 64	440	224	-	-	-	440	119	56	321	291	25
	30%	100%	-%	-%	-%	30%	21%	28%	29%	30%	24%
		bcde				bcd					
55+	516	224	292	154	138	516	361	134	334	355	16
	35%	100%	100%	100%	100%	35%	63%	67%	30%	37%	16%
		e	e	e	e			h		j	
65+	292	-	292	154	138	292	292	100	176	196	6
	20%	-%	100%	100%	100%	20%	51%	50%	16%	20%	6%
			ae	ae	ae	a		h		j	
75+	127	-	138	-	138	127	138	57	64	85	3
	9%	-%	47%	-%	100%	9%	24%	29%	6%	9%	2%
			ace		abce	ac		h		j	

Columns Tested: a,b,c,d,e - g,h - i,j

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

RESPONDENT'S GENDER

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Male	723	107	129	74	55	723	247	90	550	481	52
	49%	48%	44%	48%	40%	49%	43%	45%	49%	50%	50%
						d					
Female	753	117	163	80	82	753	322	110	569	488	52
	51%	52%	56%	52%	60%	51%	57%	55%	51%	50%	50%
					e						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Computer - Laptop, desktop or netbook computer (PC or Mac)	1051	153	163	100	62	1051	317	100	851	696	81
	71%	68%	56%	65%	45%	71%	56%	50%	76%	72%	78%
		bd	d	bd		bd			g		
Tablet (like an iPad, Kindle Fire or Google Nexus)	1005	130	147	88	58	1005	309	103	805	668	68
	68%	58%	50%	57%	42%	68%	54%	52%	72%	69%	65%
		d		d		abcd			g		
Standard TV set	921	154	236	118	118	921	414	147	685	617	39
	62%	69%	81%	77%	85%	62%	73%	73%	61%	64%	37%
			ae	e	ace			h		j	
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	804	119	141	85	56	804	255	98	638	570	41
	54%	53%	48%	55%	41%	54%	45%	49%	57%	59%	39%
		d		d		bd			g	j	
Radio set (either DAB or AM/ FM)	787	144	201	102	99	787	315	117	581	536	40
	53%	64%	69%	66%	72%	53%	55%	59%	52%	55%	38%
		e	e	e	e					j	
Smart TV set (a TV set that connects directly to the internet)	780	98	84	49	35	780	200	75	626	495	71
	53%	44%	29%	32%	25%	53%	35%	38%	56%	51%	68%
		bcd				abcd			g		i
Games console or handheld games player	600	48	13	10	2	600	136	64	482	402	44
	41%	21%	4%	7%	2%	41%	24%	32%	43%	41%	42%
		bcd		d		abcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	294 20%	29 13% bcd	11 4%	8 5%	3 2%	294 20% abcd	40 7%	19 10%	246 22% g	193 20%	20 19%
Smart speakers which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	249 17%	15 7%	16 6%	11 7%	6 4%	249 17% abcd	46 8%	16 8%	209 19% g	164 17%	15 14%
ANY TV	1418 96%	217 97%	285 97%	149 96%	136 99%	1418 96%	546 96%	196 98%	1075 96%	940 97% j	94 89%
None of these	8 1%	- -%	2 1%	2 1%	* *%	8 1%	8 1%	1 *%	4 *%	4 *%	3 2% i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Computer - Laptop, desktop or netbook computer (PC or Mac)	957 65%	137 61% bd	144 49%	87 56% d	57 41%	957 65% bcd	281 49%	83 41%	779 70% g	631 65%	77 73%
Tablet (like an iPad, Kindle Fire or Google Nexus)	873 59%	113 51% bd	122 42% d	79 51% bd	43 31%	873 59% abcd	262 46%	91 46%	698 62% g	576 59% j	50 48%
Standard TV set	844 57%	148 66% e	229 78% ae	115 75% e	113 82% ae	844 57%	398 70%	144 72% h	619 55%	570 59% j	32 31%
Smart TV set (a TV set that connects directly to the internet)	753 51%	94 42% bcd	79 27%	46 30%	33 24%	753 51% abcd	190 33%	71 36%	606 54% g	479 49%	71 68% i
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	700 47%	100 45%	129 44%	78 51% d	51 37%	700 47% d	225 40%	83 41%	559 50% g	499 52% j	34 33%
Radio set (either DAB or AM/ FM)	651 44%	127 57% e	177 60% e	92 59% e	85 62% e	651 44%	271 48%	102 51% h	478 43%	444 46% j	32 30%
Games console or handheld games player	371 25%	22 10% bcd	4 1%	3 2%	1 1%	371 25% abcd	71 12%	34 17%	302 27% g	251 26%	31 30%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Smart speakers which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	207 14%	14 6%	13 4%	8 5%	5 4%	207 14% abcd	38 7%	14 7%	177 16% g	141 15%	10 10%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	206 14%	23 10% bcd	8 3%	5 3%	3 2%	206 14% bcd	29 5%	14 7%	174 16% g	131 14%	15 14%
ANY TV	1387 94%	213 95%	282 96%	147 95%	134 97%	1387 94%	536 94%	194 97% h	1050 94%	919 95% j	93 89%
None of these	12 1%	- -%	3 1%	2 1%	1 1%	12 1%	10 2%	1 *%	7 1%	5 1%	3 2% i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Yes	1416	214	254	142	112	1416	522	177	1085	932	103
	96%	96%	87%	92%	81%	96%	92%	88%	97%	96%	98%
		bd		d		bcd			g		
No	60	10	38	12	26	60	47	23	34	37	2
	4%	4%	13%	8%	19%	4%	8%	12%	3%	4%	2%
			ae	e	ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
Yes	1174	160	108	72	36	1174	331	104	947	755	92
	83%	75%	43%	51%	32%	83%	63%	59%	87%	81%	89%
		bcd	d	d		abcd			g		
No	240	54	145	70	75	240	191	72	137	176	11
	17%	25%	57%	49%	67%	17%	37%	41%	13%	19%	11%
		e	ae	ae	abce			h			
Don't know	1	-	1	1	*	1	1	*	-	1	-
	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
SMARTPHONE	1174	160	108	72	36	1174	331	104	947	755	92
	83%	75%	43%	51%	32%	83%	63%	59%	87%	81%	89%
		bcd	d	d		abcd			g		
NOT A SMARTPHONE	240	54	145	70	75	240	191	72	137	176	11
	17%	25%	57%	49%	67%	17%	37%	41%	13%	19%	11%
		e	ae	ae	abce			h			
UNSURE WHETHER SMARTPHONE	1	-	1	1	*	1	1	*	-	1	-
	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%
USES A MOBILE PHONE	1416	214	254	142	112	1416	522	177	1085	932	103
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SMARTPHONE	1174	160	108	72	36	1174	331	104	947	755	92
	80%	71%	37%	47%	26%	80%	58%	52%	85%	78%	88%
		bcd	d	bd		abcd			g		i
NOT A SMARTPHONE	240	54	145	70	75	240	191	72	137	176	11
	16%	24%	50%	45%	55%	16%	34%	36%	12%	18%	11%
		e	ae	ae	ae			h			
UNSURE WHETHER SMARTPHONE	1	-	1	1	*	1	1	*	-	1	-
	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%
USES A MOBILE PHONE	1416	214	254	142	112	1416	522	177	1085	932	103
	96%	96%	87%	92%	81%	96%	92%	88%	97%	96%	98%
		bd		d		bcd			g		
DOES NOT USE A MOBILE PHONE	60	10	38	12	26	60	47	23	34	37	2
	4%	4%	13%	8%	19%	4%	8%	12%	3%	4%	2%
			ae	e	ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Mobile phone or Smartphone	753	77	38	27	11	753	190	52	621	460	79
	51%	34%	13%	18%	8%	51%	33%	26%	55%	47%	76%
		bcd		d		abcd			g		i
Standard TV set	240	56	133	58	75	240	183	71	143	167	8
	16%	25%	45%	38%	54%	16%	32%	35%	13%	17%	8%
		e	ae	ae	ace			h		j	
Smart TV set (a TV set that connects directly to the internet)	172	31	35	20	16	172	68	33	120	126	7
	12%	14%	12%	13%	11%	12%	12%	16%	11%	13%	7%
								h			
Computer - Laptop, desktop or netbook computer (PC or Mac)	126	26	26	13	13	126	40	11	102	84	9
	9%	12%	9%	8%	10%	9%	7%	6%	9%	9%	8%
Tablet (like an iPad, Kindle Fire or Google Nexus)	70	14	28	20	8	70	35	11	57	48	1
	5%	6%	10%	13%	6%	5%	6%	6%	5%	5%	1%
			e	ade							
Radio set (either DAB or AM/ FM)	47	10	19	6	12	47	25	9	33	33	1
	3%	4%	6%	4%	9%	3%	4%	5%	3%	3%	1%
			e		e						
Games console or handheld games player	23	-	-	-	-	23	6	3	17	20	-
	2%	-%	-%	-%	-%	2%	1%	2%	2%	2%	-%
						ab					
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	8	3	1	1	1	8	4	1	6	7	-
	1%	1%	*%	*%	*%	1%	1%	*%	1%	1%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Smart speakers which can respond to voice commands (like Amazon Echo/ Alexa, Google Home, Apple Home Pod)	4 *%	- -%	1 *%	1 1%	- -%	4 *%	2 *%	1 *%	3 *%	1 *%	- -%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	1 *%	* *%	- -%	- -%	- -%	1 *%	* *%	- -%	* *%	* *%	- -%
ANY TV	412 28%	86 39% e	168 57% ae	78 50% ae	90 65% ace	412 28%	251 44%	104 52% h	263 24%	293 30% j	15 14%
None of these	24 2%	6 3%	8 3%	6 4% e	1 1%	24 2%	11 2%	6 3%	13 1%	16 2%	- -%
Don't know	7 1%	2 1%	3 1%	2 1%	1 1%	7 1%	4 1%	2 1%	4 *%	6 1%	- -%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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, 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Yes	887	97	82	52	30	887	232	80	728	586	56
	60%	43%	28%	34%	22%	60%	41%	40%	65%	61%	54%
		bcd		d		abcd			g		
No	584	126	208	101	107	584	336	118	388	378	48
	40%	56%	71%	66%	77%	40%	59%	59%	35%	39%	46%
		e	ae	e	ace			h			
Don't know	5	1	2	1	1	5	2	1	3	5	-
	*%	*%	1%	1%	1%	*%	*%	1%	*%	*%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1059	136	140	77	63	1059	323	116	852	684	58
Effective Weighted Sample	809	107	102	62	41	809	241	86	654	529	47
Total	887	97	82	52	30	887	232	80	728	586	56
I have specific programmes I watch regularly	508	55	40	**	**	508	128	46	421	325	**
	57%	57%	49%	**	**	57%	55%	57%	58%	55%	**
If it's something I missed when it was shown/ originally broadcast	424	58	43	**	**	424	107	42	345	311	**
	48%	60%	53%	**	**	48%	46%	52%	47%	53%	**
		e									
I browse through the service to see what's available	411	52	32	**	**	411	101	37	338	284	**
	46%	53%	39%	**	**	46%	44%	46%	47%	48%	**
		b									
Friends or family tell me about them/ recommend them	375	42	28	**	**	375	91	30	318	252	**
	42%	43%	34%	**	**	42%	39%	38%	44%	43%	**
I like to watch a specific type of show or film (e.g, horror, comedies, drama and so on)	322	35	21	**	**	322	74	26	276	226	**
	36%	36%	26%	**	**	36%	32%	32%	38%	38%	**
						b					
I see it promoted in trailers or adverts	219	25	14	**	**	219	50	22	180	145	**
	25%	26%	16%	**	**	25%	21%	27%	25%	25%	**
I see it recommended or highlighted by the service (newly added / most popular / you might enjoy sections)	162	21	10	**	**	162	31	11	141	113	**
	18%	22%	12%	**	**	18%	13%	13%	19%	19%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1059	136	140	77	63	1059	323	116	852	684	58
Effective Weighted Sample	809	107	102	62	41	809	241	86	654	529	47
Total	887	97	82	52	30	887	232	80	728	586	56
Somebody mentions it on social media	125	9	4	**	**	125	25	11	107	90	**
	14%	9%	5%	**	**	14%	11%	14%	15%	15%	**
						b					
It's discussed or reviewed on TV, radio or in newspapers or magazines	95	19	11	**	**	95	26	9	83	67	**
	11%	19%	14%	**	**	11%	11%	11%	11%	11%	**
		e									
Other	10	2	3	**	**	10	5	2	7	4	**
	1%	2%	4%	**	**	1%	2%	2%	1%	1%	**
			e								
Don't know	5	-	-	**	**	5	1	-	5	4	**
	1%	-%	-%	**	**	1%	1%	-%	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Licence fee/ by the public	1184	199	259	138	122	1184	449	165	884	791	55
	80%	89%	89%	89%	88%	80%	79%	83%	79%	82%	52%
		e	e	e	e					j	
Advertising	50	3	4	2	2	50	11	4	46	27	15
	3%	1%	1%	1%	2%	3%	2%	2%	4%	3%	15%
						b					i
By the government	42	7	12	8	4	42	20	6	32	21	7
	3%	3%	4%	5%	3%	3%	4%	3%	3%	2%	7%
											i
Sales of programmes and/or services to other channels/countries	9	2	1	1	-	9	2	-	9	5	-
	1%	1%	*%	1%	-%	1%	*%	-%	1%	1%	-%
Programme sponsorship	8	*	-	-	-	8	*	1	6	5	1
	1%	*%	-%	-%	-%	1%	*%	1%	1%	1%	1%
Other	5	1	2	1	1	5	4	1	4	4	-
	*%	*%	1%	1%	1%	*%	1%	*%	*%	*%	-%
Don't know	177	13	14	5	9	177	83	24	138	116	27
	12%	6%	5%	3%	7%	12%	15%	12%	12%	12%	25%
						abcd					i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Advertising	1020	174	229	123	106	1020	403	144	769	685	52
	69%	78%	78%	80%	77%	69%	71%	72%	69%	71%	49%
		e	e	e	e					j	
Licence fee/ by the public	103	16	16	11	5	103	36	9	79	57	12
	7%	7%	6%	7%	3%	7%	6%	4%	7%	6%	11%
Programme sponsorship	81	10	14	5	9	81	25	8	63	56	3
	5%	5%	5%	3%	6%	5%	4%	4%	6%	6%	3%
Sales of programmes and/or services to other channels/countries	27	4	2	1	1	27	3	*	24	20	-
	2%	2%	1%	1%	1%	2%	1%	*%	2%	2%	-%
									g		
By the government	23	3	3	1	2	23	6	3	17	17	3
	2%	1%	1%	1%	2%	2%	1%	2%	2%	2%	3%
Magazine/ book/ video/ DVD sales	3	1	1	1	-	3	1	1	2	2	1
	*%	*%	*%	1%	-%	*%	*%	1%	*%	*%	1%
Other	4	1	1	1	-	4	1	2	3	2	-
	*%	1%	*%	1%	-%	*%	*%	1%	*%	*%	-%
Don't know	215	15	26	11	15	215	95	33	162	130	35
	15%	7%	9%	7%	11%	15%	17%	16%	14%	13%	33%
						abc					i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Those with Sky or Virgin Media pay for it/ subscriptions to Sky or Virgin	833 56%	114 51%	146 50%	80 52%	66 48%	833 56% bd	289 51%	108 54%	647 58%	594 61% j	49 47%
Advertising	288 20%	59 26% e	66 23%	37 24%	29 21%	288 20%	111 20%	35 17%	212 19%	167 17%	17 16%
Sales of programmes and/or services to other channels/countries	43 3%	3 1%	4 1%	3 2%	2 1%	43 3%	10 2%	2 1%	35 3%	22 2%	3 3%
Programme sponsorship	39 3%	7 3%	9 3%	7 5% d	1 1%	39 3%	13 2%	5 3%	26 2%	23 2%	1 1%
Licence fee/ by the public	37 3%	5 2%	5 2%	4 3%	* *%	37 3%	14 3%	3 2%	31 3%	10 1%	8 7% i
By the government	11 1%	1 1%	3 1%	2 1%	1 1%	11 1%	5 1%	2 1%	6 1%	6 1%	1 *%
Other	12 1%	3 1%	2 1%	1 1%	1 1%	12 1%	5 1%	3 2%	8 1%	8 1%	- -%
Don't know	212 14%	31 14%	58 20% e	20 13%	37 27% ace	212 14%	121 21%	42 21% h	154 14%	138 14%	27 25% i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
No, do not have any concerns	937	132	133	79	55	937	328	97	742	615	70
	64%	59%	46%	51%	40%	64%	58%	49%	66%	63%	66%
		bd		d		bcd			g		
Violence (in general)	148	17	52	23	29	148	72	24	105	89	13
	10%	8%	18%	15%	21%	10%	13%	12%	9%	9%	13%
			ae	ae	ae						
Too many repeats	131	23	33	21	12	131	59	20	96	97	8
	9%	10%	11%	14%	9%	9%	10%	10%	9%	10%	8%
				e							
Too many reality TV programmes	118	25	31	18	14	118	42	15	87	80	6
	8%	11%	11%	11%	10%	8%	7%	8%	8%	8%	6%
Bad/ offensive language (spoken or song lyrics)	116	10	51	23	28	116	63	25	84	68	9
	8%	5%	17%	15%	21%	8%	11%	12%	7%	7%	9%
			ae	ae	ae			h			
Poor quality programmes	110	20	31	18	14	110	46	16	79	72	10
	7%	9%	11%	12%	10%	7%	8%	8%	7%	7%	9%
			e								
Sex/ nakedness (in general)	100	14	34	11	23	100	49	21	68	60	9
	7%	6%	12%	7%	17%	7%	9%	10%	6%	6%	8%
			ae		ace			h			
Inappropriate programmes shown before the watershed	90	15	29	13	16	90	37	15	68	57	7
	6%	7%	10%	8%	12%	6%	7%	8%	6%	6%	6%
			e		e						
Lack of originality/ programmes are too similar	83	18	19	10	10	83	28	10	64	59	8
	6%	8%	7%	6%	7%	6%	5%	5%	6%	6%	8%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Bad taste/ shock tactics	68	10	23	10	12	68	28	7	55	37	6
	5%	4%	8%	7%	9%	5%	5%	3%	5%	4%	6%
			e		e						
People behaving badly	67	8	25	14	11	67	31	9	50	37	8
	5%	4%	8%	9%	8%	5%	5%	4%	5%	4%	8%
			ae	ae							
Too many/ too long advertising breaks	67	8	14	5	9	67	28	6	52	44	6
	5%	4%	5%	3%	6%	5%	5%	3%	5%	5%	6%
Too many programmes with celebrities	66	11	14	8	6	66	18	8	48	43	6
	4%	5%	5%	5%	4%	4%	3%	4%	4%	4%	5%
Drug use/ drug references	57	5	18	10	8	57	20	5	47	25	9
	4%	2%	6%	6%	6%	4%	4%	3%	4%	3%	9%
			a	a							i
Inaccurate/ biased/ unreliable information broadcast/ reported	40	8	8	4	4	40	10	7	30	25	4
	3%	4%	3%	2%	3%	3%	2%	3%	3%	3%	4%
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	36	5	10	7	2	36	11	4	31	26	4
	2%	2%	3%	5%	2%	2%	2%	2%	3%	3%	4%
Irritating/ annoying sponsorship messages	33	4	9	4	5	33	11	4	25	19	4
	2%	2%	3%	3%	3%	2%	2%	2%	2%	2%	4%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	33 2%	7 3%	8 3%	5 3%	3 2%	33 2%	10 2%	2 1%	28 3%	24 2%	4 4%
Religion - Discriminatory treatment or portrayal of people based on religion	32 2%	3 2%	7 3%	5 3%	2 2%	32 2%	9 2%	1 1%	28 3%	20 2%	7 6% i
Too many American programmes	30 2%	3 1%	8 3%	5 3%	3 2%	30 2%	11 2%	1 1%	22 2%	19 2%	3 2%
Race - Discriminatory treatment or portrayal of people based on race	30 2%	3 2%	9 3%	5 4%	3 2%	30 2%	11 2%	3 1%	27 2%	19 2%	7 6% i
Age - Discriminatory treatment or portrayal of people based on age	27 2%	5 2%	13 4% e	6 4%	7 5% e	27 2%	15 3%	3 2%	20 2%	18 2%	1 1%
Not enough programmes for my age group	27 2%	1 1%	7 3%	2 1%	6 4% ae	27 2%	9 2%	4 2%	21 2%	17 2%	3 3%
Disability - Discriminatory treatment or portrayal of people based on disability	27 2%	2 1%	8 3%	6 4%	3 2%	27 2%	10 2%	4 2%	19 2%	19 2%	3 3%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Not enough racial diversity	24 2%	1 1%	5 2%	4 3% a	1 1%	24 2%	6 1%	- -%	19 2% g	14 1%	6 6% i
Not enough gender diversity in programmes	22 1%	* *%	3 1%	3 2% ad	- -%	22 1%	5 1%	1 1%	16 1%	15 2%	2 2%
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	20 1%	* *%	3 1%	2 1%	1 1%	20 1%	5 1%	2 1%	17 1%	14 1%	1 1%
Phone-in competitions that are fixed/ faked	20 1%	2 1%	3 1%	3 2%	* *%	20 1%	5 1%	1 *%	17 1%	12 1%	- -%
Product placement	17 1%	2 1%	3 1%	3 2%	* *%	17 1%	5 1%	1 *%	15 1%	12 1%	2 2%
Other	59 4%	14 6%	21 7% e	10 7%	10 8% e	59 4%	29 5%	19 9% h	39 3%	46 5%	1 *%
Don't know	21 1%	1 1%	4 1%	3 2%	1 1%	21 1%	12 2%	3 1%	13 1%	5 1%	3 3% i
SUMMARY CODES											
ANY CONCERNS	518 35%	91 40%	155 53% ae	73 47% e	82 60% ace	518 35%	230 40%	100 50% h	364 33%	349 36%	33 31%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
ANY HARMFUL/OFFENSIVE CONTENT	292	39	102	42	60	292	140	58	207	182	25
	20%	17%	35%	27%	44%	20%	25%	29%	19%	19%	24%
			ae	ae	ace			h			
ANY QUALITY OF CONTENT/REPEATS	268	54	73	43	29	268	113	41	196	188	19
	18%	24%	25%	28%	21%	18%	20%	21%	18%	19%	18%
		e	e	e							
ANY DIVERSITY OF CONTENT	108	15	32	14	18	108	40	9	85	63	19
	7%	7%	11%	9%	13%	7%	7%	5%	8%	6%	18%
			e		ae						i
ANY ADVERTISING/SPONSORSHIP	87	11	21	9	11	87	36	9	67	59	8
	6%	5%	7%	6%	8%	6%	6%	4%	6%	6%	8%
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	55	11	10	5	4	55	14	8	43	34	4
	4%	5%	3%	3%	3%	4%	2%	4%	4%	4%	4%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1815	300	466	215	251	1815	800	298	1320	1176	98
Effective Weighted Sample	1381	243	340	167	174	1381	591	220	1014	905	76
Total	1418	217	285	149	136	1418	546	196	1075	940	94
No, do not have any concerns	895	127	128	75	53	895	310	94	710	591	**
	63%	58%	45%	50%	39%	63%	57%	48%	66%	63%	**
		bd		d		bcd			g		
Violence (in general)	146	17	50	22	29	146	70	24	104	88	**
	10%	8%	18%	15%	21%	10%	13%	12%	10%	9%	**
			ae	a	ae						
Too many repeats	129	22	33	21	12	129	57	19	96	96	**
	9%	10%	12%	14%	9%	9%	10%	10%	9%	10%	**
				e							
Too many reality TV programmes	113	24	31	18	13	113	40	15	84	80	**
	8%	11%	11%	12%	10%	8%	7%	8%	8%	8%	**
Bad/ offensive language (spoken or song lyrics)	113	10	50	22	28	113	62	25	82	67	**
	8%	5%	18%	15%	21%	8%	11%	13%	8%	7%	**
			ae	ae	ae			h			
Poor quality programmes	107	20	31	18	13	107	44	16	78	70	**
	8%	9%	11%	12%	10%	8%	8%	8%	7%	7%	**
			e	e							
Sex/ nakedness (in general)	97	14	33	10	23	97	48	20	66	60	**
	7%	6%	12%	7%	17%	7%	9%	10%	6%	6%	**
			ae		ace			h			
Inappropriate programmes shown before the watershed	87	15	28	12	16	87	36	15	66	56	**
	6%	7%	10%	8%	12%	6%	7%	8%	6%	6%	**
			e		e						
Lack of originality/ programmes are too similar	82	18	19	10	9	82	27	10	63	59	**
	6%	8%	7%	7%	7%	6%	5%	5%	6%	6%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1815	300	466	215	251	1815	800	298	1320	1176	98
Effective Weighted Sample	1381	243	340	167	174	1381	591	220	1014	905	76
Total	1418	217	285	149	136	1418	546	196	1075	940	94
People behaving badly	66	8	24	13	11	66	30	9	49	36	**
	5%	4%	8%	9%	8%	5%	5%	4%	5%	4%	**
			ae	ae							
Too many programmes with celebrities	66	11	14	8	6	66	18	8	48	43	**
	5%	5%	5%	6%	4%	5%	3%	4%	4%	5%	**
Bad taste/ shock tactics	65	10	21	9	12	65	26	7	53	35	**
	5%	5%	8%	6%	9%	5%	5%	3%	5%	4%	**
			e		e						
Too many/ too long advertising breaks	64	8	14	5	9	64	27	6	50	43	**
	5%	4%	5%	4%	6%	5%	5%	3%	5%	5%	**
Drug use/ drug references	56	5	17	9	8	56	20	5	46	24	**
	4%	2%	6%	6%	6%	4%	4%	3%	4%	3%	**
			a	a							
Inaccurate/ biased/ unreliable information broadcast/ reported	39	8	8	4	4	39	10	7	29	25	**
	3%	4%	3%	2%	3%	3%	2%	3%	3%	3%	**
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	36	5	10	7	2	36	11	4	31	26	**
	3%	2%	3%	5%	2%	3%	2%	2%	3%	3%	**
Irritating/ annoying sponsorship messages	33	4	9	4	5	33	11	4	25	19	**
	2%	2%	3%	3%	4%	2%	2%	2%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1815	300	466	215	251	1815	800	298	1320	1176	98
Effective Weighted Sample	1381	243	340	167	174	1381	591	220	1014	905	76
Total	1418	217	285	149	136	1418	546	196	1075	940	94
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	33 2%	7 3%	8 3%	5 3%	3 2%	33 2%	10 2%	2 1%	28 3%	24 3%	** **
Religion - Discriminatory treatment or portrayal of people based on religion	31 2%	3 2%	7 3%	5 3%	2 2%	31 2%	9 2%	1 1%	27 3%	20 2%	** **
Too many American programmes	30 2%	3 1%	8 3%	5 3%	3 2%	30 2%	11 2%	1 1%	22 2%	19 2%	** **
Race - Discriminatory treatment or portrayal of people based on race	28 2%	3 2%	9 3%	5 4%	3 2%	28 2%	11 2%	3 1%	26 2%	19 2%	** **
Not enough programmes for my age group	27 2%	1 1%	7 3%	2 1%	6 4% a	27 2%	9 2%	4 2%	21 2%	17 2%	** **
Age - Discriminatory treatment or portrayal of people based on age	27 2%	5 2%	13 5% e	6 4%	7 5% e	27 2%	15 3%	3 2%	20 2%	18 2%	** **
Disability - Discriminatory treatment or portrayal of people based on disability	27 2%	2 1%	8 3%	6 4%	3 2%	27 2%	10 2%	4 2%	19 2%	19 2%	** **
Not enough racial diversity	23 2%	1 1%	5 2%	4 3% a	1 1%	23 2%	6 1%	- -%	18 2%	14 2%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1815	300	466	215	251	1815	800	298	1320	1176	98
Effective Weighted Sample	1381	243	340	167	174	1381	591	220	1014	905	76
Total	1418	217	285	149	136	1418	546	196	1075	940	94
Not enough gender diversity in programmes	20	*	3	3	-	20	5	1	14	15	**
	1%	*%	1%	2%	-%	1%	1%	1%	1%	2%	**
				ad							
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	20	*	3	2	1	20	5	2	17	14	**
	1%	*%	1%	1%	1%	1%	1%	1%	2%	2%	**
Phone-in competitions that are fixed/ faked	20	2	3	3	*	20	5	1	17	12	**
	1%	1%	1%	2%	*%	1%	1%	*%	2%	1%	**
Product placement	17	2	3	3	*	17	5	1	15	12	**
	1%	1%	1%	2%	*%	1%	1%	*%	1%	1%	**
Other	57	14	21	10	10	57	29	19	37	46	**
	4%	7%	7%	7%	8%	4%	5%	9%	3%	5%	**
			e		e			h			
Don't know	20	1	4	3	1	20	12	3	12	5	**
	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	**
SUMMARY CODES											
ANY CONCERNS	503	89	153	71	82	503	225	99	353	344	**
	35%	41%	54%	48%	60%	35%	41%	50%	33%	37%	**
			ae	e	ace			h			
ANY HARMFUL/OFFENSIVE CONTENT	285	39	100	40	60	285	138	58	202	179	**
	20%	18%	35%	27%	44%	20%	25%	29%	19%	19%	**
			ae	ae	abce			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1815	300	466	215	251	1815	800	298	1320	1176	98
Effective Weighted Sample	1381	243	340	167	174	1381	591	220	1014	905	76
Total	1418	217	285	149	136	1418	546	196	1075	940	94
ANY QUALITY OF CONTENT/REPEATS	261	53	72	43	29	261	111	41	192	186	**
	18%	24%	25%	29%	21%	18%	20%	21%	18%	20%	**
		e	e	e							
ANY DIVERSITY OF CONTENT	105	15	32	14	18	105	39	9	82	62	**
	7%	7%	11%	9%	13%	7%	7%	5%	8%	7%	**
			e		ae						
ANY ADVERTISING/SPONSORSHIP	84	11	20	9	11	84	36	9	65	58	**
	6%	5%	7%	6%	8%	6%	7%	4%	6%	6%	**
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	54	11	10	5	4	54	14	8	41	34	**
	4%	5%	3%	3%	3%	4%	3%	4%	4%	4%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Yes	1291	181	175	104	71	1291	415	134	1024	841	95
	87%	81%	60%	67%	52%	87%	73%	67%	92%	87%	91%
		bcd		d		abcd			g		
No	185	43	117	51	67	185	155	66	95	128	10
	13%	19%	40%	33%	48%	13%	27%	33%	8%	13%	9%
		e	ae	ae	ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Smartphone (like an iPhone or Samsung Galaxy)	1066	131	63	44	19	1066	259	86	872	690	**
	83%	72%	36%	43%	26%	83%	62%	64%	85%	82%	**
		bcd		d		abcd			g		
Computer - Laptop, desktop or netbook computer (PC or Mac)	863	131	122	69	53	863	243	77	697	572	**
	67%	72%	70%	66%	75%	67%	59%	57%	68%	68%	**
									g		
Tablet (like an iPad, Kindle Fire or Google Nexus)	738	86	97	63	34	738	207	68	603	497	**
	57%	48%	55%	61%	48%	57%	50%	51%	59%	59%	**
				a		a					
Smart TV (a TV set that connects directly to the internet and doesn't need a computer set-top box or games console to go online)	293	24	9	6	3	293	46	12	243	173	**
	23%	13%	5%	6%	4%	23%	11%	9%	24%	21%	**
		bcd				abcd			g		
Games console or handheld games player	188	5	1	*	1	188	34	13	160	131	**
	15%	3%	1%	*%	1%	15%	8%	10%	16%	16%	**
						abcd					
Wearable technology like a smartwatch (like an Apple Watch)	62	6	1	-	1	62	3	1	56	40	**
	5%	3%	1%	-%	1%	5%	1%	1%	5%	5%	**
						bc			g		
Other type of device	7	-	1	1	-	7	1	1	6	5	**
	1%	-%	*%	1%	-%	1%	*%	*%	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
GOES ONLINE	1291	181	175	104	71	1291	415	134	1024	841	**
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1169	149	117	77	40	1169	335	111	946	759	**
	91%	82%	67%	74%	56%	91%	81%	83%	92%	90%	**
		bd		d		abcd			g		
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	428	50	53	35	18	428	172	57	327	270	**
	33%	28%	30%	34%	25%	33%	41%	43%	32%	32%	**
								h			
ONLY USE A SMARTPHONE TO GO ONLINE	157	19	5	4	1	157	64	19	116	89	**
	12%	11%	3%	4%	2%	12%	15%	14%	11%	11%	**
		bcd				bcd					
ONLY USE A TABLET TO GO ONLINE	54	11	31	19	12	54	44	12	39	31	**
	4%	6%	18%	18%	17%	4%	11%	9%	4%	4%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DESKTOP/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	122	32	58	26	31	122	79	23	78	82	**
	9%	18%	33%	26%	44%	9%	19%	17%	8%	10%	**
		e	ae	e	ace			h			
DESKTOP/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	741	99	65	42	22	741	163	54	619	490	**
	57%	55%	37%	41%	31%	57%	39%	40%	60%	58%	**
		bcd				bcd			g		
ALTERNATIVE DEVICE AND NOT DESKTOP/ LAPTOP/ NETBOOK	428	50	53	35	18	428	172	57	327	270	**
	33%	28%	30%	34%	25%	33%	41%	43%	32%	32%	**
								h			
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1169	149	117	77	40	1169	335	111	946	759	**
	91%	82%	67%	74%	56%	91%	81%	83%	92%	90%	**
		bd		d		abcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Smartphone (like an iPhone or Samsung Galaxy)	1066	131	63	44	19	1066	259	86	872	690	84
	72%	58%	22%	29%	14%	72%	45%	43%	78%	71%	80%
		bcd	d	d		abcd			g		
Computer - Laptop, desktop or netbook computer (PC or Mac)	863	131	122	69	53	863	243	77	697	572	68
	58%	58%	42%	45%	39%	58%	43%	38%	62%	59%	65%
		bcd				bcd			g		
Tablet (like an iPad, Kindle Fire or Google Nexus)	738	86	97	63	34	738	207	68	603	497	38
	50%	38%	33%	41%	25%	50%	36%	34%	54%	51%	36%
		d	d	d		abcd			g	j	
Smart TV (a TV set that connects directly to the internet and doesn't need a computer set-top box or games console to go online)	293	24	9	6	3	293	46	12	243	173	28
	20%	11%	3%	4%	2%	20%	8%	6%	22%	18%	27%
		bcd				abcd			g		i
Games console or handheld games player	188	5	1	*	1	188	34	13	160	131	19
	13%	2%	*%	*%	*%	13%	6%	7%	14%	13%	18%
		b				abcd			g		
Wearable technology like a smartwatch (like an Apple Watch)	62	6	1	-	1	62	3	1	56	40	6
	4%	2%	*%	-%	1%	4%	*%	1%	5%	4%	6%
		bc				bcd			g		
Other type of device	7	-	1	1	-	7	1	1	6	5	1
	*%	-%	*%	*%	-%	*%	*%	*%	1%	*%	1%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
GOES ONLINE	1291	181	175	104	71	1291	415	134	1024	841	95
	87%	81%	60%	67%	52%	87%	73%	67%	92%	87%	91%
		bcd		d		abcd			g		
DOES NOT GO ONLINE	185	43	117	51	67	185	155	66	95	128	10
	13%	19%	40%	33%	48%	13%	27%	33%	8%	13%	9%
		e	ae	ae	ace			h			
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1169	149	117	77	40	1169	335	111	946	759	88
	79%	66%	40%	50%	29%	79%	59%	56%	85%	78%	84%
		bcd	d	bd		abcd			g		
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	428	50	53	35	18	428	172	57	327	270	27
	29%	22%	18%	23%	13%	29%	30%	29%	29%	28%	26%
		d		d		abd					
ONLY USE A SMARTPHONE TO GO ONLINE	157	19	5	4	1	157	64	19	116	89	15
	11%	9%	2%	3%	1%	11%	11%	9%	10%	9%	15%
		bcd				bcd					
ONLY USE A TABLET TO GO ONLINE	54	11	31	19	12	54	44	12	39	31	1
	4%	5%	11%	12%	9%	4%	8%	6%	4%	3%	1%
			ae	ae	e						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
DESKTOP/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	122	32	58	26	31	122	79	23	78	82	7
	8%	14%	20%	17%	23%	8%	14%	11%	7%	8%	7%
		e	e	e	ae			h			
DESKTOP/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	741	99	65	42	22	741	163	54	619	490	61
	50%	44%	22%	27%	16%	50%	29%	27%	55%	51%	58%
		bcd		d		bcd			g		
ALTERNATIVE DEVICE AND NOT DESKTOP/ LAPTOP/ NETBOOK	428	50	53	35	18	428	172	57	327	270	27
	29%	22%	18%	23%	13%	29%	30%	29%	29%	28%	26%
		d		d		abd					
NONE USED	185	43	117	51	67	185	155	66	95	128	10
	13%	19%	40%	33%	48%	13%	27%	33%	8%	13%	9%
		e	ae	ae	ace			h			
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1169	149	117	77	40	1169	335	111	946	759	88
	79%	66%	40%	50%	29%	79%	59%	56%	85%	78%	84%
		bcd	d	bd		abcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
In the past year	7	1	2	1	1	7	3	*	4	3	**
	1%	1%	1%	1%	2%	1%	1%	*%	*%	*%	**
In the past 2 years	13	3	6	5	1	13	11	3	8	8	**
	1%	1%	3%	4%	1%	1%	3%	2%	1%	1%	**
			e	e							
In the past 3-4 years	47	6	15	9	6	47	28	5	35	28	**
	4%	3%	9%	9%	8%	4%	7%	4%	3%	3%	**
			ae	ae	e						
In the past 5-9 years	214	23	32	16	16	214	81	23	165	139	**
	17%	13%	18%	15%	23%	17%	20%	17%	16%	17%	**
					a						
Ten years ago or more	961	141	115	69	46	961	272	99	773	635	**
	74%	78%	66%	67%	65%	74%	66%	74%	75%	75%	**
		bcd				bd					
Can't remember	50	8	5	4	1	50	20	4	38	28	**
	4%	4%	3%	4%	2%	4%	5%	3%	4%	3%	**
SUMMARY CODES											
IN THE PAST 1-2 YEARS	20	4	7	5	2	20	14	4	12	11	**
	2%	2%	4%	5%	3%	2%	3%	3%	1%	1%	**
			e	e							
IN THE PAST 1-4 YEARS	66	10	23	15	8	66	41	8	47	39	**
	5%	5%	13%	14%	11%	5%	10%	6%	5%	5%	**
			ae	ae	e						
FIVE YEARS AGO OR MORE	1225	171	152	89	64	1225	373	126	977	802	**
	95%	95%	87%	86%	89%	95%	90%	94%	95%	95%	**
		bc				bcd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
PROMPTED RESPONSES											
Ask a friend or family member to help	765	133	141	82	59	765	302	105	578	496	**
	59%	73%	80%	79%	82%	59%	73%	78%	56%	59%	**
		e	e	e	e			h			
Figure it out myself	466	42	45	31	13	466	111	29	400	312	**
	36%	23%	26%	30%	19%	36%	27%	22%	39%	37%	**
				d		abd			g		
Watch 'how to' videos on websites like YouTube or the BBC	306	36	19	12	6	306	58	25	255	207	**
	24%	20%	11%	12%	9%	24%	14%	19%	25%	25%	**
		bd				bcd					
Phone a helpline to get someone to talk me through it	161	29	17	8	9	161	29	9	143	119	**
	13%	16%	10%	7%	13%	13%	7%	7%	14%	14%	**
		bc							g		
Ask a colleague/ someone at work	132	16	4	4	-	132	11	5	113	88	**
	10%	9%	2%	4%	-%	10%	3%	4%	11%	10%	**
		bd				bcd			g		
Look for help from online courses like 'learn my way', Digital Unite, Age UK or BBC	89	9	6	4	2	89	15	8	72	56	**
	7%	5%	4%	4%	3%	7%	4%	6%	7%	7%	**
Go to the local library for help	31	5	6	3	3	31	12	4	20	17	**
	2%	3%	3%	3%	4%	2%	3%	3%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Go to my bank branch for help	20	4	-	-	-	20	1	4	15	15	**
	2%	2%	-%	-%	-%	2%	*%	3%	1%	2%	**
		b									
Give up or get someone else to do it for me	94	14	12	2	10	94	28	6	75	64	**
	7%	8%	7%	2%	14%	7%	7%	4%	7%	8%	**
		c			bce	c					
UNPROMPTED RESPONSES											
Google it/ use a search engine	35	7	4	1	3	35	10	5	27	26	**
	3%	4%	2%	1%	5%	3%	2%	4%	3%	3%	**
Other	5	3	*	-	*	5	1	1	4	2	**
	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	**
ANY OF THESE	1211	174	173	102	71	1211	402	131	956	790	**
	94%	96%	99%	98%	100%	94%	97%	98%	93%	94%	**
			e	e	e			h			
None of these/ I don't tend to get stuck when online	78	7	2	2	*	78	12	3	66	51	**
	6%	4%	1%	2%	*%	6%	3%	2%	6%	6%	**
						bcd			g		
Don't know	3	-	-	-	-	3	*	-	2	*	**
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
None	10	3	2	-	2	10	5	3	4	8	**
	1%	2%	1%	-%	3%	1%	1%	3%	*%	1%	**
					e			h			
Up to 1 hour	51	12	16	8	8	51	25	10	34	30	**
	4%	7%	9%	8%	11%	4%	6%	8%	3%	4%	**
			e	e	e			h			
Up to 5 hours	236	41	56	31	24	236	109	34	178	157	**
	18%	23%	32%	30%	34%	18%	26%	26%	17%	19%	**
			ae	e	ae			h			
Up to 10 hours	324	50	46	31	14	324	92	28	257	207	**
	25%	28%	26%	30%	20%	25%	22%	21%	25%	25%	**
Up to 15 hours	242	31	27	15	12	242	68	18	201	151	**
	19%	17%	16%	15%	17%	19%	16%	14%	20%	18%	**
Up to 20 hours	144	14	14	6	8	144	36	14	118	102	**
	11%	8%	8%	6%	11%	11%	9%	10%	11%	12%	**
Up to 30 hours	158	16	11	9	2	158	46	12	130	98	**
	12%	9%	6%	9%	3%	12%	11%	9%	13%	12%	**
						bd					
Up to 40 hours	63	4	*	*	-	63	15	6	56	44	**
	5%	2%	*%	*%	-%	5%	4%	5%	6%	5%	**
		b				bcd					
Up to 50 hours	27	3	1	1	*	27	8	2	22	22	**
	2%	2%	1%	1%	1%	2%	2%	1%	2%	3%	**
Over 50 hours	35	5	1	1	-	35	10	6	25	23	**
	3%	3%	*%	1%	-%	3%	3%	5%	2%	3%	**
						b					
Mean number of hours per week	15.8	12.8	9.6	10.5	8.4	15.8	14.0	14.6	16.2	15.9	**
		bd				abcd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Standard deviation	15.38	13.16	10.91	12.63	7.71	15.38	16.25	16.37	15.50	15.25	**
Standard error	.38	.83	.64	1.03	.65	.38	.67	1.15	.44	.48	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
None	638	111	164	94	70	638	346	111	454	433	**
	49%	61%	94%	91%	98%	49%	84%	83%	44%	51%	**
		e	ae	ae	ace			h			
Up to 1 hour	67	10	1	*	*	67	17	4	58	50	**
	5%	6%	*%	*%	1%	5%	4%	3%	6%	6%	**
		bcd				bcd					
Up to 5 hours	186	21	4	4	-	186	22	9	155	116	**
	14%	12%	3%	4%	-%	14%	5%	7%	15%	14%	**
		bcd		d		bcd			g		
Up to 10 hours	117	10	1	1	*	117	14	5	101	75	**
	9%	6%	1%	1%	*%	9%	3%	3%	10%	9%	**
		bcd				bcd			g		
Up to 15 hours	59	9	2	2	-	59	6	1	55	35	**
	5%	5%	1%	2%	-%	5%	1%	1%	5%	4%	**
		bd				bd			g		
Up to 20 hours	88	12	2	1	1	88	5	1	78	50	**
	7%	6%	1%	1%	1%	7%	1%	1%	8%	6%	**
		bcd				bcd			g		
Up to 30 hours	83	2	1	1	-	83	3	1	75	53	**
	6%	1%	*%	1%	-%	6%	1%	1%	7%	6%	**
						abcd			g		
Up to 40 hours	39	3	-	-	-	39	-	1	35	23	**
	3%	2%	-%	-%	-%	3%	-%	1%	3%	3%	**
		b				b					
Up to 50 hours	7	*	-	-	-	7	1	-	7	3	**
	1%	*%	-%	-%	-%	1%	*%	-%	1%	*%	**
Over 50 hours	7	1	-	-	-	7	-	1	6	4	**
	1%	1%	-%	-%	-%	1%	-%	1%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Mean number of hours per week	6.7	4.4	.6	.8	.3	6.7	1.2	1.8	7.5	6.2	**
		bcd				abcd			g		
Standard deviation	11.00	9.26	3.06	3.52	2.21	11.00	4.40	6.90	11.45	10.57	**
Standard error	.27	.58	.18	.29	.19	.27	.18	.48	.33	.33	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
None	523	91	130	76	55	523	242	81	389	344	**
	40%	51%	75%	73%	77%	40%	58%	60%	38%	41%	**
		e	ae	ae	ae			h			
Up to 1 hour	169	42	16	9	7	169	53	21	132	122	**
	13%	23%	9%	9%	10%	13%	13%	16%	13%	14%	**
		bcde									
Up to 5 hours	422	38	22	15	7	422	82	22	354	265	**
	33%	21%	13%	14%	10%	33%	20%	17%	35%	32%	**
		bd				abcd			g		
Up to 10 hours	120	6	3	2	1	120	23	5	104	79	**
	9%	3%	2%	2%	1%	9%	5%	4%	10%	9%	**
						abcd			g		
Up to 15 hours	28	2	1	1	1	28	8	3	21	15	**
	2%	1%	1%	1%	1%	2%	2%	2%	2%	2%	**
Up to 20 hours	14	2	-	-	-	14	1	-	11	7	**
	1%	1%	-%	-%	-%	1%	*%	-%	1%	1%	**
Up to 30 hours	7	-	2	1	1	7	4	-	6	4	**
	1%	-%	1%	1%	1%	1%	1%	-%	1%	*%	**
Up to 40 hours	7	-	-	-	-	7	1	1	6	5	**
	1%	-%	-%	-%	-%	1%	*%	1%	1%	1%	**
Up to 50 hours	1	-	-	-	-	1	-	-	1	1	**
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	**
Mean number of hours per week	2.9	1.4	.9	.9	.8	2.9	1.9	1.6	3.0	2.8	**
		b				abcd			g		
Standard deviation	4.94	2.91	2.78	2.69	2.91	4.94	4.31	4.26	5.05	4.94	**
Standard error	.12	.18	.16	.22	.25	.12	.18	.30	.14	.15	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
None	2	2	*	-	*	2	*	1	1	2	**
	*%	1%	*%	-%	*%	*%	*%	1%	*%	*%	**
Up to 1 hour	35	8	16	7	9	35	20	7	23	23	**
	3%	4%	9%	7%	12%	3%	5%	5%	2%	3%	**
			e	e	ae			h			
Up to 5 hours	154	30	50	27	24	154	95	31	105	100	**
	12%	17%	29%	26%	33%	12%	23%	23%	10%	12%	**
			ae	ae	ae			h			
Up to 10 hours	178	40	46	31	15	178	85	25	130	121	**
	14%	22%	26%	30%	21%	14%	21%	19%	13%	14%	**
		e	e	e							
Up to 15 hours	175	28	24	13	10	175	61	19	137	117	**
	14%	15%	13%	13%	14%	14%	15%	14%	13%	14%	**
Up to 20 hours	128	14	19	10	9	128	41	13	100	80	**
	10%	8%	11%	9%	12%	10%	10%	10%	10%	10%	**
Up to 30 hours	223	27	13	10	3	223	51	20	183	148	**
	17%	15%	7%	10%	4%	17%	12%	15%	18%	18%	**
		bd				bcd					
Up to 40 hours	156	16	2	2	1	156	23	6	143	101	**
	12%	9%	1%	2%	1%	12%	6%	4%	14%	12%	**
		bcd				bcd			g		
Up to 50 hours	93	5	2	2	*	93	15	2	77	56	**
	7%	2%	1%	2%	1%	7%	4%	2%	7%	7%	**
						abcd			g		
Over 50 hours	147	12	3	2	1	147	21	11	125	93	**
	11%	7%	1%	2%	1%	11%	5%	8%	12%	11%	**
		bcd				bcd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Mean number of hours per week	25.3	18.7 bcd	11.1	12.1	9.5	25.3 abcd	17.1	18.0	26.7 g	24.9	**
Standard deviation	21.83	19.13	12.45	13.87	9.95	21.83	18.89	20.00	22.24	21.01	**
Standard error	.55	1.21	.73	1.13	.84	.55	.78	1.40	.63	.66	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY: When you go online through a browser (like Google Chrome/ Internet Explorer/ Firefox and so on) small text files known as cookies are retained on your computer or mobile phone which contain information about a specific visit to a website or app. IF NECESSARY: 'strong' passwords are those that use combinations of uppercase and lowercase letters, numbers and other symbols (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Use strong passwords online or on devices used to go online	799 62%	112 62% bc	89 51%	50 48%	39 55%	799 62% bc	204 49%	75 56%	650 63%	548 65%	** **
Use security software such as an anti-virus or anti-spyware package (e.g. Norton, McAfee, Bitdefender, Kaspersky)	763 59%	110 61%	106 60%	64 62%	41 58%	763 59%	208 50%	78 58%	616 60%	513 61%	** **
Download the latest software updates onto devices when prompted	527 41%	76 42% bd	55 31%	38 36%	17 24%	527 41% bd	135 33%	52 39%	426 42%	364 43%	** **
Use a firewall	510 39%	71 39% d	54 31%	37 36%	17 24%	510 39% bd	108 26%	53 40%	413 40%	335 40%	** **
Routinely back-up the information on your devices	467 36%	55 30%	43 25%	28 27%	16 22%	467 36% bcd	105 25%	45 34%	376 37%	322 38%	** **
Delete cookies from your web browser (Google Chrome/ Internet Explorer/ Firefox/ Mozilla/ Safari/ Opera etc.)	453 35%	69 38% bcd	34 19%	24 23%	10 14%	453 35% bcd	105 25%	41 31%	372 36%	319 38%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY: When you go online through a browser (like Google Chrome/ Internet Explorer/ Firefox and so on) small text files known as cookies are retained on your computer or mobile phone which contain information about a specific visit to a website or app. IF NECESSARY: 'strong' passwords are those that use combinations of uppercase and lowercase letters, numbers and other symbols (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Use email filters or software that can block unwanted or spam emails	435 34%	63 35% d	46 26%	31 30%	14 20%	435 34% bd	100 24%	46 35%	348 34%	287 34%	** **
Use fingerprint or facial recognition technology to access a device or app or to make purchases online	346 27%	36 20% bd	19 11%	12 12%	6 9%	346 27% abcd	74 18%	24 18%	291 28% g	238 28%	** **
Use a virtual private network (VPN) to hide your location online	156 12%	19 11% d	10 6%	8 8%	3 4%	156 12% bd	32 8%	14 10%	131 13%	103 12%	** **
ANY OF THESE	1087 84%	149 83% b	129 74%	77 74%	52 73%	1087 84% bcd	309 75%	104 78%	877 86% g	727 86%	** **
None of these	167 13%	29 16%	33 19% e	19 19%	14 19%	167 13%	78 19%	22 17%	124 12%	93 11%	** **
Don't know	36 3%	3 1%	13 7% ae	7 7% ae	6 8% ae	36 3%	27 6%	7 6% h	23 2%	22 3%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
A computer virus on any device you use to go online	174 13%	31 17%	20 12%	12 11%	8 12%	174 13%	45 11%	25 19%	132 13%	116 14%	** **
Your email or social media account being hacked (someone accessing your account without your permission)	105 8%	11 6%	7 4%	2 2%	5 7%	105 8% bc	26 6%	11 8%	80 8%	75 9%	** **
Online contact from someone who was pretending to be someone else	74 6%	15 8%	9 5%	7 7%	2 3%	74 6%	20 5%	8 6%	64 6%	56 7%	** **
Lost money online (i.e. got scammed or ripped off)	49 4%	6 4%	4 2%	2 2%	1 2%	49 4%	12 3%	6 4%	38 4%	34 4%	** **
Your financial or other personal information being stolen and/ or used online without your permission or knowledge	44 3%	11 6% d	4 2%	3 3%	1 1%	44 3%	10 2%	4 3%	37 4%	29 3%	** **
Any form of online bullying/ harassment/ trolling	42 3%	6 3% b	* *%	- -%	* 1%	42 3% bc	7 2%	10 8% h	28 3%	32 4%	** **
Been threatened or stalked online	20 2%	5 3% b	- -%	- -%	- -%	20 2%	8 2%	6 5% h	11 1%	14 2%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
ANY OF THESE	347	56	37	23	14	347	98	48	266	240	**
	27%	31%	21%	23%	19%	27%	24%	36%	26%	29%	**
		bd						h			
None of these	937	125	134	79	55	937	311	81	756	597	**
	73%	69%	77%	76%	77%	73%	75%	61%	74%	71%	**
									g		
Don't know	7	*	4	1	3	7	6	4	2	5	**
	1%	*%	2%	1%	4%	1%	1%	3%	*%	1%	**
			e		ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
It's just not for people for like me/ I don't see the need/ I'm not interested in doing this	98	**	61	**	38	98	79	31	52	71	**
	53%	**	52%	**	57%	53%	51%	47%	55%	55%	**
Getting online/ getting connected to the internet is too complicated	27	**	17	**	8	27	23	13	13	21	**
	15%	**	15%	**	12%	15%	15%	20%	13%	17%	**
Someone else goes online for me	27	**	22	**	13	27	24	9	11	17	**
	14%	**	19%	**	19%	14%	15%	14%	11%	13%	**
I don't have the right equipment	25	**	17	**	9	25	23	8	11	13	**
	13%	**	14%	**	13%	13%	15%	13%	11%	10%	**
I don't trust the internet/ being online is not safe/ secure/data privacy issues	24	**	17	**	6	24	22	3	16	20	**
	13%	**	14%	**	9%	13%	14%	5%	16%	16%	**
									g		
Using the internet, finding your way around on the internet is too complicated	23	**	21	**	12	23	22	15	8	18	**
	13%	**	18%	**	18%	13%	14%	22%	8%	14%	**
								h			
The equipment needed to go online is too expensive/ not worth the money	21	**	12	**	4	21	19	9	7	17	**
	11%	**	10%	**	6%	11%	12%	13%	8%	13%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
Being connected to the internet is too expensive/ not worth the money	13	**	10	**	4	13	12	3	7	12	**
	7%	**	8%	**	5%	7%	8%	4%	8%	10%	**
I don't have the right help to know how to start	13	**	10	**	5	13	12	6	4	10	**
	7%	**	9%	**	8%	7%	8%	8%	5%	8%	**
Other	6	**	3	**	2	6	5	2	3	5	**
	3%	**	3%	**	3%	3%	3%	4%	3%	4%	**
Don't know	7	**	4	**	2	7	5	1	5	2	**
	4%	**	4%	**	3%	4%	3%	1%	5%	1%	**
SUMMARY CODES											
ANY REASONS RELATING TO BEING TOO COMPLICATED	40	**	29	**	16	40	34	21	17	32	**
	22%	**	24%	**	24%	22%	22%	32% h	18%	25%	**
ANY REASONS RELATING TO COSTS	28	**	17	**	6	28	26	10	12	23	**
	15%	**	15%	**	9%	15%	17%	15%	13%	18%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
It's just not for people for like me/ I don't see the need/ I'm not interested in doing this	87	**	53	**	36	87	70	29	47	62	**
	47%	**	45%	**	54%	47%	45%	43%	50%	49%	**
Someone else goes online for me	22	**	16	**	10	22	18	8	9	13	**
	12%	**	14%	**	14%	12%	12%	12%	9%	10%	**
Getting online/ getting connected to the internet is too complicated	17	**	9	**	3	17	13	6	11	13	**
	9%	**	8%	**	5%	9%	8%	9%	12%	10%	**
I don't trust the internet/ being online is not safe/ secure/data privacy issues	12	**	8	**	4	12	11	3	6	9	**
	7%	**	7%	**	5%	7%	7%	4%	7%	7%	**
Using the internet, finding your way around on the internet is too complicated	11	**	9	**	7	11	10	7	4	7	**
	6%	**	8%	**	11%	6%	7%	10%	5%	6%	**
The equipment needed to go online is too expensive/ not worth the money	10	**	5	**	*	10	11	6	2	7	**
	6%	**	4%	**	*%	6%	7%	9%	2%	6%	**
						d		h			
I don't have the right equipment	8	**	5	**	3	8	6	3	4	2	**
	4%	**	5%	**	4%	4%	4%	5%	4%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
Being connected to the internet is too expensive/ not worth the money	6 3%	** **	4 3%	** **	- -%	6 3%	5 3%	* *%	5 5% g	6 5%	** **
I don't have the right help to know how to start	3 1%	** **	2 2%	** **	1 1%	3 1%	3 2%	1 2%	1 1%	3 2%	** **
Other	3 2%	** **	1 1%	** **	1 1%	3 2%	3 2%	2 4% h	- -%	3 2%	** **
Don't know	7 4%	** **	4 4%	** **	2 3%	7 4%	5 3%	1 1%	5 5%	2 1%	** **
SUMMARY CODES											
ANY REASONS RELATING TO BEING TOO COMPLICATED	28 15%	** **	19 16%	** **	10 15%	28 15%	23 15%	13 19%	16 17%	20 16%	** **
ANY REASONS RELATING TO COSTS	16 9%	** **	9 8% d	** **	* *%	16 9% d	15 10%	6 9%	7 8%	13 10%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
To buy something/ for shopping	52	**	34	**	18	52	42	24	26	39	**
	28%	**	29%	**	27%	28%	27%	37%	27%	31%	**
To access other information	23	**	22	**	11	23	24	10	10	17	**
	12%	**	19%	**	16%	12%	15%	15%	11%	13%	**
To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax etc.)	15	**	11	**	6	15	12	5	8	10	**
	8%	**	9%	**	8%	8%	8%	8%	9%	8%	**
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	10	**	5	**	3	10	7	3	7	6	**
	5%	**	4%	**	5%	5%	5%	5%	7%	5%	**
To get in touch with someone	6	**	3	**	2	6	4	2	4	4	**
	3%	**	2%	**	2%	3%	2%	3%	4%	3%	**
TOTAL - YES	78	**	55	**	27	78	66	33	40	58	**
	42%	**	46%	**	41%	42%	43%	49%	42%	46%	**
No	103	**	62	**	38	103	87	33	52	69	**
	56%	**	53%	**	57%	56%	56%	51%	55%	54%	**
Don't know	4	**	1	**	1	4	2	-	3	1	**
	2%	**	1%	**	2%	2%	1%	-%	3%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
To buy something/ for shopping	18	**	12	**	4	18	14	6	9	13	**
	10%	**	11%	**	6%	10%	9%	9%	10%	10%	**
To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax etc.)	13	**	10	**	3	13	11	3	9	11	**
	7%	**	9%	**	5%	7%	7%	4%	10%	9%	**
To access other information	7	**	8	**	4	7	8	4	3	6	**
	4%	**	7%	**	6%	4%	5%	7%	3%	4%	**
To get in touch with someone	6	**	4	**	2	6	4	3	4	5	**
	3%	**	3%	**	2%	3%	3%	5%	4%	4%	**
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	6	**	1	**	*	6	3	1	4	4	**
	3%	**	1%	**	1%	3%	2%	2%	4%	3%	**
If I had someone to help me or to show me how to do it	5	**	4	**	2	5	5	1	3	4	**
	3%	**	4%	**	3%	3%	3%	2%	3%	3%	**
If I had better equipment or better access to the internet	3	**	-	**	-	3	-	1	2	1	**
	2%	**	-%	**	-%	2%	-%	1%	2%	1%	**
To watch TV shows on catch up or on demand services like Netflix, Now TV or ITV Hub, BBC iPlayer or All 4	1	**	1	**	-	1	1	-	1	1	**
	1%	**	1%	**	-%	1%	1%	-%	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	280	58	187	70	117	280	237	101	136	191	9
Effective Weighted Sample	224	49	136	53	84	224	177	79	110	152	8
Total	185	43	117	51	67	185	155	66	95	128	10
If my job required me to go online	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%	**	2%	*%	1%	-%	1%	*%	**
Other	3	**	1	**	1	3	1	1	2	2	**
	1%	**	1%	**	1%	1%	1%	2%	2%	2%	**
Nothing would prompt me to go online in the next 12 months	132	**	85	**	56	132	114	50	67	91	**
	71%	**	73%	**	85%	71%	74%	75%	71%	71%	**
					be						
Don't know	10	**	6	**	3	10	9	4	3	5	**
	5%	**	5%	**	5%	5%	6%	6%	3%	4%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Very confident	669	53	39	28	11	669	141	42	568	431	**
	52%	29%	22%	27%	15%	52%	34%	32%	55%	51%	**
		d		d		abcd			g		
Fairly confident	460	84	82	46	36	460	181	59	347	302	**
	36%	46%	47%	45%	50%	36%	44%	44%	34%	36%	**
		e	e	e	e			h			
Neither confident nor not confident	62	18	16	9	6	62	26	11	45	37	**
	5%	10%	9%	9%	9%	5%	6%	8%	4%	4%	**
		e	e	e							
Not very confident	80	20	31	16	14	80	52	13	54	57	**
	6%	11%	17%	16%	20%	6%	13%	10%	5%	7%	**
		e	e	e	ae			h			
Not at all confident	20	7	8	4	4	20	15	9	10	14	**
	2%	4%	5%	4%	6%	2%	4%	6%	1%	2%	**
		e	e		e			h			
Don't know	*	*	-	-	-	*	-	-	*	*	**
	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	**
SUMMARY CODES											
TOTAL CONFIDENT	1129	136	121	74	47	1129	322	101	915	733	**
	87%	75%	69%	72%	65%	87%	78%	76%	89%	87%	**
						abcd			g		
TOTAL NOT CONFIDENT	101	27	38	20	19	101	67	22	65	71	**
	8%	15%	22%	19%	26%	8%	16%	16%	6%	8%	**
		e	e	e	ae			h			
TOTAL NEITHER/ DON'T KNOW	62	18	16	9	6	62	26	11	45	38	**
	5%	10%	9%	9%	9%	5%	6%	8%	4%	4%	**
		e	e	e							

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Very confident	472	41	42	31	12	472	121	34	391	280	**
	37%	22%	24%	30%	16%	37%	29%	25%	38%	33%	**
				d		abd			g		
Fairly confident	489	75	52	24	28	489	140	52	393	345	**
	38%	41%	30%	23%	40%	38%	34%	39%	38%	41%	**
		bc			c	bc					
Neither confident nor not confident	131	22	25	17	9	131	53	9	105	84	**
	10%	12%	15%	16%	12%	10%	13%	7%	10%	10%	**
				e							
Not very confident	136	29	33	20	13	136	63	20	99	90	**
	11%	16%	19%	19%	18%	11%	15%	15%	10%	11%	**
		e	e	e	e			h			
Not at all confident	58	14	22	12	10	58	36	18	33	40	**
	4%	8%	12%	12%	14%	4%	9%	13%	3%	5%	**
		e	e	e	e			h			
Don't know	5	2	*	-	*	5	2	-	3	2	**
	*%	1%	*%	-%	1%	*%	*%	-%	*%	*%	**
SUMMARY CODES											
TOTAL CONFIDENT	961	115	95	55	40	961	261	86	784	625	**
	74%	64%	54%	53%	56%	74%	63%	65%	77%	74%	**
						abcd			g		
TOTAL NOT CONFIDENT	194	43	54	32	22	194	99	39	132	130	**
	15%	24%	31%	31%	31%	15%	24%	29%	13%	15%	**
		e	e	e	e			h			
TOTAL NEITHER/ DON'T KNOW	136	23	26	17	9	136	54	9	109	86	**
	11%	13%	15%	16%	13%	11%	13%	7%	11%	10%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Very confident	579	64	52	32	20	579	134	50	472	360	**
	45%	36%	30%	31%	28%	45%	32%	38%	46%	43%	**
						abcd					
Fairly confident	513	81	72	45	27	513	178	51	412	350	**
	40%	45%	41%	43%	37%	40%	43%	38%	40%	42%	**
Neither confident nor not confident	100	13	18	13	5	100	43	12	76	67	**
	8%	7%	10%	12%	7%	8%	10%	9%	7%	8%	**
Not very confident	63	16	21	8	13	63	37	11	41	41	**
	5%	9%	12%	8%	19%	5%	9%	8%	4%	5%	**
		e	e		ace			h			
Not at all confident	23	2	9	5	4	23	16	9	13	13	**
	2%	1%	5%	4%	6%	2%	4%	7%	1%	2%	**
			ae		ae			h			
Don't know	13	4	3	2	2	13	7	1	10	11	**
	1%	2%	2%	2%	2%	1%	2%	1%	1%	1%	**
SUMMARY CODES											
TOTAL CONFIDENT	1092	145	124	77	47	1092	312	101	883	710	**
	85%	80%	71%	74%	66%	85%	75%	75%	86%	84%	**
		bd				bcd			g		
TOTAL NOT CONFIDENT	86	18	30	12	18	86	53	20	54	53	**
	7%	10%	17%	12%	25%	7%	13%	15%	5%	6%	**
			ae	e	ace			h			
TOTAL NEITHER/ DON'T KNOW	113	18	21	15	7	113	50	13	87	78	**
	9%	10%	12%	14%	9%	9%	12%	10%	8%	9%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Only used websites or apps that you've used before	464 36%	83 46% e	90 51% e	60 58% ade	30 42%	464 36%	211 51%	70 52% h	345 34%	297 35%	** **
Used maybe one or two websites or apps that you haven't used before	504 39%	72 40%	62 35%	35 34%	26 37%	504 39%	136 33%	38 28%	410 40% g	344 41%	** **
Used lots of websites or apps that you haven't used before	285 22%	22 12%	13 7%	7 6%	6 9%	285 22% abcd	53 13%	22 17%	240 23%	180 21%	** **
Have not gone online in the last month	23 2%	1 1%	6 4%	1 1%	5 7% ae	23 2%	8 2%	1 1%	19 2%	11 1%	** **
Don't know	16 1%	2 1%	4 2%	- -%	4 6% ace	16 1%	6 2%	3 2%	11 1%	9 1%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Find information online for your leisure time including cinema and live music	878 68%	121 67% bcd	80 46%	53 51%	28 39%	878 68% bcd	209 50%	66 49%	726 71% g	570 68%	** **
Access news websites or websites about politics or current affairs	827 64%	121 67% d	103 59%	64 62%	39 55%	827 64%	211 51%	80 60%	670 65%	540 64%	** **
Compare products or services online such as looking at reviews or doing price comparison searches	811 63%	118 66% bcd	85 49%	52 50%	34 47%	811 63% bcd	200 48%	72 54%	662 65% g	549 65%	** **
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc	783 61%	107 59% bd	77 44%	50 48%	27 38%	783 61% bcd	193 47%	65 48%	639 62% g	528 63%	** **
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	743 58%	111 61% bcd	77 44%	50 48%	26 37%	743 58% bd	184 44%	61 46%	604 59% g	502 60%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Pay bills or check bills online	718	97	70	49	21	718	177	65	588	474	**
	56%	53%	40%	47%	30%	56%	43%	49%	57%	56%	**
		bd		d		bd			g		
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	629	83	55	36	19	629	138	52	521	408	**
	49%	46%	31%	35%	26%	49%	33%	39%	51%	48%	**
		bd				bcd			g		
Look online at job opportunities or apply for a job online	609	65	11	6	4	609	126	39	511	397	**
	47%	36%	6%	6%	6%	47%	30%	29%	50%	47%	**
		bcd				abcd			g		
Find information online about cultural activities such as museums or theatre	604	93	59	36	23	604	132	52	498	398	**
	47%	51%	34%	35%	32%	47%	32%	39%	49%	47%	**
		bcd				bcd			g		
Sign an online petition or used a campaigning website such as change.org	527	69	47	30	18	527	122	47	442	348	**
	41%	38%	27%	29%	25%	41%	30%	35%	43%	41%	**
		bd				bcd					
None of these	73	10	18	12	6	73	40	13	51	43	**
	6%	6%	10%	12%	8%	6%	10%	9%	5%	5%	**
			e	e				h			
Don't know	*	*	-	-	-	*	-	-	*	*	**
	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Access news websites or websites about politics or current affairs	489 38%	74 41%	61 35%	37 36%	23 33%	489 38%	117 28%	51 38%	391 38%	317 38%	** **
Find information online for your leisure time including cinema and live music	433 34%	47 26% bd	30 17%	22 21%	8 12%	433 34% abcd	77 19%	30 22%	363 35% g	295 35%	** **
Pay bills or check bills online	378 29%	50 28% bd	33 19%	25 24% d	8 11%	378 29% bd	86 21%	32 24%	307 30%	235 28%	** **
Compare products or services online such as looking at reviews or doing price comparison searches	346 27%	56 31% bd	33 19%	25 24% d	8 12%	346 27% bd	68 16%	28 21%	290 28%	242 29%	** **
Find information online about cultural activities such as museums or theatre	203 16%	35 19% d	28 16%	21 20% d	7 9%	203 16%	42 10%	18 13%	163 16%	132 16%	** **
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	184 14%	38 21% bcde	16 9%	12 12%	4 6%	184 14% d	40 10%	15 11%	147 14%	121 14%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Look online at job opportunities or apply for a job online	170 13%	14 8% bcd	1 *%	- -%	1 1%	170 13% abcd	42 10%	11 8%	133 13%	107 13%	** **
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	160 12%	22 12% bc	8 5%	4 4%	4 6%	160 12% bc	30 7%	14 11%	129 13%	100 12%	** **
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc	130 10%	15 8%	10 5%	8 8%	2 2%	130 10% bd	28 7%	6 5%	104 10% g	86 10%	** **
Sign an online petition or used a campaigning website such as change.org	90 7%	10 6%	8 5%	4 4%	4 6%	90 7%	16 4%	7 5%	76 7%	62 7%	** **
None of these	299 23%	47 26%	66 38% ae	38 37% ae	28 39% ae	299 23%	154 37%	44 33% h	221 22%	196 23%	** **
Don't know	* *%	* *%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	489	74	61	37	23	489	117	51	391	317	**
	38%	41%	35%	36%	33%	38%	28%	38%	38%	38%	**
DONE THIS BUT NOT IN THE LAST WEEK	339	48	42	27	16	339	94	30	279	223	**
	26%	26%	24%	26%	22%	26%	23%	22%	27%	27%	**
EVER DONE THIS	827	121	103	64	39	827	211	80	670	540	**
	64%	67%	59%	62%	55%	64%	51%	60%	65%	64%	**
		d									
NEVER DONE THIS	463	60	72	40	32	463	203	54	354	302	**
	36%	33%	41%	38%	45%	36%	49%	40%	35%	36%	**
					a						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	90	10	8	4	4	90	16	7	76	62	**
	7%	6%	5%	4%	6%	7%	4%	5%	7%	7%	**
DONE THIS BUT NOT IN THE LAST WEEK	437	58	39	26	14	437	106	40	366	285	**
	34%	32%	22%	25%	19%	34%	26%	30%	36%	34%	**
		bd				bcd					
EVER DONE THIS	527	69	47	30	18	527	122	47	442	348	**
	41%	38%	27%	29%	25%	41%	30%	35%	43%	41%	**
		bd				bcd					
NEVER DONE THIS	764	112	128	74	54	764	292	87	582	493	**
	59%	62%	73%	71%	75%	59%	70%	65%	57%	59%	**
			ae	e	ae						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	130	15	10	8	2	130	28	6	104	86	**
	10%	8%	5%	8%	2%	10%	7%	5%	10%	10%	**
						bd			g		
DONE THIS BUT NOT IN THE LAST WEEK	653	92	67	42	26	653	165	59	535	442	**
	51%	51%	38%	40%	36%	51%	40%	44%	52%	52%	**
		bd				bcd					
EVER DONE THIS	783	107	77	50	27	783	193	65	639	528	**
	61%	59%	44%	48%	38%	61%	47%	48%	62%	63%	**
		bd				bcd			g		
NEVER DONE THIS	508	74	98	54	44	508	221	69	385	314	**
	39%	41%	56%	52%	62%	39%	53%	52%	38%	37%	**
			ae	e	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	160	22	8	4	4	160	30	14	129	100	**
	12%	12%	5%	4%	6%	12%	7%	11%	13%	12%	**
		bc				bc					
DONE THIS BUT NOT IN THE LAST WEEK	469	61	47	32	15	469	107	38	392	308	**
	36%	34%	27%	31%	21%	36%	26%	28%	38%	37%	**
		d				bd			g		
EVER DONE THIS	629	83	55	36	19	629	138	52	521	408	**
	49%	46%	31%	35%	26%	49%	33%	39%	51%	48%	**
		bd				bcd			g		
NEVER DONE THIS	662	98	120	67	53	662	277	82	504	433	**
	51%	54%	69%	65%	74%	51%	67%	61%	49%	52%	**
			ae	e	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	184	38	16	12	4	184	40	15	147	121	**
	14%	21%	9%	12%	6%	14%	10%	11%	14%	14%	**
		bcde				d					
DONE THIS BUT NOT IN THE LAST WEEK	560	73	60	38	22	560	144	46	457	381	**
	43%	40%	34%	37%	31%	43%	35%	34%	45%	45%	**
						bd			g		
EVER DONE THIS	743	111	77	50	26	743	184	61	604	502	**
	58%	61%	44%	48%	37%	58%	44%	46%	59%	60%	**
		bcd				bd			g		
NEVER DONE THIS	547	70	98	53	45	547	231	73	420	339	**
	42%	39%	56%	52%	63%	42%	56%	54%	41%	40%	**
			ae	a	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	170	14	1	-	1	170	42	11	133	107	**
	13%	8%	*%	-%	1%	13%	10%	8%	13%	13%	**
		bcd				abcd					
DONE THIS BUT NOT IN THE LAST WEEK	439	51	10	6	4	439	84	28	378	290	**
	34%	28%	6%	6%	5%	34%	20%	21%	37%	34%	**
		bcd				bcd			g		
EVER DONE THIS	609	65	11	6	4	609	126	39	511	397	**
	47%	36%	6%	6%	6%	47%	30%	29%	50%	47%	**
		bcd				abcd			g		
NEVER DONE THIS	682	116	164	97	67	682	289	95	513	444	**
	53%	64%	94%	94%	94%	53%	70%	71%	50%	53%	**
		e	ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	433	47	30	22	8	433	77	30	363	295	**
	34%	26%	17%	21%	12%	34%	19%	22%	35%	35%	**
		bd				abcd			g		
DONE THIS BUT NOT IN THE LAST WEEK	444	74	50	31	19	444	131	36	363	275	**
	34%	41%	29%	30%	27%	34%	32%	27%	35%	33%	**
		bcd							g		
EVER DONE THIS	878	121	80	53	28	878	209	66	726	570	**
	68%	67%	46%	51%	39%	68%	50%	49%	71%	68%	**
		bcd				bcd			g		
NEVER DONE THIS	413	60	95	51	44	413	206	68	298	271	**
	32%	33%	54%	49%	61%	32%	50%	51%	29%	32%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	346	56	33	25	8	346	68	28	290	242	**
	27%	31%	19%	24%	12%	27%	16%	21%	28%	29%	**
		bd		d		bd					
DONE THIS BUT NOT IN THE LAST WEEK	465	63	53	27	26	465	131	45	373	307	**
	36%	35%	30%	26%	36%	36%	32%	33%	36%	37%	**
						c					
EVER DONE THIS	811	118	85	52	34	811	200	72	662	549	**
	63%	66%	49%	50%	47%	63%	48%	54%	65%	65%	**
		bcd				bcd			g		
NEVER DONE THIS	480	62	90	52	38	480	215	62	362	293	**
	37%	34%	51%	50%	53%	37%	52%	46%	35%	35%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	203	35	28	21	7	203	42	18	163	132	**
	16%	19%	16%	20%	9%	16%	10%	13%	16%	16%	**
		d		d							
DONE THIS BUT NOT IN THE LAST WEEK	401	58	32	15	16	401	91	34	334	266	**
	31%	32%	18%	15%	23%	31%	22%	25%	33%	32%	**
		bc				bc					
EVER DONE THIS	604	93	59	36	23	604	132	52	498	398	**
	47%	51%	34%	35%	32%	47%	32%	39%	49%	47%	**
		bcd				bcd			g		
NEVER DONE THIS	687	88	116	67	49	687	282	82	526	443	**
	53%	49%	66%	65%	68%	53%	68%	61%	51%	53%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
DONE THIS IN THE LAST WEEK	378	50	33	25	8	378	86	32	307	235	**
	29%	28%	19%	24%	11%	29%	21%	24%	30%	28%	**
		bd		d		bd					
DONE THIS BUT NOT IN THE LAST WEEK	341	46	37	24	13	341	91	33	280	239	**
	26%	26%	21%	23%	19%	26%	22%	24%	27%	28%	**
EVER DONE THIS	718	97	70	49	21	718	177	65	588	474	**
	56%	53%	40%	47%	30%	56%	43%	49%	57%	56%	**
		bd		d		bd			g		
NEVER DONE THIS	572	84	105	55	50	572	238	69	436	367	**
	44%	47%	60%	53%	70%	44%	57%	51%	43%	44%	**
			ae		ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	731	119	165	81	84	731	335	120	525	445	46
Effective Weighted Sample	514	88	116	61	55	514	233	82	375	320	33
Total	508	74	98	54	44	508	221	69	385	314	44
PROMPTED RESPONSES											
I don't need to complete these government processes	167	21	24	**	**	167	58	13	137	107	**
	33%	28%	25%	**	**	33%	26%	19%	36% g	34%	**
I prefer to use pen and paper / fill out a form / use the post	114	23	26	**	**	114	55	20	80	82	**
	23%	31%	26%	**	**	23%	25%	29%	21%	26%	**
I prefer to make a phone call to do these things	86	18	21	**	**	86	42	13	64	61	**
	17%	25%	22%	**	**	17%	19%	19%	17%	19%	**
I prefer to talk with someone in person to do these things	75	13	20	**	**	75	41	13	59	45	**
	15%	18%	20%	**	**	15%	19%	18%	15%	14%	**
I don't believe it is safe to give my information online to do these things	53	12	12	**	**	53	25	9	37	37	**
	10%	17%	13%	**	**	10%	11%	13%	10%	12%	**
I wasn't aware you could do this online	49	6	9	**	**	49	20	6	38	22	**
	10%	8%	9%	**	**	10%	9%	9%	10%	7%	**
The websites or apps are difficult to use or take too long to use	32	2	7	**	**	32	11	4	24	15	**
	6%	3%	7%	**	**	6%	5%	6%	6%	5%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	731	119	165	81	84	731	335	120	525	445	46
Effective Weighted Sample	514	88	116	61	55	514	233	82	375	320	33
Total	508	74	98	54	44	508	221	69	385	314	44
It's only possible to do these things in person or by phone, they can't be done online	12	1	2	**	**	12	3	2	8	7	**
	2%	2%	2%	**	**	2%	1%	3%	2%	2%	**
UNPROMPTED RESPONSES											
I'm not responsible for this in the household/ someone else does this for me	12	1	4	**	**	12	9	4	8	9	**
	2%	2%	5%	**	**	2%	4%	6%	2%	3%	**
Other reasons	5	1	-	**	**	5	3	2	3	5	**
	1%	2%	-%	**	**	1%	1%	3%	1%	2%	**
Don't know	42	5	11	**	**	42	21	7	31	23	**
	8%	6%	11%	**	**	8%	9%	10%	8%	7%	**
PREFER VERBAL CONTACT	137	23	32	**	**	137	69	21	106	88	**
	27%	31%	32%	**	**	27%	31%	30%	27%	28%	**
NO NEED/ NOT RESPONSIBLE FOR THIS	179	22	29	**	**	179	67	17	146	116	**
	35%	30%	29%	**	**	35%	30%	24%	38%	37%	**
									g		

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
No, do not have any concerns	691	87	125	64	61	691	272	81	534	435	69
	47%	39%	43%	41%	44%	47%	48%	40%	48%	45%	66%
						a			g		i
Identity theft	282	47	50	25	25	282	89	33	223	197	13
	19%	21%	17%	16%	18%	19%	16%	16%	20%	20%	12%
Fraud	261	45	60	30	29	261	93	36	195	180	14
	18%	20%	20%	20%	21%	18%	16%	18%	17%	19%	13%
Strangers contacting children	209	29	31	17	14	209	66	25	163	131	11
	14%	13%	11%	11%	10%	14%	12%	12%	15%	14%	10%
Children being able to access unsuitable content	180	21	28	12	16	180	55	21	144	122	14
	12%	9%	9%	8%	11%	12%	10%	10%	13%	13%	13%
Online bullying /harassment/ trolling	166	21	18	12	6	166	42	24	127	119	7
	11%	9%	6%	8%	4%	11%	7%	12%	11%	12%	7%
		d				bd					
People masquerading as younger people online	137	18	18	12	6	137	36	15	114	96	8
	9%	8%	6%	8%	5%	9%	6%	7%	10%	10%	7%
						d					
Viruses/ trojans/ worms/ spyware/ malicious software	127	23	16	9	6	127	32	13	103	86	11
	9%	10%	5%	6%	5%	9%	6%	6%	9%	9%	10%
		bd				b					
Claims for money/ phishing emails	122	23	16	12	4	122	28	15	94	87	13
	8%	10%	5%	8%	3%	8%	5%	7%	8%	9%	12%
		bd		d		d					

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Sexual content/ pornography	119 8%	23 10% bc	18 6%	7 5%	10 8%	119 8%	33 6%	14 7%	94 8%	79 8%	11 11%
Third parties having access to/ using your personal data without informing you	119 8%	18 8%	21 7%	13 9%	8 6%	119 8%	30 5%	13 6%	97 9%	85 9%	10 10%
Unsecure websites or apps	119 8%	16 7%	24 8%	15 9%	9 7%	119 8%	42 7%	23 12% h	80 7%	72 7%	8 8%
Personal information that companies or the government may hold about me	119 8%	23 10%	20 7%	9 6%	10 8%	119 8%	33 6%	13 6%	94 8%	71 7%	11 10%
General concerns about online privacy (unspecified)	112 8%	15 6%	22 8%	15 10%	7 5%	112 8%	36 6%	14 7%	80 7%	74 8%	5 5%
Stalking or threats/ threatening behaviour online	97 7%	12 5%	12 4%	7 5%	5 4%	97 7%	26 5%	18 9%	72 6%	67 7%	4 4%
Violent content	96 7%	12 5%	12 4%	6 4%	5 4%	96 7%	24 4%	9 4%	75 7%	59 6%	5 5%
Spam/ unwanted emails	88 6%	15 7%	12 4%	6 4%	6 4%	88 6%	17 3%	12 6%	69 6%	57 6%	13 12% i
Content showing indecent images of children/ children being abused	81 6%	14 6%	11 4%	7 4%	4 3%	81 6%	17 3%	8 4%	68 6%	61 6%	6 6%

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Content instructing how to commit suicide/ self-harm	78	8	8	7	1	78	15	9	62	55	4
	5%	4%	3%	4%	1%	5%	3%	4%	6%	6%	4%
				d		bd					
Religious hate material content	72	10	6	2	3	72	9	8	60	50	9
	5%	4%	2%	2%	2%	5%	2%	4%	5%	5%	8%
						bc					
Illegal goods for sale online	70	7	8	6	2	70	17	8	59	41	7
	5%	3%	3%	4%	2%	5%	3%	4%	5%	4%	7%
						d					
Content promoting radicalisation/ instructing how to be a terrorist	69	10	10	8	2	69	16	9	51	47	5
	5%	4%	3%	5%	2%	5%	3%	4%	5%	5%	5%
Racist/ far right content	69	9	5	3	2	69	9	7	59	50	7
	5%	4%	2%	2%	1%	5%	2%	4%	5%	5%	7%
						bd					
Content relating to body image/ excessive dieting/ eating disorders	68	7	6	5	1	68	9	9	54	51	6
	5%	3%	2%	3%	1%	5%	2%	4%	5%	5%	5%
						bd					
Not controlled/ regulated/ anything can be shown on it/ fake news/ mis-information	67	15	5	3	2	67	8	10	51	48	6
	5%	7%	2%	2%	1%	5%	1%	5%	5%	5%	5%
		bcd				bd					

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Content encouraging violence or crime	66 4%	11 5%	6 2%	4 3%	2 1%	66 4% b	11 2%	6 3%	56 5%	47 5%	7 7%
Homophobic material/ content	64 4%	7 3%	7 2%	4 3%	2 2%	64 4%	9 2%	7 3%	54 5%	47 5%	7 6%
Strong/ offensive language/ swearing	63 4%	8 4%	5 2%	3 2%	2 1%	63 4% b	14 2%	6 3%	53 5%	45 5%	7 7%
Pop-up adverts/ too many adverts	60 4%	9 4% bd	4 1%	3 2%	1 1%	60 4% bd	10 2%	3 2%	47 4%	40 4%	7 7%
People gambling online	56 4%	10 4%	10 3%	8 5% d	2 1%	56 4%	17 3%	7 3%	42 4%	32 3%	5 4%
Spending too much time online/ anti-social/ addictive	53 4%	6 3%	10 3%	6 4%	4 3%	53 4%	16 3%	5 2%	45 4%	35 4%	6 6%
Receiving advertising that is personally targeted	48 3%	5 2%	4 1%	2 1%	2 1%	48 3%	8 1%	5 2%	40 4%	26 3%	12 12% i
My behaviour online being recorded/ tracked by websites/ apps	42 3%	7 3%	8 3%	4 3%	3 2%	42 3%	9 2%	6 3%	32 3%	27 3%	3 3%

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Inappropriate advertising/ selling/ lack of clarity about what content is advertising	41 3%	5 2%	7 2%	5 4%	1 1%	41 3%	12 2%	7 4%	30 3%	27 3%	8 7% i
The dark web	8 1%	1 *%	1 *%	- -%	1 *%	8 1%	1 *%	2 1%	5 *%	8 1%	- -%
Other	50 3%	9 4%	15 5%	7 5%	7 5%	50 3%	24 4%	15 8% h	30 3%	35 4%	2 2%
Don't know	18 1%	3 1%	11 4% e	3 2%	8 6% ae	18 1%	16 3%	3 2%	12 1%	8 1%	1 1%
SUMMARY CODES											
ANY CONCERNS	766 52%	134 60% de	157 54%	88 57%	69 50%	766 52%	282 49%	116 58%	573 51%	526 54% j	35 34%
SECURITY/ FRAUD	462 31%	84 37%	98 33%	53 34%	45 32%	462 31%	161 28%	66 33%	349 31%	327 34% j	23 22%
OFFENSIVE/ ILLEGAL CONTENT	363 25%	56 25% bcd	49 17%	26 17%	23 17%	363 25% bcd	97 17%	42 21%	281 25%	237 24%	24 23%
RISKS TO OTHERS/ SOCIETY	348 24%	48 22% d	47 16%	28 18%	19 14%	348 24% bd	101 18%	43 22%	271 24%	234 24%	19 18%
PERSONAL PRIVACY	192 13%	33 15%	38 13%	22 14%	16 11%	192 13%	62 11%	20 10%	147 13%	121 13%	11 11%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
ADVERTISING	106	16	13	10	3	106	25	9	81	66	16
	7%	7%	4%	6%	2%	7%	4%	4%	7%	7%	15%
		d		d		d					i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
No, do not have any concerns	600	66	72	42	30	600	201	45	491	376	**
	47%	36%	41%	41%	41%	47%	48%	33%	48%	45%	**
						a			g		
Identity theft	260	42	34	21	13	260	70	24	213	181	**
	20%	23%	19%	20%	19%	20%	17%	18%	21%	22%	**
Fraud	239	41	46	25	21	239	75	27	187	164	**
	19%	23%	26%	24%	30%	19%	18%	20%	18%	19%	**
			e		e						
Strangers contacting children	193	25	21	13	8	193	54	21	152	121	**
	15%	14%	12%	13%	11%	15%	13%	16%	15%	14%	**
Children being able to access unsuitable content	168	19	18	9	8	168	43	18	136	112	**
	13%	10%	10%	9%	12%	13%	10%	13%	13%	13%	**
Online bullying /harassment/ trolling	154	19	11	7	4	154	32	24	119	110	**
	12%	11%	6%	7%	5%	12%	8%	18%	12%	13%	**
						bd		h			
People masquerading as younger people online	130	16	15	10	4	130	29	13	108	91	**
	10%	9%	8%	10%	6%	10%	7%	10%	11%	11%	**
Viruses/ trojans/ worms/ spyware/ malicious software	124	23	13	7	6	124	29	12	102	84	**
	10%	13%	7%	7%	8%	10%	7%	9%	10%	10%	**
Claims for money/ phishing emails	117	21	14	10	4	117	25	12	93	82	**
	9%	12%	8%	9%	5%	9%	6%	9%	9%	10%	**
Unsecure websites or apps	116	16	22	14	8	116	39	20	80	69	**
	9%	9%	12%	13%	11%	9%	9%	15%	8%	8%	**
								h			

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Personal information that companies or the government may hold about me	112 9%	21 12%	13 7%	7 6%	6 9%	112 9%	25 6%	9 7%	90 9%	67 8%	** **
Third parties having access to/ using your personal data without informing you	111 9%	17 9%	14 8%	9 9%	5 7%	111 9%	23 6%	12 9%	90 9%	78 9%	** **
Sexual content/ pornography	108 8%	22 12% bc	11 6%	5 5%	6 8%	108 8%	22 5%	8 6%	90 9%	72 9%	** **
General concerns about online privacy (unspecified)	97 8%	10 6%	13 7%	9 9%	4 5%	97 8%	24 6%	11 8%	69 7%	61 7%	** **
Stalking or threats/ threatening behaviour online	91 7%	11 6%	7 4%	5 5%	3 4%	91 7%	21 5%	15 11% h	68 7%	64 8%	** **
Violent content	89 7%	11 6%	8 4%	5 4%	3 4%	89 7%	18 4%	8 6%	72 7%	55 7%	** **
Spam/ unwanted emails	88 7%	15 8%	12 7%	6 6%	6 8%	88 7%	17 4%	12 9%	69 7%	57 7%	** **
Content showing indecent images of children/ children being abused	74 6%	10 6%	9 5%	6 6%	3 4%	74 6%	13 3%	6 5%	62 6%	55 7%	** **
Religious hate material content	71 5%	10 5%	4 2%	2 2%	2 3%	71 5%	8 2%	7 5%	59 6%	49 6%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Content instructing how to commit suicide/ self-harm	70	6	5	4	1	70	10	9	55	49	**
	5%	3%	3%	4%	2%	5%	2%	7%	5%	6%	**
Racist/ far right content	68	9	4	3	1	68	8	7	58	49	**
	5%	5%	2%	3%	1%	5%	2%	5%	6%	6%	**
Not controlled/ regulated/ anything can be shown on it/ fake news/ mis-information	66	15	4	3	1	66	7	9	50	47	**
	5%	8%	2%	3%	1%	5%	2%	7%	5%	6%	**
		bd									
Content promoting radicalisation/ instructing how to be a terrorist	66	10	6	6	*	66	13	7	49	43	**
	5%	5%	4%	6%	1%	5%	3%	6%	5%	5%	**
		d		d		d					
Content relating to body image/ excessive dieting/ eating disorders	64	6	5	4	1	64	8	9	51	46	**
	5%	3%	3%	4%	1%	5%	2%	7%	5%	6%	**
Illegal goods for sale online	64	4	7	5	2	64	15	6	56	35	**
	5%	2%	4%	5%	3%	5%	4%	4%	5%	4%	**
Content encouraging violence or crime	63	9	6	4	2	63	10	6	53	46	**
	5%	5%	3%	4%	3%	5%	2%	4%	5%	5%	**
Homophobic material/ content	60	7	5	4	1	60	8	6	52	44	**
	5%	4%	3%	4%	1%	5%	2%	4%	5%	5%	**
Pop-up adverts/ too many adverts	60	9	4	3	1	60	10	3	47	40	**
	5%	5%	2%	2%	2%	5%	2%	2%	5%	5%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strong/ offensive language/ swearing	59	8	4	3	1	59	10	5	51	44	**
	5%	4%	2%	3%	1%	5%	2%	4%	5%	5%	**
Receiving advertising that is personally targeted	48	5	4	2	2	48	8	5	40	25	**
	4%	3%	2%	2%	3%	4%	2%	4%	4%	3%	**
People gambling online	47	8	7	6	*	47	10	4	37	26	**
	4%	4%	4%	6%	1%	4%	2%	3%	4%	3%	**
				d							
Spending too much time online/ anti-social/ addictive	46	6	3	2	1	46	9	3	40	30	**
	4%	3%	2%	2%	2%	4%	2%	2%	4%	4%	**
My behaviour online being recorded/ tracked by websites/ apps	39	7	4	4	*	39	6	5	30	26	**
	3%	4%	2%	3%	1%	3%	1%	4%	3%	3%	**
Inappropriate advertising/ selling/ lack of clarity about what content is advertising	37	4	4	3	1	37	8	7	28	24	**
	3%	2%	2%	3%	1%	3%	2%	5%	3%	3%	**
The dark web	8	1	1	-	1	8	1	2	5	8	**
	1%	1%	*%	-%	1%	1%	*%	1%	1%	1%	**
Other	37	7	7	4	4	37	13	9	26	27	**
	3%	4%	4%	4%	5%	3%	3%	7%	3%	3%	**
								h			
Don't know	9	-	3	2	1	9	5	1	7	2	**
	1%	-%	2%	2%	2%	1%	1%	1%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
SUMMARY CODES											
ANY CONCERNS	682	115	100	59	40	682	209	88	526	463	**
	53%	64%	57%	57%	57%	53%	50%	66%	51%	55%	**
		e						h			
SECURITY/ FRAUD	422	76	69	40	29	422	126	52	329	295	**
	33%	42%	39%	38%	40%	33%	30%	39%	32%	35%	**
		e									
OFFENSIVE/ ILLEGAL CONTENT	334	48	33	21	12	334	75	33	267	216	**
	26%	26%	19%	21%	17%	26%	18%	25%	26%	26%	**
						b					
RISKS TO OTHERS/ SOCIETY	321	41	32	20	12	321	81	36	254	214	**
	25%	23%	18%	19%	17%	25%	20%	27%	25%	25%	**
						b					
PERSONAL PRIVACY	171	27	22	13	9	171	43	14	132	105	**
	13%	15%	13%	12%	13%	13%	10%	11%	13%	12%	**
ADVERTISING	101	14	10	7	3	101	21	8	78	62	**
	8%	8%	6%	7%	4%	8%	5%	6%	8%	7%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
I have never seen things like this	578	101	131	75	57	578	246	74	442	373	**
	45%	56%	75%	72%	79%	45%	59%	55%	43%	44%	**
		e	ae	ae	ae			h			
I sometimes see things like this	500	57	31	22	9	500	114	36	413	331	**
	39%	32%	18%	21%	13%	39%	28%	27%	40%	39%	**
		bcd				bcd			g		
I often see things like this	183	16	7	6	1	183	42	20	146	119	**
	14%	9%	4%	5%	2%	14%	10%	15%	14%	14%	**
		bd				abcd					
TOTAL - HAVE SEEN SOMETHING HATEFUL IN THE PAST YEAR	683	74	38	27	11	683	156	56	559	450	**
	53%	41%	22%	26%	15%	53%	38%	42%	55%	53%	**
		bcd		d		abcd			g		
Don't know	30	6	5	2	4	30	12	3	23	18	**
	2%	3%	3%	2%	5%	2%	3%	2%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	786	98	56	38	18	786	205	84	624	500	60
Effective Weighted Sample	613	80	45	32	13	613	159	60	494	396	48
Total	683	74	38	27	11	683	156	56	559	450	56
I ignored it/ didn't do anything	403	**	**	**	**	403	100	**	327	258	**
	59%	**	**	**	**	59%	64%	**	59%	57%	**
I reported it to the website/ app	118	**	**	**	**	118	22	**	95	77	**
	17%	**	**	**	**	17%	14%	**	17%	17%	**
I blocked the person who shared or made the comments	82	**	**	**	**	82	16	**	69	50	**
	12%	**	**	**	**	12%	10%	**	12%	11%	**
I commented on it to say I thought it was wrong	78	**	**	**	**	78	11	**	66	55	**
	11%	**	**	**	**	11%	7%	**	12%	12%	**
I responded by 'disliking' the post/ comment/ video	52	**	**	**	**	52	5	**	47	34	**
	8%	**	**	**	**	8%	3%	**	8%	8%	**
I shared it with my friends to say I thought it was wrong	40	**	**	**	**	40	4	**	34	24	**
	6%	**	**	**	**	6%	2%	**	6%	5%	**
I didn't visit the website/ app again	28	**	**	**	**	28	10	**	26	17	**
	4%	**	**	**	**	4%	6%	**	5%	4%	**
I reported it somewhere else (i.e. police, Ofcom etc)	19	**	**	**	**	19	5	**	15	15	**
	3%	**	**	**	**	3%	3%	**	3%	3%	**
Other	14	**	**	**	**	14	3	**	11	9	**
	2%	**	**	**	**	2%	2%	**	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	786	98	56	38	18	786	205	84	624	500	60
Effective Weighted Sample	613	80	45	32	13	613	159	60	494	396	48
Total	683	74	38	27	11	683	156	56	559	450	56
TOTAL - TOOK SOME SORT OF ACTION	278	**	**	**	**	278	55	**	231	191	**
	41%	**	**	**	**	41%	35%	**	41%	42%	**
Don't know	2	**	**	**	**	2	1	**	1	1	**
	*%	**	**	**	**	*%	1%	**	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
I ignored it/ didn't do anything	403	43	22	16	7	403	100	24	327	258	**
	31%	24%	13%	15%	9%	31%	24%	18%	32%	31%	**
		bd				abcd			g		
I reported it to the website/ app	118	7	2	2	-	118	22	16	95	77	**
	9%	4%	1%	2%	-%	9%	5%	12%	9%	9%	**
		d				abcd					
I blocked the person who shared or made the comments	82	9	3	1	1	82	16	6	69	50	**
	6%	5%	1%	1%	2%	6%	4%	5%	7%	6%	**
		b				bc					
I commented on it to say I thought it was wrong	78	11	6	4	3	78	11	9	66	55	**
	6%	6%	4%	3%	4%	6%	3%	7%	6%	7%	**
I responded by 'disliking' the post/ comment/ video	52	7	1	1	-	52	5	3	47	34	**
	4%	4%	*%	1%	-%	4%	1%	2%	5%	4%	**
		b				bd					
I shared it with my friends to say I thought it was wrong	40	4	2	2	-	40	4	3	34	24	**
	3%	2%	1%	2%	-%	3%	1%	3%	3%	3%	**
I didn't visit the website/ app again	28	3	6	6	-	28	10	2	26	17	**
	2%	2%	3%	5%	-%	2%	2%	1%	3%	2%	**
				de							
I reported it somewhere else (i.e. police, Ofcom etc)	19	1	*	*	*	19	5	2	15	15	**
	1%	*%	*%	*%	*%	1%	1%	2%	1%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Other	14	2	1	1	-	14	3	3	11	9	**
	1%	1%	*%	1%	-%	1%	1%	2%	1%	1%	**
TOTAL - TOOK SOME SORT OF ACTION	278	31	15	11	4	278	55	32	231	191	**
	22%	17%	9%	10%	6%	22%	13%	24%	23%	23%	**
		bd				bcd					
NOT SEEN ANYTHING HATEFUL IN THE PAST YEAR	607	107	137	76	61	607	258	78	465	391	**
	47%	59%	78%	74%	85%	47%	62%	58%	45%	47%	**
		e	ae	ae	ace			h			
Don't know	2	*	1	1	-	2	1	-	1	1	**
	*%	*%	*%	1%	-%	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Yes	1003	113	72	48	24	1003	256	83	822	645	**
	78%	63%	41%	47%	33%	78%	62%	62%	80%	77%	**
		bcd		d		abcd			g		
No	286	68	101	54	47	286	157	51	201	195	**
	22%	37%	58%	53%	66%	22%	38%	38%	20%	23%	**
		e	ae	ae	ae			h			
Don't know	2	-	2	1	1	2	2	-	1	1	**
	*%	-%	1%	1%	1%	*%	*%	-%	*%	*%	**
			e		e						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
Music videos	618	68	23	**	**	618	144	52	506	399	**
	62%	60%	32%	**	**	62%	56%	62%	62%	62%	**
		b				b					
'How- to' videos, tips or tutorials about things that I want to do	569	65	41	**	**	569	124	46	464	360	**
	57%	57%	57%	**	**	57%	49%	55%	56%	56%	**
Funny videos / jokes / pranks / challenges	560	53	24	**	**	560	132	44	465	378	**
	56%	47%	33%	**	**	56%	51%	54%	57%	59%	**
		b				b					
Short entertainment videos (film trailers, clips from TV programmes or highlights).	421	42	12	**	**	421	75	28	357	273	**
	42%	37%	16%	**	**	42%	29%	33%	43%	42%	**
		b				b					
Reviews about things I may want to buy	392	32	24	**	**	392	91	27	331	260	**
	39%	28%	33%	**	**	39%	35%	33%	40%	40%	**
						a					
Sports/ football clips or videos	293	25	13	**	**	293	62	15	248	188	**
	29%	22%	18%	**	**	29%	24%	18%	30%	29%	**
						b			g		
News / current affairs / documentaries	291	32	18	**	**	291	58	18	239	172	**
	29%	28%	25%	**	**	29%	23%	22%	29%	27%	**
Whole TV programmes or films	251	22	12	**	**	251	66	21	209	158	**
	25%	19%	17%	**	**	25%	26%	25%	25%	25%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
Game tutorials, walk-throughs, watching other people play games	130	6	2	**	**	130	23	10	103	90	**
	13%	5%	3%	**	**	13%	9%	12%	13%	14%	**
						ab					
Vlogs from vloggers/ influencers (like Zoella or Thatcher Joe)	103	6	-	**	**	103	24	7	91	64	**
	10%	5%	-%	**	**	10%	9%	9%	11%	10%	**
		b				b					
Political speeches or campaigns	90	14	6	**	**	90	11	9	77	58	**
	9%	12%	9%	**	**	9%	4%	11%	9%	9%	**
Religious speeches or events	34	3	5	**	**	34	8	3	28	20	**
	3%	3%	7%	**	**	3%	3%	3%	3%	3%	**
Other types of videos	35	9	7	**	**	35	13	9	23	24	**
	4%	8%	9%	**	**	4%	5%	11%	3%	4%	**
		e	e					h			
Don't know	8	*	3	**	**	8	4	-	8	3	**
	1%	*%	4%	**	**	1%	1%	-%	1%	*%	**
			ae								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Music videos	618	68	23	16	7	618	144	52	506	399	**
	48%	38%	13%	16%	10%	48%	35%	39%	49%	47%	**
		bcd				abcd			g		
'How- to' videos, tips or tutorials about things that I want to do	569	65	41	34	6	569	124	46	464	360	**
	44%	36%	23%	33%	9%	44%	30%	34%	45%	43%	**
		bd	d	bd		abcd			g		
Funny videos / jokes / pranks / challenges	560	53	24	15	9	560	132	44	465	378	**
	43%	29%	14%	14%	13%	43%	32%	33%	45%	45%	**
		bcd				abcd			g		
Short entertainment videos (film trailers, clips from TV programmes or highlights).	421	42	12	10	2	421	75	28	357	273	**
	33%	23%	7%	10%	2%	33%	18%	21%	35%	32%	**
		bcd		d		abcd			g		
Reviews about things I may want to buy	392	32	24	21	3	392	91	27	331	260	**
	30%	18%	14%	20%	5%	30%	22%	20%	32%	31%	**
		d	d	d		abcd			g		
Sports/ football clips or videos	293	25	13	11	2	293	62	15	248	188	**
	23%	14%	7%	10%	3%	23%	15%	11%	24%	22%	**
		bd		d		abcd			g		
News / current affairs / documentaries	291	32	18	12	5	291	58	18	239	172	**
	23%	18%	10%	12%	8%	23%	14%	14%	23%	20%	**
		bd				bcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Whole TV programmes or films	251 19%	22 12%	12 7%	8 8%	5 6%	251 19% abcd	66 16%	21 16%	209 20%	158 19%	** **
Game tutorials, walk-throughs, watching other people play games	130 10%	6 3%	2 1%	2 2%	- -%	130 10% abcd	23 5%	10 7%	103 10%	90 11%	** **
Vlogs from vloggers/ influencers (like Zoella or Thatcher Joe)	103 8%	6 3% b	- -%	- -%	- -%	103 8% abcd	24 6%	7 5%	91 9%	64 8%	** **
Political speeches or campaigns	90 7%	14 8%	6 4%	3 3%	3 5%	90 7%	11 3%	9 7%	77 8%	58 7%	** **
Religious speeches or events	34 3%	3 2%	5 3%	2 2%	3 5%	34 3%	8 2%	3 2%	28 3%	20 2%	** **
Other types of videos	35 3%	9 5%	7 4%	5 4%	2 3%	35 3%	13 3%	9 7% h	23 2%	24 3%	** **
Don't know	8 1%	* *%	3 1%	1 1%	2 2% a	8 1%	4 1%	- -%	8 1%	3 *%	** **
DON'T WATCH VIDEOS ON THESE TYPES OF SITES/APPS	288 22%	68 37% e	103 59% ae	55 53% ae	48 67% ace	288 22%	158 38%	51 38% h	202 20%	196 23%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Yes	1030	129	80	53	27	1030	271	95	833	665	**
	80%	72%	46%	51%	38%	80%	65%	71%	81%	79%	**
		bcd		d		abcd			g		
No	255	51	93	49	44	255	140	39	186	172	**
	20%	28%	53%	48%	61%	20%	34%	29%	18%	20%	**
		e	ae	ae	ace			h			
Don't know	5	1	2	1	1	5	3	-	5	3	**
	*%	*%	1%	1%	1%	*%	1%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Yes	1030	129	80	53	27	1030	271	95	833	665	86
	70%	58%	27%	34%	20%	70%	48%	48%	74%	69%	82%
		bcd	d	d		abcd			g		i
No	255	51	93	49	44	255	140	39	186	172	9
	17%	23%	32%	32%	32%	17%	25%	19%	17%	18%	8%
		e	ae	ae	ae					j	
Don't know	5	1	2	1	1	5	3	-	5	3	-
	*%	*%	1%	1%	1%	*%	1%	-%	*%	*%	-%
DOES NOT GO ONLINE	185	43	117	51	67	185	155	66	95	128	10
	13%	19%	40%	33%	48%	13%	27%	33%	8%	13%	9%
		e	ae	ae	ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Facebook	905	110	71	**	**	905	250	86	724	591	**
	88%	85%	89%	**	**	88%	92%	90%	87%	89%	**
WhatsApp	630	63	26	**	**	630	114	40	543	420	**
	61%	49%	33%	**	**	61%	42%	42%	65%	63%	**
		b				ab			g		
Instagram	391	28	7	**	**	391	65	20	340	258	**
	38%	22%	9%	**	**	38%	24%	21%	41%	39%	**
		b				ab			g		
YouTube	360	32	11	**	**	360	75	27	303	226	**
	35%	25%	14%	**	**	35%	28%	29%	36%	34%	**
		b				ab					
Snapchat	260	5	*	**	**	260	54	10	227	166	**
	25%	4%	*%	**	**	25%	20%	10%	27%	25%	**
						ab			g		
Twitter	258	28	10	**	**	258	37	12	229	172	**
	25%	21%	13%	**	**	25%	14%	12%	27%	26%	**
						b			g		
LinkedIn	163	14	5	**	**	163	10	9	148	114	**
	16%	11%	6%	**	**	16%	4%	9%	18%	17%	**
						b			g		
Pinterest	128	11	4	**	**	128	17	10	113	90	**
	12%	8%	5%	**	**	12%	6%	10%	14%	14%	**
						b					
Google+ (inc. Google Hangouts)	112	11	6	**	**	112	26	9	94	72	**
	11%	8%	8%	**	**	11%	10%	9%	11%	11%	**
Twitch	33	1	-	**	**	33	4	1	28	20	**
	3%	1%	-%	**	**	3%	1%	1%	3%	3%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Tumblr	28	-	-	**	**	28	3	2	25	18	**
	3%	-%	-%	**	**	3%	1%	2%	3%	3%	**
						a					
Reddit	25	2	-	**	**	25	4	*	23	17	**
	2%	2%	-%	**	**	2%	2%	*%	3%	3%	**
Musical.ly	20	1	-	**	**	20	1	2	18	12	**
	2%	1%	-%	**	**	2%	1%	2%	2%	2%	**
Other	9	*	1	**	**	9	4	4	6	8	**
	1%	*%	1%	**	**	1%	1%	4%	1%	1%	**
								h			
FACEBOOK ONLY	208	38	34	**	**	208	96	34	138	112	**
	20%	30%	43%	**	**	20%	36%	36%	17%	17%	**
		e	ae					h			
Don't know	1	*	1	**	**	1	1	-	1	*	**
	*%	*%	1%	**	**	*%	*%	-%	*%	*%	**
			e								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Facebook	593	77	61	**	**	593	199	64	453	384	**
	58%	59%	76%	**	**	58%	74%	68%	54%	58%	**
			ae					h			
WhatsApp	234	31	9	**	**	234	24	14	204	143	**
	23%	24%	11%	**	**	23%	9%	15%	24%	22%	**
		b				b			g		
Instagram	56	1	-	**	**	56	8	3	51	41	**
	5%	1%	-%	**	**	5%	3%	3%	6%	6%	**
						ab					
Twitter	41	7	3	**	**	41	8	2	37	29	**
	4%	5%	3%	**	**	4%	3%	2%	4%	4%	**
YouTube	38	8	3	**	**	38	12	4	30	25	**
	4%	6%	4%	**	**	4%	4%	4%	4%	4%	**
Snapchat	37	-	-	**	**	37	9	2	35	23	**
	4%	-%	-%	**	**	4%	3%	2%	4%	3%	**
						a					
LinkedIn	7	1	-	**	**	7	-	1	6	5	**
	1%	1%	-%	**	**	1%	-%	1%	1%	1%	**
Google+ (inc. Google Hangouts)	7	3	1	**	**	7	3	1	6	4	**
	1%	2%	2%	**	**	1%	1%	1%	1%	1%	**
Reddit	3	-	-	**	**	3	1	-	3	2	**
	*%	-%	-%	**	**	*%	1%	-%	*%	*%	**
Musical.ly	2	-	-	**	**	2	1	1	*	2	**
	*%	-%	-%	**	**	*%	*%	1%	*%	*%	**
								h			
Pinterest	*	-	-	**	**	*	-	-	*	-	**
	*%	-%	-%	**	**	*%	-%	-%	*%	-%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Other	2	-	-	**	**	2	-	1	1	2	**
	*%	-%	-%	**	**	*%	-%	1% h	*%	*%	**
Don't know	10	2	2	**	**	10	4	1	8	6	**
	1%	1%	3%	**	**	1%	2%	1%	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Strongly disagree	65	12	12	**	**	65	21	11	49	38	**
	6%	9%	16%	**	**	6%	8%	12%	6%	6%	**
			e					h			
Slightly disagree	86	15	10	**	**	86	31	12	65	50	**
	8%	12%	13%	**	**	8%	12%	13%	8%	8%	**
Neither agree nor disagree	72	12	4	**	**	72	15	10	48	42	**
	7%	10%	5%	**	**	7%	5%	10%	6%	6%	**
Slightly agree	240	38	16	**	**	240	64	14	204	167	**
	23%	29%	19%	**	**	23%	24%	14%	24%	25%	**
									g		
Strongly agree	561	52	36	**	**	561	136	47	463	364	**
	54%	40%	45%	**	**	54%	50%	50%	56%	55%	**
						a					
Don't know	5	*	2	**	**	5	3	1	4	4	**
	1%	*%	2%	**	**	1%	1%	1%	1%	1%	**
SUMMARY CODES											
TOTAL DISAGREE	151	27	23	**	**	151	53	24	114	88	**
	15%	21%	29%	**	**	15%	19%	25%	14%	13%	**
			e					h			
TOTAL AGREE	802	90	52	**	**	802	201	61	667	532	**
	78%	69%	65%	**	**	78%	74%	64%	80%	80%	**
						ab			g		
TOTAL NEITHER/ DON'T KNOW	77	13	5	**	**	77	17	11	53	45	**
	7%	10%	7%	**	**	7%	6%	11%	6%	7%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
I often see views that I disagree with.	173	24	9	**	**	173	36	25	131	120	**
	17%	19%	11%	**	**	17%	13%	26%	16%	18%	**
								h			
I sometimes see views that I disagree with	590	70	32	**	**	590	137	40	487	375	**
	57%	54%	41%	**	**	57%	51%	42%	58%	56%	**
		b				b			g		
I rarely see views that I disagree with	244	34	37	**	**	244	89	30	194	152	**
	24%	26%	47%	**	**	24%	33%	31%	23%	23%	**
			ae								
Don't know	24	1	1	**	**	24	8	1	21	19	**
	2%	1%	2%	**	**	2%	3%	1%	2%	3%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	373	44	13	**	**	373	67	29	311	221	**
	36%	34%	16%	**	**	36%	25%	31%	37%	33%	**
		b				b					
Check if it was by an organisation I thought was trustworthy	311	40	12	**	**	311	49	24	266	199	**
	30%	31%	14%	**	**	30%	18%	25%	32%	30%	**
		b				b					
Check to see if the same information in the article appears anywhere else	297	37	18	**	**	297	70	26	247	210	**
	29%	29%	22%	**	**	29%	26%	27%	30%	32%	**
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	297	32	10	**	**	297	45	16	246	189	**
	29%	25%	13%	**	**	29%	17%	17%	29%	28%	**
		b				b			g		
Look at the comments/ what people have said about the article	272	28	11	**	**	272	56	17	229	179	**
	26%	22%	14%	**	**	26%	21%	18%	27%	27%	**
						b			g		
Think about what the article is about to see how likely it is to be true	242	28	12	**	**	242	46	14	210	168	**
	23%	22%	15%	**	**	23%	17%	15%	25%	25%	**
									g		

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Think about whether the person who shared it was someone I trusted	233 23%	26 20%	11 14%	** **	** **	233 23% b	43 16%	18 19%	193 23%	160 24%	** **
Check to see if it is by someone who was there when it happened/ saw it for themselves	126 12%	16 13%	5 6%	** **	** **	126 12%	27 10%	11 12%	99 12%	77 12%	** **
UNPROMPTED RESPONSE											
I would Google it	15 1%	2 1%	1 1%	** **	** **	15 1%	4 2%	4 4% h	10 1%	12 2%	** **
Other	7 1%	1 1%	1 2%	** **	** **	7 1%	2 1%	3 3% h	3 *%	6 1%	** **
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	713 69%	84 65% b	39 49%	** **	** **	713 69% b	155 57%	56 59%	585 70% g	459 69%	** **
I wouldn't tend to check the information in the article to see if it was true	186 18%	26 20%	25 31% e	** **	** **	186 18%	64 24%	24 26% h	146 17%	129 19%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
I don't see news stories/ articles on social media	91	16	13	**	**	91	38	11	69	55	**
	9%	13%	16%	**	**	9%	14%	11%	8%	8%	**
			e								
Don't know	40	4	4	**	**	40	14	4	34	23	**
	4%	3%	4%	**	**	4%	5%	5%	4%	3%	**
TOTAL - WOULD CHECK TO SEE IF THE INFORMATION APPEARS ANYWHERE ELSE - INCLUDING GOOGLE	309	38	18	**	**	309	74	28	256	220	**
	30%	29%	23%	**	**	30%	27%	29%	31%	33%	**
ANY ORGANISATIONAL MEASURE	473	56	17	**	**	473	82	35	398	289	**
	46%	43%	21%	**	**	46%	30%	36%	48%	43%	**
		b				b			g		
ANY PEER MEASURE	384	41	17	**	**	384	73	26	319	256	**
	37%	32%	21%	**	**	37%	27%	27%	38%	39%	**
						b			g		

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who see news content on social media

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	955	127	86	55	31	955	261	94	769	594	72
Effective Weighted Sample	733	107	61	43	18	733	196	66	592	462	57
Total	804	100	52	37	14	804	193	67	654	514	68
PROMPTED RESPONSES											
Check if it was by an organisation I had heard of	373	44	**	**	**	373	67	**	311	221	**
	46%	44%	**	**	**	46%	35%	**	48%	43%	**
Check if it was by an organisation I thought was trustworthy	311	40	**	**	**	311	49	**	266	199	**
	39%	40%	**	**	**	39%	25%	**	41%	39%	**
Check to see if the same information in the article appears anywhere else	297	37	**	**	**	297	70	**	247	210	**
	37%	37%	**	**	**	37%	36%	**	38%	41%	**
Look at how professional the article looks, e.g. are there spelling mistakes, do the images or videos look high quality	297	32	**	**	**	297	45	**	246	189	**
	37%	32%	**	**	**	37%	23%	**	38%	37%	**
Look at the comments/ what people have said about the article	272	28	**	**	**	272	56	**	229	179	**
	34%	28%	**	**	**	34%	29%	**	35%	35%	**
Think about what the article is about to see how likely it is to be true	242	28	**	**	**	242	46	**	210	168	**
	30%	28%	**	**	**	30%	24%	**	32%	33%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who see news content on social media

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	955	127	86	55	31	955	261	94	769	594	72
Effective Weighted Sample	733	107	61	43	18	733	196	66	592	462	57
Total	804	100	52	37	14	804	193	67	654	514	68
Think about whether the person who shared it was someone I trusted	233 29%	26 26%	** **	** **	** **	233 29%	43 22%	** **	193 30%	160 31%	** **
Check to see if it is by someone who was there when it happened/ saw it for themselves	126 16%	16 16%	** **	** **	** **	126 16%	27 14%	** **	99 15%	77 15%	** **
UNPROMPTED RESPONSE											
I would Google it	15 2%	2 2%	** **	** **	** **	15 2%	4 2%	** **	10 2%	12 2%	** **
Other	7 1%	1 1%	** **	** **	** **	7 1%	2 1%	** **	3 1%	6 1%	** **
ANY CHECKS MADE TO SEE IF THE NEWS ON SOCIAL MEDIA IS TRUE	713 89%	84 84%	** **	** **	** **	713 89%	155 81%	** **	585 89%	459 89%	** **
I don't see news stories/ articles on social media	91 11%	16 16%	** **	** **	** **	91 11%	38 19%	** **	69 11%	55 11%	** **
TOTAL - WOULD CHECK TO SEE IF THE INFORMATION APPEARS ANYWHERE ELSE - INCLUDING GOOGLE	309 38%	38 38%	** **	** **	** **	309 38%	74 38%	** **	256 39%	220 43%	** **
ANY ORGANISATIONAL MEASURE	473 59%	56 56%	** **	** **	** **	473 59%	82 42%	** **	398 61%	289 56%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who see news content on social media

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	955	127	86	55	31	955	261	94	769	594	72
Effective Weighted Sample	733	107	61	43	18	733	196	66	592	462	57
Total	804	100	52	37	14	804	193	67	654	514	68
ANY PEER MEASURE	384	41	**	**	**	384	73	**	319	256	**
	48%	41%	**	**	**	48%	38%	**	49%	50%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Yes, often	91	13	3	**	**	91	18	14	69	59	**
	9%	10%	4%	**	**	9%	7%	15%	8%	9%	**
								h			
Yes, sometimes	286	31	11	**	**	286	57	20	231	173	**
	28%	24%	13%	**	**	28%	21%	21%	28%	26%	**
		b				b					
Yes, rarely	216	23	10	**	**	216	47	20	178	144	**
	21%	18%	13%	**	**	21%	17%	21%	21%	22%	**
TOTAL - YES	594	67	24	**	**	594	123	54	478	376	**
	58%	51%	30%	**	**	58%	45%	57%	57%	56%	**
		b				b					
No, never	434	63	56	**	**	434	148	41	352	290	**
	42%	49%	70%	**	**	42%	55%	43%	42%	44%	**
			ae								
Don't know	3	-	-	**	**	3	*	-	3	*	**
	*%	-%	-%	**	**	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	702	84	42	24	18	702	170	77	555	432	57
Effective Weighted Sample	538	70	30	19	11	538	127	54	428	336	45
Total	594	67	24	16	8	594	123	54	478	376	55
I reported it through the report function or the block content function on the website	172	**	**	**	**	172	29	**	137	109	**
	29%	**	**	**	**	29%	24%	**	29%	29%	**
I blocked the person who shared the content or made the comments	152	**	**	**	**	152	30	**	121	89	**
	26%	**	**	**	**	26%	24%	**	25%	24%	**
I responded publicly to the person who shared the content or made the comments	59	**	**	**	**	59	9	**	48	35	**
	10%	**	**	**	**	10%	7%	**	10%	9%	**
I shared it to highlight the issue to others	37	**	**	**	**	37	5	**	33	28	**
	6%	**	**	**	**	6%	4%	**	7%	7%	**
I responded privately to the person who shared the content or made the comments	37	**	**	**	**	37	4	**	30	28	**
	6%	**	**	**	**	6%	4%	**	6%	7%	**
I stopped using that social media site	16	**	**	**	**	16	2	**	13	11	**
	3%	**	**	**	**	3%	1%	**	3%	3%	**
TOTAL - TOOK ANY OF THESE ACTIONS	324	**	**	**	**	324	59	**	256	201	**
	55%	**	**	**	**	55%	48%	**	54%	53%	**
I didn't take any of these actions	265	**	**	**	**	265	62	**	218	173	**
	45%	**	**	**	**	45%	50%	**	46%	46%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	702	84	42	24	18	702	170	77	555	432	57
Effective Weighted Sample	538	70	30	19	11	538	127	54	428	336	45
Total	594	67	24	16	8	594	123	54	478	376	55
Don't know	4	**	**	**	**	4	2	**	4	2	**
	1%	**	**	**	**	1%	2%	**	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Licence fee/ by the public	919 62%	150 67% bd	162 56%	91 59%	72 52%	919 62% bd	324 57%	103 52%	705 63% g	583 60% j	45 43%
Advertising on the website	82 6%	5 2%	13 4%	7 5%	5 4%	82 6% a	21 4%	10 5%	64 6%	58 6%	14 14% i
By the government	54 4%	9 4%	9 3%	5 3%	5 3%	54 4%	18 3%	5 3%	43 4%	33 3%	8 8% i
Advertisers pay when users click through from sponsored links to their website	17 1%	1 1%	- -%	- -%	- -%	17 1% b	1 *%	2 1%	15 1%	14 1%	1 1%
Sales of programmes and services to other channels/ countries	16 1%	1 1%	1 1%	1 1%	* *%	16 1%	3 1%	* *%	15 1%	13 1%	1 1%
Advertisers pay to prioritise their entry on the list/ be first on the list	13 1%	1 *%	1 *%	1 1%	* *%	13 1%	3 *%	2 1%	10 1%	9 1%	1 1%
Other	7 1%	1 1%	2 1%	- -%	2 1%	7 1%	3 1%	* *%	7 1%	5 1%	- -%
Never heard of it	23 2%	6 3%	12 4% e	5 3%	7 5% e	23 2%	19 3%	8 4% h	13 1%	15 1%	1 1%
Don't know	345 23%	50 22%	92 31% ae	44 29%	47 34% ae	345 23%	177 31%	69 34% h	247 22%	240 25%	33 32%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SUMMARY CODES											
INCORRECT RESPONSE	188	18	26	14	12	188	50	20	154	132	26
	13%	8%	9%	9%	9%	13%	9%	10%	14%	14%	24%
						a					i
TOTAL NEVER HEARD OF IT/ DON'T KNOW	368	56	104	49	54	368	197	77	260	255	34
	25%	25%	35%	32%	39%	25%	35%	38%	23%	26%	32%
			ae	e	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Advertising on the website	676 46%	116 52% bd	101 34% d	69 44% bd	32 23%	676 46% bd	217 38%	57 29%	544 49% g	439 45%	43 41%
Advertisers pay to prioritise their entry on the list/ be first on the list	122 8%	14 6%	16 5%	10 7%	6 4%	122 8%	29 5%	15 8%	92 8%	86 9%	4 4%
Advertisers pay when users click through from sponsored links to their website	116 8%	14 6% bc	8 3%	3 2%	4 3%	116 8% bcd	21 4%	12 6%	97 9%	83 9%	12 12%
Licence fee/ by the public	57 4%	3 1%	10 3%	5 3%	5 3%	57 4% a	20 3%	5 2%	39 3%	30 3%	7 6%
Selling content to other channels or countries	39 3%	4 2%	3 1%	1 *%	3 2%	39 3%	5 1%	2 1%	37 3%	31 3%	3 3%
By the government	32 2%	4 2%	4 1%	3 2%	1 1%	32 2%	11 2%	1 1%	26 2%	21 2%	3 2%
Other	23 2%	3 1%	6 2%	2 1%	4 3%	23 2%	16 3%	7 3% h	13 1%	19 2%	- -%
Never heard of it	27 2%	4 2%	21 7% ae	5 4%	15 11% ace	27 2%	26 5%	12 6% h	13 1%	16 2%	1 1%
Don't know	383 26%	63 28%	124 42% ae	56 36% e	68 49% ace	383 26%	225 39%	88 44% h	258 23%	243 25%	33 31%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SUMMARY CODES											
CORRECT RESPONSES	792	130	108	72	36	792	238	70	641	523	55
	54%	58%	37%	47%	26%	54%	42%	35%	57%	54%	52%
		bcd	d	bd		bd			g		
INCORRECT RESPONSES	273	27	39	21	18	273	80	31	207	188	16
	18%	12%	13%	14%	13%	18%	14%	15%	18%	19%	16%
						ab					
TOTAL NEVER HEARD OF IT/ DON'T KNOW	411	67	145	61	84	411	251	100	271	259	34
	28%	30%	50%	40%	61%	28%	44%	50%	24%	27%	32%
			ace	ae	abce			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Licence fee/ by the public	788 53%	123 55% bd	129 44%	76 49% d	53 38%	788 53% bd	264 46%	90 45%	612 55% g	514 53% j	37 35%
Advertising on the website	127 9%	17 8% bcd	6 2%	3 2%	3 2%	127 9% bcd	24 4%	10 5%	98 9%	75 8%	21 20% i
By the government	50 3%	6 3%	10 3%	6 4%	3 2%	50 3%	15 3%	5 2%	42 4%	36 4%	4 4%
Advertisers pay when users click through from sponsored links to their website	35 2%	6 3% bc	2 1%	* *%	1 1%	35 2% b	6 1%	2 1%	29 3%	26 3%	4 4%
Sales of programmes and services to other channels/ countries	29 2%	3 1%	4 1%	4 2%	* *%	29 2%	7 1%	2 1%	23 2%	20 2%	1 1%
Advertisers pay to prioritise their entry on the list/ be first on the list	27 2%	1 *%	4 1%	3 2%	1 *%	27 2%	5 1%	- -%	26 2% g	19 2%	4 4%
Other	9 1%	1 *%	1 *%	- -%	1 1%	9 1%	5 1%	3 1%	6 1%	6 1%	- -%
Never heard of it	33 2%	7 3%	22 8% ae	8 5% e	14 10% ae	33 2%	27 5%	14 7% h	17 2%	22 2%	* *%
Don't know	378 26%	61 27%	116 40% ae	54 35% e	62 45% ae	378 26%	217 38%	74 37% h	266 24%	251 26%	34 32%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SUMMARY CODES											
INCORRECT RESPONSE	276	34	26	16	10	276	61	22	223	182	34
	19%	15%	9%	11%	7%	19%	11%	11%	20%	19%	32%
		bd				bcd			g		i
TOTAL NEVER HEARD OF IT/ DON'T KNOW	411	67	138	62	76	411	244	89	284	273	34
	28%	30%	47%	40%	55%	28%	43%	44%	25%	28%	33%
			ae	ae	ace			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Advertising on the website	652 44%	99 44% bcd	72 25% d	49 32% d	24 17%	652 44% bcd	167 29%	52 26%	530 47% g	428 44%	51 49%
Advertisers pay when users click through from sponsored links to their website	133 9%	14 6%	16 5%	12 8% d	4 3%	133 9% bd	35 6%	11 6%	104 9%	85 9%	9 8%
Advertisers pay to prioritise their entry on the list/ be first on the list	91 6%	8 4%	8 3%	4 2%	4 3%	91 6% bc	23 4%	9 5%	74 7%	62 6%	7 6%
Selling content to other channels or countries	55 4%	4 2%	3 1%	2 1%	1 1%	55 4% bd	11 2%	2 1%	50 4% g	39 4%	5 5%
Licence fee/ by the public	35 2%	3 1%	9 3%	6 4%	3 2%	35 2%	16 3%	5 3%	22 2%	19 2%	2 2%
By the government	21 1%	4 2%	3 1%	1 1%	2 1%	21 1%	7 1%	1 *%	16 1%	15 2%	3 3%
Other	24 2%	5 2%	4 1%	1 1%	3 2%	24 2%	11 2%	4 2%	17 2%	17 2%	2 2%
Never heard of it	25 2%	4 2%	18 6% ae	5 3%	13 10% ace	25 2%	22 4%	11 6% h	12 1%	16 2%	- -%
Don't know	440 30%	84 37% e	159 54% ae	75 49% ae	84 61% ace	440 30%	278 49%	104 52% h	292 26%	288 30%	26 25%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
SUMMARY CODES											
INCORRECT RESPONSES	359	37	43	26	17	359	102	32	284	236	28
	24%	17%	15%	17%	12%	24%	18%	16%	25%	24%	27%
						abcd			g		
TOTAL NEVER HEARD OF IT/ DON'T KNOW	464	88	177	80	97	464	300	116	305	305	26
	31%	39%	61%	52%	70%	31%	53%	58%	27%	31%	25%
		e	ae	ae	abce			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strongly disagree	54	5	11	6	6	54	20	4	43	36	**
	4%	3%	6%	5%	8%	4%	5%	3%	4%	4%	**
Slightly disagree	76	10	12	6	5	76	23	13	59	47	**
	6%	5%	7%	6%	7%	6%	6%	9%	6%	6%	**
Neither agree nor disagree	145	26	14	8	6	145	47	12	118	100	**
	11%	14%	8%	8%	9%	11%	11%	9%	12%	12%	**
		b									
Slightly agree	361	36	38	16	22	361	83	24	296	240	**
	28%	20%	22%	15%	31%	28%	20%	18%	29%	29%	**
					ac	ac			g		
Strongly agree	641	102	99	67	32	641	238	82	496	411	**
	50%	56%	57%	65%	45%	50%	57%	61%	48%	49%	**
				de				h			
Don't know	14	2	1	1	-	14	4	*	12	9	**
	1%	1%	1%	1%	-%	1%	1%	*%	1%	1%	**
SUMMARY CODES											
TOTAL DISAGREE	130	15	23	12	11	130	43	16	102	82	**
	10%	8%	13%	11%	15%	10%	10%	12%	10%	10%	**
TOTAL AGREE	1002	138	137	83	54	1002	321	106	792	651	**
	78%	76%	78%	80%	76%	78%	77%	79%	77%	77%	**
TOTAL NEITHER/ DON'T KNOW	159	28	15	9	6	159	51	12	130	108	**
	12%	16%	9%	8%	9%	12%	12%	9%	13%	13%	**
		b									

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 it doesn't really matter who owns the websites or how they're funded. (SINGLE CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strongly disagree	235	45	38	22	17	235	77	33	183	161	**
	18%	25%	22%	21%	24%	18%	19%	25%	18%	19%	**
		e						h			
Slightly disagree	221	36	19	10	9	221	57	23	178	141	**
	17%	20%	11%	10%	13%	17%	14%	17%	17%	17%	**
		bc				bc					
Neither agree nor disagree	251	31	37	26	11	251	92	28	182	161	**
	19%	17%	21%	25%	16%	19%	22%	21%	18%	19%	**
Slightly agree	327	40	38	17	21	327	87	21	273	210	**
	25%	22%	22%	17%	29%	25%	21%	15%	27%	25%	**
					c	c			g		
Strongly agree	197	24	28	18	10	197	68	22	162	127	**
	15%	13%	16%	17%	15%	15%	16%	16%	16%	15%	**
Don't know	59	5	14	11	3	59	33	8	46	40	**
	5%	3%	8%	11%	4%	5%	8%	6%	4%	5%	**
			ae	ae							
SUMMARY CODES											
TOTAL DISAGREE	456	81	58	32	26	456	134	56	361	303	**
	35%	45%	33%	31%	36%	35%	32%	42%	35%	36%	**
		bce									
TOTAL AGREE	525	64	66	35	31	525	155	42	435	337	**
	41%	35%	38%	34%	44%	41%	37%	32%	42%	40%	**
									g		
TOTAL NEITHER/ DON'T KNOW	310	36	51	37	14	310	125	36	228	201	**
	24%	20%	29%	35%	20%	24%	30%	27%	22%	24%	**
			a	ade							

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strongly disagree	317	59	65	41	24	317	122	51	235	229	**
	25%	33%	37%	40%	33%	25%	30%	38%	23%	27%	**
		e	e	e				h			
Slightly disagree	193	24	27	18	8	193	55	13	160	127	**
	15%	13%	15%	18%	12%	15%	13%	10%	16%	15%	**
Neither agree nor disagree	217	24	20	12	8	217	62	15	177	118	**
	17%	13%	11%	11%	11%	17%	15%	11%	17%	14%	**
						b					
Slightly agree	302	40	29	9	20	302	76	24	252	204	**
	23%	22%	17%	9%	28%	23%	18%	18%	25%	24%	**
		c	c		bc	bc					
Strongly agree	223	30	29	19	10	223	87	26	173	139	**
	17%	16%	17%	18%	15%	17%	21%	19%	17%	16%	**
Don't know	38	4	5	5	1	38	12	4	27	24	**
	3%	2%	3%	5%	1%	3%	3%	3%	3%	3%	**
SUMMARY CODES											
TOTAL DISAGREE	510	84	92	59	32	510	178	65	395	356	**
	40%	46%	52%	57%	45%	40%	43%	48%	39%	42%	**
			e	e				h			
TOTAL AGREE	526	69	58	28	31	526	163	50	425	343	**
	41%	38%	33%	27%	43%	41%	39%	37%	41%	41%	**
		c			c	bc					
TOTAL NEITHER/ DON'T KNOW	255	28	25	16	9	255	74	19	204	143	**
	20%	15%	14%	16%	12%	20%	18%	14%	20%	17%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strongly disagree	324	49	71	46	25	324	143	48	244	211	**
	25%	27%	40%	44%	35%	25%	35%	36%	24%	25%	**
			ae	ae	e			h			
Slightly disagree	233	30	31	14	17	233	77	27	183	151	**
	18%	17%	18%	14%	23%	18%	19%	20%	18%	18%	**
Neither agree nor disagree	242	33	30	18	12	242	78	22	192	141	**
	19%	18%	17%	17%	17%	19%	19%	16%	19%	17%	**
Slightly agree	306	43	22	13	10	306	71	19	262	212	**
	24%	24%	13%	12%	13%	24%	17%	14%	26%	25%	**
		bcd				bcd			g		
Strongly agree	159	20	16	9	7	159	35	12	124	110	**
	12%	11%	9%	9%	9%	12%	8%	9%	12%	13%	**
Don't know	27	6	5	4	1	27	11	6	21	16	**
	2%	3%	3%	3%	2%	2%	3%	4%	2%	2%	**
SUMMARY CODES											
TOTAL DISAGREE	557	79	102	60	42	557	220	75	426	362	**
	43%	44%	58%	58%	58%	43%	53%	56%	42%	43%	**
			ae	ae	ae			h			
TOTAL AGREE	465	63	38	22	16	465	106	31	386	322	**
	36%	35%	22%	21%	23%	36%	25%	24%	38%	38%	**
		bcd				bcd			g		
TOTAL NEITHER/ DON'T KNOW	269	39	35	22	14	269	89	27	212	157	**
	21%	22%	20%	21%	19%	21%	21%	20%	21%	19%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Strongly disagree	158	24	35	20	15	158	71	27	117	103	**
	12%	13%	20%	19%	20%	12%	17%	20%	11%	12%	**
			e	e	e			h			
Slightly disagree	114	12	15	8	7	114	33	9	94	73	**
	9%	7%	9%	8%	10%	9%	8%	6%	9%	9%	**
Neither agree nor disagree	127	16	13	9	4	127	37	10	93	65	**
	10%	9%	7%	9%	6%	10%	9%	8%	9%	8%	**
Slightly agree	373	49	39	18	21	373	97	25	316	238	**
	29%	27%	22%	18%	30%	29%	23%	19%	31%	28%	**
		c			c	c			g		
Strongly agree	511	78	69	46	23	511	172	60	399	356	**
	40%	43%	39%	44%	32%	40%	42%	45%	39%	42%	**
Don't know	7	2	4	2	2	7	5	2	4	6	**
	1%	1%	2%	2%	3%	1%	1%	1%	*%	1%	**
			e		e						
SUMMARY CODES											
TOTAL DISAGREE	272	36	50	28	22	272	104	36	211	176	**
	21%	20%	29%	27%	30%	21%	25%	27%	21%	21%	**
			ae		ae						
TOTAL AGREE	884	127	108	64	44	884	269	86	715	594	**
	69%	70%	62%	62%	61%	69%	65%	64%	70%	71%	**
						b					
TOTAL NEITHER/ DON'T KNOW	134	18	17	11	6	134	42	12	97	71	**
	10%	10%	10%	11%	8%	10%	10%	9%	9%	8%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1247	170	130	78	52	1247	378	139	986	790	88
Effective Weighted Sample	948	141	95	61	34	948	279	101	755	606	68
Total	1030	129	80	53	27	1030	271	95	833	665	86
Strongly disagree	110	12	11	**	**	110	30	15	83	68	**
	11%	9%	13%	**	**	11%	11%	16%	10%	10%	**
Slightly disagree	100	14	3	**	**	100	20	3	84	61	**
	10%	11%	4%	**	**	10%	7%	3%	10%	9%	**
									g		
Neither agree nor disagree	82	14	7	**	**	82	19	9	62	43	**
	8%	11%	9%	**	**	8%	7%	9%	7%	7%	**
Slightly agree	309	40	23	**	**	309	68	15	268	207	**
	30%	31%	29%	**	**	30%	25%	16%	32%	31%	**
									g		
Strongly agree	419	50	33	**	**	419	126	52	331	283	**
	41%	39%	41%	**	**	41%	47%	55%	40%	42%	**
								h			
Don't know	10	-	3	**	**	10	8	2	5	3	**
	1%	-%	3%	**	**	1%	3%	2%	1%	*%	**
			ae								
SUMMARY CODES											
TOTAL DISAGREE	210	25	14	**	**	210	50	18	167	129	**
	20%	19%	17%	**	**	20%	19%	19%	20%	19%	**
TOTAL AGREE	728	90	56	**	**	728	195	67	599	490	**
	71%	70%	71%	**	**	71%	72%	71%	72%	74%	**
TOTAL NEITHER/ DON'T KNOW	92	14	10	**	**	92	26	10	67	47	**
	9%	11%	12%	**	**	9%	10%	11%	8%	7%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
All is truthful	43	6	6	4	2	43	12	7	34	25	**
	3%	3%	4%	4%	3%	3%	3%	5%	3%	3%	**
Most is truthful	362	57	52	32	21	362	112	38	296	250	**
	28%	31%	30%	31%	29%	28%	27%	29%	29%	30%	**
Some is truthful	700	97	85	50	35	700	220	72	547	445	**
	54%	54%	49%	48%	50%	54%	53%	54%	53%	53%	**
Don't know	56	6	15	8	6	56	26	7	37	30	**
	4%	3%	8%	8%	9%	4%	6%	5%	4%	4%	**
			ae		e						
Don't think about whether the information is truthful	130	15	16	10	7	130	44	9	110	91	**
	10%	8%	9%	9%	9%	10%	11%	7%	11%	11%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1440	228	261	137	124	1440	523	185	1101	905	86
Effective Weighted Sample	1093	183	191	109	83	1093	388	135	842	698	66
Total	1161	166	159	94	65	1161	370	124	914	750	80
All is truthful	43	6	6	4	2	43	12	7	34	25	**
	4%	4%	4%	4%	4%	4%	3%	6%	4%	3%	**
Most is truthful	362	57	52	32	21	362	112	38	296	250	**
	31%	34%	33%	34%	32%	31%	30%	31%	32%	33%	**
Some is truthful	700	97	85	50	35	700	220	72	547	445	**
	60%	58%	54%	53%	55%	60%	59%	58%	60%	59%	**
Don't know	56	6	15	8	6	56	26	7	37	30	**
	5%	4%	9%	9%	10%	5%	7%	6%	4%	4%	**
			ae								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 on search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE)

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1361	219	235	126	109	1361	479	173	1052	865	79
Effective Weighted Sample	1036	176	173	100	73	1036	359	127	806	668	62
Total	1105	160	144	85	58	1105	344	117	877	719	73
PROMPTED RESPONSES											
Check different websites to see if the same information appears on them all	511	67	41	27	14	511	121	50	413	323	**
	46%	42%	28%	31%	23%	46%	35%	42%	47%	45%	**
		bd				bcd					
Check that the website address looks genuine	366	50	29	19	10	366	80	27	306	248	**
	33%	32%	20%	22%	18%	33%	23%	23%	35%	35%	**
		bd				bcd			g		
Check the credibility of the information (authors name or link to original publication)	313	40	24	17	7	313	51	27	257	210	**
	28%	25%	17%	20%	13%	28%	15%	23%	29%	29%	**
		d				bd					
Check whether the site looks professional	256	30	26	18	7	256	62	19	208	172	**
	23%	19%	18%	22%	13%	23%	18%	16%	24%	24%	**
						d					
Check whether people I trust use the site or sites	240	38	19	10	9	240	56	18	201	160	**
	22%	24%	13%	12%	15%	22%	16%	15%	23%	22%	**
		bc				bc					
Check whether the site is regularly updated	204	24	15	11	4	204	46	16	167	136	**
	18%	15%	11%	13%	7%	18%	13%	13%	19%	19%	**
						bd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 on search engines like Google, do you check if the information is truthful in any of these ways? (MULTI CODE)

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1361	219	235	126	109	1361	479	173	1052	865	79
Effective Weighted Sample	1036	176	173	100	73	1036	359	127	806	668	62
Total	1105	160	144	85	58	1105	344	117	877	719	73
UNPROMPTED RESPONSE											
Ask other people/ family/ friends, see what they think	7	2	1	-	1	7	5	2	4	5	**
	1%	1%	1%	-%	2%	1%	1%	2%	1%	1%	**
Make checks in other ways	18	3	2	*	2	18	4	4	12	10	**
	2%	2%	1%	*%	3%	2%	1%	3%	1%	1%	**
ANY CHECKS MADE	795	106	77	49	29	795	206	74	644	519	**
	72%	66%	54%	57%	49%	72%	60%	63%	73%	72%	**
		bd				bcd			g		
I don't make any checks	296	53	60	34	26	296	127	41	225	196	**
	27%	33%	42%	40%	44%	27%	37%	35%	26%	27%	**
			e	e	e			h			
Don't know	15	1	7	3	4	15	11	2	8	4	**
	1%	1%	5%	3%	7%	1%	3%	2%	1%	1%	**
			ae		ae						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
If the site looks secure (has the padlock symbol or uses 'https')	797	106	72	46	26	797	185	73	647	517	**
	62%	59%	41%	44%	36%	62%	45%	55%	63%	61%	**
		bcd				bcd			g		
If I'm familiar with the company or brand	634	83	66	39	27	634	159	52	533	436	**
	49%	46%	38%	38%	38%	49%	38%	39%	52%	52%	**
						bcd			g		
If there is a link to another reputable service like PayPal	582	69	54	35	19	582	140	49	476	390	**
	45%	38%	31%	34%	27%	45%	34%	36%	47%	46%	**
						bcd			g		
If there is a guarantee my details won't be shared with anyone else.	383	55	39	25	14	383	90	37	311	238	**
	30%	30%	22%	24%	20%	30%	22%	28%	30%	28%	**
						bd					
If the site is recommended by friends/ family	308	39	24	13	11	308	64	21	254	194	**
	24%	22%	14%	13%	16%	24%	16%	16%	25%	23%	**
		bc				bc			g		
If the site is listed by a search engine such as Google or Bing	162	20	9	7	3	162	29	13	133	117	**
	13%	11%	5%	7%	4%	13%	7%	10%	13%	14%	**
		bd				bd					
If it's the only way to get the service or product I want	133	19	8	5	3	133	24	9	115	93	**
	10%	11%	5%	5%	4%	10%	6%	6%	11%	11%	**
		b				b					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Other	20	4	4	2	2	20	9	2	16	14	**
	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	**
I enter my credit or debit card details online whenever they are required	30	4	5	2	4	30	13	4	22	22	**
	2%	2%	3%	2%	5%	2%	3%	3%	2%	3%	**
I don't buy things online	179	39	46	26	20	179	100	31	128	116	**
	14%	22%	26%	25%	27%	14%	24%	23%	12%	14%	**
		e	e	e	e			h			
Don't know	8	1	4	3	2	8	4	3	5	5	**
	1%	1%	2%	2%	2%	1%	1%	2%	1%	1%	**
			e	e				h			
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	285	37	23	14	9	285	60	24	239	204	**
	22%	20%	13%	13%	13%	22%	14%	18%	23%	24%	**
						bcd					
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	818	104	102	61	41	818	250	76	652	517	**
	63%	58%	58%	59%	57%	63%	60%	57%	64%	61%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1351	193	206	112	94	1351	441	150	1058	851	85
Effective Weighted Sample	1030	156	153	89	64	1030	328	108	816	661	67
Total	1112	142	129	77	52	1112	314	103	896	725	79
If the site looks secure (has the padlock symbol or uses 'https')	797 72%	106 75% bc	72 55%	46 59%	** **	797 72% bc	185 59%	73 71%	647 72%	517 71%	** **
If I'm familiar with the company or brand	634 57%	83 58%	66 51%	39 51%	** **	634 57%	159 51%	52 50%	533 59%	436 60%	** **
If there is a link to another reputable service like PayPal	582 52%	69 48%	54 42%	35 45%	** **	582 52% b	140 45%	49 47%	476 53%	390 54%	** **
If there is a guarantee my details won't be shared with anyone else.	383 34%	55 39%	39 30%	25 32%	** **	383 34%	90 29%	37 36%	311 35%	238 33%	** **
If the site is recommended by friends/ family	308 28%	39 28%	24 19%	13 17%	** **	308 28% bc	64 21%	21 21%	254 28%	194 27%	** **
If the site is listed by a search engine such as Google or Bing	162 15%	20 14%	9 7%	7 9%	** **	162 15% b	29 9%	13 13%	133 15%	117 16%	** **
If it's the only way to get the service or product I want	133 12%	19 13% b	8 6%	5 7%	** **	133 12% b	24 8%	9 8%	115 13%	93 13%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1351	193	206	112	94	1351	441	150	1058	851	85
Effective Weighted Sample	1030	156	153	89	64	1030	328	108	816	661	67
Total	1112	142	129	77	52	1112	314	103	896	725	79
Other	20	4	4	2	**	20	9	2	16	14	**
	2%	3%	3%	3%	**	2%	3%	2%	2%	2%	**
I enter my credit or debit card details online whenever they are required	30	4	5	2	**	30	13	4	22	22	**
	3%	2%	4%	2%	**	3%	4%	4%	2%	3%	**
Don't know	8	1	4	3	**	8	4	3	5	5	**
	1%	1%	3%	3%	**	1%	1%	3%	1%	1%	**
			e	e				h			
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	285	37	23	14	**	285	60	24	239	204	**
	26%	26%	18%	18%	**	26%	19%	23%	27%	28%	**
						b					
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	818	104	102	61	**	818	250	76	652	517	**
	74%	73%	79%	79%	**	74%	80%	74%	73%	71%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
If the site looks secure (has the padlock symbol or uses 'https')	792	107	83	52	31	792	209	74	640	518	**
	61%	59%	47%	50%	44%	61%	51%	55%	63%	62%	**
		bd				bcd					
If I'm familiar with the company or brand	595	89	69	41	28	595	156	54	490	410	**
	46%	49%	39%	40%	39%	46%	38%	40%	48%	49%	**
		b									
If there is a link to another reputable service like PayPal	510	65	48	29	19	510	127	44	417	332	**
	39%	36%	27%	28%	26%	39%	31%	33%	41%	39%	**
						bcd					
If there is a guarantee my details won't be shared with anyone else.	444	67	45	31	14	444	108	43	356	288	**
	34%	37%	26%	30%	20%	34%	26%	32%	35%	34%	**
		bd				bd					
If the site is recommended by friends/ family	299	36	27	15	12	299	70	24	248	194	**
	23%	20%	15%	14%	17%	23%	17%	18%	24%	23%	**
						bc					
If it's the only way to get the service or product I want	182	24	14	10	4	182	39	12	156	126	**
	14%	13%	8%	9%	6%	14%	9%	9%	15%	15%	**
						bd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
If the site is listed by a search engine such as Google or Bing	148 11%	23 12%	13 7%	6 6%	7 10%	148 11%	30 7%	13 10%	125 12%	110 13%	** **
UNPROMPTED RESPONSES											
I don't do this/ I never register online/ I don't give out my personal details	52 4%	13 7% e	16 9% e	9 9% e	7 9% e	52 4%	29 7%	8 6%	39 4%	38 4%	** **
Other	10 1%	3 2%	1 1%	- -%	1 2%	10 1%	2 1%	2 2%	7 1%	8 1%	** **
I register my details online whenever they are required	59 5%	6 3%	9 5%	6 6%	3 4%	59 5%	24 6%	10 7%	43 4%	37 4%	** **
Don't know	66 5%	11 6%	18 10% e	11 10% e	7 10% e	66 5%	35 9%	8 6%	50 5%	33 4%	** **
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	348 27%	48 27%	36 20%	22 21%	14 19%	348 27% b	90 22%	34 25%	287 28%	247 29%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	824	109	106	62	44	824	260	84	647	523	**
	64%	60%	61%	60%	62%	64%	63%	63%	63%	62%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Search engines - such as Google	1220	175	155	91	64	1220	375	123	974	806	**
	94%	97%	89%	88%	90%	94%	90%	92%	95%	96%	**
		bcd				bc					
The Wikipedia website	604	75	74	45	28	604	164	56	502	421	**
	47%	42%	42%	44%	40%	47%	40%	42%	49%	50%	**
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	597	87	74	48	25	597	161	61	491	429	**
	46%	48%	42%	47%	35%	46%	39%	45%	48%	51%	**
		d				d					
The YouTube website	486	63	35	26	9	486	115	43	389	312	**
	38%	35%	20%	25%	13%	38%	28%	32%	38%	37%	**
		bd		d		bcd					
The BBC website	464	72	49	33	16	464	103	35	384	314	**
	36%	40%	28%	31%	23%	36%	25%	26%	37%	37%	**
		bd				bd			g		
Social media websites or apps (like Facebook, Twitter, Instagram)	388	41	26	19	7	388	95	35	326	274	**
	30%	23%	15%	18%	9%	30%	23%	26%	32%	33%	**
		bd				abcd					
Newspaper websites/apps like theguardian.com or www.dailymail.co.uk etc.	380	55	46	31	15	380	95	35	323	264	**
	29%	30%	27%	30%	22%	29%	23%	26%	32%	31%	**
A Government or local council website	362	62	51	35	16	362	106	47	284	267	**
	28%	34%	29%	34%	23%	28%	26%	35%	28%	32%	**
		d									

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Online articles on sites/ apps like Buzzfeed.com or huffingtonpost.co.uk etc.	136	13	6	4	2	136	22	12	119	103	**
	11%	7%	3%	4%	2%	11%	5%	9%	12%	12%	**
						bcd					
ANY OF THESE	1265	179	166	98	68	1265	397	128	1009	830	**
	98%	99%	95%	95%	95%	98%	96%	96%	99%	99%	**
		bc				bc			g		
None of these	26	2	9	5	3	26	17	6	15	11	**
	2%	1%	5%	5%	5%	2%	4%	4%	1%	1%	**
			ae	ae				h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Yes	1249	173	163	96	67	1249	396	125	999	817	**
	97%	96%	93%	92%	94%	97%	95%	94%	98%	97%	**
						bc			g		
No	41	8	12	8	4	41	19	9	24	23	**
	3%	4%	7%	8%	6%	3%	5%	6%	2%	3%	**
			e	e				h			
Don't know	1	-	-	-	-	1	*	-	1	1	**
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1547	239	271	141	130	1547	565	191	1202	990	93
Effective Weighted Sample	1175	192	200	113	89	1175	417	138	921	761	72
Total	1249	173	163	96	67	1249	396	125	999	817	89
I think that if they have been listed by the search engine, these websites will have accurate and unbiased information	251 20%	33 19%	30 19%	18 19%	12 18%	251 20%	86 22%	26 21%	208 21%	146 18%	** **
I think that some of the websites will be accurate or unbiased and some won't be	732 59%	98 56%	87 53%	55 58%	32 47%	732 59% d	195 49%	68 54%	589 59%	485 59%	** **
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	213 17%	35 20%	32 20%	17 18%	15 22%	213 17%	87 22%	26 21%	163 16%	155 19%	** **
Don't know	53 4%	8 4%	14 8% e	5 6%	8 13% ae	53 4%	28 7%	5 4%	38 4%	31 4%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1547	239	271	141	130	1547	565	191	1202	990	93
Effective Weighted Sample	1175	192	200	113	89	1175	417	138	921	761	72
Total	1249	173	163	96	67	1249	396	125	999	817	89
These are adverts/ sponsored links/ paid to appear here	784	110	94	57	37	784	203	79	631	515	**
	63%	64%	57%	59%	55%	63%	51%	63%	63%	63%	**
These are the best results/ the most relevant results	285	37	24	13	11	285	74	20	234	187	**
	23%	22%	15%	13%	16%	23%	19%	16%	23%	23%	**
						bc			g		
These are most popular results used by other people	285	43	37	22	15	285	110	32	231	204	**
	23%	25%	23%	23%	22%	23%	28%	25%	23%	25%	**
Other	14	4	2	2	*	14	6	4	10	8	**
	1%	2%	1%	2%	*%	1%	1%	3%	1%	1%	**
								h			
ONLY SELECTED THE CORRECT RESPONSE- ADVERTS/ SPONSORED LINKS/ PAID TO APPEAR	605	83	80	49	31	605	166	63	484	396	**
	48%	48%	49%	52%	46%	48%	42%	51%	48%	48%	**
Don't know	125	18	25	12	12	125	60	13	97	75	**
	10%	10%	15%	13%	18%	10%	15%	10%	10%	9%	**
			e		e						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Everyone will see exactly the same adverts as me	321	45	48	27	21	321	115	41	252	216	**
	25%	25%	27%	26%	29%	25%	28%	31%	25%	26%	**
Some people might see different adverts to the ones that I see	778	104	80	54	26	778	201	59	635	503	**
	60%	58%	46%	52%	37%	60%	48%	44%	62%	60%	**
		bd		d		bd			g		
Don't know	191	32	48	23	24	191	98	34	137	122	**
	15%	17%	27%	23%	34%	15%	24%	25%	13%	15%	**
			ae	e	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
I don't mind seeing any online ads	308	35	36	18	17	308	107	37	236	188	**
	24%	20%	20%	18%	24%	24%	26%	27%	23%	22%	**
I don't mind seeing online ads as long as they are for things I'm interested in	495	65	61	40	21	495	146	39	416	336	**
	38%	36%	35%	38%	30%	38%	35%	29%	41%	40%	**
									g		
I dislike all online ads	470	78	70	41	29	470	151	57	362	310	**
	36%	43%	40%	39%	41%	36%	36%	42%	35%	37%	**
Don't know	18	2	9	5	4	18	11	2	10	7	**
	1%	1%	5%	5%	5%	1%	3%	1%	1%	1%	**
			ae	ae	ae						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Say no / don't tick the box allowing companies to send me 'information on offers and news'	746 58%	105 58% bc	84 48%	47 45%	37 52%	746 58% bc	205 49%	73 55%	603 59%	538 64%	** **
Used ad-blocking filters or software (software that prevents some types of ads appearing)	437 34%	55 30% d	39 22%	28 27% d	11 15%	437 34% bd	111 27%	50 38%	345 34%	273 32%	** **
Used false information when registering for things online to avoid spam/ junk email	267 21%	26 14% bd	13 8%	9 9%	4 6%	267 21% abcd	53 13%	18 13%	216 21% g	170 20%	** **
ANY OF THESE STEPS TAKEN	937 73%	126 70% bcd	100 57%	61 59%	39 55%	937 73% bcd	252 61%	86 64%	762 74% g	631 75%	** **
None of these	338 26%	52 28%	72 41% ae	41 40% ae	31 43% ae	338 26%	155 37%	45 34% h	252 25%	204 24%	** **
Don't know	16 1%	3 2%	3 1%	1 1%	2 2%	16 1%	8 2%	2 2%	10 1%	6 1%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 or Thatcher Joe, might say good things about a particular company or product or brand, such as Nike clothing, a new game or clothes from TopShop. Which, if any, of these are reasons why they might say good things about these products or brands? (MULTI CODE)

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
They are being paid by the company or brand to say this	739 74%	78 68%	51 71%	** **	** **	739 74%	178 69%	61 73%	608 74%	479 74%	** **
They think this information will be of interest or use to their followers	337 34%	32 28%	12 17%	** **	** **	337 34% b	60 23%	23 27%	286 35%	231 36%	** **
They like to use those particular products or brands because of their quality or value	197 20%	20 17%	7 9%	** **	** **	197 20% b	34 13%	12 14%	169 21%	144 22%	** **
Other	5 1%	1 1%	1 2%	** **	** **	5 1%	1 1%	2 2%	3 *%	2 *%	** **
Don't know	106 11%	18 16%	14 20% e	** **	** **	106 11%	44 17%	12 15%	77 9%	59 9%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 John Lewis or Tesco websites/ apps (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Using 'cookies' to collect information about the websites people visit or what products and services interest them	911 71%	133 73% bcd	97 55%	59 57%	37 52%	911 71% bcd	250 60%	87 65%	736 72%	600 71%	** **
Collecting information from social media accounts i.e. about users interests, "likes", location, preferences and so on	771 60%	101 56% bd	70 40%	46 45%	23 33%	771 60% bcd	183 44%	61 46%	644 63% g	519 62%	** **
Asking customers to 'register' with a website or app and to opt in/ opt out of receiving further information from them or their partners	738 57%	104 57% bcd	73 41%	42 40%	31 43%	738 57% bcd	187 45%	65 48%	602 59% g	508 60%	** **
Using apps on smartphones to collect data on users' locations or what products and services interest them	628 49%	84 47% bcd	46 26%	34 33% d	12 16%	628 49% bcd	138 33%	57 42%	510 50%	441 52%	** **
TOTAL - AWARE OF ANY OF THESE WAYS THAT COMPANIES CAN COLLECT INFORMATION ABOUT ME	1056 82%	146 81% bd	119 68%	74 72%	45 63%	1056 82% bcd	300 72%	100 75%	854 83% g	695 83%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 John Lewis or Tesco websites/ apps (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
TOTAL - AWARE OF ALL OF THESE WAYS	478	69	33	25	8	478	100	42	392	335	**
	37%	38%	19%	24%	11%	37%	24%	31%	38%	40%	**
		bcd		d		bcd					
Not aware of any of these / Not aware that companies collect information about what people do online	143	23	30	16	14	143	68	19	106	101	**
	11%	13%	17%	15%	20%	11%	16%	14%	10%	12%	**
			e		e						
Don't know	93	12	26	14	12	93	46	15	64	46	**
	7%	7%	15%	13%	17%	7%	11%	11%	6%	5%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
I can choose to opt-out at any point and they will stop using my data	390 30%	41 23%	37 21%	25 24%	12 17%	390 30% abd	95 23%	33 25%	324 32%	293 35%	** **
They are clear about how they will use my information	377 29%	42 23%	31 18%	19 19%	12 17%	377 29% bcd	80 19%	34 25%	316 31%	272 32%	** **
They reassure me they will not share my information with other companies	342 26%	48 26%	37 21%	23 22%	13 19%	342 26%	79 19%	36 27%	282 28%	250 30%	** **
I get something like access to a free service in return - like access to their public WiFi network	286 22%	34 19% bd	17 10%	12 11%	5 7%	286 22% bcd	62 15%	24 18%	242 24%	198 23%	** **
They use it to send me relevant special offers/ discounts for products/ services they think I might like	278 22%	25 14%	27 15%	16 15%	11 16%	278 22% ab	65 16%	22 16%	232 23%	207 25%	** **
I get a personalised service in return - like a weather update on my phone (based on my location)	195 15%	22 12%	14 8%	8 8%	6 9%	195 15% bc	44 11%	14 10%	170 17% g	138 16%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
They use it to show me adverts or information that might be more relevant to me	194 15%	19 10%	15 9%	8 8%	7 10%	194 15% bc	49 12%	10 8%	165 16% g	131 16%	** **
TOTAL - HAPPY FOR COMPANIES TO COLLECT AND USE MY PERSONAL INFORMATION	736 57%	78 43%	69 39%	41 40%	28 39%	736 57% abcd	187 45%	63 47%	609 59% g	505 60%	** **
I am not happy for companies to collect and use my personal information	510 39%	100 56% e	94 54% e	55 53% e	39 54% e	510 39%	205 49%	63 47% h	382 37%	312 37%	** **
Don't know	46 4%	3 1%	12 7% ae	7 7% a	5 7% a	46 4%	23 6%	8 6%	33 3%	25 3%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Added filters to or edited a digital photo	458	33	29	22	7	458	116	39	380	305	**
	35%	18%	16%	21%	10%	35%	28%	29%	37%	36%	**
		d		d		abcd					
Followed online tutorials (e.g. hair, make up, DIY, cookery, drawing, how to play a musical instrument etc.)	400	44	31	21	10	400	95	36	330	284	**
	31%	24%	17%	20%	14%	31%	23%	27%	32%	34%	**
		d				bcd					
Made a video and shared it online	374	27	18	14	3	374	86	27	321	262	**
	29%	15%	10%	14%	5%	29%	21%	20%	31%	31%	**
		d		d		abcd			g		
Live streamed videos on sites like Facebook Live, YouTube Live or 'Live' on Instagram Stories	234	22	3	2	1	234	49	18	200	168	**
	18%	12%	2%	2%	1%	18%	12%	14%	20%	20%	**
		bcd				abcd					
Created an online photo book, calendar, personalised birthday card	223	19	8	7	1	223	40	17	193	173	**
	17%	11%	4%	7%	1%	17%	10%	13%	19%	21%	**
		bd		d		abcd					
Made a meme or gif (an image, video or text that gets circulated online)	144	6	4	4	*	144	32	14	121	108	**
	11%	4%	3%	4%	*%	11%	8%	10%	12%	13%	**
						abcd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Made/ built/ modified a website or app	130	12	4	2	2	130	15	9	110	87	**
	10%	7%	2%	2%	3%	10%	4%	7%	11%	10%	**
		b				bcd					
Made a blog or vlog (video blog)	100	12	1	1	-	100	15	7	85	67	**
	8%	7%	*%	1%	-%	8%	4%	6%	8%	8%	**
		bcd				bcd					
Created an online scrapbook of ideas, on sites like Pinterest	89	6	2	2	*	89	13	4	80	68	**
	7%	3%	1%	1%	*%	7%	3%	3%	8%	8%	**
						abcd			g		
Made your own music online or changed/ edited somebody else's music (such as editing/ cutting or mixing tracks)	85	4	2	2	*	85	15	5	70	62	**
	7%	2%	1%	2%	*%	7%	4%	4%	7%	7%	**
						abcd					
TOTAL - ANY OF THESE	757	80	59	42	17	757	189	67	621	512	**
	59%	44%	34%	41%	23%	59%	46%	50%	61%	61%	**
		bd		d		abcd			g		
None of these	525	101	113	60	53	525	220	67	396	325	**
	41%	56%	65%	57%	75%	41%	53%	50%	39%	39%	**
		e	e	e	ace			h			
Don't know	9	*	3	2	1	9	5	*	7	4	**
	1%	*%	2%	2%	2%	1%	1%	*%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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: MoneySuperMarket.com, PriceRunner, USwitch, CompareTheMarket.com, Go Compare, Kelkoo etc. (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Insurance (e.g. travel, life, home or car/ van)	778	113	81	51	30	778	182	62	640	528	**
	60%	62%	47%	49%	43%	60%	44%	46%	63%	63%	**
		bcd				bcd			g		
Travel (e.g. flights, hotels, holidays)	662	95	70	45	26	662	153	41	563	443	**
	51%	53%	40%	43%	36%	51%	37%	31%	55%	53%	**
		bd				bd			g		
Utilities (e.g. gas, electricity, water)	554	84	60	36	25	554	136	37	465	383	**
	43%	47%	34%	34%	35%	43%	33%	28%	45%	46%	**
		bc				b			g		
Household services (e.g. broadband, pay TV, mobile phone, landline, postal services)	492	63	41	27	14	492	103	34	414	341	**
	38%	35%	23%	26%	20%	38%	25%	25%	40%	40%	**
		bd				bcd			g		
Banking (e.g. loans, credit cards or mortgages)	340	33	19	11	8	340	52	14	297	225	**
	26%	18%	11%	11%	11%	26%	13%	10%	29%	27%	**
		b				abcd			g		
Other	21	2	3	3	-	21	6	-	15	14	**
	2%	1%	2%	3%	-%	2%	2%	-%	1%	2%	**
EVER USED A PRICE COMPARISON WEBSITE	959	135	112	66	45	959	262	84	783	642	**
	74%	75%	64%	64%	63%	74%	63%	62%	76%	76%	**
		bc				bcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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: MoneySuperMarket.com, PriceRunner, USwitch, CompareTheMarket.com, Go Compare, Kelkoo etc. (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Have never used a Price comparison website	322	45	61	36	25	322	148	50	232	197	**
	25%	25%	35%	35%	35%	25%	36%	37%	23%	23%	**
			ae	e	e			h			
Don't know	10	1	2	1	1	10	5	1	9	2	**
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Insurance (e.g. travel, life, home or car/ van)	624	92	64	39	25	624	146	48	514	411	**
	48%	51%	36%	37%	35%	48%	35%	36%	50%	49%	**
		bcd				bcd			g		
Travel (e.g. flights, hotels, holidays)	515	79	47	29	19	515	107	33	441	349	**
	40%	44%	27%	28%	26%	40%	26%	25%	43%	42%	**
		bcd				bcd			g		
Utilities (e.g. gas, electricity, water)	349	60	41	25	15	349	93	21	302	238	**
	27%	33%	23%	24%	22%	27%	23%	16%	29%	28%	**
		bd							g		
Household services (e.g. broadband, pay TV, mobile phone, landline, postal services)	287	48	21	14	7	287	57	19	246	200	**
	22%	26%	12%	14%	9%	22%	14%	14%	24%	24%	**
		bcd				bcd			g		
Banking (e.g. loans, credit cards or mortgages)	182	19	10	6	4	182	31	8	160	115	**
	14%	10%	6%	6%	5%	14%	7%	6%	16%	14%	**
						bcd			g		
Other	17	2	3	3	-	17	6	-	13	10	**
	1%	1%	2%	3%	-%	1%	2%	-%	1%	1%	**
USED A PRICE COMPARISON WEBSITE IN THE PAST 12 MONTHS	885	122	99	60	39	885	232	70	733	589	**
	69%	67%	57%	58%	55%	69%	56%	52%	72%	70%	**
		bd				bcd			g		

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
Have not used a price comparison website in the past 12 months	392	58	74	43	31	392	176	64	279	249	**
	30%	32%	42%	41%	43%	30%	42%	48%	27%	30%	**
			ae	e	e			h			
Don't know	14	1	2	1	1	14	7	1	13	4	**
	1%	1%	1%	1%	1%	1%	2%	1%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE)

Base : Those who have ever used a price comparison website

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1177	179	196	99	97	1177	378	121	938	753	70
Effective Weighted Sample	896	147	141	79	64	896	279	89	722	586	55
Total	959	135	112	66	45	959	262	84	783	642	60
Insurance (e.g. travel, life, home or car/ van)	624	92	64	**	**	624	146	48	514	411	**
	65%	68%	57%	**	**	65%	56%	57%	66%	64%	**
Travel (e.g. flights, hotels, holidays)	515	79	47	**	**	515	107	33	441	349	**
	54%	59%	42%	**	**	54%	41%	40%	56%	54%	**
		b				b			g		
Utilities (e.g. gas, electricity, water)	349	60	41	**	**	349	93	21	302	238	**
	36%	44%	36%	**	**	36%	36%	25%	39%	37%	**
									g		
Household services (e.g. broadband, pay TV, mobile phone, landline, postal services)	287	48	21	**	**	287	57	19	246	200	**
	30%	35%	19%	**	**	30%	22%	23%	31%	31%	**
		b				b					
Banking (e.g. loans, credit cards or mortgages)	182	19	10	**	**	182	31	8	160	115	**
	19%	14%	9%	**	**	19%	12%	9%	20%	18%	**
						b			g		
Other	17	2	3	**	**	17	6	-	13	10	**
	2%	1%	3%	**	**	2%	2%	-%	2%	2%	**
USED A PRICE COMPARISON WEBSITE IN THE PAST 12 MONTHS	885	122	99	**	**	885	232	70	733	589	**
	92%	90%	89%	**	**	92%	89%	83%	94%	92%	**
									g		

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN56. (SHOWCARD) And for which, if any, of these types of products or services have you used a price comparison website for in the past 12 months? (MULTI CODE)

Base : Those who have ever used a price comparison website

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1177	179	196	99	97	1177	378	121	938	753	70
Effective Weighted Sample	896	147	141	79	64	896	279	89	722	586	55
Total	959	135	112	66	45	959	262	84	783	642	60
Have not used a price comparison website in the past 12 months	70	13	13	**	**	70	28	14	46	52	**
	7%	10%	11%	**	**	7%	11%	17% h	6%	8%	**
Don't know	4	-	-	**	**	4	1	-	4	1	**
	*%	-%	-%	**	**	*%	1%	-%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE IN THE PAST 12 MONTHS	885 69%	122 67% bd	99 57%	60 58%	39 55%	885 69% bcd	232 56%	70 52%	733 72% g	589 70%	** **
USED A PRICE COMPARISON WEBSITE BUT NOT IN THE PAST 12 MONTHS	74 6%	13 7%	13 7%	7 6%	6 8%	74 6%	30 7%	14 10% h	51 5%	53 6%	** **
TOTAL - EVER USED A PRICE COMPARISON WEBSITE	959 74%	135 75% bc	112 64%	66 64%	45 63%	959 74% bcd	262 63%	84 62%	783 76% g	642 76%	** **
NEVER USED A PRICE COMPARISON WEBSITE	332 26%	46 25%	63 36% ae	37 36% ae	26 37% e	332 26%	153 37%	50 38% h	241 24%	200 24%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES - Insurance (e.g. travel, life, home or car/ van)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE FOR THIS IN THE PAST 12 MONTHS	624	92	64	39	25	624	146	48	514	411	**
	48%	51%	36%	37%	35%	48%	35%	36%	50%	49%	**
		bcd				bcd			g		
USED A PRICE COMPARISON WEBSITE FOR THIS BUT NOT IN THE PAST 12 MONTHS	154	21	18	12	5	154	36	14	126	117	**
	12%	11%	10%	12%	8%	12%	9%	10%	12%	14%	**
TOTAL - EVER USED A PRICE COMPARISON WEBSITE FOR THIS	778	113	81	51	30	778	182	62	640	528	**
	60%	62%	47%	49%	43%	60%	44%	46%	63%	63%	**
		bcd				bcd			g		
NEVER USED A PRICE COMPARISON WEBSITE FOR THIS	513	68	94	53	41	513	233	72	384	313	**
	40%	38%	53%	51%	57%	40%	56%	54%	37%	37%	**
			ae	ae	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES - Banking (e.g. loans, credit cards or mortgages)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE FOR THIS IN THE PAST 12 MONTHS	182	19	10	6	4	182	31	8	160	115	**
	14%	10%	6%	6%	5%	14%	7%	6%	16%	14%	**
						bcd			g		
USED A PRICE COMPARISON WEBSITE FOR THIS BUT NOT IN THE PAST 12 MONTHS	158	15	9	5	4	158	21	6	137	109	**
	12%	8%	5%	5%	6%	12%	5%	5%	13%	13%	**
						bc			g		
TOTAL - EVER USED A PRICE COMPARISON WEBSITE FOR THIS	340	33	19	11	8	340	52	14	297	225	**
	26%	18%	11%	11%	11%	26%	13%	10%	29%	27%	**
		b				abcd			g		
NEVER USED A PRICE COMPARISON WEBSITE FOR THIS	951	148	156	92	64	951	362	120	727	616	**
	74%	82%	89%	89%	89%	74%	87%	90%	71%	73%	**
		e	ae	e	e			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES - Utilities (e.g. gas, electricity, water)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE FOR THIS IN THE PAST 12 MONTHS	349	60	41	25	15	349	93	21	302	238	**
	27%	33%	23%	24%	22%	27%	23%	16%	29%	28%	**
		bd							g		
USED A PRICE COMPARISON WEBSITE FOR THIS BUT NOT IN THE PAST 12 MONTHS	204	25	20	10	9	204	43	16	163	145	**
	16%	14%	11%	10%	13%	16%	10%	12%	16%	17%	**
TOTAL - EVER USED A PRICE COMPARISON WEBSITE FOR THIS	554	84	60	36	25	554	136	37	465	383	**
	43%	47%	34%	34%	35%	43%	33%	28%	45%	46%	**
		bc				b			g		
NEVER USED A PRICE COMPARISON WEBSITE FOR THIS	737	97	115	68	47	737	279	97	559	458	**
	57%	53%	66%	66%	65%	57%	67%	72%	55%	54%	**
			ae	a				h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES - Household services (e.g. broadband, pay TV, mobile phone, landline, postal services)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE FOR THIS IN THE PAST 12 MONTHS	287	48	21	14	7	287	57	19	246	200	**
	22%	26%	12%	14%	9%	22%	14%	14%	24%	24%	**
		bcd				bcd			g		
USED A PRICE COMPARISON WEBSITE FOR THIS BUT NOT IN THE PAST 12 MONTHS	204	15	20	13	7	204	46	15	168	140	**
	16%	8%	11%	12%	10%	16%	11%	11%	16%	17%	**
						a					
TOTAL - EVER USED A PRICE COMPARISON WEBSITE FOR THIS	492	63	41	27	14	492	103	34	414	341	**
	38%	35%	23%	26%	20%	38%	25%	25%	40%	40%	**
		bd				bcd			g		
NEVER USED A PRICE COMPARISON WEBSITE FOR THIS	799	118	134	77	57	799	312	100	610	501	**
	62%	65%	77%	74%	80%	62%	75%	75%	60%	60%	**
			ae	e	ae			h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 PRICE COMPARISON WEBSITES - Travel (e.g. flights, hotels, holidays)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1602	251	290	151	139	1602	594	203	1232	1021	98
Effective Weighted Sample	1216	201	213	120	93	1216	438	147	945	785	75
Total	1291	181	175	104	71	1291	415	134	1024	841	95
USED A PRICE COMPARISON WEBSITE FOR THIS IN THE PAST 12 MONTHS	515 40%	79 44% bcd	47 27%	29 28%	19 26%	515 40% bcd	107 26%	33 25%	441 43% g	349 42%	** **
USED A PRICE COMPARISON WEBSITE FOR THIS BUT NOT IN THE PAST 12 MONTHS	146 11%	16 9%	23 13%	16 15%	7 10%	146 11%	46 11%	8 6%	122 12% g	94 11%	** **
TOTAL - EVER USED A PRICE COMPARISON WEBSITE FOR THIS	662 51%	95 53% bd	70 40%	45 43%	26 36%	662 51% bd	153 37%	41 31%	563 55% g	443 53%	** **
NEVER USED A PRICE COMPARISON WEBSITE FOR THIS	629 49%	86 47%	105 60% ae	59 57%	46 64% ae	629 49%	262 63%	93 69% h	461 45%	398 47%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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? 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1177	179	196	99	97	1177	378	121	938	753	70
Effective Weighted Sample	896	147	141	79	64	896	279	89	722	586	55
Total	959	135	112	66	45	959	262	84	783	642	60
...the deals considered most suitable for my needs based on the information I provide	460	65	48	**	**	460	120	33	385	287	**
	48%	48%	43%	**	**	48%	46%	40%	49%	45%	**
...the cheapest deals	442	66	34	**	**	442	109	38	354	278	**
	46%	49%	30%	**	**	46%	42%	46%	45%	43%	**
		b				b					
...there because companies may have paid for their deal to appear first	331	55	36	**	**	331	75	33	274	246	**
	34%	41%	33%	**	**	34%	28%	39%	35%	38%	**
None of these	18	1	4	**	**	18	7	2	15	12	**
	2%	1%	4%	**	**	2%	3%	3%	2%	2%	**
Don't know	38	4	5	**	**	38	14	2	32	32	**
	4%	3%	5%	**	**	4%	5%	2%	4%	5%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 ever 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
Yes	751	63	34	**	**	751	155	59	625	481	**
	75%	55%	47%	**	**	75%	60%	71%	76%	75%	**
						ab					
No	225	45	36	**	**	225	92	23	175	151	**
	22%	40%	49%	**	**	22%	36%	28%	21%	23%	**
		e	e								
Don't know	26	5	3	**	**	26	9	1	21	13	**
	3%	5%	4%	**	**	3%	4%	1%	3%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
Yes	259	18	8	**	**	259	59	23	210	161	**
	26%	16%	11%	**	**	26%	23%	28%	26%	25%	**
						ab					
No	723	94	64	**	**	723	196	59	594	474	**
	72%	83%	89%	**	**	72%	77%	71%	72%	74%	**
		e	e								
Don't know	21	1	-	**	**	21	1	1	18	10	**
	2%	1%	-%	**	**	2%	1%	1%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	281	28	10	7	3	281	69	34	219	164	25
Effective Weighted Sample	229	21	9	6	3	229	55	25	181	139	20
Total	259	18	8	5	2	259	59	23	210	161	24
I reported it through the reporting button/flag on YouTube	74	**	**	**	**	74	**	**	61	42	**
	29%	**	**	**	**	29%	**	**	29%	26%	**
I emailed/ sent a message to YouTube	26	**	**	**	**	26	**	**	19	12	**
	10%	**	**	**	**	10%	**	**	9%	8%	**
I posted a comment on the site/ app under the inappropriate content	12	**	**	**	**	12	**	**	11	5	**
	5%	**	**	**	**	5%	**	**	5%	3%	**
Other	3	**	**	**	**	3	**	**	1	1	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
EVER REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	96	**	**	**	**	96	**	**	75	55	**
	37%	**	**	**	**	37%	**	**	36%	35%	**
Don't know	2	**	**	**	**	2	**	**	1	1	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
I have not reported something inappropriate to YouTube	162	**	**	**	**	162	**	**	133	104	**
	62%	**	**	**	**	62%	**	**	63%	65%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
I reported it through the reporting button/flag on YouTube	74	2	1	**	**	74	18	8	61	42	**
	7%	2%	2%	**	**	7%	7%	10%	7%	7%	**
						ab					
I emailed/ sent a message to YouTube	26	2	-	**	**	26	2	1	19	12	**
	3%	1%	-%	**	**	3%	1%	1%	2%	2%	**
I posted a comment on the site/ app under the inappropriate content	12	3	-	**	**	12	*	1	11	5	**
	1%	2%	-%	**	**	1%	*%	1%	1%	1%	**
Other	3	-	-	**	**	3	-	1	1	1	**
	*%	-%	-%	**	**	*%	-%	1%	*%	*%	**
EVER REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	96	5	1	**	**	96	19	10	75	55	**
	10%	4%	2%	**	**	10%	8%	12%	9%	9%	**
						b					
Don't know	2	-	-	**	**	2	-	-	1	1	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
I have not reported something inappropriate to YouTube	162	13	7	**	**	162	39	13	133	104	**
	16%	12%	9%	**	**	16%	15%	16%	16%	16%	**
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON YOUTUBE	744	95	64	**	**	744	198	60	612	485	**
	74%	84%	89%	**	**	74%	77%	72%	74%	75%	**
		e	e								

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN64. Why did you not report the inappropriate content to YouTube? (MULTI CODE)

Base : Those who have seen anything inappropriate on YouTube and not reported it

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	177	21	9	6	3	177	46	21	141	106	10
Effective Weighted Sample	143	15	8	5	3	143	37	17	115	90	9
Total	162	13	7	4	2	162	39	13	133	104	9
I couldn't be bothered	44	**	**	**	**	44	**	**	35	21	**
	27%	**	**	**	**	27%	**	**	27%	21%	**
Didn't think they would do anything about it	33	**	**	**	**	33	**	**	26	19	**
	21%	**	**	**	**	21%	**	**	20%	19%	**
I didn't know how to report it	29	**	**	**	**	29	**	**	21	22	**
	18%	**	**	**	**	18%	**	**	15%	22%	**
I didn't have time	26	**	**	**	**	26	**	**	22	20	**
	16%	**	**	**	**	16%	**	**	17%	19%	**
Expected other people to report it	21	**	**	**	**	21	**	**	19	19	**
	13%	**	**	**	**	13%	**	**	14%	18%	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	7	**	**	**	**	7	**	**	7	5	**
	4%	**	**	**	**	4%	**	**	5%	5%	**
Just ignored it/ chose not to watch it/ look at it/ didn't occur to me to report it	3	**	**	**	**	3	**	**	3	2	**
	2%	**	**	**	**	2%	**	**	2%	2%	**
Asked someone else to do it for me	2	**	**	**	**	2	**	**	2	1	**
	1%	**	**	**	**	1%	**	**	2%	1%	**
Didn't want to get involved/ draw attention to myself by reporting it	2	**	**	**	**	2	**	**	2	1	**
	1%	**	**	**	**	1%	**	**	2%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN64. Why did you not report the inappropriate content to YouTube? (MULTI CODE)

Base : Those who have seen anything inappropriate on YouTube and not reported it

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	177	21	9	6	3	177	46	21	141	106	10
Effective Weighted Sample	143	15	8	5	3	143	37	17	115	90	9
Total	162	13	7	4	2	162	39	13	133	104	9
Assumed that they would take it down	*	**	**	**	**	*	**	**	*	*	**
	*%	**	**	**	**	*%	**	**	*%	*%	**
Other	5	**	**	**	**	5	**	**	4	5	**
	3%	**	**	**	**	3%	**	**	3%	5%	**
Don't know	11	**	**	**	**	11	**	**	11	8	**
	7%	**	**	**	**	7%	**	**	8%	8%	**
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO YOUTUBE	162	**	**	**	**	162	**	**	133	104	**
	100%	**	**	**	**	100%	**	**	100%	100%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN64. Why did you not report the inappropriate content to YouTube? (MULTI CODE)

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
I couldn't be bothered	44	5	2	**	**	44	8	5	35	21	**
	4%	4%	3%	**	**	4%	3%	7%	4%	3%	**
Didn't think they would do anything about it	33	3	-	**	**	33	11	4	26	19	**
	3%	3%	-%	**	**	3%	4%	4%	3%	3%	**
I didn't know how to report it	29	3	2	**	**	29	8	2	21	22	**
	3%	3%	3%	**	**	3%	3%	3%	2%	3%	**
I didn't have time	26	1	*	**	**	26	4	2	22	20	**
	3%	1%	1%	**	**	3%	2%	2%	3%	3%	**
Expected other people to report it	21	1	-	**	**	21	5	1	19	19	**
	2%	1%	-%	**	**	2%	2%	1%	2%	3%	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	7	1	-	**	**	7	-	-	7	5	**
	1%	1%	-%	**	**	1%	-%	-%	1%	1%	**
Just ignored it/ chose not to watch it/ look at it/ didn't occur to me to report it	3	-	-	**	**	3	-	-	3	2	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
Asked someone else to do it for me	2	-	-	**	**	2	-	-	2	1	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
Didn't want to get involved/ draw attention to myself by reporting it	2	-	1	**	**	2	1	-	2	1	**
	*%	-%	1%	**	**	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN64. Why did you not report the inappropriate content to YouTube? (MULTI CODE)

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
Assumed that they would take it down	*	-	-	**	**	*	-	-	*	*	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
Other	5	-	-	**	**	5	1	1	4	5	**
	*%	-%	-%	**	**	*%	*%	1%	*%	1%	**
Don't know	11	2	1	**	**	11	4	1	11	8	**
	1%	1%	2%	**	**	1%	2%	1%	1%	1%	**
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO YOUTUBE	162	13	7	**	**	162	39	13	133	104	**
	16%	12%	9%	**	**	16%	15%	16%	16%	16%	**
EVER REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	96	5	1	**	**	96	19	10	75	55	**
	10%	4%	2%	**	**	10%	8%	12%	9%	9%	**
						b					
UNSURE IF REPORTED INAPPROPRIATE CONTENT TO YOUTUBE	2	-	-	**	**	2	-	-	1	1	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON YOUTUBE	744	95	64	**	**	744	198	60	612	485	**
	74%	84%	89%	**	**	74%	77%	72%	74%	75%	**
		e	e								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1179	150	114	70	44	1179	339	119	957	749	86
Effective Weighted Sample	910	123	86	57	29	910	257	87	737	581	67
Total	1003	113	72	48	24	1003	256	83	822	645	85
SEEN INAPPROPRIATE CONTENT ON YOUTUBE AND REPORTED IT	96 10%	5 4%	1 2%	** **	** **	96 10% b	19 8%	10 12%	75 9%	55 9%	** **
SEEN INAPPROPRTATE CONTENT ON YOTUBE AND NOT REPORTED IT	162 16%	13 12%	7 9%	** **	** **	162 16%	39 15%	13 16%	133 16%	104 16%	** **
SEEN INAPPROPRTATE CONTENT ON YOTUBE AND UNSURE IF REPORTED IT	2 *%	- -%	- -%	** **	** **	2 *%	- -%	- -%	1 *%	1 *%	** **
TOTAL SEEN INAPPROPRIATE CONTENT ON YOUTUBE	259 26%	18 16%	8 11%	** **	** **	259 26% ab	59 23%	23 28%	210 26%	161 25%	** **
NOT SEEN INAPPROPRIATE CONTENT ON YOUTUBE	723 72%	94 83% e	64 89% e	** **	** **	723 72%	196 77%	59 71%	594 72%	474 74%	** **
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT ON YOUTUBE	21 2%	1 1%	- -%	** **	** **	21 2%	1 1%	1 1%	18 2%	10 2%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
Yes	737	72	33	**	**	737	167	62	603	492	**
	81%	66%	47%	**	**	81%	67%	72%	83%	83%	**
		b				ab			g		
No	155	35	35	**	**	155	79	23	110	94	**
	17%	32%	49%	**	**	17%	32%	27%	15%	16%	**
		e	ae					h			
Don't know	13	2	3	**	**	13	4	*	11	6	**
	1%	2%	5%	**	**	1%	1%	*%	1%	1%	**
			e								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
Yes	415	32	14	**	**	415	99	45	324	273	**
	46%	30%	20%	**	**	46%	40%	53%	45%	46%	**
						ab					
No	472	75	55	**	**	472	144	40	387	305	**
	52%	69%	78%	**	**	52%	58%	46%	53%	52%	**
		e	e								
Don't know	18	2	2	**	**	18	7	1	14	13	**
	2%	2%	2%	**	**	2%	3%	1%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	464	40	23	12	11	464	124	63	352	289	33
Effective Weighted Sample	371	35	19	10	8	371	96	48	285	237	27
Total	415	32	14	8	7	415	99	45	324	273	29
I reported it through the reporting button/flag on Facebook	201	**	**	**	**	201	34	**	157	134	**
	49%	**	**	**	**	49%	34%	**	48%	49%	**
I emailed/ sent a message to Facebook	49	**	**	**	**	49	16	**	33	26	**
	12%	**	**	**	**	12%	16%	**	10%	10%	**
I posted a comment on the site/ app under the inappropriate content	33	**	**	**	**	33	8	**	23	20	**
	8%	**	**	**	**	8%	8%	**	7%	7%	**
Other	7	**	**	**	**	7	3	**	6	5	**
	2%	**	**	**	**	2%	3%	**	2%	2%	**
EVER REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	246	**	**	**	**	246	52	**	187	160	**
	59%	**	**	**	**	59%	52%	**	58%	59%	**
Don't know	2	**	**	**	**	2	-	**	1	2	**
	1%	**	**	**	**	1%	-%	**	*%	1%	**
I have not reported something inappropriate to Facebook	167	**	**	**	**	167	47	**	136	110	**
	40%	**	**	**	**	40%	48%	**	42%	40%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
I reported it through the reporting button/flag on Facebook	201 22%	14 12% b	1 2%	** **	** **	201 22% ab	34 14%	25 29%	157 22%	134 23%	** **
I emailed/ sent a message to Facebook	49 5%	6 5%	2 3%	** **	** **	49 5%	16 6%	4 5%	33 4%	26 4%	** **
I posted a comment on the site/ app under the inappropriate content	33 4%	5 5% b	- -%	** **	** **	33 4%	8 3%	4 4%	23 3%	20 3%	** **
Other	7 1%	3 3% e	1 1%	** **	** **	7 1%	3 1%	1 1%	6 1%	5 1%	** **
EVER REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	246 27%	19 18% b	4 6%	** **	** **	246 27% ab	52 21%	31 36% h	187 26%	160 27%	** **
Don't know	2 *%	- -%	- -%	** **	** **	2 *%	- -%	- -%	1 *%	2 *%	** **
I have not reported something inappropriate to Facebook	167 18%	13 12%	10 14%	** **	** **	167 18%	47 19%	14 17%	136 19%	110 19%	** **
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON FACEBOOK	490 54%	77 70% e	57 80% e	** **	** **	490 54%	151 60%	40 47%	401 55%	318 54%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE)

Base : Those who have seen anything inappropriate on Facebook and not reported it

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	197	19	17	8	9	197	65	24	154	123	14
Effective Weighted Sample	155	16	13	7	7	155	48	20	124	100	11
Total	167	13	10	5	6	167	47	14	136	110	14
Didn't think they would do anything about it	51	**	**	**	**	51	**	**	44	31	**
	31%	**	**	**	**	31%	**	**	32%	28%	**
I couldn't be bothered	44	**	**	**	**	44	**	**	36	24	**
	26%	**	**	**	**	26%	**	**	26%	22%	**
I didn't have time	18	**	**	**	**	18	**	**	15	13	**
	11%	**	**	**	**	11%	**	**	11%	12%	**
I didn't know how to report it	18	**	**	**	**	18	**	**	13	12	**
	11%	**	**	**	**	11%	**	**	10%	11%	**
Expected other people to report it	18	**	**	**	**	18	**	**	16	14	**
	11%	**	**	**	**	11%	**	**	12%	12%	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	8	**	**	**	**	8	**	**	8	8	**
	5%	**	**	**	**	5%	**	**	6%	8%	**
Didn't want to get involved/ draw attention to myself by reporting it	3	**	**	**	**	3	**	**	3	3	**
	2%	**	**	**	**	2%	**	**	2%	3%	**
No point/ something similar would get posted some other time	3	**	**	**	**	3	**	**	3	3	**
	2%	**	**	**	**	2%	**	**	2%	2%	**
Asked someone else to do it for me	2	**	**	**	**	2	**	**	1	2	**
	1%	**	**	**	**	1%	**	**	*%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE)

Base : Those who have seen anything inappropriate on Facebook and not reported it

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	197	19	17	8	9	197	65	24	154	123	14
Effective Weighted Sample	155	16	13	7	7	155	48	20	124	100	11
Total	167	13	10	5	6	167	47	14	136	110	14
Just ignored it/ chose not to watch it/ look at it/ didn't occur to me to report it	2	**	**	**	**	2	**	**	2	2	**
	1%	**	**	**	**	1%	**	**	1%	2%	**
Reported it somewhere else - e.g police, school	1	**	**	**	**	1	**	**	*	*	**
	1%	**	**	**	**	1%	**	**	*%	*%	**
Other	5	**	**	**	**	5	**	**	4	3	**
	3%	**	**	**	**	3%	**	**	3%	3%	**
Don't know	15	**	**	**	**	15	**	**	12	10	**
	9%	**	**	**	**	9%	**	**	9%	9%	**
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO FACEBOOK	167	**	**	**	**	167	**	**	136	110	**
	100%	**	**	**	**	100%	**	**	100%	100%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE)

Base : Those with a Facebook profile

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
Didn't think they would do anything about it	51	4	1	**	**	51	14	3	44	31	**
	6%	4%	2%	**	**	6%	6%	4%	6%	5%	**
I couldn't be bothered	44	4	3	**	**	44	11	4	36	24	**
	5%	4%	5%	**	**	5%	5%	4%	5%	4%	**
I didn't have time	18	-	2	**	**	18	6	1	15	13	**
	2%	-%	3%	**	**	2%	2%	1%	2%	2%	**
I didn't know how to report it	18	2	4	**	**	18	9	4	13	12	**
	2%	2%	6%	**	**	2%	4%	4%	2%	2%	**
			e								
Expected other people to report it	18	2	1	**	**	18	6	*	16	14	**
	2%	1%	2%	**	**	2%	2%	*%	2%	2%	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	8	1	-	**	**	8	-	-	8	8	**
	1%	1%	-%	**	**	1%	-%	-%	1%	1%	**
Didn't want to get involved/ draw attention to myself by reporting it	3	*	-	**	**	3	1	-	3	3	**
	*%	*%	-%	**	**	*%	*%	-%	*%	*%	**
No point/ something similar would get posted some other time	3	-	-	**	**	3	1	-	3	3	**
	*%	-%	-%	**	**	*%	*%	-%	*%	*%	**
Asked someone else to do it for me	2	-	1	**	**	2	3	1	1	2	**
	*%	-%	1%	**	**	*%	1%	1%	*%	*%	**
								h			

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN65. Why did you not report the inappropriate content to Facebook? (MULTI CODE)

Base : Those with a Facebook profile

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
Just ignored it/ chose not to watch it/ look at it/ didn't occur to me to report it	2 *%	- -%	- -%	** **	** **	2 *%	- -%	- -%	2 *%	2 *%	** **
Reported it somewhere else - e.g police, school	1 *%	- -%	- -%	** **	** **	1 *%	- -%	- -%	* *%	* *%	** **
Other	5 1%	- -%	- -%	** **	** **	5 1%	- -%	1 1%	4 1%	3 1%	** **
Don't know	15 2%	1 1%	- -%	** **	** **	15 2%	5 2%	1 1%	12 2%	10 2%	** **
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO FACEBOOK	167 18%	13 12%	10 14%	** **	** **	167 18%	47 19%	14 17%	136 19%	110 19%	** **
EVER REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	246 27%	19 18% b	4 6%	** **	** **	246 27% ab	52 21%	31 36% h	187 26%	160 27%	** **
UNSURE IF REPORTED INAPPROPRIATE CONTENT TO FACEBOOK	2 *%	- -%	- -%	** **	** **	2 *%	- -%	- -%	1 *%	2 *%	** **
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON FACEBOOK	490 54%	77 70% e	57 80% e	** **	** **	490 54%	151 60%	40 47%	401 55%	318 54%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	147	114	66	48	1103	343	126	865	705	67
Effective Weighted Sample	837	122	82	51	32	837	254	90	661	539	52
Total	905	110	71	46	25	905	250	86	724	591	62
SEEN INAPPROPRIATE CONTENT ON FACEBOOK AND REPORTED IT	246	19	4	**	**	246	52	31	187	160	**
	27%	18%	6%	**	**	27%	21%	36%	26%	27%	**
		b				ab		h			
SEEN INAPPROPRTATE CONTENT ON FACEBOOK AND NOT REPORTED IT	167	13	10	**	**	167	47	14	136	110	**
	18%	12%	14%	**	**	18%	19%	17%	19%	19%	**
SEEN INAPPROPRTATE CONTENT ON FACEBOOK AND UNSURE IF REPORTED IT	2	-	-	**	**	2	-	-	1	2	**
	*%	-%	-%	**	**	*%	-%	-%	*%	*%	**
TOTAL SEEN INAPPROPRIATE CONTENT ON FACEBOOK	415	32	14	**	**	415	99	45	324	273	**
	46%	30%	20%	**	**	46%	40%	53%	45%	46%	**
						ab					
NOT SEEN INAPPROPRIATE CONTENT ON FACEBOOK	472	75	55	**	**	472	144	40	387	305	**
	52%	69%	78%	**	**	52%	58%	46%	53%	52%	**
		e	e								
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT ON FACEBOOK	18	2	2	**	**	18	7	1	14	13	**
	2%	2%	2%	**	**	2%	3%	1%	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
Yes	197	**	**	**	**	197	**	**	175	136	**
	76%	**	**	**	**	76%	**	**	76%	79%	**
No	56	**	**	**	**	56	**	**	50	32	**
	22%	**	**	**	**	22%	**	**	22%	18%	**
Don't know	5	**	**	**	**	5	**	**	4	4	**
	2%	**	**	**	**	2%	**	**	2%	3%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
Yes	69	**	**	**	**	69	**	**	58	48	**
	27%	**	**	**	**	27%	**	**	25%	28%	**
No	184	**	**	**	**	184	**	**	167	122	**
	71%	**	**	**	**	71%	**	**	73%	71%	**
Don't know	5	**	**	**	**	5	**	**	4	2	**
	2%	**	**	**	**	2%	**	**	2%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	~h	~i	~j
Unweighted total	75	10	2	1	1	75	13	9	60	50	4
Effective Weighted Sample	61	9	2	1	1	61	9	7	49	40	4
Total	69	9	1	*	*	69	8	5	58	48	4
I reported it through the reporting button/flag on Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I emailed/ sent a message to Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I posted a comment on the site/ app under the inappropriate content	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
EVER REPORTED INAPPROPRIATE CONTENT TO TWITTER	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I have not reported something inappropriate to Twitter	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
I reported it through the reporting button/flag on Twitter	28	**	**	**	**	28	**	**	24	22	**
	11%	**	**	**	**	11%	**	**	10%	13%	**
I emailed/ sent a message to Twitter	3	**	**	**	**	3	**	**	2	2	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
I posted a comment on the site/ app under the inappropriate content	3	**	**	**	**	3	**	**	3	1	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
Other	1	**	**	**	**	1	**	**	1	-	**
	*%	**	**	**	**	*%	**	**	*%	-%	**
EVER REPORTED INAPPROPRIATE CONTENT TO TWITTER	33	**	**	**	**	33	**	**	28	23	**
	13%	**	**	**	**	13%	**	**	12%	13%	**
Don't know	1	**	**	**	**	1	**	**	-	1	**
	*%	**	**	**	**	*%	**	**	-%	1%	**
I have not reported something inappropriate to Twitter	35	**	**	**	**	35	**	**	30	24	**
	14%	**	**	**	**	14%	**	**	13%	14%	**
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON TWITTER	189	**	**	**	**	189	**	**	171	125	**
	73%	**	**	**	**	73%	**	**	75%	72%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN66. Why did you not report the inappropriate content to Twitter? (MULTI CODE)

Base : Those who have seen anything inappropriate on Twitter and not reported it

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	~h	~i	~j
Unweighted total	39	5	-	-	-	39	8	5	31	26	3
Effective Weighted Sample	32	4	-	-	-	32	6	3	26	21	3
Total	35	4	-	-	-	35	5	2	30	24	3
I couldn't be bothered	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Didn't think they would do anything about it	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I didn't have time	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Expected other people to report it	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I didn't know how to report it	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO TWITTER	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN66. Why did you not report the inappropriate content to Twitter? (MULTI CODE)

Base : Those with a Twitter profile

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
I couldn't be bothered	10	**	**	**	**	10	**	**	8	6	**
	4%	**	**	**	**	4%	**	**	4%	3%	**
Didn't think they would do anything about it	9	**	**	**	**	9	**	**	8	5	**
	3%	**	**	**	**	3%	**	**	3%	3%	**
Freedom of speech/ might only be me that considered it inappropriate/ don't agree with censorship	5	**	**	**	**	5	**	**	5	5	**
	2%	**	**	**	**	2%	**	**	2%	3%	**
I didn't have time	4	**	**	**	**	4	**	**	4	3	**
	2%	**	**	**	**	2%	**	**	2%	2%	**
Expected other people to report it	3	**	**	**	**	3	**	**	2	2	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
I didn't know how to report it	3	**	**	**	**	3	**	**	2	1	**
	1%	**	**	**	**	1%	**	**	1%	*%	**
Don't know	3	**	**	**	**	3	**	**	2	3	**
	1%	**	**	**	**	1%	**	**	1%	1%	**
TOTAL - I HAVE NOT REPORTED SOMETHING INAPPROPRIATE TO TWITTER	35	**	**	**	**	35	**	**	30	24	**
	14%	**	**	**	**	14%	**	**	13%	14%	**
EVER REPORTED INAPPROPRIATE CONTENT TO TWITTER	33	**	**	**	**	33	**	**	28	23	**
	13%	**	**	**	**	13%	**	**	12%	13%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

IN66. Why did you not report the inappropriate content to Twitter? (MULTI CODE)

Base : Those with a Twitter profile

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
UNSURE IF REPORTED INAPPROPRIATE CONTENT TO TWITTER	1	**	**	**	**	1	**	**	-	1	**
	*%	**	**	**	**	*%	**	**	-%	1%	**
HAVE NOT SEEN/ UNSURE WHETHER SEEN ANYTHING INAPPROPRIATE ON TWITTER	189	**	**	**	**	189	**	**	171	125	**
	73%	**	**	**	**	73%	**	**	75%	72%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	~f	~g	h	i	~j
Unweighted total	289	33	16	11	5	289	49	17	254	187	30
Effective Weighted Sample	225	29	12	9	4	225	39	12	197	146	22
Total	258	28	10	9	1	258	37	12	229	172	28
SEEN INAPPROPRIATE CONTENT ON TWITTER AND REPORTED IT	33 13%	** **	** **	** **	** **	33 13%	** **	** **	28 12%	23 13%	** **
SEEN INAPPROPRTATE CONTENT ON TWITTER AND NOT REPORTED IT	35 14%	** **	** **	** **	** **	35 14%	** **	** **	30 13%	24 14%	** **
SEEN INAPPROPRTATE CONTENT ON TWITTER AND UNSURE IF REPORTED IT	1 *%	** **	** **	** **	** **	1 *%	** **	** **	- -%	1 1%	** **
TOTAL SEEN INAPPROPRIATE CONTENT ON TWITTER	69 27%	** **	** **	** **	** **	69 27%	** **	** **	58 25%	48 28%	** **
NOT SEEN INAPPROPRIATE CONTENT ON TWITTER	184 71%	** **	** **	** **	** **	184 71%	** **	** **	167 73%	122 71%	** **
UNSURE WHETHER SEEN INAPPROPRIATE CONTENT ON TWITTER	5 2%	** **	** **	** **	** **	5 2%	** **	** **	4 2%	2 1%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
No, do not have any concerns	1023	148	197	103	94	1023	405	127	783	660	78
	69%	66%	68%	67%	68%	69%	71%	64%	70%	68%	75%
People driving while using mobile phones	119	21	19	12	7	119	26	17	92	82	8
	8%	9%	7%	8%	5%	8%	5%	9%	8%	8%	7%
Children having phones at a young age	100	12	18	10	8	100	27	8	83	67	8
	7%	5%	6%	7%	6%	7%	5%	4%	7%	7%	8%
Junk/ spam text messages	74	12	13	9	4	74	18	9	59	53	9
	5%	5%	4%	6%	3%	5%	3%	5%	5%	5%	9%
Cost of new handsets	67	4	5	2	3	67	17	9	50	44	7
	5%	2%	2%	1%	2%	5%	3%	4%	4%	5%	7%
						abc					
Strangers contacting children	63	9	8	6	2	63	14	3	53	45	5
	4%	4%	3%	4%	2%	4%	2%	1%	5%	5%	5%
									g		
Health concerns - using handset	61	9	12	7	4	61	18	7	45	38	7
	4%	4%	4%	5%	3%	4%	3%	4%	4%	4%	7%
Intrusion into other people's space/ public space	61	15	15	11	4	61	21	12	44	48	3
	4%	7%	5%	7%	3%	4%	4%	6%	4%	5%	2%
Health concerns - masts	60	16	8	3	6	60	16	6	45	36	5
	4%	7%	3%	2%	4%	4%	3%	3%	4%	4%	5%
		bce									
Cost of calls - generally	60	8	15	8	8	60	33	12	38	39	3
	4%	4%	5%	5%	5%	4%	6%	6%	3%	4%	3%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Unsolicited text messages that charge a premium rate to respond	58 4%	8 3%	6 2%	4 3%	2 1%	58 4%	13 2%	9 4%	46 4%	38 4%	6 6%
People using phones in quiet spaces	52 4%	12 5%	13 4%	8 5%	5 4%	52 4%	17 3%	10 5%	34 3%	36 4%	2 2%
Target for stealing mobile phone	49 3%	6 3% d	5 2%	5 3% d	- -%	49 3% d	10 2%	5 2%	41 4%	28 3%	8 7% i
Getting viruses, trojans or malware installed on the phone	46 3%	7 3%	9 3%	4 2%	5 3%	46 3%	12 2%	8 4%	35 3%	29 3%	8 7% i
Cost of calls when abroad	44 3%	9 4% d	6 2%	6 4% d	* *%	44 3% d	8 1%	5 3%	35 3%	28 3%	3 3%
Use of phone to film anti-social or inappropriate behaviour	40 3%	4 2%	4 1%	3 2%	1 1%	40 3%	7 1%	1 1%	34 3% g	28 3%	1 1%
Receiving targeted advertising based on my location	40 3%	8 4%	7 2%	6 4%	1 1%	40 3%	8 1%	4 2%	34 3%	30 3%	3 3%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Incurring unexpected costs due to exceeding the data plan/ going online too much	36 2%	4 2%	3 1%	3 2%	1 1%	36 2%	6 1%	4 2%	29 3%	26 3%	4 4%
Cost of using the phone to get online/ visit websites / data usage	35 2%	3 1%	3 1%	3 2%	1 1%	35 2%	8 1%	4 2%	29 3%	25 3%	3 3%
Incurring unexpected additional charges through using apps/ applications	30 2%	3 1%	5 2%	4 3%	1 1%	30 2%	9 2%	4 2%	22 2%	20 2%	3 3%
Cost of premium rate text messages	30 2%	3 1%	5 2%	5 3%	1 *%	30 2%	10 2%	2 1%	24 2%	16 2%	3 3%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	27 2%	6 3%	7 2%	4 3%	3 2%	27 2%	12 2%	7 4% h	17 2%	22 2%	2 1%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft/ too much information on the phone	16 1%	7 3% bde	2 1%	1 1%	* *%	16 1%	4 1%	1 *%	14 1%	12 1%	- -%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Being tracked through them/ people listening in to calls/ location tracking	12 1%	4 2%	1 *%	1 *%	1 *%	12 1%	4 1%	3 2%	8 1%	10 1%	- -%
Unsolicited calls on the phone/ cold calling/ scams	10 1%	1 *%	4 1%	2 1%	2 2%	10 1%	4 1%	4 2%	7 1%	4 *%	2 2% i
Other	44 3%	6 3%	13 4%	6 4%	6 5%	44 3%	19 3%	9 5%	30 3%	31 3%	2 2%
Don't know	8 1%	1 *%	3 1%	2 1%	2 1%	8 1%	4 1%	2 1%	4 *%	4 *%	- -%
SUMMARY CODES											
ANY CONCERNS	444 30%	75 34%	92 31%	50 32%	42 30%	444 30%	161 28%	71 35%	331 30%	305 31%	27 25%
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	184 12%	25 11%	34 12%	19 13%	15 11%	184 12%	51 9%	24 12%	145 13%	129 13%	11 10%
ANY AFFORDABILITY	166 11%	20 9%	27 9%	17 11%	10 7%	166 11%	53 9%	18 9%	131 12%	116 12%	10 10%
ANY SECURITY/ FRAUD	118 8%	20 9%	21 7%	13 8%	8 6%	118 8%	33 6%	17 8%	93 8%	82 8%	11 11%
ANY PRIVACY	108 7%	22 10%	24 8%	16 11%	7 5%	108 7%	32 6%	14 7%	83 7%	79 8%	5 4%
ANY HEALTH	90 6%	19 8%	15 5%	8 5%	7 5%	90 6%	24 4%	10 5%	65 6%	55 6%	11 10%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
No, do not have any concerns	979 69%	141 66%	167 66%	93 65%	74 66%	979 69%	368 70%	112 63%	757 70%	637 68%	77 74%
People driving while using mobile phones	116 8%	20 9%	18 7%	12 9%	6 5%	116 8%	24 5%	14 8%	91 8%	78 8%	8 7%
Children having phones at a young age	97 7%	11 5%	18 7%	10 7%	7 7%	97 7%	27 5%	7 4%	82 8%	65 7%	8 8%
Junk/ spam text messages	73 5%	11 5%	12 5%	9 6%	3 3%	73 5%	18 3%	9 5%	58 5%	52 6%	9 9%
Cost of new handsets	67 5%	4 2%	5 2%	2 1%	3 3%	67 5% abc	17 3%	9 5%	50 5%	44 5%	7 7%
Strangers contacting children	61 4%	9 4%	7 3%	6 4%	1 1%	61 4%	12 2%	1 1%	53 5% g	43 5%	5 5%
Health concerns - masts	59 4%	16 7% bce	8 3%	3 2%	5 5%	59 4%	14 3%	6 3%	45 4%	35 4%	5 5%
Health concerns - using handset	59 4%	8 4%	10 4%	7 5%	3 3%	59 4%	16 3%	7 4%	43 4%	36 4%	7 7%
Unsolicited text messages that charge a premium rate to respond	57 4%	8 4%	6 2%	4 3%	2 1%	57 4%	12 2%	8 5%	46 4%	37 4%	6 6%
Cost of calls - generally	56 4%	8 4%	14 6%	8 5%	7 6%	56 4%	30 6%	9 5%	37 3%	35 4%	3 3%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who use a mobile phone

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
Intrusion into other people's space/ public space	56 4%	13 6%	13 5%	10 7%	3 3%	56 4%	19 4%	10 5%	41 4%	43 5%	3 2%
People using phones in quiet spaces	48 3%	11 5%	12 5%	7 5%	4 4%	48 3%	16 3%	8 5%	32 3%	32 3%	2 2%
Target for stealing mobile phone	48 3%	6 3% d	5 2%	5 3% d	- -%	48 3% d	10 2%	4 2%	41 4%	27 3%	8 7% i
Getting viruses, trojans or malware installed on the phone	46 3%	7 3%	9 3%	4 3%	5 4%	46 3%	12 2%	8 4%	35 3%	29 3%	8 7% i
Cost of calls when abroad	44 3%	9 4% d	6 3%	6 4% d	* *%	44 3% d	8 2%	5 3%	35 3%	28 3%	3 3%
Receiving targeted advertising based on my location	40 3%	8 4%	7 3%	6 4%	1 1%	40 3%	8 1%	4 2%	34 3%	30 3%	3 3%
Use of phone to film anti-social or inappropriate behaviour	39 3%	4 2%	3 1%	3 2%	- -%	39 3% d	6 1%	- -%	33 3% g	27 3%	1 1%
Incurring unexpected costs due to exceeding the data plan/ going online too much	36 3%	4 2%	3 1%	3 2%	1 1%	36 3%	6 1%	4 2%	29 3%	26 3%	4 4%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who use a mobile phone

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
Cost of using the phone to get online/ visit websites / data usage	35 3%	3 1%	3 1%	3 2%	1 1%	35 3%	8 2%	4 2%	29 3%	25 3%	3 3%
Incurring unexpected additional charges through using apps/ applications	30 2%	3 1%	5 2%	4 3%	1 1%	30 2%	9 2%	4 2%	22 2%	20 2%	3 3%
Cost of premium rate text messages	30 2%	3 1%	5 2%	5 3%	1 1%	30 2%	10 2%	2 1%	24 2%	16 2%	3 3%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	26 2%	6 3%	6 2%	3 2%	3 3%	26 2%	11 2%	7 4% h	16 2%	21 2%	2 2%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft/ too much information on the phone	16 1%	7 3% be	2 1%	1 1%	* *%	16 1%	4 1%	1 1%	14 1%	12 1%	- -%
Being tracked through them/ people listening in to calls/ location tracking	12 1%	4 2%	1 1%	1 *%	1 1%	12 1%	4 1%	3 2%	8 1%	10 1%	- -%
Unsolicited calls on the phone/ cold calling/ scams	10 1%	1 *%	4 2%	2 1%	2 2%	10 1%	4 1%	4 2% h	7 1%	4 *%	2 2%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : Those who use a mobile phone

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1785	296	404	201	203	1785	746	269	1316	1153	106
Effective Weighted Sample	1359	239	297	157	142	1359	554	196	1012	889	82
Total	1416	214	254	142	112	1416	522	177	1085	932	103
Other	43	6	12	6	6	43	18	9	28	30	2
	3%	3%	5%	4%	5%	3%	3%	5%	3%	3%	2%
Don't know	7	1	3	2	1	7	3	1	4	4	-
	*%	*%	1%	1%	1%	*%	1%	1%	*%	*%	-%
SUMMARY CODES											
ANY CONCERNS	430	72	85	48	37	430	151	64	323	292	27
	30%	34%	33%	34%	33%	30%	29%	36%	30%	31%	26%
ANY RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	178	24	31	19	12	178	47	20	143	124	11
	13%	11%	12%	14%	11%	13%	9%	11%	13%	13%	10%
ANY AFFORDABILITY	162	20	26	17	9	162	50	16	129	113	10
	11%	9%	10%	12%	8%	11%	10%	9%	12%	12%	10%
ANY SECURITY/ FRAUD	116	19	21	13	8	116	31	16	92	80	11
	8%	9%	8%	9%	7%	8%	6%	9%	8%	9%	11%
ANY PRIVACY	103	21	22	16	6	103	30	12	80	75	5
	7%	10%	9%	11%	5%	7%	6%	7%	7%	8%	4%
ANY HEALTH	88	18	14	8	6	88	22	10	63	53	11
	6%	8%	6%	6%	5%	6%	4%	5%	6%	6%	10%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
Yes	959	122	50	36	**	959	236	71	794	628	**
	82%	76%	47%	50%	**	82%	71%	68%	84%	83%	**
		bc				bc			g		
No	209	38	56	36	**	209	91	33	149	124	**
	18%	23%	52%	50%	**	18%	28%	32%	16%	16%	**
			ae	ae				h			
Don't know	6	1	2	-	**	6	3	-	5	3	**
	1%	*%	2%	-%	**	1%	1%	-%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1103	159	85	58	27	1103	306	106	899	715	71
Effective Weighted Sample	862	132	65	46	19	862	234	78	705	559	56
Total	959	122	50	36	15	959	236	71	794	628	72
Yes	686	82	**	**	**	686	172	50	569	436	**
	72%	68%	**	**	**	72%	73%	70%	72%	69%	**
No	271	39	**	**	**	271	64	22	223	192	**
	28%	32%	**	**	**	28%	27%	30%	28%	31%	**
Don't know	2	-	**	**	**	2	-	-	2	-	**
	*%	-%	**	**	**	*%	-%	-%	*%	-%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
CHECKS DATA ALLOWANCE	686	82	30	23	**	686	172	50	569	436	**
	58%	52%	27%	33%	**	58%	52%	47%	60%	58%	**
		bc				bc			g		
DOES NOT CHECK DATA ALLOWANCE	271	39	21	12	**	271	64	22	223	192	**
	23%	25%	19%	17%	**	23%	19%	21%	24%	25%	**
UNSURE WHETHER CHECKS DATA ALLWANCE	2	-	-	-	**	2	-	-	2	-	**
	*%	-%	-%	-%	**	*%	-%	-%	*%	-%	**
TOTAL - AWARE OF HOW TO CHECK DATA ALLOWANCE	959	122	50	36	**	959	236	71	794	628	**
	82%	76%	47%	50%	**	82%	71%	68%	84%	83%	**
		bc				bc			g		
UNAWARE OF HOW TO CHECK DATA ALLOWANCE	215	38	58	36	**	215	94	33	154	127	**
	18%	24%	53%	50%	**	18%	29%	32%	16%	17%	**
			ae	ae				h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
Yes, very often/ most months	70	3	2	2	**	70	25	8	53	38	**
	6%	2%	2%	2%	**	6%	8%	8%	6%	5%	**
						a					
Yes, often / not every month	82	11	1	1	**	82	19	4	71	48	**
	7%	7%	1%	2%	**	7%	6%	4%	8%	6%	**
		b				b					
Yes, sometimes / a couple of times a year	249	29	12	7	**	249	59	16	204	153	**
	21%	18%	11%	10%	**	21%	18%	15%	22%	20%	**
						bc					
TOTAL - YES	401	42	15	10	**	401	102	28	329	239	**
	34%	26%	14%	14%	**	34%	31%	27%	35%	32%	**
		bc				abc					
No, I never run out of data	763	117	88	59	**	763	221	73	614	510	**
	65%	73%	81%	82%	**	65%	67%	70%	65%	67%	**
		e	e	e							
Don't know	10	1	5	3	**	10	8	3	5	6	**
	1%	*%	5%	4%	**	1%	2%	3%	1%	1%	**
			ae	ae				h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	459	53	24	17	7	459	129	49	371	277	37
Effective Weighted Sample	363	44	18	13	5	363	101	35	294	219	31
Total	401	42	15	10	5	401	102	28	329	239	37
Only go online when you can use Wi-Fi	214	**	**	**	**	214	55	**	186	134	**
	53%	**	**	**	**	53%	54%	**	56%	56%	**
Use the phone less for going online so you can save your data	188	**	**	**	**	188	51	**	155	105	**
	47%	**	**	**	**	47%	50%	**	47%	44%	**
Buy extra data	101	**	**	**	**	101	21	**	85	54	**
	25%	**	**	**	**	25%	20%	**	26%	22%	**
Turn off or restrict automatic downloads of upgrades or automatic updates for apps	84	**	**	**	**	84	19	**	66	44	**
	21%	**	**	**	**	21%	19%	**	20%	18%	**
Avoid doing 'data-hungry' activities like playing videos or playing games	71	**	**	**	**	71	12	**	61	47	**
	18%	**	**	**	**	18%	12%	**	19%	20%	**
Go to fewer sites or apps than you would usually/ use your browser less	57	**	**	**	**	57	14	**	52	34	**
	14%	**	**	**	**	14%	13%	**	16%	14%	**
Other	9	**	**	**	**	9	2	**	8	9	**
	2%	**	**	**	**	2%	2%	**	2%	4%	**
Don't know	8	**	**	**	**	8	1	**	6	5	**
	2%	**	**	**	**	2%	1%	**	2%	2%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those who have a smartphone

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
Yes	794	95	51	35	**	794	186	61	659	519	**
	68%	59%	47%	49%	**	68%	56%	59%	70%	69%	**
		b				abc			g		
No	374	65	55	36	**	374	142	43	283	231	**
	32%	40%	51%	50%	**	32%	43%	41%	30%	31%	**
		e	e	e				h			
Don't know	6	*	2	1	**	6	2	-	5	5	**
	1%	*%	2%	1%	**	1%	1%	-%	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
Strongly disagree	67	4	3	*	**	67	21	7	52	45	**
	6%	2%	2%	*%	**	6%	6%	7%	5%	6%	**
						c					
Slightly disagree	72	9	4	1	**	72	22	5	59	50	**
	6%	6%	4%	2%	**	6%	7%	5%	6%	7%	**
Neither agree nor disagree	140	12	7	5	**	140	33	5	109	85	**
	12%	7%	7%	6%	**	12%	10%	4%	12%	11%	**
									g		
Slightly agree	305	29	9	8	**	305	59	15	260	196	**
	26%	18%	8%	10%	**	26%	18%	15%	27%	26%	**
		b				abc			g		
Strongly agree	547	98	67	46	**	547	168	59	442	351	**
	47%	61%	62%	64%	**	47%	51%	57%	47%	46%	**
		e	e	e				h			
Don't know	43	8	18	12	**	43	27	12	26	28	**
	4%	5%	17%	17%	**	4%	8%	12%	3%	4%	**
			ae	ae				h			
SUMMARY CODES											
TOTAL DISAGREE	140	13	7	2	**	140	43	13	110	95	**
	12%	8%	6%	2%	**	12%	13%	12%	12%	13%	**
						bc					
TOTAL AGREE	852	127	76	53	**	852	227	75	701	547	**
	73%	79%	70%	74%	**	73%	69%	72%	74%	72%	**
TOTAL NEITHER/ DON'T KNOW	183	20	25	17	**	183	60	17	135	113	**
	16%	12%	23%	23%	**	16%	18%	16%	14%	15%	**
			ae	a							

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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 use your mobile phone to complete a form or an application for something on your phone (SINGLE CODE)

Base : Those who have a smartphone

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1429	219	187	113	74	1429	465	161	1120	897	96
Effective Weighted Sample	1085	177	133	86	48	1085	341	115	859	690	74
Total	1174	160	108	72	36	1174	331	104	947	755	92
Most days	53	1	*	-	**	53	14	3	48	30	**
	5%	1%	*%	-%	**	5%	4%	3%	5%	4%	**
						abc					
Once or twice a week	121	7	3	2	**	121	24	8	103	78	**
	10%	4%	3%	2%	**	10%	7%	8%	11%	10%	**
						abc					
At least every 3 months	205	22	3	3	**	205	40	11	168	136	**
	17%	14%	3%	4%	**	17%	12%	10%	18%	18%	**
		bc				bc			g		
Less often	409	55	20	15	**	409	98	34	335	247	**
	35%	34%	19%	20%	**	35%	30%	33%	35%	33%	**
		bc				bc					
Never	386	74	81	53	**	386	154	48	293	263	**
	33%	46%	75%	73%	**	33%	47%	46%	31%	35%	**
		e	ae	ae				h			
SUMMARY CODES											
EVER DO THIS	788	86	27	19	**	788	176	56	654	492	**
	67%	54%	25%	27%	**	67%	53%	54%	69%	65%	**
		bc				abc			g		
AT LEAST WEEKLY	174	8	4	2	**	174	38	11	151	108	**
	15%	5%	4%	2%	**	15%	12%	11%	16%	14%	**
						abc					
AT LEAST QUARTERLY	379	30	7	5	**	379	78	22	319	245	**
	32%	19%	6%	6%	**	32%	24%	21%	34%	32%	**
		bc				abc			g		
EVER DO THIS - BUT LESS FREQUENTLY THAN WEEKLY	615	78	23	18	**	615	138	45	503	383	**
	52%	49%	22%	25%	**	52%	42%	43%	53%	51%	**
		bc				bc			g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
On a mobile phone or smartphone (such as an iPhone or Samsung Galaxy)	318 22%	28 12% bcd	7 2%	6 4% d	1 1%	318 22% abcd	73 13%	21 10%	258 23% g	196 20%	26 24%
On a games console connected to a TV (such as Xbox/ Sony PlayStation/ Nintendo Wii)	247 17%	7 3% d	4 1%	4 2%	* *%	247 17% abcd	56 10%	21 10%	204 18% g	164 17%	22 21%
On a desktop computer, laptop, or netbook	173 12%	23 10% d	18 6%	14 9% d	4 3%	173 12% bd	52 9%	15 7%	138 12% g	98 10%	15 14%
On a tablet computer (such as an iPad)	158 11%	16 7%	26 9%	18 12%	8 6%	158 11% d	53 9%	22 11%	122 11%	102 11%	5 5%
On a hand-held games console (such as Sony PS Vita/ Nintendo DS or 3DS)	89 6%	4 2%	5 2%	5 3% d	- -%	89 6% abd	26 4%	11 6%	69 6%	51 5%	9 9%
Through an app on a smart TV	30 2%	- -%	1 *%	1 1%	- -%	30 2% ab	4 1%	- -%	25 2% g	13 1%	2 2%
On a virtual reality gaming headset/ device	21 1%	- -%	- -%	- -%	- -%	21 1% b	5 1%	* *%	20 2%	14 1%	1 1%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Using wearable technology like a smart watch (such as Apple Watch)	8 1%	- -%	- -%	- -%	- -%	8 1%	* *%	- -%	8 1%	6 1%	- -%
TOTAL - ANY GAMING	559 38%	51 23% d	49 17% d	36 23% d	13 9%	559 38% abcd	163 29%	60 30%	444 40% g	357 37%	40 38%
No, never	916 62%	173 77% e	244 83% e	118 77% e	125 91% abce	916 62%	406 71%	140 70% h	675 60%	612 63%	65 62%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
No, do not have any concerns	998	145	186	97	89	998	384	129	757	642	83
	68%	65%	64%	63%	65%	68%	67%	64%	68%	66%	80%
											i
Unsuitable for children	167	28	23	12	11	167	52	23	132	107	11
	11%	12%	8%	8%	8%	11%	9%	12%	12%	11%	10%
Violent content	151	21	23	12	11	151	48	22	120	110	7
	10%	10%	8%	8%	8%	10%	8%	11%	11%	11%	7%
Others could become addicted to playing games	106	20	27	13	14	106	36	19	75	70	5
	7%	9%	9%	8%	10%	7%	6%	10%	7%	7%	4%
Encourage children to stay indoors	103	21	21	12	9	103	32	10	77	73	3
	7%	9%	7%	8%	7%	7%	6%	5%	7%	8%	3%
Discourage creative play for children	90	14	15	9	6	90	25	12	68	65	6
	6%	6%	5%	6%	4%	6%	4%	6%	6%	7%	6%
Bad/ offensive language	84	9	11	6	4	84	21	9	66	57	9
	6%	4%	4%	4%	3%	6%	4%	5%	6%	6%	9%
Waste too much time playing games	78	15	14	6	7	78	19	6	63	54	5
	5%	7%	5%	4%	5%	5%	3%	3%	6%	6%	5%
Impact on social skills	75	6	13	7	6	75	16	9	59	58	3
	5%	3%	4%	5%	4%	5%	3%	5%	5%	6%	3%
Cost of in-game purchases	68	5	5	2	3	68	16	5	57	47	3
	5%	2%	2%	1%	2%	5%	3%	3%	5%	5%	3%
						bc					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Cost of games	68	6	3	1	2	68	18	8	53	47	1
	5%	3%	1%	1%	1%	5%	3%	4%	5%	5%	1%
						bcd					
Encourages gambling style behaviour	61	15	14	8	7	61	20	10	47	40	5
	4%	7%	5%	5%	5%	4%	4%	5%	4%	4%	5%
Sexual content	61	12	7	3	3	61	14	8	46	32	7
	4%	5%	2%	2%	2%	4%	2%	4%	4%	3%	7%
		b									
Health issues	53	5	5	2	3	53	8	2	43	31	7
	4%	2%	2%	1%	2%	4%	1%	1%	4%	3%	7%
									g		
I could become addicted to playing games	48	11	11	5	7	48	16	5	37	36	4
	3%	5%	4%	3%	5%	3%	3%	3%	3%	4%	4%
Contact with people I don't personally know/ I've never met in person	45	5	1	*	1	45	3	2	39	30	3
	3%	2%	*%	*%	*%	3%	1%	1%	3%	3%	3%
		b				bcd			g		
Contributes to obesity	39	6	7	2	5	39	9	5	29	25	3
	3%	3%	2%	1%	3%	3%	2%	2%	3%	3%	2%
Cost of games consoles/ games players	38	3	3	2	*	38	10	1	33	28	3
	3%	1%	1%	2%	*%	3%	2%	1%	3%	3%	3%
									g		

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Concerned for children playing/ kids getting obsessed with playing/ spending too much time/ money /playing inappropriate games/ getting bullied	17 1%	1 *%	4 1%	3 2%	* *%	17 1%	9 2%	6 3% h	12 1%	13 1%	1 *%
Gaming is not safe/secure/ games can be hacked/ can suffer from fraud/ might get a virus	9 1%	1 1%	1 *%	1 1%	- -%	9 1%	1 *%	2 1%	7 1%	8 1%	1 1%
Gambling/ betting games are too easy to use/ it's too easy to get into debt	3 *%	1 *%	1 1%	1 1%	1 *%	3 *%	1 *%	- -%	3 *%	3 *%	- -%
Other	15 1%	1 *%	3 1%	1 1%	3 2%	15 1%	5 1%	1 *%	13 1%	9 1%	1 1%
Don't know	29 2%	2 1%	16 6% ae	9 6% ae	8 5% ae	29 2%	24 4%	6 3%	15 1%	12 1%	1 1%
SUMMARY CODES											
ANY CONCERNS	449 30%	77 34%	90 31%	49 32%	41 30%	449 30%	162 28%	65 33%	346 31%	315 33% j	20 19%
ANY OFFENSIVE CONTENT	263 18%	39 17%	38 13%	20 13%	19 14%	263 18% b	82 14%	34 17%	209 19%	182 19%	13 12%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	194	34	44	25	19	194	64	29	149	141	11
	13%	15%	15%	16%	14%	13%	11%	15%	13%	15%	10%
ANY HEALTH	169	32	43	18	25	169	59	24	128	116	10
	11%	14%	15%	12%	18%	11%	10%	12%	11%	12%	10%
					e						
ANY AFFORDABILITY	113	10	8	4	4	113	30	10	93	78	4
	8%	5%	3%	3%	3%	8%	5%	5%	8%	8%	4%
						bcd					

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	649	68	66	46	20	649	204	85	510	408	41
Effective Weighted Sample	510	60	57	40	16	510	164	65	400	323	33
Total	559	51	49	36	13	559	163	60	444	357	40
No, do not have any concerns	412	**	**	**	**	412	120	**	330	257	**
	74%	**	**	**	**	74%	73%	**	74%	72%	**
Unsuitable for children	49	**	**	**	**	49	14	**	40	30	**
	9%	**	**	**	**	9%	9%	**	9%	8%	**
Violent content	33	**	**	**	**	33	9	**	26	23	**
	6%	**	**	**	**	6%	5%	**	6%	6%	**
Others could become addicted to playing games	28	**	**	**	**	28	8	**	18	19	**
	5%	**	**	**	**	5%	5%	**	4%	5%	**
Bad/ offensive language	28	**	**	**	**	28	6	**	21	15	**
	5%	**	**	**	**	5%	3%	**	5%	4%	**
Cost of in-game purchases	25	**	**	**	**	25	6	**	21	20	**
	4%	**	**	**	**	4%	3%	**	5%	6%	**
Encourages gambling style behaviour	25	**	**	**	**	25	7	**	18	15	**
	4%	**	**	**	**	4%	4%	**	4%	4%	**
Waste too much time playing games	22	**	**	**	**	22	5	**	17	15	**
	4%	**	**	**	**	4%	3%	**	4%	4%	**
Cost of games	21	**	**	**	**	21	5	**	18	12	**
	4%	**	**	**	**	4%	3%	**	4%	3%	**
Contact with people I don't personally know/ I've never met in person	19	**	**	**	**	19	2	**	15	13	**
	3%	**	**	**	**	3%	1%	**	3%	4%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	649	68	66	46	20	649	204	85	510	408	41
Effective Weighted Sample	510	60	57	40	16	510	164	65	400	323	33
Total	559	51	49	36	13	559	163	60	444	357	40
Encourage children to stay indoors	18	**	**	**	**	18	4	**	13	13	**
	3%	**	**	**	**	3%	3%	**	3%	4%	**
Discourage creative play for children	18	**	**	**	**	18	5	**	13	13	**
	3%	**	**	**	**	3%	3%	**	3%	4%	**
I could become addicted to playing games	18	**	**	**	**	18	5	**	13	13	**
	3%	**	**	**	**	3%	3%	**	3%	4%	**
Impact on social skills	18	**	**	**	**	18	6	**	11	13	**
	3%	**	**	**	**	3%	4%	**	2%	4%	**
Sexual content	17	**	**	**	**	17	3	**	13	8	**
	3%	**	**	**	**	3%	2%	**	3%	2%	**
Health issues	15	**	**	**	**	15	2	**	13	7	**
	3%	**	**	**	**	3%	1%	**	3%	2%	**
Cost of games consoles/ games players	9	**	**	**	**	9	2	**	8	6	**
	2%	**	**	**	**	2%	1%	**	2%	2%	**
Concerned for children playing/ kids getting obsessed with playing/ spending too much time/ money /playing inappropriate games/ getting bullied	8	**	**	**	**	8	3	**	6	8	**
	1%	**	**	**	**	1%	2%	**	1%	2%	**
Contributes to obesity	8	**	**	**	**	8	3	**	5	3	**
	1%	**	**	**	**	1%	2%	**	1%	1%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	649	68	66	46	20	649	204	85	510	408	41
Effective Weighted Sample	510	60	57	40	16	510	164	65	400	323	33
Total	559	51	49	36	13	559	163	60	444	357	40
Gaming is not safe/secure/ games can be hacked/ can suffer from fraud/ might get a virus	8	**	**	**	**	8	1	**	6	6	**
	1%	**	**	**	**	1%	1%	**	1%	2%	**
Gambling/ betting games are too easy to use/ it's too easy to get into debt	1	**	**	**	**	1	-	**	1	1	**
	*%	**	**	**	**	*%	-%	**	*%	*%	**
Other	6	**	**	**	**	6	1	**	5	4	**
	1%	**	**	**	**	1%	1%	**	1%	1%	**
Don't know	2	**	**	**	**	2	1	**	1	-	**
	*%	**	**	**	**	*%	1%	**	*%	-%	**
SUMMARY CODES											
ANY CONCERNS	145	**	**	**	**	145	43	**	112	99	**
	26%	**	**	**	**	26%	26%	**	25%	28%	**
ANY OFFENSIVE CONTENT	74	**	**	**	**	74	19	**	60	48	**
	13%	**	**	**	**	13%	12%	**	14%	14%	**
ANY HEALTH	47	**	**	**	**	47	14	**	35	29	**
	8%	**	**	**	**	8%	8%	**	8%	8%	**
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	46	**	**	**	**	46	15	**	34	31	**
	8%	**	**	**	**	8%	9%	**	8%	9%	**
ANY AFFORDABILITY	37	**	**	**	**	37	8	**	32	25	**
	7%	**	**	**	**	7%	5%	**	7%	7%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	649	68	66	46	20	649	204	85	510	408	41
Effective Weighted Sample	510	60	57	40	16	510	164	65	400	323	33
Total	559	51	49	36	13	559	163	60	444	357	40
Yes	244	**	**	**	**	244	49	**	197	156	**
	44%	**	**	**	**	44%	30%	**	44%	44%	**
No	315	**	**	**	**	315	114	**	247	201	**
	56%	**	**	**	**	56%	70%	**	56%	56%	**
ALL WHO EVER PLAY GAMES	559	**	**	**	**	559	163	**	444	357	**
	100%	**	**	**	**	100%	100%	**	100%	100%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Yes	244	10	7	7	-	244	49	22	197	156	18
	17%	5%	2%	5%	-%	17%	9%	11%	18%	16%	18%
		d	d	d		abcd			g		
No	315	41	42	29	13	315	114	38	247	201	22
	21%	18%	14%	19%	9%	21%	20%	19%	22%	21%	21%
		d		d		bd					
ALL WHO EVER PLAY GAMES	559	51	49	36	13	559	163	60	444	357	40
	38%	23%	17%	23%	9%	38%	29%	30%	40%	37%	38%
		d	d	d		abcd			g		
NEVER PLAY GAMES	916	173	244	118	125	916	406	140	675	612	65
	62%	77%	83%	77%	91%	62%	71%	70%	60%	63%	62%
		e	e	e	abce			h			

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Married/ Civil partnership	716	118	160	96	63	716	259	85	568	481	57
	49%	53%	55%	62%	46%	49%	46%	43%	51%	50%	54%
			e	ade					g		
Co-habiting	183	16	10	7	2	183	40	16	142	114	6
	12%	7%	3%	5%	2%	12%	7%	8%	13%	12%	6%
		bd				abcd					
Single	372	35	19	15	4	372	131	39	293	246	30
	25%	16%	7%	10%	3%	25%	23%	19%	26%	25%	29%
		bd		d		abcd			g		
Widowed, divorced or separated	195	54	99	33	66	195	133	58	114	125	10
	13%	24%	34%	21%	48%	13%	23%	29%	10%	13%	10%
		e	ace	e	abce			h			
Refused	9	1	5	3	2	9	6	1	2	3	1
	1%	*%	2%	2%	1%	1%	1%	1%	*%	*%	1%
			e								

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
1	251	73	97	36	61	251	157	70	145	173	9
	17%	32%	33%	23%	44%	17%	28%	35%	13%	18%	8%
		ce	ce	e	abce			h		j	
2	485	97	168	99	70	485	251	77	358	327	17
	33%	43%	58%	64%	51%	33%	44%	39%	32%	34%	16%
		e	ae	ade	e					j	
3	322	31	23	17	6	322	91	32	253	201	22
	22%	14%	8%	11%	4%	22%	16%	16%	23%	21%	21%
		bd		d		abcd			g		
4	266	16	2	2	-	266	41	11	235	181	24
	18%	7%	1%	1%	-%	18%	7%	5%	21%	19%	23%
		bcd				abcd			g		
5-6	138	7	2	*	1	138	28	7	117	77	29
	9%	3%	1%	*%	1%	9%	5%	4%	10%	8%	28%
		bc				abcd			g		i
7-9	13	1	-	-	-	13	2	2	9	9	3
	1%	*%	-%	-%	-%	1%	*%	1%	1%	1%	3%
10 or more	1	-	-	-	-	1	-	-	1	1	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
None	944	209	289	153	136	944	453	177	668	639	45
	64%	93%	99%	99%	99%	64%	79%	88%	60%	66%	43%
		e	ae	ae	ae			h		j	
1	227	9	4	2	2	227	61	12	189	135	23
	15%	4%	1%	1%	1%	15%	11%	6%	17%	14%	22%
		b				abcd			g		i
2	227	7	-	-	-	227	41	5	200	149	27
	15%	3%	-%	-%	-%	15%	7%	2%	18%	15%	25%
		bcd				abcd			g		i
3	64	-	-	-	-	64	13	5	50	38	9
	4%	-%	-%	-%	-%	4%	2%	3%	4%	4%	8%
						abcd					
4	9	-	-	-	-	9	2	-	9	3	2
	1%	-%	-%	-%	-%	1%	*%	-%	1%	*%	2%
											i
5-6	2	-	-	-	-	2	1	1	-	2	-
	*%	-%	-%	-%	-%	*%	*%	1%	-%	*%	-%
								h			
7-9	2	-	-	-	-	2	-	-	2	2	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those with children aged under 16 at home

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	~g	h	i	~j
Unweighted total	572	21	4	2	2	572	132	38	473	349	53
Effective Weighted Sample	452	18	4	2	2	452	104	29	379	278	41
Total	531	15	4	2	2	531	117	23	451	330	60
Under 1 year old	47	**	**	**	**	47	14	**	43	34	**
	9%	**	**	**	**	9%	12%	**	10%	10%	**
1-4 years old	182	**	**	**	**	182	47	**	159	104	**
	34%	**	**	**	**	34%	40%	**	35%	32%	**
5-7 years old	199	**	**	**	**	199	36	**	171	136	**
	37%	**	**	**	**	37%	31%	**	38%	41%	**
8-11 years old	187	**	**	**	**	187	34	**	157	118	**
	35%	**	**	**	**	35%	29%	**	35%	36%	**
12-15 years old	184	**	**	**	**	184	38	**	150	108	**
	35%	**	**	**	**	35%	33%	**	33%	33%	**
Refused	5	**	**	**	**	5	*	**	4	1	**
	1%	**	**	**	**	1%	*%	**	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Husband/ Wife/ Partner	882	131	168	103	64	882	290	101	699	589	62
	60%	59%	57%	67%	47%	60%	51%	50%	63%	61%	59%
		d	d	bd		d			g		
Child/ children aged 16 and over	204	48	26	19	7	204	65	29	155	123	27
	14%	21%	9%	12%	5%	14%	11%	15%	14%	13%	25%
		bcde		d		bd					i
Mother/ Stepmother/ Partner of Father	132	2	1	1	*	132	28	10	112	93	16
	9%	1%	*%	1%	*%	9%	5%	5%	10%	10%	15%
						abcd			g		
Father/ Stepfather/ Partner of Mother	82	-	-	-	-	82	12	4	73	56	12
	6%	-%	-%	-%	-%	6%	2%	2%	7%	6%	11%
						abcd			g		i
Brothers/ Sisters/ Stepbrothers/ Stepsisters	61	1	1	1	-	61	15	3	57	38	13
	4%	*%	*%	1%	-%	4%	3%	2%	5%	4%	12%
						abcd			g		i
Friend/ other person not related to you aged 16 or over	54	3	4	2	2	54	11	6	47	31	6
	4%	1%	1%	2%	1%	4%	2%	3%	4%	3%	6%
						b					
Other relative aged 16 or over	28	7	9	4	5	28	14	3	22	16	2
	2%	3%	3%	3%	4%	2%	2%	1%	2%	2%	2%
Grandmother	6	-	-	-	-	6	2	-	5	2	1
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	1%

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Grandfather	1	-	-	-	-	1	1	-	1	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
None - I am the only adult in the household	339	73	98	36	62	339	193	74	215	233	13
	23%	32%	34%	23%	45%	23%	34%	37%	19%	24%	12%
		ce	ce		abce			h		j	
Refused	5	-	4	2	2	5	4	-	2	2	-
	*%	-%	1%	1%	1%	*%	1%	-%	*%	*%	-%
			e								

Columns Tested: a,b,c,d,e - g,h - i,j

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

C6a. Are you currently working? IF YES - Is that full-time or part-time? (SINGLE CODE)

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Working full-time (30 hours per week plus)	637	84	11	10	1	637	78	24	562	418	47
	43%	37%	4%	6%	1%	43%	14%	12%	50%	43%	45%
		bcd		d		bcd			g		
Working part-time (Under 30 hours per week)	218	49	6	5	1	218	53	23	167	141	13
	15%	22%	2%	3%	1%	15%	9%	11%	15%	15%	12%
		bcde				bcd					
Looking for work	38	5	-	-	-	38	22	4	30	22	1
	3%	2%	-%	-%	-%	3%	4%	2%	3%	2%	*%
		bd				bcd					
In full-time education	60	1	-	-	-	60	8	1	58	40	11
	4%	*%	-%	-%	-%	4%	1%	*%	5%	4%	10%
						abcd			g		i
Retired	314	44	264	132	132	314	280	106	185	213	8
	21%	19%	90%	85%	96%	21%	49%	53%	17%	22%	8%
			ae	ae	abce			h		j	
Not working	205	42	11	8	3	205	128	43	114	133	26
	14%	19%	4%	5%	2%	14%	22%	21%	10%	14%	24%
		bcde				bcd		h			i
Refused	3	-	*	-	*	3	*	-	3	2	-
	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	-%

Columns Tested: a,b,c,d,e - g,h - i,j

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

C6b. 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	609	85	264	137	127	609	393	137	411	395	40
Effective Weighted Sample	473	72	200	112	90	473	301	100	318	307	31
Total	423	60	180	107	74	423	277	87	289	277	38
Yes, somebody in the household is working	191	**	38	26	12	191	69	22	147	127	**
	45%	**	21%	24%	16%	45%	25%	26%	51%	46%	**
						bcd			g		
No members of the household are working	228	**	141	80	62	228	205	64	138	149	**
	54%	**	78%	75%	83%	54%	74%	74%	48%	54%	**
			e	e	e			h			
Don't know/ refused to say	4	**	1	1	*	4	3	-	3	1	**
	1%	**	1%	1%	1%	1%	1%	-%	1%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Aged 16 or under	534	107	179	90	89	534	347	130	347	362	23
	36%	48%	61%	58%	65%	36%	61%	65%	31%	37%	22%
		e	ae	ae	ae			h		j	
Aged 17-18	301	43	39	22	17	301	98	30	240	199	20
	20%	19%	13%	14%	12%	20%	17%	15%	21%	21%	19%
		bd				bd			g		
Aged 19-20	168	19	17	10	6	168	38	10	137	101	18
	11%	9%	6%	7%	5%	11%	7%	5%	12%	10%	17%
						bd			g		
Aged 21 or over	450	54	54	30	24	450	79	28	378	296	40
	31%	24%	18%	19%	17%	31%	14%	14%	34%	31%	39%
						abcd			g		
Don't know	17	-	2	1	1	17	5	2	14	9	3
	1%	-%	1%	1%	*%	1%	1%	1%	1%	1%	3%
Refused	6	1	2	1	2	6	3	1	3	2	1
	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	1%

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Very confident	1141	164	227	126	101	1141	398	134	910	750	76
	77%	73%	78%	82%	73%	77%	70%	67%	81%	77%	73%
				a					g		
Fairly confident	264	50	49	24	25	264	122	41	178	176	23
	18%	22%	17%	15%	18%	18%	21%	21%	16%	18%	21%
Neither confident nor not confident	31	5	7	2	5	31	21	8	16	21	3
	2%	2%	2%	1%	4%	2%	4%	4%	1%	2%	3%
								h			
Not very confident	27	3	7	2	5	27	20	12	12	15	2
	2%	1%	2%	1%	4%	2%	4%	6%	1%	2%	2%
								h			
Not at all confident	10	3	1	1	*	10	6	5	3	6	1
	1%	1%	*%	*%	*%	1%	1%	3%	*%	1%	1%
								h			
Don't know	1	-	1	-	1	1	1	-	1	-	-
	*%	-%	*%	-%	1%	*%	*%	-%	*%	-%	-%
					e						
Refused	*	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
SUMMARY CODES											
TOTAL CONFIDENT	1405	214	276	150	126	1405	521	176	1087	926	99
	95%	96%	94%	97%	91%	95%	91%	88%	97%	96%	94%
				d		d			g		
TOTAL NOT CONFIDENT	38	5	8	3	6	38	27	17	15	21	3
	3%	2%	3%	2%	4%	3%	5%	8%	1%	2%	3%
								h			

Columns Tested: a,b,c,d,e - g,h - i,j

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

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
TOTAL NEITHER/ DON'T KNOW	33	5	8	2	6	33	22	8	16	21	3
	2%	2%	3%	1%	5%	2%	4%	4%	1%	2%	3%
								h			

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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) 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Up to £199 / Up to £10,399	93	16	27	12	15	93	76	24	50	63	6
	6%	7%	9%	8%	11%	6%	13%	12%	4%	6%	6%
					e			h			
From £200 to £299 / From £10,400 to £15,599	118	23	46	20	26	118	83	26	83	86	8
	8%	10%	16%	13%	19%	8%	14%	13%	7%	9%	8%
			e	e	ae			h			
From £300 to £499 / From £15,600 to £25,999	179	31	45	28	17	179	87	28	139	132	11
	12%	14%	15%	18%	12%	12%	15%	14%	12%	14%	10%
				e							
From £500 to £699/ From £26,000 to £36,399	187	21	14	9	4	187	34	14	161	124	18
	13%	9%	5%	6%	3%	13%	6%	7%	14%	13%	17%
		bd				bcd			g		
From £700 to £999 / From £36,400 to £51,999	117	20	11	8	3	117	15	11	99	77	11
	8%	9%	4%	5%	2%	8%	3%	5%	9%	8%	10%
		bd				bd					
£1,000 and above / £52,000 and above	167	22	7	5	2	167	9	11	149	128	13
	11%	10%	2%	3%	1%	11%	2%	5%	13%	13%	12%
		bcd				bcd			g		
Don't know/ Refused	614	92	144	72	72	614	267	87	437	359	38
	42%	41%	49%	47%	52%	42%	47%	44%	39%	37%	37%
			ae		ae						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with 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) Which of these options applies to your home? (SINGLE CODE)

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1882	309	477	221	256	1882	831	304	1368	1212	107
Effective Weighted Sample	1430	250	348	172	177	1430	614	225	1050	931	83
Total	1476	224	292	154	138	1476	570	200	1119	969	105
Being bought on mortgage	433 29%	43 19% bcd	15 5%	13 8% d	2 2%	433 29% abcd	63 11%	24 12%	373 33% g	294 30%	31 29%
Owned outright by the household	397 27%	103 46% e	202 69% ae	102 66% ae	100 72% ae	397 27%	228 40%	82 41% h	292 26%	282 29% j	10 10%
Rented from Local Authority/ Housing Association/ Trust	327 22%	58 26% bd	54 18%	29 19%	25 18%	327 22%	189 33%	67 34% h	217 19%	209 22%	35 34% i
Rented from Private Landlord	272 18%	18 8%	13 4%	7 5%	5 4%	272 18% abcd	75 13%	22 11%	209 19% g	160 17%	24 23%
Other	25 2%	3 1%	6 2%	2 1%	5 4%	25 2%	10 2%	4 2%	11 1%	17 2%	1 1%
Don't know	21 1%	- -%	2 1%	1 1%	1 1%	21 1%	5 1%	- -%	16 1%	6 1%	3 3% i

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1694	283	424	197	227	1694	738	304	1368	1148	101
Effective Weighted Sample	1296	229	310	155	157	1296	548	225	1050	879	80
Total	1340	205	261	139	122	1340	509	200	1119	917	102
Yes	294	60	113	50	63	294	205	200	77	208	7
	22%	29%	43%	36%	52%	22%	40%	100%	7%	23%	7%
		e	ae	e	ace			h		j	
No	1042	145	145	87	58	1042	300	-	1042	706	96
	78%	71%	55%	63%	47%	78%	59%	-%	93%	77%	93%
		bd		d		abcd			g		i
Don't know	1	-	1	1	-	1	1	-	-	1	-
	*%	-%	*%	1%	-%	*%	*%	-%	-%	*%	-%
				e							
Refused	3	-	3	2	1	3	3	-	-	2	-
	*%	-%	1%	1%	1%	*%	1%	-%	-%	*%	-%
			e								

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

Base : Those with a long standing illness/ disability or infirmity (giving thieir consent to answer this question)

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	429	85	198	79	119	429	323	304	108	283	9
Effective Weighted Sample	331	70	143	60	83	331	238	225	84	224	7
Total	294	60	113	50	63	294	205	200	77	208	7
Yes	217	**	82	**	49	217	157	200	-	156	**
	74%	**	73%	**	77%	74%	76%	100% h	-%	75%	**
No	77	**	31	**	14	77	49	-	77	52	**
	26%	**	27%	**	23%	26%	24%	-%	100% g	25%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	~h	i	~j
Unweighted total	321	66	147	52	95	321	251	304	-	216	7
Effective Weighted Sample	248	54	104	39	66	248	184	225	-	171	6
Total	217	47	82	33	49	217	157	200	-	156	6
Cannot walk very far or manage stairs or can only do so with difficulty	83	**	42	**	**	83	68	85	**	61	**
	38%	**	51% e	**	**	38%	44%	43%	**	39%	**
Mental health problems or difficulties	58	**	8	**	**	58	44	48	**	40	**
	27%	**	10%	**	**	27% b	28%	24%	**	26%	**
Breathlessness or chest pains	47	**	22	**	**	47	32	48	**	35	**
	22%	**	26%	**	**	22%	20%	24%	**	22%	**
Limited ability to reach	21	**	10	**	**	21	15	21	**	14	**
	10%	**	13%	**	**	10%	10%	11%	**	9%	**
Poor hearing, partial hearing or deafness	21	**	13	**	**	21	15	25	**	18	**
	10%	**	16%	**	**	10%	9%	12%	**	11%	**
Cannot walk at all/ use a wheelchair	17	**	9	**	**	17	14	18	**	10	**
	8%	**	11%	**	**	8%	9%	9%	**	7%	**
Poor vision, partial sight or blindness	15	**	10	**	**	15	14	17	**	11	**
	7%	**	12%	**	**	7%	9%	8%	**	7%	**
Dyslexia	13	**	3	**	**	13	10	11	**	10	**
	6%	**	3%	**	**	6%	6%	5%	**	6%	**
Difficulty in speaking or communicating	9	**	3	**	**	9	7	8	**	5	**
	4%	**	4%	**	**	4%	4%	4%	**	3%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	~h	i	~j
Unweighted total	321	66	147	52	95	321	251	304	-	216	7
Effective Weighted Sample	248	54	104	39	66	248	184	225	-	171	6
Total	217	47	82	33	49	217	157	200	-	156	6
Other illnesses/ health problems which limit daily activities	62	**	20	**	**	62	44	62	**	50	**
	29%	**	25%	**	**	29%	28%	31%	**	32%	**
Refused	13	**	4	**	**	13	6	-	**	6	**
	6%	**	4%	**	**	6%	4%	-%	**	4%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	~j
Unweighted total	1710	293	442	204	238	1710	757	289	1293	1174	92
Effective Weighted Sample	1319	241	325	161	165	1319	566	215	1000	902	73
Total	1362	217	274	145	129	1362	525	191	1065	936	94
English	698	114	163	86	77	698	297	102	538	497	**
	51%	52%	59%	59%	59%	51%	57%	53%	51%	53%	**
			e		e						
Scottish	116	19	22	10	12	116	48	16	92	81	**
	9%	9%	8%	7%	10%	9%	9%	8%	9%	9%	**
Welsh	37	9	7	3	3	37	13	8	26	22	**
	3%	4%	2%	2%	3%	3%	3%	4%	2%	2%	**
Northern Irish	16	3	2	1	1	16	6	3	12	10	**
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	**
British	427	70	74	40	34	427	143	55	341	291	**
	31%	32%	27%	28%	26%	31%	27%	29%	32%	31%	**
Other	66	3	6	5	1	66	16	7	54	34	**
	5%	1%	2%	3%	1%	5%	3%	4%	5%	4%	**
						abd					
Refused	3	*	*	-	*	3	2	-	3	1	**
	*%	*%	*%	-%	*%	*%	*%	-%	*%	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1320	226	320	144	176	1320	562	215	1024	1212	107
Effective Weighted Sample	1023	185	238	116	124	1023	424	167	791	931	83
Total	1074	168	201	105	95	1074	396	152	854	969	105
WHITE											
British	572	94	97	51	47	572	206	85	448	572	-
	53%	56%	48%	48%	49%	53%	52%	55%	52%	59%	-%
										j	
English	250	46	77	43	34	250	119	47	189	250	-
	23%	28%	38%	41%	35%	23%	30%	31%	22%	26%	-%
			ae	ae	e			h		j	
Scottish	80	12	15	5	10	80	35	8	66	80	-
	7%	7%	7%	5%	11%	7%	9%	5%	8%	8%	-%
										j	
Welsh	16	4	3	*	3	16	5	3	12	16	-
	2%	3%	2%	*%	3%	2%	1%	2%	1%	2%	-%
Irish	9	1	3	2	1	9	5	1	7	9	-
	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	-%
Gypsy, Traveller or Irish Traveller	1	-	-	-	-	1	-	-	1	1	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Any other white background	41	1	2	2	*	41	8	3	34	41	-
	4%	*%	1%	2%	*%	4%	2%	2%	4%	4%	-%
						abd					
MIXED											
White and Black Caribbean	4	1	-	-	-	4	1	-	4	-	5
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	5%
											i
White and Black African	2	-	-	-	-	2	*	*	2	-	3
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	3%
											i

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1320	226	320	144	176	1320	562	215	1024	1212	107
Effective Weighted Sample	1023	185	238	116	124	1023	424	167	791	931	83
Total	1074	168	201	105	95	1074	396	152	854	969	105
White and Asian	3	-	-	-	-	3	-	-	2	-	3
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	3% i
Any other mixed background	1	-	-	-	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	1% i
ASIAN AND BRITISH ASIAN											
Indian	19	5	1	1	-	19	2	1	18	-	21
	2%	3% bd	*%	1%	-%	2%	*%	1%	2%	-%	20% i
Pakistani	13	1	1	1	-	13	4	3	10	-	15
	1%	*%	1%	1%	-%	1%	1%	2%	1%	-%	14% i
Bangladeshi	11	-	-	-	-	11	2	-	11	-	14
	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	14% i
Any other Asian background	9	-	-	-	-	9	3	-	9	-	9
	1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	9% i
BLACK AND BLACK BRITISH											
Caribbean	12	1	1	-	1	12	3	1	11	-	11
	1%	*%	*%	-%	1%	1%	1%	*%	1%	-%	11% i
African	14	1	1	*	*	14	3	-	13	-	13
	1%	*%	*%	*%	*%	1%	1%	-%	2%	-%	12% i
Any other black background	1	-	-	-	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	1% i

Columns Tested: a,b,c,d,e - g,h - i,j

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

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

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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	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	f	g	h	i	j
Unweighted total	1320	226	320	144	176	1320	562	215	1024	1212	107
Effective Weighted Sample	1023	185	238	116	124	1023	424	167	791	931	83
Total	1074	168	201	105	95	1074	396	152	854	969	105
MIDDLE EAST AND ARABIC ORIGIN											
Iranian	*	-	-	-	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
CHINESE OR OTHER ETHNIC GROUP											
Chinese	3	-	*	-	*	3	*	1	2	-	2
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	2%
											i
Any other background	13	2	-	-	-	13	-	-	12	-	7
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	6%
											i
Refused	*	-	-	-	-	*	-	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
WHITE	969	159	197	103	94	969	378	147	757	969	-
	90%	94%	98%	98%	98%	90%	95%	96%	89%	100%	-%
			ae	e	e			h		j	
NON-WHITE	105	10	4	2	1	105	18	6	97	-	105
	10%	6%	2%	2%	2%	10%	5%	4%	11%	-%	100%
		b				bcd			g		i

Columns Tested: a,b,c,d,e - g,h - i,j