

OFCOM TECHNOLOGY TRACKER 2021 - SUBSET 65+, DE, EMG, IMPACTING OR LIMITING CONDITIONS ONLY - 14th January to 31st March 2021.

NATION	1
Base : All respondents	
REGION/ NATION	3
Base : All respondents	
URBANITY	6
Base : All respondents	
CABLE AREA	10
Base : All respondents	
DEPRIVATION LEVEL	12
Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	

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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : All respondents	
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Base : Those with a landline phone at home - including those who pay line rental for fixed broadband	
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Base : All respondents	
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Base : All respondents	
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Base : Those who personally use a mobile phone	
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Base : Those in a household with any mobile phones	
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Base : Those who personally use a mobile phone	
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Base : All respondents	
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Base : Those with access to the internet at home (excluding those completing a paper questionnaire)	
S1BBC. Please think about how much time you spend online across a typical week. Please think about the time using social media and messaging, watching films, TV programmes and videos online, playing games online, on video calls, searching for information online, doing schoolwork or working from home. This could be using a mobile phone, laptop, tablet (like an iPad), computer, games console or Smart TV. Please think about weekdays and weekends, either at home or anywhere else. How many hours in a typical week would you say you spend online? (SINGLE CODE)	164
Base : All respondents	
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Base : Those who spend time online in a typical week	
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Base : Those with access to the internet at home (excluding those completing a paper questionnaire)	
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Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)	
QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)	194
Base : All respondents (excluding those completing a paper questionnaire)	
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Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)	
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Base : All respondents (excluding those completing a paper questionnaire)	

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Base : Those without internet access at home	
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Base : Those unlikely to get internet access at home in the next 12 months	
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Base : Those unlikely to get internet access at home in the next 12 months	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : All respondents (excluding those completing a paper questionnaire)	
QV2. And do you personally use... (MULTI CODE)	270
Base : All respondents (excluding those completing a paper questionnaire)	
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Base : Those with a smart speaker in the household	
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Base : Those who personally use a smart speaker	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : Those in a household where someone uses voice controls	

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Base : Those in a household where someone uses voice controls	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : Those in a household where someone uses a car	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : All respondents (excluding those completing a paper questionnaire)	
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Base : All respondents	
QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)	317
Base : All respondents	
QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)	321
Base : Those with any 'active' radio sets in the home	
QP1. During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, on a smart speaker or any other way)? (SINGLE CODE)	325
Base : All respondents	
QP25A. How often, if at all, do you... Listen to live radio (so at the same time as the show is broadcast)? (SINGLE CODE)	328
Base : All respondents	
QP25B. How often, if at all, do you... Listen to catch-up radio (so after the show was originally broadcast)? (SINGLE CODE)	331
Base : All respondents	
QP25C. How often, if at all, do you... Listen to podcasts - audio shows available online? (SINGLE CODE)	334
Base : All respondents	
QP25D. How often, if at all, do you... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (SINGLE CODE)	337
Base : All respondents	
QP25E. How often, if at all, do you... Listen to a free music streaming service - e.g. Spotify Free? (SINGLE CODE)	340
Base : All respondents	
QP25F. How often, if at all, do you... Listen to an audiobook - perhaps from apps like Audible? (SINGLE CODE)	343
Base : All respondents	
QP25G. How often, if at all, do you... Listen to music videos online or through music TV channels as background listening? (SINGLE CODE)	346
Base : All respondents	
QP25H. How often, if at all, do you... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (SINGLE CODE)	349
Base : All respondents	
SUMMARY OF FREQUENCY OF NON-LIVE LISTENING ACTIVITIES FROM QP25B-QP25H	352
Base : All respondents	
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Base : Those who ever listen to live radio	
QP26B. Which devices do you ever use to... Listen to catch-up radio (so after the show was originally broadcast)? (MULTI CODE)	357
Base : Those who ever listen to catch-up radio	

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QP26C. Which devices do you ever use to... Listen to podcasts - audio shows available online? (MULTI CODE)	359
Base : Those who ever listen to podcasts	
QP26D. Which devices do you ever use to... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (MULTI CODE)	361
Base : Those who ever listen to a paid-for subscription music service	
QP26E. Which devices do you ever use to... Listen to a free music streaming service - e.g. Spotify Free? (MULTI CODE)	363
Base : Those who ever listen to a free music streaming service	
QP26F. Which devices do you ever use to... Listen to an audiobook - perhaps from apps like Audible? (MULTI CODE)	365
Base : Those who ever listen to an audiobook	
QP26G. Which devices do you ever use to... Listen to music videos online or through music TV channels as background listening? (MULTI CODE)	367
Base : Those who ever listen to music videos online or through music TV channels as background listening	
QP26H. Which devices do you ever use to... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (MULTI CODE)	369
Base : Those who ever play an interactive audio game using only your voice	
QP22. Do you personally use a car at all - as a driver or passenger? IF YES: Which of these ways do you ever listen to audio content in a car? (MULTI CODE)	370
Base : Those who listen to radio	
SUMMARY OF DAB RADIO OWNERSHIP IN HOME OR IN VEHICLE	374
Base : All respondents	
QP14. Thinking of digital radio... Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)	376
Base : Those who listen to radio (excluding those completing a paper questionnaire)	
QP12. How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)	380
Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home	
QP14A. Why are you unlikely to get a DAB radio in the next 12 months? (MULTI CODE)	382
Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months	
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Base : All respondents	
QH66. Which of these are reasons why you don't have a television set in your household (MULTI CODE)	388
Base : Those with no working TV sets used by anyone in the household to watch TV programmes or films	
QH53. Which of these best describes the main TV set in your household? (SINGLE CODE)	390
Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films (excluding those completing a paper questionnaire)	
QH87AA. Which – if any – of these TV services are used in your household to watch programmes, shows or films? (MULTI CODE)	392
Base : All respondents	
QH87AB. Which – if any – of these other TV services are used in your household to watch programmes, shows or films? (MULTI CODE)	395
Base : All respondents	
QH87AC. Which – if any – of these paid-for on-demand services are used in your household to watch programmes, shows or films? (MULTI CODE)	399
Base : All respondents	
SUMMARY OF TV SERVICES	402
Base : All respondents	
QH87AD. Which – if any – of these are used in your household to watch programmes, shows or films? (MULTI CODE)	404
Base : All respondents	
QH87AE. Which – if any – of these are used in your household to watch sports? (MULTI CODE)	408
Base : All respondents (excluding those completing a paper questionnaire)	

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QR1A. Does your household have Sky+ or Sky Q? (Sky+ has been available with the Sky digital system since 2001 and allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q has been available since 2016 and allows users to watch recorded programmes on a Sky box in other rooms in the house and, for the first time, on the move using a smartphone or tablet.) (SINGLE CODE)	411
Base : Those with Sky satellite TV (excluding those completing a paper questionnaire)	
QH88. Your household has Netflix and Sky TV. How is Netflix paid for as far as you know? (SINGLE CODE)	413
Base : Those with Sky satellite TV and Netflix (excluding those completing a paper questionnaire)	
QH89. Your household has Netflix and Virgin Media TV. How is Netflix paid for as far as you know? (SINGLE CODE)	415
Base : Those with Virgin Media TV and Netflix (excluding those completing a paper questionnaire)	
QH90. Your household has Amazon Prime Video. How is Amazon Prime paid for as far as you know? (SINGLE CODE)	417
Base : Those with Amazon Prime Video (excluding those completing a paper questionnaire)	
QH79. Do you ever use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE)	419
Base : All respondents (excluding those completing a paper questionnaire)	
QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)	422
Base : Those with Netflix	
QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)	431
Base : Those with Amazon Prime Video	
QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)	440
Base : Those with Disney+	
QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)	448
Base : Those with NOW TV	
QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)	455
Base : Those with ITV Hub+	
QH84F. Which, if any, of these are reasons why your household took out a subscription to Britbox? (MULTI CODE)	461
Base : Those with Britbox	
QH84G. Which, if any, of these are reasons why your household took out a subscription to All4+? (MULTI CODE)	465
Base : Those with All4+	
QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)	469
Base : Those with Apple TV+	
QH62. Are any of your TV sets "Smart TVs"? It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV. (SINGLE CODE)	475
Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films	
QH95. Which of these do you or does anyone in your household use to watch programmes, sport or films? This could be live TV or on-demand or streaming services. (MULTI CODE)	477
Base : All respondents	
QH96. Do you or does anyone in your household use any of these ways to watch live TV or on demand or streaming services via your TV screen? (MULTI CODE)	479
Base : Those in a household where a TV set is used to watch programmes, sport or films (excluding those completing a paper questionnaire)	
QH65A. How frequently, if at all, do you watch each of these channels - RTE 1 (SINGLE CODE)	483
Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)	
QH65b. How frequently, if at all, do you watch each of these channels - RTE 2? (SINGLE CODE)	484
Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)	
QH65C. How frequently, if at all, do you watch each of these channels - Virgin Media One? (SINGLE CODE)	485
Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)	
QH65D. How frequently, if at all, do you watch each of these channels - TG4? (SINGLE CODE)	486
Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)	

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QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)	487
Base : All respondents	
QZ18A. Who makes any of the decisions about the landline phone for your household? (MULTI CODE)	492
Base : Those with a landline phone at home - including those who pay line rental for fixed broadband	
QZ18B. Who makes any of the decisions about the mobile phone for your household? (MULTI CODE)	496
Base : Those in a household with any mobile phones	
QZ18C. Who makes any of the decisions about the fixed broadband for your household? (MULTI CODE)	500
Base : Those in a household with a fixed broadband service - and all completing a paper questionnaire	
QZ18D. Who makes any of the decisions about the Pay TV service for your household? (MULTI CODE)	504
Base : Those in a household with a paid TV or on-demand service	
FINANCIAL VULNERABILITY	507
Base : Those where it is possible to calculate the Financial Vulnerability Index	
BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE	509
Base : All respondents	
SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES	513
Base : All respondents	
BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE	515
Base : Those using the same supplier for two or more services	
SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES	519
Base : Those using the same supplier for two or more services	
FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES	521
Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)	
FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES	523
Base : All respondents	
LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)	525
Base : Those with a landline phone at home - including those who pay line rental for fixed broadband	
LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)	527
Base : All respondents	
MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES	529
Base : Those who personally use a mobile phone	
MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES	531
Base : All respondents	
PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES	533
Base : Those with a Pay TV service	
PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES	535
Base : All respondents	

NATION

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
England	429	254	238	493	893	2083	306	559	125	172	168	1703	493	-	-	-
	82%	82%	86%	84%	83%	81%	94%	81%	83%	81%	80%	83%	100%	-%	-%	-%
							f						nop			
Scotland	56	29	12	41	90	252	13	63	12	14	20	188	-	41	-	-
	11%	9%	4%	7%	8%	10%	4%	9%	8%	7%	10%	9%	-%	100%	-%	-%
	cd	c				g								mop		
Wales	25	17	18	34	61	144	4	42	7	17	14	100	-	-	34	-
	5%	5%	6%	6%	6%	6%	1%	6%	5%	8%	7%	5%	-%	-%	100%	-%
						g									mnp	
Northern Ireland	16	9	7	16	36	84	2	22	6	8	9	57	-	-	-	16
	3%	3%	3%	3%	3%	3%	1%	3%	4%	4%	4%	3%	-%	-%	-%	100%
						g										mno

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

NATION

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
England	214	279	238	209
	100%	100%	100%	100%

Columns Tested: a,b,c,d

REGION/ NATION

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
North East	18 3%	13 4%	12 4%	25 4%	51 5%	123 5% g	6 2%	30 4%	8 5%	10 5%	11 5%	88 4%	25 5%	- -%	- -%	- -%
Yorkshire and Humberside	35 7%	31 10% a	20 7%	51 9%	95 9%	211 8%	22 7%	54 8%	9 6%	16 8%	22 11%	160 8%	51 10% nop	- -%	- -%	- -%
North West	83 16% d	37 12%	30 11%	66 11%	130 12%	310 12%	35 11%	105 15% l	25 17% l	30 14%	30 14%	226 11%	66 13% nop	- -%	- -%	- -%
West Midlands	48 9%	19 6%	23 8%	41 7%	94 9%	217 8%	51 16% f	59 9%	9 6%	11 5%	19 9%	193 9%	41 8% nop	- -%	- -%	- -%
East Midlands	35 7%	21 7%	24 9%	45 8%	90 8%	188 7%	25 8%	49 7%	13 9%	16 8%	17 8%	146 7%	45 9% nop	- -%	- -%	- -%
South West	49 9%	33 11%	35 13%	68 12%	107 10%	232 9% g	13 4%	70 10%	11 7%	19 9%	18 9%	170 8%	68 14% nop	- -%	- -%	- -%
East of England	31 6%	27 9%	17 6%	45 8%	80 7%	181 7%	24 7%	48 7%	12 8%	20 9%	11 5%	136 7%	45 9% nop	- -%	- -%	- -%
South East	76 14%	51 17%	55 20%	106 18%	156 14%	381 15%	40 12%	91 13%	26 17%	37 17%	32 15%	317 15%	106 22% nop	- -%	- -%	- -%
Greater London	56 11%	23 7%	22 8%	46 8%	90 8%	241 9%	91 28% f	54 8%	12 8%	14 6%	9 4%	268 13% hjk	46 9% nop	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

REGION/ NATION

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Scotland	56	29	12	41	90	252	13	63	12	14	20	188	-	41	-	-
	11%	9%	4%	7%	8%	10%	4%	9%	8%	7%	10%	9%	-%	100%	-%	-%
	cd	c				g								mop		
Wales	25	17	18	34	61	144	4	42	7	17	14	100	-	-	34	-
	5%	5%	6%	6%	6%	6%	1%	6%	5%	8%	7%	5%	-%	-%	100%	-%
						g									mnp	
Northern Ireland	16	9	7	16	36	84	2	22	6	8	9	57	-	-	-	16
	3%	3%	3%	3%	3%	3%	1%	3%	4%	4%	4%	3%	-%	-%	-%	100%
						g										mno

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

REGION/ NATION

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
North East	11	14	7	15
	5%	5%	3%	7%
				c
Yorkshire and Humberside	22	28	18	25
	11%	10%	8%	12%
North West	28	38	23	41
	13%	14%	10%	20%
				c
West Midlands	16	25	26	14
	8%	9%	11%	7%
East Midlands	17	28	28	15
	8%	10%	12%	7%
South West	27	41	34	24
	13%	15%	14%	11%
East of England	24	21	26	15
	11%	8%	11%	7%
South East	46	60	55	39
	22%	22%	23%	18%
Greater London	22	23	21	20
	11%	8%	9%	10%

Columns Tested: a,b,c,d

URBANITY

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Large City	67 13%	29 10%	27 10%	56 10%	129 12%	303 12%	122 37% f	82 12% k	21 14% k	22 10%	13 6% hk	329 16% hk	51 10% op	5 11% op	- -%	- -%
Smaller City or Large Town	91 17%	50 16%	48 17%	98 17%	242 22%	537 21%	119 37% f	161 23%	38 25%	55 26%	48 23%	437 21%	84 17%	6 14%	5 16%	2 16%
Medium Town	179 34%	90 29%	97 35%	187 32%	349 32%	852 33% g	61 19%	226 33%	39 26%	57 27%	82 39% ijl	620 30%	167 34% o	9 22%	7 21%	5 29%
Small Town within 10 miles from a settlement with 15K+ pop	90 17%	66 22%	50 18%	117 20%	179 17%	435 17% g	14 4%	121 18%	34 23% l	42 20%	40 19%	326 16%	97 20%	5 11%	12 35% mnp	3 16%
Small Town more than 10 miles from a settlement with 15K+ pop	8 2%	7 2%	2 1%	9 2%	17 2%	39 2%	2 1%	5 1%	2 1%	3 2%	1 1%	34 2%	1 *% mo	6 14% mo	1 4% m	1 4% m
Rural Area within 10 miles from a settlement with 15K+ pop	74 14%	56 18%	41 15%	97 17%	136 13%	329 13% g	7 2%	76 11%	14 9%	24 11%	24 11%	251 12%	83 17%	5 11%	6 17%	4 26% n

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

URBANITY

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Rural Area more than 10 miles from a settlement with 15K+ pop	16 3%	10 3%	10 4%	20 3%	29 3%	68 3% g	1 *%	16 2%	2 1%	8 4%	3 1%	51 2%	9 2%	7 16% m	3 8% m	1 9% m
SUMMARY																
URBAN	436 83%	242 79%	225 81%	467 80%	916 85%	2166 85%	318 98% f	595 87%	134 89%	179 85%	185 87%	1746 85%	401 81% p	30 73%	26 76%	10 65%
RURAL	90 17%	66 21%	51 19%	117 20%	165 15%	397 15% g	8 2%	92 13%	16 11%	32 15%	27 13%	302 15%	92 19%	11 27%	8 24%	6 35% m
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

URBANITY

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Large City	25	27	22	24
	12%	10%	9%	12%
Smaller City or Large Town	41	43	38	42
	19%	15%	16%	20%
Medium Town	63	103	63	81
	30%	37%	26%	39%
		c		ac
Small Town within 10 miles from a settlement with 15K+ pop	40	57	49	39
	19%	21%	21%	19%
Small Town more than 10 miles from a settlement with 15K+ pop	1	-	*	1
	*%	-%	*%	*%
Rural Area within 10 miles from a settlement with 15K+ pop	37	45	59	19
	17%	16%	25%	9%
	d	d	bd	
Rural Area more than 10 miles from a settlement with 15K+ pop	6	4	7	3
	3%	1%	3%	1%
SUMMARY				
URBAN	171	230	173	187
	80%	82%	73%	89%
		c		abc

Columns Tested: a,b,c,d

URBANITY

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
RURAL	43	49	65	22
	20%	18%	27%	11%
	d	d	bd	

Columns Tested: a,b,c,d

CABLE AREA

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
TELEWEST	92 17%	41 13%	45 16%	86 15%	193 18%	421 16%	95 29% f	128 19%	38 25% l	38 18%	46 22%	358 18%	78 16% op	8 19% op	- -%	- -%
NTL	167 32% bd	79 26%	76 27%	154 26%	322 30%	747 29%	137 42% f	213 31%	42 28%	68 32%	63 30%	617 30%	138 28% n	6 14%	7 20%	4 26%
NEITHER	267 51%	189 61% a	155 56%	344 59% a	565 52%	1395 54% g	94 29%	345 50%	69 46%	104 49%	102 48%	1073 52%	276 56%	28 68%	27 80% m	12 74% m

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

CABLE AREA

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
TELEWEST	31	48	30	45
	14%	17%	12%	22%
				c
NTL	58	79	61	66
	27%	29%	26%	32%
NEITHER	125	152	148	98
	58%	54%	62%	47%
	d		d	

Columns Tested: a,b,c,d

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Low	320	209	174	383	520	1363	72	322	67	123	90	1113	323	28	22	10
	61%	68%	63%	66%	48%	53%	22%	47%	45%	58%	43%	54%	66%	67%	64%	62%
	a					g				hik		hik				
Medium	185	96	92	189	487	1096	188	319	69	79	108	835	159	12	12	5
	35%	31%	33%	32%	45%	43%	58%	46%	46%	38%	51%	41%	32%	29%	36%	32%
						f		jl			jl					
High	20	3	10	12	73	105	66	45	13	8	14	100	10	2	-	1
	4%	1%	3%	2%	7%	4%	20%	7%	9%	4%	6%	5%	2%	4%	-%	6%
	b		b			f		l								o

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

DEPRIVATION LEVEL

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Low	144	179	189	112
	67%	64%	79%	54%
	d	d	abd	
Medium	66	93	46	90
	31%	33%	19%	43%
	c	c		abc
High	3	7	3	7
	2%	2%	1%	3%

Columns Tested: a,b,c,d

SE. Which one of these options best describes your gender?

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Male	258	147	111	258	440	1207	158	304	76	106	96	967	214	21	16	8
	49%	48%	40%	44%	41%	47%	48%	44%	50%	50%	45%	47%	43%	50%	47%	47%
	c															
Female	263	161	165	326	631	1328	163	378	74	105	114	1066	279	20	18	8
	50%	52%	60%	56%	58%	52%	50%	55%	49%	50%	54%	52%	57%	50%	53%	52%
			a													
Prefer to use my own term	-	-	-	-	3	10	1	3	1	-	1	3	-	-	-	-
	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%
Prefer not to say	5	*	-	*	6	18	4	2	-	*	-	13	*	-	*	*
	1%	*%	-%	*%	1%	1%	1%	*%	-%	*%	-%	1%	*%	-%	*%	1%
	d															

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SE. Which one of these options best describes your gender?

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Male	214	-	108	93
	100%	-%	45%	45%
	bcd		b	b
Female	-	279	131	115
	-%	100%	55%	55%
		acd	a	a
Prefer not to say	-	-	-	*
	-%	-%	-%	*%

Columns Tested: a,b,c,d

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
16 - 17 years	- -%	- -%	- -%	- -%	4 *%	15 1%	9 3% f	3 *%	1 *%	* *%	* *%	12 1%	- -%	- -%	- -%	- -%
18 - 24 years	- -%	- -%	- -%	- -%	71 7%	212 8%	51 16% f	25 4% jk	5 4%	1 *%	1 1%	172 8% hjk	- -%	- -%	- -%	- -%
25 - 34 years	- -%	- -%	- -%	- -%	101 9%	478 19%	94 29% f	34 5% jk	7 4%	2 1%	3 1%	433 21% hijk	- -%	- -%	- -%	- -%
35 - 44 years	- -%	- -%	- -%	- -%	93 9%	386 15%	66 20% f	72 10% j	12 8%	8 4%	14 6%	347 17% hijk	- -%	- -%	- -%	- -%
45 - 54 years	- -%	- -%	- -%	- -%	93 9%	406 16%	39 12%	93 14% j	23 16% j	10 5%	21 10%	338 16% jk	- -%	- -%	- -%	- -%
55 - 64 years	526 100% bcd	- -%	- -%	- -%	125 12%	481 19% g	30 9%	106 15%	20 13%	26 12%	34 16%	376 18% j	- -%	- -%	- -%	- -%
65 - 74 years	- -%	308 100% acd	- -%	308 53% ac	308 29%	365 14% g	19 6%	177 26% l	32 21% l	71 34% hil	53 25% l	262 13%	254 52%	29 70% mo	17 49%	9 54%
75 years or older	- -%	- -%	276 100% abd	276 47% ab	276 26%	186 7% g	10 3%	167 24% l	49 33% hl	89 42% hl	80 38% hl	85 4%	238 48% n	12 30%	18 51% n	7 46%
Prefer not to say	- -%	- -%	- -%	- -%	9 1%	33 1%	7 2%	11 2%	1 *%	4 2%	6 3%	22 1%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
AGE SUMMARY																
16-24	-	-	-	-	75	227	61	28	6	1	1	184	-	-	-	-
	-%	-%	-%	-%	7%	9%	19%	4%	4%	1%	1%	9%	-%	-%	-%	-%
							f	jk	jk			hjk				
25-34	-	-	-	-	101	478	94	34	7	2	3	433	-	-	-	-
	-%	-%	-%	-%	9%	19%	29%	5%	4%	1%	1%	21%	-%	-%	-%	-%
							f	jk				hijk				
35-54	-	-	-	-	186	791	105	165	35	18	35	685	-	-	-	-
	-%	-%	-%	-%	17%	31%	32%	24%	24%	8%	16%	33%	-%	-%	-%	-%
								jk	j		j	hijk				
55-64	526	-	-	-	125	481	30	106	20	26	34	376	-	-	-	-
	100%	-%	-%	-%	12%	19%	9%	15%	13%	12%	16%	18%	-%	-%	-%	-%
	bcd					g					j					
65+	-	308	276	584	584	552	29	343	81	160	133	347	493	41	34	16
	-%	100%	100%	100%	54%	22%	9%	50%	54%	76%	63%	17%	100%	100%	100%	100%
		a	a	a		g		l	l	hikl	hl					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SF. AGE OF RESPONDENT

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
65 - 74 years	119	135	126	113
	56%	48%	53%	54%
75 years or older	94	144	112	96
	44%	52%	47%	46%

AGE SUMMARY

65+	214	279	238	209
	100%	100%	100%	100%

Columns Tested: a,b,c,d

QZ8. HOUSEHOLD SOCIO-ECONOMIC GROUP

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
A	25 5%	12 4%	7 3%	19 3%	19 2%	86 3%	11 4%	24 4%	8 5% k	11 5% k	2 1%	80 4%	16 3%	2 5%	* 1%	* 2%
B	154 29% bcd	64 21%	57 21%	121 21%	121 11%	622 24%	68 21%	112 16%	15 10%	38 18% i	24 11%	574 28% hijk	105 21%	5 12%	8 23%	2 15%
C1	97 18%	70 23%	60 22%	130 22%	130 12%	657 26%	100 31% f	144 21%	32 21%	46 22%	34 16%	570 28% hk	117 24% o	6 15%	4 12%	3 19%
C2	99 19% cd	53 17% c	23 9%	77 13%	77 7%	443 17%	45 14%	80 12%	14 9%	25 12%	18 9%	380 19% hijk	58 12%	11 26% m	6 17%	2 15%
D	60 11% bcd	16 5%	8 3%	24 4%	265 25%	242 9%	23 7%	57 8%	17 12%	12 6%	13 6%	183 9%	20 4%	1 3%	2 6%	1 4%
E	64 12%	73 24% a	88 32% ab	160 27% a	415 38%	381 15%	58 18%	230 34% l	59 39% l	69 33% l	101 48% hjl	194 9%	131 27%	15 35%	10 28%	5 32%
Prefer not to say	26 5%	20 6%	33 12% ab	53 9% a	53 5%	133 5%	21 6%	40 6% l	5 3%	10 5%	20 9% il	67 3%	45 9%	1 2%	4 13% n	2 13% n
SOCIAL GROUP																
AB	179 34% bcd	76 25%	64 23%	140 24%	140 13%	708 28%	79 24%	136 20% k	23 15%	49 23% k	26 12%	654 32% hijk	122 25%	7 17%	8 24%	3 18%
C1C2	196 37%	124 40% c	83 30%	207 35%	207 19%	1099 43%	145 44%	224 33%	46 31%	71 34%	52 25%	949 46% hijk	175 35%	17 42%	10 29%	5 34%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ8. HOUSEHOLD SOCIO-ECONOMIC GROUP

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
DE	125	89	95	184	681	623	81	287	76	81	113	377	151	16	12	6
	24%	29%	35%	32%	63%	24%	25%	42%	51%	38%	54%	18%	31%	39%	34%	36%
			a	a				l	jl	l	hjl					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ8. HOUSEHOLD SOCIO-ECONOMIC GROUP

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
A	9	7	16	-
	4%	3%	7%	-%
	d	d	bd	
B	59	46	105	-
	28%	17%	44%	-%
	bd	d	abd	
C1	40	77	117	-
	18%	28%	49%	-%
	d	ad	abd	
C2	45	13	-	58
	21%	5%	-%	28%
	bc	c		bc
D	9	11	-	20
	4%	4%	-%	10%
	c	c		abc
E	39	92	-	131
	18%	33%	-%	63%
	c	ac		abc
Prefer not to say	13	32	-	-
	6%	12%	-%	-%
	cd	acd		

SOCIAL GROUP

AB	68	54	122	-
	32%	19%	51%	-%
	bd	d	abd	
C1C2	85	90	117	58
	40%	32%	49%	28%
	d		abd	
DE	48	103	-	151
	22%	37%	-%	72%
	c	ac		abc

Columns Tested: a,b,c,d

SI. What is the total number of people in the household - including yourself and any children?

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
1	77 15%	71 23%	116 42%	186 32%	254 23%	375 15%	25 8%	180 26%	37 25%	62 29%	57 27%	234 11%	160 32%	11 27%	10 29%	5 33%
		a	abd	ab		g		l	l	l	l					
2	284 54%	220 71%	140 51%	360 62%	533 49%	1186 46%	83 25%	331 48%	73 49%	110 52%	112 53%	901 44%	302 61%	26 62%	22 65%	10 61%
		acd		ac		g				l	l					
3	97 19%	12 4%	12 4%	23 4%	141 13%	429 17%	86 26%	83 12%	22 15%	21 10%	21 10%	367 18%	19 4%	2 6%	1 4%	* 3%
	bcd					f						hjk				
4	54 10%	3 1%	2 1%	6 1%	90 8%	388 15%	63 19%	63 9%	10 7%	13 6%	13 6%	353 17%	4 1%	1 3%	- -%	* 3%
	bcd					f						hijk				
5+	11 2%	1 *%	1 *%	1 *%	54 5%	172 7%	69 21%	25 4%	5 4%	3 2%	5 2%	183 9%	1 *%	- -%	1 2%	- -%
	bd					f						hijk				
Prefer not to say	2 *%	2 1%	6 2%	7 1%	9 1%	13 1%	- -%	4 1%	2 1%	2 1%	3 2%	9 *%	7 1%	1 1%	* *%	- -%
			a								l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SI. What is the total number of people in the household - including yourself and any children?

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
1	50	110	60	72
	23%	40%	25%	35%
		ac		ac
2	151	151	166	122
	71%	54%	69%	58%
	bd		bd	
3	10	9	9	10
	5%	3%	4%	5%
4	2	2	1	3
	1%	1%	*%	2%
5+	1	-	1	-
	*%	-%	*%	-%
Prefer not to say	-	7	3	1
	-%	2%	1%	1%
		a		

Columns Tested: a,b,c,d

SK. HOUSEHOLD SIZE

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Small (1-2 people)	361	291	256	547	787	1561	107	511	110	172	169	1135	462	37	32	15
	69%	94%	93%	94%	73%	61%	33%	74%	74%	82%	80%	55%	94%	90%	94%	94%
	a	a	a	a		g		l	l	l	l					
Medium (3-4 people)	152	15	14	29	231	817	149	146	32	33	34	720	23	4	1	1
	29%	5%	5%	5%	21%	32%	46%	21%	21%	16%	16%	35%	5%	9%	4%	6%
	bcd						f					hijk				
Large (5+ people)	11	1	1	1	54	172	69	25	5	3	5	183	1	-	1	-
	2%	*%	*%	*%	5%	7%	21%	4%	4%	2%	2%	9%	*%	-%	2%	-%
	bd					f						hijk				
Prefer not to say	2	2	6	7	9	13	-	4	2	2	3	9	7	1	*	-
	*%	1%	2%	1%	1%	1%	-%	1%	1%	1%	2%	*%	1%	1%	*%	-%
			a								l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SK. HOUSEHOLD SIZE

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Small (1-2 people)	201	261	226	194
	94%	94%	95%	93%
Medium (3-4 people)	12	10	9	14
	6%	4%	4%	7%
Large (5+ people)	1	-	1	-
	*%	-%	*%	-%
Prefer not to say	-	7	3	1
	-%	2%	1%	1%
		a		

Columns Tested: a,b,c,d

SJ. And what is the total number of children in the household (Under 18)?

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None	472	302	271	573	858	1822	168	561	123	198	189	1379	483	40	34	16
	90%	98%	98%	98%	79%	71%	52%	82%	82%	94%	89%	67%	98%	96%	99%	98%
	a	a	a	a		g		l	l	hil	hl					
1	39	2	1	3	102	331	66	66	15	5	13	285	2	1	-	*
	7%	1%	*%	1%	9%	13%	20%	10%	10%	2%	6%	14%	1%	1%	-%	2%
	bcd						f	j	j			hjk				
2	9	2	*	2	72	283	59	43	8	6	5	265	2	-	*	-
	2%	1%	*%	*%	7%	11%	18%	6%	5%	3%	3%	13%	*%	-%	1%	-%
	d					f						hijk				
3	1	-	-	-	31	84	18	9	3	2	2	78	-	-	-	-
	*%	-%	-%	-%	3%	3%	6%	1%	2%	1%	1%	4%	-%	-%	-%	-%
						f						hjk				
4	1	-	-	-	4	19	5	1	-	-	*	20	-	-	-	-
	*%	-%	-%	-%	*%	1%	2%	*%	-%	-%	*%	1%	-%	-%	-%	-%
												h				
5+	-	-	-	-	4	4	7	2	*	*	*	7	-	-	-	-
	-%	-%	-%	-%	*%	*%	2%	*%	*%	*%	*%	*%	-%	-%	-%	-%
						f										
Prefer not to say	3	3	3	6	10	20	2	5	1	*	2	15	5	1	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	3%	-%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SJ. And what is the total number of children in the household (Under 18)?

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
None	210	274	235	206
	98%	98%	99%	99%
1	2	*	2	-
	1%	*%	1%	-%
2	2	-	1	2
	1%	-%	*%	1%
Prefer not to say	-	5	-	2
	-%	2%	-%	1%

Columns Tested: a,b,c,d

SM. Can you speak or write in Welsh at all? IF YES – Would you say you are fluent? (SINGLE CODE)

Base : All respondents in Wales (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	WALES
	a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	
Significance Level: 95%													
Unweighted total	111	81	37	118	221	544	17	151	22	41	31	373	118
Effective Weighted Sample	75	42	17	47	114	369	10	72	11	25	14	260	47
Total	23	12	13	25	50	130	4	33	4	11	10	92	25
Yes, and fluent	2	**	**	1	2	9	**	1	**	**	**	8	1
	7%	**	**	4%	4%	7%	**	2%	**	**	**	9% h	4%
Yes, but not fluent	4	**	**	7	12	31	**	8	**	**	**	20	7
	16%	**	**	28%	24%	24%	**	25%	**	**	**	22%	28%
No	18	**	**	17	36	90	**	24	**	**	**	64	17
	78%	**	**	68%	73%	69%	**	73%	**	**	**	69%	68%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

SN. What is your preferred language? (SINGLE CODE)

Base : All respondents in Wales (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	WALES
Significance Level: 95%	a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	
Unweighted total	111	81	37	118	221	544	17	151	22	41	31	373	118
Effective Weighted Sample	75	42	17	47	114	369	10	72	11	25	14	260	47
Total	23	12	13	25	50	130	4	33	4	11	10	92	25
PREFERRED LANGUAGE FOR THOSE WHO CAN SPEAK OR WRITE IN WELSH													
English	4	**	**	8	14	36	**	9	**	**	**	25	8
	19%	**	**	31%	27%	27%	**	26%	**	**	**	27%	31%
Welsh	1	**	**	*	*	3	**	*	**	**	**	3	*
	3%	**	**	1%	1%	2%	**	*%	**	**	**	3%	1%
Don't know	-	**	**	-	-	1	**	-	**	**	**	*	-
	-%	**	**	-%	-%	1%	**	-%	**	**	**	*%	-%
CANNOT SPEAK OR WRITE IN WELSH	18	**	**	17	36	90	**	24	**	**	**	64	17
	78%	**	**	68%	73%	69%	**	73%	**	**	**	69%	68%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

QZ10. How would you describe your national identity? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
English	323 61%	194 63%	181 66%	375 64%	683 63%	1670 65% g	101 31%	415 61%	92 61%	135 64%	135 64%	1234 60%	362 74% nop	4 10% p	8 24% np	* *%
Scottish	49 9% cd	25 8%	11 4%	36 6%	78 7%	227 9% g	10 3%	60 9%	12 8%	13 6%	18 9%	159 8%	7 1%	28 68% mop	* *%	* 1%
Welsh	16 3%	12 4%	10 4%	22 4%	39 4%	108 4% g	3 1%	29 4%	7 5%	13 6%	7 3%	78 4%	4 1%	- -%	18 53% mnp	- -%
Northern Irish	8 2%	4 1%	10 4%	15 3%	22 2%	47 2%	3 1%	9 1%	2 1%	2 1%	4 2%	33 2%	7 1%	1 2%	* *%	7 42% mno
British	144 27%	77 25%	71 26%	148 25%	249 23%	548 21%	161 49% f	180 26%	36 24%	57 27%	56 26%	511 25%	122 25%	11 28%	9 26%	5 31%
Irish	11 2%	4 1%	5 2%	9 2%	16 2%	46 2%	1 *%	14 2%	2 1%	2 1%	3 2%	28 1%	4 1%	- -%	- -%	5 29% mno
Other	19 4% c	9 3%	2 1%	11 2%	47 4%	116 5%	57 17% f	27 4%	6 4%	3 1%	6 3%	138 7% hjk	10 2%	* 1%	1 3%	* 2%
Prefer not to say	6 1%	1 *%	1 *%	2 *%	11 1%	21 1%	11 4% f	3 *%	1 1%	1 *%	- -%	32 2% h	2 *%	- -%	- -%	* 2%
NOT ANSWERED [POSTAL ONLY]	* *%	1 *%	- -%	1 *%	1 *%	- -%	1 *% f	2 *%	- -%	1 *%	1 *%	1 *%	* *%	- -%	* 1%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ10. How would you describe your national identity? (MULTI CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
English	161	201	169	158
	76%	72%	71%	76%
Scottish	6	1	5	2
	3%	*%	2%	1%
Welsh	1	3	3	-
	1%	1%	1%	-%
Northern Irish	*	7	2	-
	*%	2%	1%	-%
		ad		
British	52	70	65	55
	24%	25%	27%	26%
Irish	1	3	1	3
	1%	1%	1%	1%
Other	2	7	7	1
	1%	3%	3%	1%
Prefer not to say	1	1	1	1
	*%	*%	*%	1%
NOT ANSWERED [POSTAL ONLY]	*	-	-	*
	*%	-%	-%	*%

Columns Tested: a,b,c,d

Q22. Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
WHITE																
English/ Welsh/ Scottish/ Northern Irish/ British Irish	463 88%	284 92% a	249 90%	533 91%	913 84%	2387 93% g	- -%	594 87% l	128 86%	191 91% l	193 91% l	1644 80%	449 91% p	39 94% p	33 95% p	12 72%
Irish	8 2%	2 1%	7 2%	9 1%	13 1%	38 1% g	- -%	11 2%	2 1%	2 1%	2 1%	26 1%	5 1%	- -%	- -%	4 26% mno
Gypsy or Irish traveller	- -%	* *%	- -%	* *%	1 *%	3 *%	- -%	1 *%	- -%	- -%	* *%	2 *%	- -%	- -%	* *%	- -%
Roma	- -%	- -%	* *%	* *%	2 *%	5 *%	- -%	2 *%	- -%	- -%	* *%	2 *%	- -%	- -%	* 1%	- -%
Any other White background	10 2%	5 2%	7 3%	13 2%	33 3%	129 5% g	- -%	20 3%	5 3%	5 2%	5 3%	99 5% h	12 2%	* *%	- -%	* 2%
MIXED/ MULTIPLE ETHNIC GROUPS																
White and Black Caribbean	2 *%	* *%	- -%	* *%	8 1%	- -%	13 4% f	3 *%	* *%	* *%	1 *%	17 1%	* *%	- -%	- -%	- -%
White and Black African	- -%	* *%	- -%	* *%	3 *%	- -%	5 2% f	1 *%	- -%	- -%	- -%	6 *%	* *%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Q22. Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
White and Asian	4 1% d	- -%	- -%	- -%	7 1%	- -%	12 4% f	3 *%	1 1%	- -%	* *%	14 1%	- -%	- -%	- -%	- -%
Any other Mixed/ multiple ethnic background	1 *%	- -%	1 *%	1 *%	4 *%	- -%	9 3% f	2 *%	1 *%	- -%	* *%	10 *%	1 *%	- -%	- -%	- -%
BLACK AND BLACK BRITISH																
Caribbean	- -%	1 *%	- -%	1 *%	3 *%	- -%	21 6% f	3 *%	* *%	- -%	* *%	8 *%	* *%	1 2% m	- -%	- -%
African	4 1%	* *%	- -%	* *%	6 1%	- -%	50 15% f	2 *%	1 *%	- -%	1 *%	20 1%	* *%	- -%	- -%	- -%
Any other Black/ Black British/ African/ Caribbean background	- -%	- -%	- -%	- -%	1 *%	- -%	7 2% f	* *%	* *%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%
ASIAN AND BRITISH ASIAN																
Indian	12 2%	7 2%	5 2%	12 2%	23 2%	- -%	71 22% f	11 2%	2 1%	4 2%	3 1%	54 3%	11 2%	- -%	1 2%	- -%
Pakistani	5 1%	1 *%	2 1%	3 *%	23 2%	- -%	57 18% f	12 2%	4 3%	5 2%	3 1%	40 2%	3 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Q22. Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Bangladeshi	1 *%	- -%	- -%	- -%	7 1%	- -%	19 6% f	3 *%	1 1%	- -%	1 *%	13 1%	- -%	- -%	- -%	- -%
Chinese	- -%	4 1% a	2 1%	6 1% a	8 1%	- -%	27 8% f	6 1%	* *%	2 1%	- -%	19 1%	6 1%	1 1%	- -%	- -%
Any other Asian background	- -%	* *%	- -%	* *%	2 *%	- -%	8 3% f	1 *%	* *%	- -%	- -%	6 *%	- -%	- -%	* *%	- -%
OTHER ETHNIC GROUP																
Arab	1 *%	- -%	- -%	- -%	2 *%	- -%	9 3% f	2 *%	1 *%	* *%	* *%	4 *%	- -%	- -%	- -%	- -%
Any other background	5 1% bd	- -%	- -%	- -%	1 *%	- -%	17 5% f	3 *%	1 1%	- -%	- -%	13 1%	- -%	- -%	- -%	- -%
Prefer not to say/ Refused	10 2% d	2 1%	1 *%	3 *%	18 2%	- -%	- -%	6 1%	2 1%	1 1%	* *%	46 2% h	2 *%	- -%	* 1%	- -%
NOT ANSWERED [POSTAL ONLY]	* *%	2 1%	1 1%	3 1%	3 *%	- -%	- -%	2 *%	- -%	1 1%	1 *%	3 *%	2 *%	1 2%	* 1%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Q22. Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209

WHITE

English/ Welsh/ Scottish/ Northern Irish/ British Irish	198 93%	251 90%	219 92%	187 90%
Irish	* *%	4 2%	2 1%	3 1%
Any other White background	1 *%	11 4%	8 3%	3 1%
		a	a	

MIXED/ MULTIPLE ETHNIC GROUPS

White and Black Caribbean	- -%	* *%	- -%	* *%
White and Black African	- -%	* *%	- -%	* *%
Any other Mixed/ multiple ethnic background	1 1%	- -%	1 1%	- -%

BLACK AND BLACK BRITISH

Caribbean	- -%	* *%	- -%	* *%
African	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d

Q22. Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
ASIAN AND BRITISH ASIAN				
Indian	7	5	3	9
	3%	2%	1%	4%
Pakistani	*	2	-	3
	*%	1%	-%	1%
Chinese	1	4	4	2
	1%	1%	1%	1%
OTHER ETHNIC GROUP				
Prefer not to say/ Refused	2	-	2	*
	1%	-%	1%	*%
NOT ANSWERED [POSTAL ONLY]	2	-	-	2
	1%	-%	-%	1%

Columns Tested: a,b,c,d

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Hearing? Poor hearing, partial hearing, or are deaf	26 5%	33 11% a	71 26% abd	104 18% ab	126 12%	142 6% g	10 3%	211 31% l	73 49% hkl	211 100% hikl	64 30% l	- -%	86 17%	6 15%	8 25%	3 22%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	21 4%	14 5%	38 14% ab	52 9% ab	90 8%	129 5%	17 5%	150 22% l	150 100% hijkl	73 34% hkl	51 24% l	- -%	43 9%	3 8%	3 9%	2 12%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	32 6%	24 8%	61 22% abd	85 15% ab	129 12%	155 6% g	8 2%	211 31% l	51 34% l	64 30% l	211 100% hijl	- -%	69 14%	6 14%	8 23%	3 17%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	11 2%	8 2%	21 8% ab	29 5% a	45 4%	57 2%	5 1%	74 11% l	30 20% hl	26 12% l	44 21% hjl	- -%	24 5%	1 3%	2 6%	1 6%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Breathing? Breathlessness or chest pains	23 4%	17 6%	28 10% ab	46 8% a	76 7%	103 4%	10 3%	129 19% l	28 19% l	40 19% l	61 29% hijl	- -%	39 8%	3 7%	2 6%	1 9%
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration.	10 2% b	1 *% b	12 4% b	13 2% b	41 4%	61 2%	4 1%	57 8% l	21 14% hl	15 7% l	28 13% hl	- -%	9 2%	- -%	3 8% mn	1 5%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	2 *% b	- -%	- -%	- -%	18 2%	33 1%	3 1%	21 3% l	5 4% l	4 2% l	7 3% l	- -%	- -%	- -%	- -%	- -%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	31 6% bd	6 2%	11 4%	17 3%	131 12%	248 10% g	15 5%	189 27% jl	37 25% jl	29 14% l	57 27% jl	- -%	9 2%	3 8% m	4 12% m	1 6%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	50 9%	27 9%	25 9%	53 9%	111 10%	176 7% g	11 3%	208 30% jl	35 24% l	31 15% l	68 32% jl	- -%	46 9%	2 5%	3 9%	2 10%
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	376 72% cd	210 68% cd	118 43%	328 56% c	584 54%	1772 69%	227 70%	- -%	- -%	- -%	- -%	2048 100% hijk	277 56%	26 64%	17 49%	8 50%
Prefer not to say	36 7%	14 5%	19 7%	33 6%	83 8%	163 6%	39 12% f	- -%	- -%	- -%	- -%	- -%	30 6%	* -%	2 5%	2 11% n
NOT ANSWERED [POSTAL ONLY]	2 *% a	3 1%	6 2% a	8 1%	10 1%	10 *%	- -%	- -%	- -%	- -%	- -%	- -%	8 2%	- -%	- -%	- -%
ANY IMPACTING OR LIMITING CONDITIONS	111 21% a	82 27% a	133 48% abd	215 37% ab	403 37%	618 24% g	59 18%	687 100% l	150 100% l	211 100% l	211 100% l	- -%	177 36%	15 36%	16 47%	6 40%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Hearing? Poor hearing, partial hearing, or are deaf	35 17%	50 18%	44 19%	40 19%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	20 9%	23 8%	15 6%	27 13% c
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	31 14%	38 14%	26 11%	39 19% c
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	9 4% c	15 5% c	3 1%	21 10% ac
Breathing? Breathlessness or chest pains	17 8% c	22 8%	9 4%	29 14% bc

Columns Tested: a,b,c,d

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration.	3 1%	7 2% c	- -%	9 5% ac
Your mental health? Anxiety, depression, or trauma-related conditions, for example	4 2%	5 2%	2 1%	7 3%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	17 8%	29 10%	15 6%	25 12% c
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	121 56%	156 56%	156 65% abd	101 48%
Prefer not to say	11 5%	19 7%	8 3%	12 6%
NOT ANSWERED [POSTAL ONLY]	4 2%	4 1%	1 *%	3 1%

Columns Tested: a,b,c,d

QZ16. Which of these – if any – impact or limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
ANY IMPACTING OR LIMITING CONDITIONS	78	99	73	93
	36%	36%	31%	44%
				c

Columns Tested: a,b,c,d

SG. What is your working status? Please note - If you are currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 employment status. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
In full-time employment (including if furloughed)	231 44% bcd	23 7% cd	* *% c	23 4% c	148 14% c	1160 45% c	140 43% c	112 16% jk	26 17% jk	15 7% c	8 4% c	1089 53% hijk	19 4% c	1 3% c	1 4% c	1 7% c
In part-time employment (including if furloughed)	101 19% bcd	26 8% c	5 2% c	31 5% c	122 11% c	356 14% c	36 11% c	49 7% k	7 5% k	12 6% k	5 2% k	309 15% hijk	25 5% k	3 8% k	2 5% k	1 4% k
Retired	111 21% a	249 81% a	262 95% abd	511 88% ab	544 50% ab	610 24% g	29 9% g	361 53% l	85 57% l	162 77% hil	150 71% hil	381 19% hil	432 88% hil	36 88% hil	29 86% hil	14 87% hil
Unemployed	46 9% bcd	2 1% bcd	- -% bcd	2 *% bcd	144 13% bcd	155 6% bcd	38 12% f	81 12% l	19 13% l	14 7% l	30 14% jl	65 3% jl	1 *% jl	* 1% jl	1 2% jl	* *% jl
A student	- -% f	- -% f	- -% f	- -% f	15 1% f	110 4% f	52 16% f	17 3% f	4 2% f	* *% f	1 1% f	101 5% hjk	- -% hjk	- -% hjk	- -% hjk	- -% hjk
Full-time responsibility for the home/ family	21 4% bcd	3 1% bcd	3 1% bcd	6 1% bcd	82 8% bcd	103 4% bcd	22 7% f	45 7% jl	6 4% jl	4 2% jl	14 6% jl	72 4% jl	5 1% jl	* 1% jl	* *% jl	* 1% jl
Prefer not to say	16 3% l	4 1% l	6 2% l	10 2% l	23 2% l	64 2% l	10 3% l	20 3% l	2 2% l	4 2% l	4 2% l	30 1% l	9 2% l	* *% l	1 3% l	* 1% l

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SG. What is your working status? Please note - If you are currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 employment status. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	-	2	*	2	2	5	-	2	*	*	*	2	2	-	*	-
	-%	1%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	1%	-%
WORKING STATUS SUMMARY																
WORKING	331	48	5	54	271	1516	176	161	33	27	13	1398	44	4	3	2
	63%	16%	2%	9%	25%	59%	54%	24%	22%	13%	6%	68%	9%	10%	9%	11%
	bcd	cd		c				jk	jk	k		hijk				
NOT WORKING	178	254	265	519	785	978	140	504	114	179	194	618	438	37	30	14
	34%	82%	96%	89%	73%	38%	43%	73%	76%	85%	92%	30%	89%	90%	88%	88%
		a	abd	ab				l	l	hl	hil					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SG. What is your working status? Please note - If you are currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 employment status. (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
In full-time employment (including if furloughed)	13 6% b	6 2%	13 6%	6 3%
In part-time employment (including if furloughed)	10 5%	15 6%	18 7%	7 3%
Retired	188 88%	243 87%	205 86%	189 90%
Unemployed	1 *%	* *%	1 *%	* *%
Full-time responsibility for the home/ family	* *%	5 2%	1 *%	5 2% a
Prefer not to say	1 *%	8 3% ac	1 *%	2 1%
NOT ANSWERED [POSTAL ONLY]	1 *%	1 *%	1 *%	- -%
WORKING STATUS SUMMARY				
WORKING	23 11%	21 8%	31 13% d	13 6%

Columns Tested: a,b,c,d

SG. What is your working status? Please note - If you are currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 employment status. (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
NOT WORKING	189	248	206	194
	88%	89%	86%	93%
				c

Columns Tested: a,b,c,d

SGA. Are you currently working from home at all? (SINGLE CODE)

Base : Those working full or part time

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	i	~j	~k	l	~m	~n	~o	~p
Unweighted total	513	92	7	99	458	2581	256	439	100	67	32	2292	62	11	14	12
Effective Weighted Sample	336	55	4	58	315	1762	183	256	62	42	21	1598	43	9	6	8
Total	331	48	5	54	271	1516	176	161	33	27	13	1398	44	4	3	2
Yes	161	**	**	**	51	796	88	87	19	**	**	741	**	**	**	**
	49%	**	**	**	19%	53%	50%	54%	58%	**	**	53%	**	**	**	**
No	164	**	**	**	215	711	86	74	13	**	**	647	**	**	**	**
	49%	**	**	**	79%	47%	49%	46%	40%	**	**	46%	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	6	**	**	**	4	9	2	1	1	**	**	10	**	**	**	**
	2%	**	**	**	2%	1%	1%	1%	2%	**	**	1%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SGA. Are you currently working from home at all? (SINGLE CODE)

Base : Those working full or part time

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	38	24	48	12
Effective Weighted Sample	23	21	36	8
Total	23	21	31	13
Yes	**	**	**	**
	**	**	**	**
No	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

SH. Which of these describes your home? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Being bought on mortgage	136 26% bcd	15 5%	4 2%	19 3%	116 11%	815 32%	112 34%	105 15% jk	19 13% jk	13 6%	13 6%	766 37% hijk	16 3%	2 4%	1 4%	* 2%
Owned outright by household	251 48%	243 79% a	201 73% a	444 76% a	527 49%	814 32% g	75 23%	297 43% l	56 37%	131 62% hikl	95 45% l	653 32%	373 76%	34 82%	25 74%	12 73%
Rented from Local Authority/ Housing Association/ Trust	75 14% b	30 10%	36 13%	66 11%	249 23%	385 15%	54 17%	169 25% l	45 30% jl	40 19% l	68 32% hjl	214 10%	55 11%	4 10%	5 14%	2 11%
Rented from private landlord	36 7% cd	15 5%	7 3%	23 4%	121 11%	417 16%	50 15%	74 11%	19 13%	13 6%	20 9%	339 17% hjk	19 4%	2 5%	1 1%	2 10% mo
Other	9 2% b	* *%	6 2% b	7 1%	15 1%	27 1%	7 2%	10 1%	- -%	1 *%	4 2%	23 1%	6 1%	- -%	* 1%	- -%
Don't know	15 3% bd	1 *%	2 1%	4 1%	26 2%	69 3%	28 9% f	10 2%	1 1%	3 1%	2 1%	42 2%	3 1%	- -%	1 2%	* *%
Prefer not to say	3 1%	2 1%	10 4% ab	12 2% a	13 1%	22 1%	1 *%	13 2% l	9 6% hl	8 4% l	4 2% l	6 *%	11 2%	- -%	1 2%	1 3%
NOT ANSWERED [POSTAL ONLY]	1 *%	2 1%	8 3% ab	10 2% a	13 1%	12 *%	- -%	9 1% l	1 1%	2 1%	6 3% l	5 *%	10 2%	- -%	1 2%	* 1%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SH. Which of these describes your home? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Being bought on mortgage	8	8	10	5
	4%	3%	4%	2%
Owned outright by household	171	202	209	144
	80%	73%	88%	69%
	d		abd	
Rented from Local Authority/ Housing Association/ Trust	21	34	5	39
	10%	12%	2%	19%
	c	c		ac
Rented from private landlord	9	10	9	9
	4%	4%	4%	4%
Other	*	6	1	1
	*%	2%	1%	1%
		a		
Don't know	*	2	-	2
	*%	1%	-%	1%
Prefer not to say	2	8	1	5
	1%	3%	*%	2%
		c		
NOT ANSWERED [POSTAL ONLY]	2	7	2	3
	1%	3%	1%	2%

Columns Tested: a,b,c,d

QZ13. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions? Please note - If you or anyone in the household is currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 household income. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o		p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156		102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69		70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34		16
Up to £199 per week/ Up to £10,399 per year	37 7%	20 7%	29 11%	49 8%	125 12%	165 6%	24 7%	83 12%	24 16%	26 12%	28 13%	101 5%	43 9%	2 5%	3 10%		1 8%
From £200 to £299 per week/ From £10,400 to £15,599 per year	50 10%	33 11%	63 23% ab	96 16% ab	167 15%	226 9%	24 7%	113 16% l	22 15% l	31 15% l	43 20% l	129 6%	81 16%	9 23%	4 12%		2 11%
From £300 to £499 per week/ From £15,600 to £25,999 per year	64 12%	54 18% a	44 16%	98 17% a	186 17%	326 13%	30 9%	116 17% l	24 16%	32 15%	40 19% l	238 12%	85 17%	5 12%	5 16%		3 20%
From £500 to £699 per week/ From £26,000 to £36,399 per year	66 12%	43 14%	28 10%	71 12%	111 10%	302 12%	36 11%	72 11%	12 8%	25 12%	17 8%	256 13%	57 12%	7 17%	5 16%		1 7%
From £700 to £999 per week/ From £36,400 to £51,999 per year	51 10%	29 10%	21 7%	50 9%	84 8%	293 11%	40 12%	56 8% k	14 10% k	11 5%	7 3%	265 13% hjk	42 9%	3 7%	2 6%		3 17% mo

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ13. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions? Please note - If you or anyone in the household is currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 household income. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70	
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16	
From £1,000 to £1,499 per week/ £52,000 to £77,999 per year	48 9% bcd	12 4%	5 2%	17 3%	25 2%	271 11%	28 9%	32 5% k	7 5% k	7 3% k	1 *% hijk	254 12% hijk	15 3%	1 2%	1 2%	* *% hijk	
£1,500 and above per week/ £78,000 and above per year	53 10% bcd	7 2%	8 3%	15 3%	20 2%	265 10% g	23 7%	24 4%	5 3%	13 6%	6 3% hijk	271 13% hijk	14 3%	* *% hijk	* 1%	* 2%	
Don't know	44 8%	23 7%	15 5%	37 6%	141 13%	281 11%	72 22% f	79 12%	22 15%	22 10%	25 12%	205 10%	31 6%	3 7%	2 6%	2 10%	
Prefer not to say	112 21%	87 28% a	63 23%	149 26%	219 20%	433 17%	49 15%	108 16%	19 13%	42 20%	42 20%	328 16%	124 25%	11 28%	10 29%	4 25%	
NOT ANSWERED [POSTAL ONLY]	* *%	* *%	1 *%	1 *%	1 *%	1 *%	- -%	3 *% l	* *%	1 1% l	2 1% l	* *%	* *%	- -%	1 3% m	- -%	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ13. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions? Please note - If you or anyone in the household is currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 household income. (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Up to £199 per week/ Up to £10,399 per year	16 8% c	27 10% c	4 2%	34 16% abc
From £200 to £299 per week/ From £10,400 to £15,599 per year	25 11%	56 20% ac	19 8%	45 22% ac
From £300 to £499 per week/ From £15,600 to £25,999 per year	46 22% b	38 14%	50 21%	31 15%
From £500 to £699 per week/ From £26,000 to £36,399 per year	29 13% d	29 10%	43 18% bd	14 7%
From £700 to £999 per week/ From £36,400 to £51,999 per year	24 11% d	19 7%	32 13% bd	11 5%
From £1,000 to £1,499 per week/ £52,000 to £77,999 per year	9 4% d	6 2%	14 6% bd	1 *%

Columns Tested: a,b,c,d

QZ13. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions? Please note - If you or anyone in the household is currently on furlough or any job support scheme, please respond here based on your pre-Covid 19 household income. (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
£1,500 and above per week/ £78,000 and above per year	8	6	12	2
	4%	2%	5%	1%
			d	
Don't know	8	23	11	19
	4%	8%	5%	9%
			a	
Prefer not to say	49	75	53	51
	23%	27%	22%	24%
NOT ANSWERED [POSTAL ONLY]	*	-	-	*
	*%	-%	-%	*%

Columns Tested: a,b,c,d

QZ20. Thinking of your total monthly household income and outgoings, at the moment how does your household financial situation compare with a typical month before the social distancing measures started in March 2020 due to the outbreak of Covid-19? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Significance Level: 95%																	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70	
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16	
Much better off	27	13	17	31	44	136	12	25	3	7	7	119	27	1	2	1	
	5%	4%	6%	5%	4%	5%	4%	4%	2%	4%	3%	6% h	5%	2%	5%	9%	
Slightly better off	107	60	73	133	180	524	42	127	24	49	31	437	112	7	10	4	
	20%	19%	26%	23%	17%	20%	13%	18%	16%	23%	15%	21% k	23%	17%	28%	24%	
						g											
About the same	202	149	130	279	459	982	101	284	73	94	95	798	234	26	14	7	
	38%	48%	47%	48%	43%	38%	31%	41%	49%	45%	45%	39%	47%	62% mop	39%	41%	
		a	a	a		g			l								
Slightly worse off	80	35	19	55	152	383	47	107	23	27	37	299	46	4	3	1	
	15% cd	11%	7%	9%	14%	15%	14%	16%	15%	13%	17%	15%	9%	9%	10%	9%	
Much worse off	56	13	5	18	94	229	52	69	14	15	18	184	15	2	1	*	
	11% bcd	4%	2%	3%	9%	9%	16% f	10%	9%	7%	8%	9%	3%	4%	3%	1%	
Don't know	16	9	14	24	66	119	35	30	7	7	9	91	21	*	1	1	
	3%	3%	5%	4%	6%	5%	11% f	4%	5%	3%	4%	4%	4%	*%	4%	5%	
Prefer not to say	37	26	15	41	82	186	37	38	6	11	14	119	34	2	3	2	
	7%	8%	5%	7%	8%	7%	11% f	5%	4%	5%	6%	6%	7%	6%	10%	12%	
NOT ANSWERED [POSTAL ONLY]	1	2	2	4	4	3	-	6	*	1	1	1	3	-	1	-	
	*%	1%	1%	1%	*%	*%	-%	1% l	*%	1% l	1% l	*%	1%	-%	2%	-%	
TOTAL BETTER OFF	135	73	90	163	224	660	54	152	26	56	39	556	139	8	11	5	
	26%	24%	33% b	28%	21%	26% g	17%	22%	18%	27%	18%	27% hik	28%	19%	33%	32%	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ20. Thinking of your total monthly household income and outgoings, at the moment how does your household financial situation compare with a typical month before the social distancing measures started in March 2020 due to the outbreak of Covid-19? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o		p
Significance Level: 95%																	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156		102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69		70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34		16
TOTAL WORSE OFF	136	48	24	73	245	612	99	177	37	41	54	483	61	5	4		2
	26%	16%	9%	12%	23%	24%	30%	26%	24%	20%	26%	24%	12%	13%	12%		10%
	bcd	c					f										

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ20. Thinking of your total monthly household income and outgoings, at the moment how does your household financial situation compare with a typical month before the social distancing measures started in March 2020 due to the outbreak of Covid-19? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Much better off	7 3%	20 7% d	16 7% d	5 2%
Slightly better off	49 23% d	63 22% d	77 32% abd	28 13%
About the same	105 49%	129 46%	100 42%	117 56% c
Slightly worse off	22 10%	24 9%	17 7%	29 14% c
Much worse off	11 5% b	4 2%	7 3%	8 4%
Don't know	6 3%	15 6%	8 3%	7 3%
Prefer not to say	12 6%	21 8%	13 5%	13 6%
NOT ANSWERED [POSTAL ONLY]	1 *%	3 1%	1 *%	3 1%
TOTAL BETTER OFF	57 26% d	82 30% d	93 39% abd	33 16%
TOTAL WORSE OFF	33 16%	28 10%	24 10%	36 17% bc

Columns Tested: a,b,c,d

QZ19. Does anyone in your household – including yourself – receive any of the following benefits? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Income Support	5 1%	2 1%	3 1%	5 1%	26 2%	34 1%	9 3% f	19 3% l	4 3% l	3 2%	8 4% l	17 1%	2 *% m	- -%	2 7% m	* 2%
Income-based Jobseeker's Allowance	5 1% bd	* *% a	- -% ab	* *% a	14 1%	15 1%	7 2% f	6 1%	1 1%	1 *% l	1 *% hl	13 1%	- -% m	* *% n	- -% o	- -% p
Pensions Credit (Guaranteed Credit)	8 1%	9 3%	23 8% ab	32 6% a	41 4%	43 2%	7 2%	42 6% l	18 12% hl	17 8% l	26 12% hl	21 1%	27 5% m	1 2% n	3 9% o	1 9% p
Pensions Credit (no Guaranteed Credit)	- -% a	2 1% a	5 2% a	7 1% a	8 1%	11 *% f	3 1%	10 2% l	4 2% l	4 2% l	6 3% l	4 *% m	5 1% n	* 1% o	1 3% p	- -% q
Employment and Support Allowance (ESA)	28 5% bcd	4 1%	1 1%	5 1%	56 5%	82 3%	10 3%	71 10% l	15 10% l	15 7% l	34 16% hjl	17 1%	2 *% m	1 2% n	1 3% o	1 5% p
Universal Credit (and household has other earnings)	14 3% bcd	2 *% a	- -% ab	2 *% a	56 5%	109 4% f	18 5%	36 5% l	8 5% l	5 2% l	6 3% l	60 3% m	1 *% n	* 1% o	* 1% p	- -% q

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ19. Does anyone in your household – including yourself – receive any of the following benefits? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Universal Credit (and household does not have other earnings)	9 2% d	2 *% *	1 *% *	2 *% *	61 6% 6%	77 3% 3%	12 4% 4%	35 5% 5%	8 5% 5%	6 3% 3%	10 5% 5%	32 2% 2%	2 *% 1%	*	*	- -%
Personal Independence Payment (PIP)	37 7% cd	17 5% c	5 2% 2%	22 4% 4%	81 7% 7%	128 5% 5%	15 5% 5%	101 15% 15%	17 11% 11%	18 8% 8%	62 29% 29%	40 2% 2%	15 3% 3%	3 8% 8%	2 6% 6%	1 9% 9%
Carer's Allowance	18 3% b	4 1% 1%	10 4% 4%	14 2% 2%	48 4% 4%	79 3% 3%	16 5% 5%	54 8% 8%	11 7% 7%	9 4% 4%	31 14% 14%	41 2% 2%	11 2% 2%	1 3% 3%	2 4% 4%	1 5% 5%
Something else	15 3% a	20 7% a	23 8% a	44 7% a	59 5% 5%	108 4% 4%	11 3% 3%	57 8% 8%	10 7% 7%	17 8% 8%	29 14% 14%	68 3% 3%	37 8% 8%	3 8% 8%	2 6% 6%	1 7% 7%
None – do not receive any benefits	381 72%	228 74%	185 67%	413 71%	616 57%	1773 69% g	171 52%	322 47% k	65 43% k	116 55% k	53 25% hijk	1602 78% hijk	353 72% op	31 75% op	20 58% 58%	9 58% 58%
Don't know	12 2% f	3 1% 1%	2 1% 1%	5 1% 1%	31 3% 3%	96 4% 4%	37 11% 11%	16 2% 2%	3 2% 2%	3 1% 1%	3 1% 1%	86 4% 4%	4 1% 1%	*	1 2% 2%	- -% -%
Prefer not to say	34 7% f	28 9% 9%	21 7% 7%	49 8% 8%	103 10% 10%	184 7% 7%	42 13% 13%	56 8% 8%	16 11% 11%	15 7% 7%	20 10% 10%	106 5% 5%	38 8% 8%	4 10% 10%	4 11% 11%	3 19% 19%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ19. Does anyone in your household – including yourself – receive any of the following benefits? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	1	*	3	3	3	3	-	4	*	3	1	1	2	*	1	-
	*%	*%	1%	1%	*%	*%	-%	1%	*%	2%	1%	*%	*%	*%	3%	-%
								l		l	l				m	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ19. Does anyone in your household – including yourself – receive any of the following benefits? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Income Support	2 1%	- -%	1 *%	2 1%
Pensions Credit (Guaranteed Credit)	10 4% c	17 6% c	3 1%	23 11% ac
Pensions Credit (no Guaranteed Credit)	1 *%	4 2%	1 *%	4 2%
Employment and Support Allowance (ESA)	1 *%	1 *%	* *%	2 1%
Universal Credit (and household has other earnings)	- -%	1 *%	- -%	1 *%
Universal Credit (and household does not have other earnings)	* *%	1 1%	- -%	2 1%
Personal Independence Payment (PIP)	5 2%	10 4%	5 2%	9 4%
Carer's Allowance	5 2%	6 2%	2 1%	9 4% c
Something else	16 8%	21 7%	15 6%	17 8%

Columns Tested: a,b,c,d

QZ19. Does anyone in your household – including yourself – receive any of the following benefits? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
None – do not receive any benefits	154	199	199	127
	72%	72%	83%	61%
	d	d	abd	
Don't know	2	2	1	3
	1%	1%	*%	1%
Prefer not to say	19	19	13	16
	9%	7%	5%	8%
NOT ANSWERED [POSTAL ONLY]	*	2	-	2
	*%	1%	-%	1%

Columns Tested: a,b,c,d

QB1. Which of the following - if any - do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
A DVD player- standard, Blu Ray or HD DVD	379 72% c	220 71% c	170 62%	389 67%	629 58%	1538 60% g	108 33%	422 61% kl	87 58%	123 58%	109 52%	1170 57%	325 66%	30 74% p	25 72% p	9 55%
A games console or games player (e.g. Sony PlayStation, Microsoft Xbox, Nintendo DS, Nintendo Switch)	197 37% bcd	45 14% cd	11 4%	56 10% c	349 32%	1288 50%	174 53%	231 34% j	43 29% j	38 18%	55 26%	1059 52% hijk	44 9%	7 16% p	5 15% p	* 2%
E-reader – digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	241 46% bcd	122 40% cd	67 24%	189 32% c	306 28%	998 39% g	67 20%	243 35% k	50 33%	73 34%	57 27%	816 40% hk	158 32%	16 39%	9 27%	5 34%
An iPod (not an iPhone) or other portable media player	213 41% bcd	105 34% cd	56 20%	161 28%	316 29%	932 36% g	90 28%	213 31%	42 28%	52 25%	57 27%	762 37% hijk	138 28%	9 23%	10 28%	4 26%
VR or virtual reality headsets (e.g. Oculus, PS VR, Samsung Gear VR, or HTC Vive)	29 5% bcd	4 1%	5 2%	9 2%	48 4%	200 8%	31 10%	38 5%	8 5%	7 3%	10 5%	162 8% hj	8 2%	* 1%	1 2%	* 1%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB1. Which of the following - if any - do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None of these	58	43	71	115	176	261	74	119	37	53	58	210	98	6	6	4
	11%	14%	26%	20%	16%	10%	23%	17%	24%	25%	28%	10%	20%	16%	19%	26%
			ab	ab			f	l	l	hl	hl					
Don't know	3	1	6	7	14	27	4	6	1	3	4	15	7	-	-	*
	1%	*%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	1%
			ab													
NOT ANSWERED [POSTAL ONLY]	-	*	1	1	1	2	-	2	-	1	1	*	1	-	-	*
	-%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	1%
								l		l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB1. Which of the following - if any - do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
A DVD player- standard, Blu Ray or HD DVD	145 68%	181 65%	174 73%	131 63%
			d	
A games console or games player (e.g. Sony PlayStation, Microsoft Xbox, Nintendo DS, Nintendo Switch)	28 13%	16 6%	18 8%	26 12%
	b			b
E-reader – digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	72 34%	85 31%	91 38%	64 31%
An iPod (not an iPhone) or other portable media player	66 31%	72 26%	78 33%	50 24%
			d	
VR or virtual reality headsets (e.g. Oculus, PS VR, Samsung Gear VR, or HTC Vive)	6 3%	2 1%	1 *%	7 3%
	c			bc
None of these	38 18%	60 21%	40 17%	44 21%

Columns Tested: a,b,c,d

QB1. Which of the following - if any - do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Don't know	1	6	-	4
	*%	2%	-%	2%
		c		c
NOT ANSWERED [POSTAL ONLY]	*	1	-	1
	*%	*%	-%	1%

Columns Tested: a,b,c,d

QB2. And do you personally use...? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
A DVD player- standard, Blu Ray or HD DVD	290	180	129	309	471	1093	64	303	56	91	74	825	261	22	19	6
	55%	58%	47%	53%	44%	43%	20%	44%	38%	43%	35%	40%	53%	54%	55%	40%
	c	c				g		k					p			
A games console or games player (e.g. Sony PlayStation, Microsoft Xbox, Nintendo DS, Nintendo Switch)	65	19	7	26	208	739	85	119	21	13	25	579	21	4	2	-
	12%	6%	2%	4%	19%	29%	26%	17%	14%	6%	12%	28%	4%	9%	5%	-%
	bcd							j	j			hijk		p		
E-reader – digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	172	93	45	139	221	671	41	174	33	54	39	548	115	12	7	4
	33%	30%	17%	24%	20%	26%	13%	25%	22%	26%	18%	27%	23%	29%	20%	27%
	cd	cd		c		g						k				
An iPod (not an iPhone) or other portable media player	120	70	37	107	198	562	49	135	29	34	32	444	90	7	8	2
	23%	23%	13%	18%	18%	22%	15%	20%	19%	16%	15%	22%	18%	18%	23%	15%
	c	c				g						k				
VR or virtual reality headsets (e.g. Oculus, PS VR, Samsung Gear VR, or HTC Vive)	11	1	2	3	20	87	8	10	2	1	2	72	3	-	1	*
	2%	*%	1%	1%	2%	3%	3%	1%	1%	*%	1%	4%	1%	-%	2%	1%
	bd											hj				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB2. And do you personally use...? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None of these	122	67	95	162	294	597	143	199	55	68	87	510	137	10	10	6
	23%	22%	34%	28%	27%	23%	44%	29%	37%	32%	41%	25%	28%	24%	29%	36%
			ab	b			f	l	l	l	hl					
Don't know	4	1	6	7	18	29	5	7	1	3	4	16	7	-	-	*
	1%	*%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	1%
			b													
NOT ANSWERED [POSTAL ONLY]	14	13	19	32	41	49	4	33	8	11	13	23	27	3	1	1
	3%	4%	7%	6%	4%	2%	1%	5%	5%	5%	6%	1%	5%	7%	4%	6%
			a	a				l	l	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB2. And do you personally use...? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
A DVD player- standard, Blu Ray or HD DVD	127	134	141	107
	60%	48%	59%	51%
	b		b	
A games console or games player (e.g. Sony PlayStation, Microsoft Xbox, Nintendo DS, Nintendo Switch)	13	8	6	15
	6%	3%	3%	7%
				c
E-reader – digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	48	67	67	46
	22%	24%	28%	22%
An iPod (not an iPhone) or other portable media player	46	43	47	32
	22%	16%	20%	15%
VR or virtual reality headsets (e.g. Oculus, PS VR, Samsung Gear VR, or HTC Vive)	2	*	*	2
	1%	*%	*%	1%
None of these	56	81	60	63
	26%	29%	25%	30%
Don't know	1	6	-	4
	*%	2%	-%	2%
		c		c

Columns Tested: a,b,c,d

QB2. And do you personally use...? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
NOT ANSWERED [POSTAL ONLY]	7	20	9	11
	3%	7%	4%	5%

Columns Tested: a,b,c,d

QB10. In the last 3 months, have you or has anyone else in your household used any of these gaming subscription services? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Xbox Games Pass	27 6% bcd	3 1% 1%	1 1% 1%	4 1% 1%	86 10% 10%	326 14% g	20 6% 6%	61 12% 12%	14 13% 13%	13 9% 9%	14 10% 10%	242 13% 13%	3 1% 1%	* *% *%	* 1% 1%	** ** **
PlayStation Now	18 4% bd	3 1% 1%	1 1% 1%	5 1% 1%	74 9% 9%	249 11% 11%	45 14% 14%	44 8% j	5 5% 5%	4 3% 3%	10 7% 7%	207 11% ij	5 1% 1%	- -% -%	* 1% 1%	** ** **
Steam	19 4% bcd	4 2% 2%	- -% -%	4 1% 1%	40 5% 5%	246 11% 11%	23 7% 7%	39 7% 7%	6 5% 5%	5 3% 3%	8 6% 6%	206 11% hj	2 1% 1%	2 6% m	* *% *%	** ** **
Twitch	8 2% d	1 *% *%	- -% -%	1 *% *%	36 4% 4%	150 6% 6%	29 9% 9%	23 4% 4%	2 2% 2%	2 1% 1%	5 4% 4%	127 7% j	* *% *%	1 2% 2%	- -% -%	** ** **
Apple Arcade	6 1% d	1 *% *%	- -% -%	1 *% *%	10 1% 1%	54 2% 2%	5 2% 2%	6 1% 1%	1 1% 1%	- -% -%	2 2% 2%	50 3% h	* *% *%	- -% -%	- -% -%	** ** **
Google Stadia	1 *% *%	1 *% *%	1 *% *%	1 *% *%	6 1% 1%	21 1% 1%	7 2% f	7 1% 1%	2 2% 2%	2 1% 1%	1 *% *%	16 1% 1%	1 *% *%	* 1% 1%	- -% -%	** ** **
Amazon Luna	- -% -%	- -% -%	- -% -%	- -% -%	2 *% *%	5 *% *%	3 1% f	1 *% *%	* *% *%	- -% -%	- -% -%	4 *% *%	- -% -%	- -% -%	- -% -%	** ** **
ANY OF THESE	63 13% bcd	12 5% 5%	3 2% 2%	15 4% 4%	173 20% 20%	709 31% 31%	89 28% 28%	124 24% j	22 20% 20%	20 14% 14%	28 20% 20%	579 30% hijk	11 3% 3%	3 10% 10%	* 1% 1%	** ** **
None of these	391 82% a	231 94% a	138 95% a	370 94% a	637 75% 75%	1497 65% 65%	197 62% 62%	376 72% l	86 76% l	118 82% hl	105 75% l	1262 66% 66%	305 94% 94%	29 90% 90%	25 99% 99%	** ** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB10. In the last 3 months, have you or has anyone else in your household used any of these gaming subscription services? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Don't know	26	4	5	9	44	109	29	22	5	6	8	81	8	*	*	**
	5%	1%	4%	2%	5%	5%	9%	4%	4%	4%	6%	4%	3%	1%	*%	**
	bd						f									

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QB10. In the last 3 months, have you or has anyone else in your household used any of these gaming subscription services? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Xbox Games Pass	2 1%	1 1%	1 1%	2 1%
PlayStation Now	5 3% b	- -%	1 1%	3 3% b
Steam	2 1%	* *%	2 1%	1 *%
Twitch	* *%	- -%	* *%	* *%
Apple Arcade	- -%	* *%	- -%	* *%
Google Stadia	1 1%	- -%	1 1%	- -%
ANY OF THESE	9 6% b	2 1%	5 3%	6 5%
None of these	139 92%	166 96%	171 95%	123 92%
Don't know	4 2%	5 3%	4 2%	4 3%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70	
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16	
Yes - can use to make and receive calls	421 80%	285 92%	251 91%	536 92%	790 73%	1611 63%	162 50%	509 74%	114 76%	176 83%	160 76%	1264 62%	452 92%	40 96%	29 86%	15 92%	
		a	a	a		g		l	l	hl	l						
Yes - can receive but not make calls/ incoming only	9 2%	4 1%	2 1%	6 1%	23 2%	31 1%	18 6%	14 2%	4 3%	3 2%	6 3%	28 1%	6 1%	* *%	* *%	- -%	
							f										
Yes, but line not working properly/ needs to be repaired	12 2% b	2 1%	4 2%	6 1%	22 2%	57 2%	15 5% f	17 3%	1 1%	6 3%	6 3%	47 2%	6 1%	- -%	- -%	* 1%	
No, do not have landline phone	80 15% bcd	18 6%	14 5%	31 5%	229 21%	826 32%	122 38% f	140 20% j	30 20%	25 12%	35 17%	685 33% hijk	25 5%	2 4%	4 12%	1 7%	
Don't know	4 1%	- -%	1 *%	1 *%	12 1%	34 1%	9 3%	2 *%	* *%	- -%	* *%	22 1%	- -%	- -%	1 2% m	- -%	
NOT ANSWERED [POSTAL ONLY]	- -%	- -%	4 2% ab	4 1% a	4 *%	4 *%	- -%	4 1% l	- -%	1 1% l	4 2% l	2 *%	4 1%	- -%	- -%	- -%	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
HOUSEHOLD PHONE OWNERSHIP																
FIXED ONLY	4 1%	5 2%	23 8% ab	29 5% ab	32 3%	28 1%	2 1%	23 3% l	14 9% hkl	13 6% l	6 3% l	9 *% *	26 5%	1 2%	* *% *	1 9% o
FIXED & MOBILE	438 83%	285 92% acd	229 83%	515 88% a	798 74%	1668 65% g	192 59%	514 75% l	106 71%	171 81% il	166 78% l	1330 65%	433 88%	39 94%	29 85%	13 84%
MOBILE ONLY	81 15% bcd	18 6%	14 5%	31 5%	236 22%	839 33%	130 40% f	141 20% j	30 20%	25 12%	35 16%	699 34% hijk	25 5%	2 4%	4 12% m	1 7%
ALL FIXED	441 84%	291 94% a	257 93% a	548 94% a	835 77%	1699 66% g	195 60%	541 79% l	119 80% l	184 87% hl	172 81% l	1340 65%	463 94% o	40 96%	29 86%	15 93%
ALL MOBILE	518 99% cd	303 98% cd	247 90%	550 94% c	1038 96%	2511 98%	322 99%	659 96% i	136 91%	197 93%	204 97% i	2031 99% hijk	462 94%	40 98%	33 96%	15 91%
NEITHER	4 1%	* *%	1 *%	1 *%	5 *%	21 1%	1 *%	1 *%	1 *%	1 *%	1 *%	7 *%	- -%	- -%	1 2% m	- -%
ALL FIXED PLUS BB RENTAL	481 92%	298 97% a	263 95%	561 96% a	944 87%	2178 85% g	244 75%	606 88% l	132 88%	196 93% l	189 89%	1733 85%	474 96%	40 97%	32 92%	15 95%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Yes - can use to make and receive calls	190 89%	262 94% d	227 95% ad	181 87%
Yes - can receive but not make calls/ incoming only	2 1%	3 1%	1 1%	4 2%
Yes, but line not working properly/ needs to be repaired	4 2%	1 *%	4 2%	1 1%
No, do not have landline phone	15 7% c	10 4%	4 2%	20 10% bc
NOT ANSWERED [POSTAL ONLY]	2 1%	2 1%	2 1%	2 1%
HOUSEHOLD PHONE OWNERSHIP				
FIXED ONLY	9 4%	17 6% c	3 1%	15 7% c
FIXED & MOBILE	188 88%	245 88%	229 96% abd	172 82%
MOBILE ONLY	15 7% c	10 4%	4 2%	20 10% bc

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC1. Is there a landline phone in your home that can be used to make and receive calls? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Effective Weighted Sample	228	201	239	193
ALL FIXED	197	266	232	187
	92%	96%	97%	89%
		d	ad	
ALL MOBILE	205	257	235	194
	96%	92%	99%	93%
			bd	
ALL FIXED PLUS BB RENTAL	203	271	234	196
	95%	97%	98%	94%
			d	

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC32. Does your household have a landline which you use to receive a fixed broadband service? (SINGLE CODE)

Base : Those who do not have a landline phone that can be used to make and receive calls

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	139	52	15	67	428	1515	200	403	83	49	66	1213	36	4	20	7
Effective Weighted Sample	94	30	9	31	299	1040	138	202	39	29	40	847	20	3	14	5
Total	84	18	14	32	241	860	131	142	30	25	35	706	25	2	5	1
Yes	40	**	**	**	109	479	49	66	**	**	**	393	**	**	**	**
	47%	**	**	**	45%	56%	38%	46%	**	**	**	56%	**	**	**	**
						g						h				
No	41	**	**	**	111	304	69	64	**	**	**	263	**	**	**	**
	49%	**	**	**	46%	35%	52%	45%	**	**	**	37%	**	**	**	**
						f		i								
Don't know	3	**	**	**	21	78	13	12	**	**	**	50	**	**	**	**
	4%	**	**	**	9%	9%	10%	8%	**	**	**	7%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QC32. Does your household have a landline which you use to receive a fixed broadband service? (SINGLE CODE)

Base : Those who do not have a landline phone that can be used to make and receive calls

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	22	14	10	25
Effective Weighted Sample	14	7	9	14
Total	15	10	4	20
Yes	**	**	**	**
	**	**	**	**
No	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QC2. Do you ever use this landline phone handset at home yourself to make calls? (SINGLE CODE)

Base : Those with a landline phone at home that can used to make and receive calls (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	667	560	189	749	1191	2608	228	668	146	170	170	2031	475	97	104	73
Effective Weighted Sample	446	329	121	427	734	1746	163	379	80	98	88	1383	332	41	40	53
Total	401	228	135	364	605	1423	157	379	83	120	105	1170	301	30	23	10
Yes	271	180	122	302	418	815	76	259	56	94	74	645	248	**	19	**
	67%	79%	90%	83%	69%	57%	49%	68%	67%	78%	70%	55%	83%	**	83%	**
		a	ab	a		g		l	l	l	l					
No	130	48	13	61	185	605	79	120	27	26	31	522	53	**	4	**
	32%	21%	10%	17%	31%	43%	50%	32%	33%	22%	30%	45%	17%	**	17%	**
	bcd	c										hijk				
Don't know	*	*	-	*	2	2	2	*	-	-	-	3	-	**	-	**
	*%	*%	-%	*%	*%	*%	1%	*%	-%	-%	-%	*%	-%	**	-%	**
							f									

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QC2. Do you ever use this landline phone handset at home yourself to make calls? (SINGLE CODE)

Base : Those with a landline phone at home that can used to make and receive calls (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	255	219	286	178
Effective Weighted Sample	178	160	210	115
Total	138	162	174	116
Yes	110	138	149	89
	80%	85%	86%	77%
No			d	
	28	24	25	26
	20%	15%	14%	23%
				c

Columns Tested: a,b,c,d

QC21B. Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	816	703	320	1023	1728	3942	362	1056	225	263	271	3020	657	123	145	98
Effective Weighted Sample	533	406	175	513	982	2628	257	551	111	149	147	2064	398	55	63	67
Total	481	298	263	561	944	2178	244	606	132	196	189	1733	474	40	32	15
BT	165	117	103	220	301	670	52	177	32	73	53	542	183	19	11	**
	34%	39%	39%	39%	32%	31%	21%	29%	24%	37%	28%	31%	39%	46%	35%	**
						g				i						
Virgin Media	120	39	29	68	149	422	64	113	30	39	29	345	58	5	4	**
	25%	13%	11%	12%	16%	19%	26%	19%	23%	20%	16%	20%	12%	12%	12%	**
	bcd						f									
Sky	76	47	32	79	162	400	37	108	23	24	33	304	65	6	7	**
	16%	16%	12%	14%	17%	18%	15%	18%	17%	12%	18%	18%	14%	14%	22%	**
TalkTalk	36	37	24	61	109	208	29	61	12	11	21	171	55	3	3	**
	7%	12%	9%	11%	12%	10%	12%	10%	9%	6%	11%	10%	12%	7%	9%	**
		a														
Plusnet	19	11	21	31	49	109	10	40	6	11	11	80	27	1	3	**
	4%	4%	8%	6%	5%	5%	4%	7%	5%	6%	6%	5%	6%	3%	8%	**
			ab													
Vodafone	20	8	8	15	36	88	17	19	5	4	7	80	14	1	*	**
	4%	3%	3%	3%	4%	4%	7%	3%	4%	2%	4%	5%	3%	3%	*%	**
							f									
EE	17	17	10	27	43	89	8	21	4	8	6	72	23	2	1	**
	3%	6%	4%	5%	5%	4%	3%	4%	3%	4%	3%	4%	5%	5%	3%	**
NOW TV	5	2	2	4	13	39	10	8	1	3	1	32	4	*	*	**
	1%	1%	1%	1%	1%	2%	4%	1%	1%	1%	1%	2%	1%	*%	*%	**
							f									
Post Office	4	8	5	13	17	27	2	19	3	4	7	12	10	*	1	**
	1%	3%	2%	2%	2%	1%	1%	3%	2%	2%	4%	1%	2%	*%	3%	**
		a						l			l					
Utility Warehouse	6	4	8	12	15	26	2	16	9	10	9	15	10	1	1	**
	1%	1%	3%	2%	2%	1%	1%	3%	7%	5%	5%	1%	2%	2%	3%	**
								l	hl	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QC21B. Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIPOU	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	816	703	320	1023	1728	3942	362	1056	225	263	271	3020	657	123	145	98
Effective Weighted Sample	533	406	175	513	982	2628	257	551	111	149	147	2064	398	55	63	67
Total	481	298	263	561	944	2178	244	606	132	196	189	1733	474	40	32	15
KCOM	4 1%	1 *%	- -%	1 *%	4 *%	12 1%	- -%	2 *%	- -%	1 *%	1 *%	9 1%	1 *%	- -%	- -%	**
Shell Energy	1 *%	* *%	2 1%	2 *%	6 1%	9 *%	3 1%	1 *%	* *%	1 *%	- -%	9 1%	1 *%	* 1%	- -%	**
SSE	1 *%	1 *%	2 1%	3 1%	5 *%	6 *%	1 1%	2 *%	* *%	1 *%	1 *%	4 *%	2 *%	- -%	1 3%	**
The Phone Co-op/ The Co-operative	1 *%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	**
							f									
Tesco	- -%	- -%	- -%	- -%	1 *%	1 *%	* *%	1 *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	**
Other	7 1%	3 1%	2 1%	5 1%	8 1%	28 1%	2 1%	4 1%	1 1%	1 *%	1 *%	25 1%	5 1%	* *%	* 1%	**
Don't know	2 *%	1 *%	* *%	2 *%	9 1%	29 1%	6 2%	4 1%	2 1%	1 1%	* *%	21 1%	2 *%	- -%	- -%	**
NOT ANSWERED [POSTAL ONLY]	- -%	2 1%	14 5%	17 3%	17 2%	16 1%	1 *%	10 2%	3 2%	5 3%	8 4%	10 1%	14 3%	2 6%	- -%	**
		a	ab	ab				l	l	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QC21B. Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	341	315	355	277
Effective Weighted Sample	222	193	235	182
Total	203	271	234	196
BT	78 38%	105 39%	109 47% d	62 32%
Virgin Media	28 14%	30 11%	24 10%	32 16%
Sky	27 13%	38 14%	22 9%	35 18% c
TalkTalk	19 9%	36 13%	23 10%	21 11%
Plusnet	9 4%	18 7%	15 6%	9 5%
Vodafone	8 4%	7 2%	6 3%	8 4%
EE	10 5%	14 5%	12 5%	7 4%
NOW TV	2 1%	2 1%	1 1%	1 *%
Post Office	2 1%	8 3%	2 1%	5 3%
Utility Warehouse	3 1%	7 3%	7 3%	3 2%
KCOM	* *%	1 *%	1 *%	* *%
Shell Energy	1 1%	- -%	1 *%	1 *%
SSE	1 *%	1 1%	1 *%	1 1%

Columns Tested: a,b,c,d

QC21B. Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	341	315	355	277
Effective Weighted Sample	222	193	235	182
Total	203	271	234	196
Other	3	2	3	1
	1%	1%	1%	1%
Don't know	*	2	1	*
	*%	1%	1%	*%
NOT ANSWERED [POSTAL ONLY]	12	1	5	8
	6%	*%	2%	4%
	bc			b

Columns Tested: a,b,c,d

QD1. How many mobile phones IN TOTAL do you AND members of your household use? (SINGLE CODE)

Base : All respondents

		AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
							WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP									
		55-64	65-74	75+	65+	65+ OR DE			ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total		885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample		576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total		526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
One	(1.0)	78	77	129	206	286	402	21	193	40	73	73	251	175	13	13	5
		15%	25%	47%	35%	26%	16%	6%	28%	27%	35%	35%	12%	36%	31%	38%	32%
			a	abd	ab		g		l	l	l	l					
Two	(2.0)	250	194	105	299	520	1182	130	306	61	86	92	943	250	23	18	8
		47%	63%	38%	51%	48%	46%	40%	45%	41%	41%	44%	46%	51%	56%	52%	52%
		c	acd		c		g										
Three	(3.0)	101	23	10	33	144	495	70	88	22	22	26	422	27	4	1	1
		19%	7%	4%	6%	13%	19%	22%	13%	15%	10%	12%	21%	6%	9%	4%	6%
		bcd											hjk				
Four or more	(4.0)	90	10	3	13	89	432	101	72	13	16	13	415	11	1	1	*
		17%	3%	1%	2%	8%	17%	31%	11%	8%	8%	6%	20%	2%	2%	3%	1%
		bcd					f						hijk				
None	(0.0)	7	5	24	29	38	49	3	24	14	14	7	16	26	1	1	1
		1%	2%	9%	5%	3%	2%	1%	4%	9%	7%	3%	1%	5%	2%	3%	9%
				ab	ab				l	hkl	l	l					
NOT ANSWERED [POSTAL ONLY]		-	-	4	4	4	2	-	3	-	-	-	-	4	-	-	-
		-%	-%	1%	1%	*%	*%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%
				ab					l								
Mean mobiles in household		2.4	1.9	1.4	1.6	2.0	2.3	2.7	2.0	1.9	1.8	1.8	2.5	1.6	1.8	1.7	1.6
		bcd	cd		c			f	j				hijk				
Standard deviation		.98	.70	.75	.76	.93	1.00	1.00	.99	1.06	.99	.91	.97	.76	.73	.74	.81
Standard error		.03	.03	.04	.02	.02	.01	.05	.03	.06	.06	.05	.02	.03	.07	.06	.08

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD1. How many mobile phones IN TOTAL do you AND members of your household use? (SINGLE CODE)

Base : All respondents

		65+ AGE GROUP ENGLAND			
		MALE	FEMALE	ABC1	C2DE
		a	b	c	d
Significance Level: 95%					
Unweighted total		355	327	363	294
Effective Weighted Sample		228	201	239	193
Total		214	279	238	209
One	(1.0)	56	120	75	77
		26%	43%	31%	37%
			ac		a
Two	(2.0)	124	125	138	101
		58%	45%	58%	48%
		bd		bd	
Three	(3.0)	17	10	18	9
		8%	3%	8%	4%
		b			
Four or more	(4.0)	8	3	4	7
		4%	1%	2%	3%
None	(0.0)	9	17	3	15
		4%	6%	1%	7%
			c		c
NOT ANSWERED [POSTAL ONLY]		-	4	-	-
		-%	1%	-%	-%
Mean mobiles in household		1.8	1.5	1.8	1.6
		bd		bd	
Standard deviation		.79	.71	.67	.82
Standard error		.04	.04	.04	.05
Columns Tested: a,b,c,d					

QD2. Do you personally use a mobile phone? IF YES: How many mobile phones with different telephone numbers do you use at least once a month? Please include any phones used for work or other purposes. (SINGLE CODE)

Base : All respondents

		AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
		55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Significance Level: 95%																		
Unweighted total		885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample		576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70	
Total		526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16	
No	(0.0)	3	7	25	32	38	43	5	33	11	14	20	17	27	1	4	1	
		1%	2%	9%	5%	3%	2%	1%	5%	8%	6%	9%	1%	5%	2%	11%	5%	
1	(1.0)		a	ab	ab				l	l	l	hl						
		376	242	190	432	808	1844	216	497	100	154	154	1473	360	36	24	12	
2	(2.0)	72%	79%	69%	74%	75%	72%	66%	72%	67%	73%	73%	72%	73%	87%	71%	74%	
			ac				g								mo			
3	(3.0)	104	45	30	76	147	499	73	103	21	24	27	433	66	3	4	2	
		20%	15%	11%	13%	14%	19%	22%	15%	14%	11%	13%	21%	13%	8%	13%	11%	
4 or more	(4.0)	bcd											hijk					
		19	5	2	7	32	79	12	17	3	1	4	67	6	1	1	*	
No mobiles in household	(0.0)	4%	2%	1%	1%	3%	3%	4%	2%	2%	1%	2%	3%	1%	1%	2%	***	
		cd																
NOT ANSWERED [POSTAL ONLY]	(0.0)	15	3	1	4	14	46	17	8	1	4	*	42	4	-	-	-	
		3%	1%	***	1%	1%	2%	5%	1%	***	2%	***	2%	1%	-%	-%	-%	
Mean mobiles used	(0.0)	bcd						f										
		7	5	24	29	38	49	3	24	14	14	7	16	26	1	1	1	
Standard deviation	(0.0)	1%	2%	9%	5%	3%	2%	1%	4%	9%	7%	3%	1%	5%	2%	3%	9%	
				ab	ab				l	hkl	l	l						
Standard error	(0.0)	-	*	4	4	4	3	-	3	-	-	-	*	4	-	*	-	
		-%	***	1%	1%	***	***	-%	***	-%	-%	-%	***	1%	-%	1%	-%	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p				ab	a				l									
Mean mobiles used		1.3	1.2	1.0	1.1	1.2	1.3	1.4	1.2	1.0	1.1	1.0	1.3	1.1	1.1	1.0	1.0	
Standard deviation		bcd	cd		c			f	ik				hijk					
Standard error		.71	.56	.58	.58	.64	.67	.82	.65	.65	.66	.58	.66	.59	.42	.60	.53	
		.02	.02	.03	.02	.01	.01	.04	.02	.04	.04	.03	.01	.02	.04	.05	.05	

QD2. Do you personally use a mobile phone? IF YES: How many mobile phones with different telephone numbers do you use at least once a month? Please include any phones used for work or other purposes. (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
PERSONALLY USE MOBILE																
Yes	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
	98%	96%	81%	89%	93%	96%	97%	91%	83%	87%	87%	98%	89%	96%	86%	86%
	cd	cd		c				i				hijk				
No	11	12	49	61	75	92	8	58	26	28	27	33	52	2	5	2
	2%	4%	18%	10%	7%	4%	3%	8%	17%	13%	13%	2%	11%	4%	13%	14%
			abd	ab				l	hl	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD2. Do you personally use a mobile phone? IF YES: How many mobile phones with different telephone numbers do you use at least once a month? Please include any phones used for work or other purposes. (SINGLE CODE)

Base : All respondents

		65+ AGE GROUP ENGLAND			
		MALE	FEMALE	ABC1	C2DE
		a	b	c	d
Significance Level: 95%					
Unweighted total		355	327	363	294
Effective Weighted Sample		228	201	239	193
Total		214	279	238	209
No	(0.0)	11 5%	15 5%	11 5%	13 6%
1	(1.0)	150 70%	210 75%	180 76%	150 72%
2	(2.0)	36 17%	30 11%	40 17%	25 12%
3	(3.0)	5 3% b	* *%	2 1%	4 2%
4 or more	(4.0)	2 1%	1 *%	2 1%	2 1%
No mobiles in household	(0.0)	9 4%	17 6% c	3 1%	15 7% c
NOT ANSWERED [POSTAL ONLY]		- -%	4 1%	- -%	- -%
Mean mobiles used		1.2 b	1.0	1.1 b	1.1
Standard deviation		.66	.53	.55	.64
Standard error		.04	.03	.03	.04
PERSONALLY USE MOBILE					
Yes		194 91%	242 87%	224 94% bd	181 87%
No		20 9%	32 12% c	14 6%	28 13% c
Columns Tested: a,b,c,d					

QD46. Which of these describes how you acquired your main mobile phone? (SINGLE CODE)

Base : Those who personally use a mobile phone (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	794	601	185	786	1589	4118	461	1059	224	207	222	3295	500	100	112	74
Effective Weighted Sample	530	354	119	448	1025	2806	325	570	117	119	122	2278	346	42	61	56
Total	470	241	131	372	822	2262	308	496	103	132	129	1902	310	31	22	10
It was bought as a brand new phone (as part of contract including calls, texts and data)	228 49% cd	103 43% c	41 31%	144 39%	386 47%	1241 55% g	126 41%	241 49%	49 48%	52 39%	59 45%	1008 53% j	117 38%	13 43%	8 36%	** **
It was bought as a brand new phone (not as part of a contract, just the phone itself)	163 35%	97 40%	71 54% ab	168 45% a	276 34%	684 30%	127 41% f	166 33%	43 42%	51 38%	45 35%	628 33%	142 46%	13 43%	10 46%	** **
It was bought as a refurbished/ used phone	36 8%	17 7%	5 4%	21 6%	69 8%	159 7%	26 8%	31 6%	3 3%	9 7%	7 6%	129 7%	18 6%	2 7%	1 5%	** **
It was passed on to me/ hand me down	37 8%	24 10%	14 11%	38 10%	86 10%	143 6%	26 8%	55 11% l	6 6%	21 16% il	17 13% l	108 6%	32 10%	2 6%	3 13%	** **
Something else	6 1%	1 *% h	* *% h	1 *% h	1 *% h	23 1%	1 *% h	1 *% h	1 1%	- -% h	- -% h	22 1% h	1 *% h	* *% h	* *% h	** **
Don't know	* *% h	- -% h	- -% h	- -% h	4 1%	11 1%	3 1%	2 *% h	1 1%	- -% h	* *% h	7 *% h	- -% h	- -% h	- -% h	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD46. Which of these describes how you acquired your main mobile phone? (SINGLE CODE)

Base : Those who personally use a mobile phone (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	273	226	296	193
Effective Weighted Sample	187	164	217	123
Total	147	162	177	122
It was bought as a brand new phone (as part of contract including calls, texts and data)	54 37%	63 39%	67 38%	45 37%
It was bought as a brand new phone (not as part of a contract, just the phone itself)	69 47%	73 45%	86 49%	51 41%
It was bought as a refurbished/ used phone	10 6%	9 5%	7 4%	10 8%
It was passed on to me/ hand me down	14 10%	18 11%	16 9%	16 13%
Something else	1 *%	- -%	- -%	1 1%

Columns Tested: a,b,c,d

QD10. SHOWCARD Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
EE	101	62	49	111	221	537	64	125	27	43	30	442	101	4	5	**
	20%	21%	22%	21%	22%	22%	20%	20%	22%	23%	16%	22%	23% n	9%	18%	**
O2	99	52	39	91	176	485	38	116	25	33	35	379	72	8	6	**
	19%	18%	18%	18%	18%	20% g	12%	18%	20%	18%	19%	19%	17%	21%	21%	**
Vodafone	80	45	29	73	134	390	35	68	12	17	23	333	62	7	4	**
	16%	15%	13%	14%	13%	16% g	11%	11%	10%	9%	12%	17% hj	14%	18%	14%	**
Three/ 3	40	18	6	25	85	222	60	36	9	8	10	221	21	2	1	**
	8% cd	6%	3%	5%	8%	9% f	19%	6%	7%	4%	5%	11% hjk	5%	5%	4%	**
Tesco	38	35	24	60	97	182	10	73	10	24	26	117	47	4	6	**
	7%	12% a	11%	12% a	10%	7% g	3%	12% l	8%	13% l	14% l	6%	11%	10%	20% m	**
Virgin Media/ Any Virgin	47	22	15	37	60	152	25	51	8	13	15	117	27	6	3	**
	9%	7%	7%	7%	6%	6%	8%	8% l	7%	7%	8%	6%	6%	16% m	9%	**
Giffgaff	23	7	2	10	43	121	23	27	7	4	7	100	8	1	*	**
	4% cd	3%	1%	2%	4%	5%	7%	4%	5%	2%	4%	5%	2%	2%	1%	**
BT	29	17	21	38	52	98	8	33	4	12	8	71	33	2	2	**
	6%	6%	9%	7%	5%	4%	2%	5% l	3%	6%	4%	4%	8%	4%	6%	**
Sky Mobile	16	12	3	15	35	83	12	17	3	2	5	74	13	1	1	**
	3%	4%	1%	3%	3%	3%	4%	3%	3%	1%	3%	4%	3%	3%	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD10. SHOWCARD Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
iD Mobile (Carphone Warehouse)	3 1%	9 3% a	9 4% a	18 3% a	22 2%	44 2%	5 2%	13 2%	2 2%	2 1%	2 1%	36 2%	16 4%	1 4%	* 1%	** **
Plusnet	13 2%	4 1%	6 3%	10 2%	15 1%	35 1%	4 1%	17 3% l	5 4% l	10 5% l	5 3%	28 1%	9 2%	- -%	* 1%	** **
Voxi	2 *% f	1 *% f	- -% f	1 *% f	9 1%	21 1%	9 3% f	4 1%	* *% f	* *% f	2 1%	20 1%	1 *% f	- -% f	- -% f	** **
Lebara	4 1%	1 *% f	1 *% f	2 *% f	7 1%	13 1%	9 3% f	4 1%	1 1%	1 *% f	2 1%	18 1%	2 *% f	- -% f	* *% f	** **
Smarty	4 1%	* *% f	- -% f	* *% f	6 1%	18 1%	4 1%	7 1%	1 1%	* *% f	* *% f	14 1%	* *% f	- -% f	- -% f	** **
Utility Warehouse	6 1%	4 1%	6 3%	10 2%	12 1%	16 1%	1 *% f	14 2% l	5 4% l	6 3% l	6 3% l	7 *% f	8 2% f	2 4% f	* 1%	** **
TalkTalk	2 *% l	2 1% l	3 1% l	5 1% l	5 1% l	14 1% l	1 *% l	5 1% l	* *% l	3 1% l	4 2% l	9 *% l	4 1% l	- -% l	1 2% l	** **
Talk Mobile	3 1%	2 1%	1 *% f	3 1% f	9 1% f	12 *% f	3 1% f	2 *% f	1 1% f	1 1% f	- -% f	12 1% f	3 1% f	* 1% f	- -% f	** **
Asda Mobile	2 *% f	1 *% f	2 1% f	3 *% f	3 *% f	7 *% f	2 1% f	3 *% f	- -% f	- -% f	- -% f	4 *% f	2 1% f	* *% f	- -% f	** **
Lyca Mobile	1 *% f	- -% f	1 1% f	1 *% f	4 *% f	4 *% f	2 1% f	3 *% f	- -% f	1 1% f	1 *% f	3 *% f	1 *% f	- -% f	- -% f	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD10. SHOWCARD Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Other	*	1	2	2	3	4	1	4	1	3	2	3	1	1	-	**
	*%	*%	1%	*%	*%	*%	*%	1%	1%	1%	1%	*%	*%	3%	-%	**
														m		
Don't know	2	1	1	2	4	9	3	6	*	1	2	6	2	-	-	**
	*%	*%	1%	*%	*%	*%	1%	1%	*%	1%	1%	*%	*%	-%	-%	**
NOT ANSWERED [POSTAL ONLY]	-	-	2	2	2	2	-	*	-	-	-	2	2	*	-	**
	-%	-%	1%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%	-%	**
			ab													

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD10. SHOWCARD Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
EE	45	55	55	35
	23%	23%	24%	19%
O2	32	40	42	22
	17%	16%	19%	12%
Vodafone	31	31	28	31
	16%	13%	13%	17%
Three/ 3	12	9	10	11
	6%	4%	5%	6%
Tesco	20	27	17	29
	11%	11%	8%	16%
				c
Virgin Media/ Any Virgin	13	14	11	15
	7%	6%	5%	8%
Giffgaff	4	4	6	3
	2%	2%	3%	1%
BT	13	20	20	9
	7%	8%	9%	5%
Sky Mobile	7	6	3	9
	4%	2%	1%	5%
				c
iD Mobile (Carphone Warehouse)	4	12	6	8
	2%	5%	3%	4%
Plusnet	4	5	5	3
	2%	2%	2%	2%
Voxi	-	1	1	-
	-%	*%	*%	-%

Columns Tested: a,b,c,d

QD10. SHOWCARD Which mobile network do you use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Lebara	*	2	*	2
	*%	1%	*%	1%
Smarty	*	-	*	-
	*%	-%	*%	-%
Utility Warehouse	2	6	8	*
	1%	2%	3%	*%
			d	
TalkTalk	2	2	3	1
	1%	1%	1%	1%
Talk Mobile	2	1	3	-
	1%	1%	1%	-%
Asda Mobile	2	*	2	*
	1%	*%	1%	*%
Lyca Mobile	-	1	1	-
	-%	1%	1%	-%
Other	-	1	-	1
	-%	*%	-%	1%
Don't know	-	2	1	1
	-%	1%	*%	1%
NOT ANSWERED [POSTAL ONLY]	1	1	-	2
	*%	1%	-%	1%

Columns Tested: a,b,c,d

QD24B. Do you personally use a smartphone? A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy. (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93	
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66	
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14	
Yes	480	233	134	367	805	2253	301	502	94	130	123	1888	313	25	19	**	
	93%	79%	60%	71%	80%	91%	95%	80%	76%	71%	67%	94%	72%	63%	64%	**	
	bcd	cd		c			f	jk				hijk					
No	34	61	85	147	187	207	15	116	29	47	57	122	118	14	10	**	
	7%	21%	38%	28%	19%	8%	5%	19%	23%	26%	31%	6%	27%	37%	36%	**	
		a	abd	ab		g		l	l	hl	hl						
Don't know	*	1	2	3	6	7	1	7	1	6	5	2	3	-	*	**	
	*%	*%	1%	1%	1%	*%	*%	1%	1%	3%	3%	*%	1%	-%	*%	**	
								l	l	l	l						
NOT ANSWERED [POSTAL ONLY]	-	*	2	2	2	2	-	-	-	-	-	2	2	-	*	**	
	-%	*%	1%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	**	
			a														

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD24B. Do you personally use a smartphone? A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy. (SINGLE CODE)

Base : Those who personally use a mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Yes	143	170	172	122
	74%	70%	77%	68%
			d	
No	49	69	52	54
	25%	28%	23%	30%
Don't know	1	2	-	3
	*%	1%	-%	2%
NOT ANSWERED [POSTAL ONLY]	1	1	-	2
	*%	1%	-%	1%

Columns Tested: a,b,c,d

QD25. Are any of the mobile phones used by other members of your household smartphones? A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy. (SINGLE CODE)

Base : Those in a household with any mobile phones

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	875	726	313	1039	1912	4533	483	1236	256	275	295	3520	665	123	153		98
Effective Weighted Sample	569	417	183	547	1156	3037	341	639	126	158	161	2408	423	55	67		71
Total	518	303	247	551	1039	2511	322	659	136	197	204	2032	462	40	33		15
Yes	18	22	25	47	67	87	6	42	8	13	26	52	36	4	6		**
	4%	7%	10%	9%	6%	3%	2%	6%	6%	6%	13%	3%	8%	10%	17%		**
		a	a	a				l	l	l	hl				m		
No	17	44	79	122	147	150	11	98	29	46	47	84	101	11	8		**
	3%	14%	32%	22%	14%	6%	3%	15%	22%	23%	23%	4%	22%	27%	23%		**
		a	abd	ab				l	l	hl	hl						
Don't know	3	3	7	10	16	17	4	15	4	8	8	4	9	-	1		**
	*%	1%	3%	2%	2%	1%	1%	2%	3%	4%	4%	*%	2%	-%	3%		**
			a	a				l	l	l	l						
NOT ANSWERED [POSTAL ONLY]	-	1	3	4	4	5	-	1	-	-	-	4	3	*	*		**
	-%	*%	1%	1%	*%	*%	-%	*%	-%	-%	-%	*%	1%	*%	1%		**
			a														
PERSONALLY USE A SMARTPHONE	480	233	134	367	805	2253	301	502	94	130	123	1888	313	25	19		**
	93%	77%	54%	67%	78%	90%	94%	76%	69%	66%	60%	93%	68%	62%	56%		**
	bcd	cd		c			f	jk				hijk					
ANY SMARTPHONES IN THE HOUSEHOLD	499	256	159	414	872	2340	307	544	102	143	149	1940	349	29	24		**
	96%	84%	64%	75%	84%	93%	95%	83%	76%	73%	73%	95%	76%	72%	73%		**
	bcd	cd		c				jk				hijk					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD25. Are any of the mobile phones used by other members of your household smartphones? A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally search the internet. Popular brands of smartphone include iPhone and Samsung Galaxy. (SINGLE CODE)

Base : Those in a household with any mobile phones

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	347	317	361	282
Effective Weighted Sample	223	209	240	186
Total	205	257	235	194
Yes	16 8%	20 8%	15 7%	21 11%
No	41 20%	60 23%	47 20%	40 21%
Don't know	3 2%	5 2%	1 1%	8 4% c
NOT ANSWERED [POSTAL ONLY]	2 1%	2 1%	- -%	3 2%
PERSONALLY USE A SMARTPHONE	143 70%	170 66%	172 73% d	122 63%
ANY SMARTPHONES IN THE HOUSEHOLD	159 78%	190 74%	188 80%	143 74%

Columns Tested: a,b,c,d

QD41. Do you have a 4G or 5G service? These are services that enable faster mobile internet access. 4G was launched in the UK in 2012 and 5G became available on some new mobile phones in 2019. (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	795	580	178	758	1542	4086	452	1047	212	202	210	3279	493	88	102	75
Effective Weighted Sample	520	337	110	415	976	2762	319	565	119	123	123	2264	326	39	57	58
Total	480	233	134	367	805	2253	301	502	94	130	123	1888	313	25	19	10
Yes - 4G	396	182	88	270	629	1874	252	390	74	101	97	1591	226	**	16	**
	82%	78%	66%	73%	78%	83%	84%	78%	78%	77%	79%	84%	72%	**	83%	**
	cd	c										hj				
Yes - 5G	24	6	8	15	56	186	32	36	5	6	5	157	14	**	*	**
	5%	3%	6%	4%	7%	8%	11%	7%	6%	5%	4%	8%	5%	**	1%	**
No, neither	28	24	21	44	60	89	8	29	7	10	7	70	40	**	1	**
	6%	10%	15%	12%	7%	4%	3%	6%	8%	8%	6%	4%	13%	**	5%	**
		a	a	a				l	l	l						
Don't know	32	20	16	36	57	100	9	43	8	13	13	70	31	**	2	**
	7%	9%	12%	10%	7%	4%	3%	8%	8%	10%	10%	4%	10%	**	9%	**
								l	l	l	l					
NOT ANSWERED [POSTAL ONLY]	-	1	2	3	3	3	-	5	-	-	1	1	2	**	*	**
	-%	1%	1%	1%	*%	*%	-%	1%	-%	-%	1%	*%	1%	**	2%	**
			a					l			l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD41. Do you have a 4G or 5G service? These are services that enable faster mobile internet access. 4G was launched in the UK in 2012 and 5G became available on some new mobile phones in 2019. (SINGLE CODE)

Base : Those with a smartphone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	265	227	285	194
Effective Weighted Sample	178	156	205	124
Total	143	170	172	122
Yes - 4G	107	119	130	87
	75%	70%	75%	71%
Yes - 5G	9	5	7	6
	6%	3%	4%	5%
No, neither	17	22	20	19
	12%	13%	12%	15%
Don't know	9	22	16	9
	7%	13%	9%	7%
		a		
NOT ANSWERED [POSTAL ONLY]	*	2	-	2
	*%	1%	-%	2%

Columns Tested: a,b,c,d

QD11. Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Prepay/ pay as you go – using top-ups	59	68	76	144	235	343	45	137	28	47	49	230	119	12	9	**
	11%	23%	34%	28%	23%	14%	14%	22%	22%	26%	27%	11%	27%	30%	31%	**
		a	ab	a				l	l	l	l					
Monthly contract/ SIM-only – paying monthly	441	223	139	362	740	2082	264	472	93	130	131	1750	306	26	20	**
	86%	75%	62%	70%	74%	84%	83%	75%	75%	71%	71%	87%	70%	66%	67%	**
	bcd	c										hijk				
Other	12	4	4	8	14	29	4	11	2	4	1	21	6	1	*	**
	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	3%	1%	**
Don't know	3	1	*	1	8	11	5	5	1	2	2	11	1	-	-	**
	1%	*%	*%	*%	1%	*%	2%	1%	1%	1%	1%	1%	*%	-%	-%	**
							f									
NOT ANSWERED [POSTAL ONLY]	-	-	4	4	4	3	-	*	-	-	-	3	4	*	*	**
	-%	-%	2%	1%	*%	*%	-%	*%	-%	-%	-%	*%	1%	*%	1%	**
			ab	a												
CONTRACT TYPE																
Subsidised handset	200	90	47	137	350	1138	96	242	50	61	73	910	118	8	6	**
	39%	30%	21%	26%	35%	46%	30%	39%	40%	33%	39%	45%	27%	20%	20%	**
	bcd	c				g						hj				
SIM only	237	127	86	213	368	910	161	215	42	61	58	814	181	16	12	**
	46%	43%	39%	41%	37%	37%	51%	34%	34%	33%	31%	40%	42%	40%	42%	**
							f					hk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD11. Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Prepay/ pay as you go – using top-ups	58	61	59	50
	30%	25%	27%	28%
Monthly contract/ SIM-only – paying monthly	133	173	161	124
	69%	71%	72%	69%
Other	1	5	4	2
	1%	2%	2%	1%
Don't know	1	*	-	1
	*%	*%	-%	*%
NOT ANSWERED [POSTAL ONLY]	1	3	-	4
	*%	1%	-%	2%
				c

CONTRACT TYPE

Subsidised handset	51	66	60	48
	26%	27%	27%	26%
SIM only	80	101	96	75
	41%	42%	43%	42%

Columns Tested: a,b,c,d

QD11A. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	733	547	172	719	1378	3745	390	949	200	196	209	3011	468	85	98	68
Effective Weighted Sample	474	320	103	382	853	2535	271	489	102	114	118	2085	298	37	51	46
Total	441	223	139	362	740	2082	264	472	93	130	131	1750	306	26	20	10
Handset and contract	200	90	47	137	350	1138	96	242	50	61	73	910	118	**	**	**
	45%	40%	34%	38%	47%	55%	36%	51%	54%	47%	55%	52%	38%	**	**	**
	cd					g										
SIM card only	237	127	86	213	368	910	161	215	42	61	58	814	181	**	**	**
	54%	57%	62%	59%	50%	44%	61%	46%	45%	47%	44%	47%	59%	**	**	**
						f										
Don't know	4	6	6	12	21	33	7	15	1	8	1	26	8	**	**	**
	1%	3%	4%	3%	3%	2%	3%	3%	1%	6%	*%	1%	2%	**	**	**
		a	a	a				l		kl						
NOT ANSWERED [POSTAL ONLY]	*	-	*	*	1	1	-	*	*	*	*	-	-	**	**	**
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	**	**	**
									l	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD11A. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	244	223	260	194
Effective Weighted Sample	163	145	186	123
Total	133	173	161	124
Handset and contract	51	66	60	48
	39%	38%	37%	38%
SIM card only	80	101	96	75
	60%	58%	60%	61%
Don't know	2	6	5	1
	1%	3%	3%	1%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Make normal calls	482	265	188	453	874	2266	291	555	109	156	164	1873	384	33	25	**
	94%	90%	85%	87%	87%	92%	92%	89%	88%	85%	89%	93%	88%	82%	84%	**
	bcd											hij				
Send/ receive SMS text messages	484	252	163	414	847	2240	282	528	98	147	135	1857	350	33	20	**
	94%	85%	73%	80%	85%	91%	89%	84%	79%	80%	73%	92%	80%	82%	66%	**
	bcd	cd						k				hijk	o	o		
Take photos	427	207	122	329	713	2066	265	449	81	117	114	1748	281	22	18	**
	83%	70%	55%	63%	71%	84%	83%	72%	66%	64%	62%	87%	64%	56%	61%	**
	bcd	cd		c				jk				hijk				
Send/ receive emails	423	185	103	288	665	2003	259	417	73	108	98	1703	246	18	16	**
	82%	62%	46%	55%	66%	81%	82%	67%	59%	59%	53%	85%	56%	47%	53%	**
	bcd	cd		c				k				hijk				
General browsing/ surfing the internet	421	172	78	250	615	1991	252	404	72	97	94	1691	211	19	12	**
	82%	58%	35%	48%	61%	81%	79%	65%	58%	53%	51%	84%	48%	49%	42%	**
	bcd	cd		c				jk				hijk				
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	401	171	95	266	612	1910	243	389	67	94	92	1633	223	21	14	**
	78%	58%	43%	51%	61%	77%	77%	62%	54%	51%	50%	81%	51%	53%	46%	**
	bcd	c						jk				hijk				
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	302	110	46	156	463	1614	227	309	53	62	71	1384	131	12	8	**
	59%	37%	21%	30%	46%	65%	71%	49%	43%	34%	38%	69%	30%	31%	27%	**
	bcd	cd		c			f	jk				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	283 55% bcd	108 37% cd	44 20% c	153 29% c	460 46% c	1588 64% c	208 65% c	293 47% jk	53 43% k	63 34% k	63 34% k	1364 68% hijk	126 29% hijk	13 34% hijk	9 30% hijk	** ** hijk
Accessing/ receiving news	328 64% bcd	135 46% c	76 34% c	211 41% c	447 45% c	1530 62% c	198 62% c	306 49% k	57 46% k	78 43% k	62 34% k	1322 66% hijk	181 41% hijk	15 38% hijk	10 33% hijk	** ** hijk
Use your phone for Sat Nav or directions	304 59% bcd	109 37% cd	44 20% c	153 29% c	386 39% c	1483 60% c	180 57% c	271 43% jk	49 40% jk	56 31% jk	54 29% jk	1287 64% hijk	129 30% hijk	12 31% hijk	8 28% hijk	** ** hijk
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	274 53% bcd	111 38% c	62 28% c	173 33% c	421 42% c	1418 57% c	210 66% f	276 44% jk	50 40% jk	61 33% jk	59 32% jk	1242 62% hijk	150 34% hijk	12 30% hijk	7 23% hijk	** ** hijk
Listen to music (not radio)	216 42% bcd	70 24% cd	16 7% c	86 17% c	337 34% c	1344 54% c	189 59% c	234 37% jk	44 36% jk	40 22% jk	40 22% jk	1152 57% hijk	72 16% hijk	7 18% hijk	4 14% hijk	** ** hijk
Record video clips	218 42% bcd	83 28% cd	29 13% c	112 22% c	351 35% c	1236 50% c	196 62% f	238 38% jk	39 31% jk	43 24% jk	48 26% jk	1091 54% hijk	95 22% hijk	9 23% hijk	5 16% hijk	** ** hijk

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	241 47% bcd	102 34% c	53 24%	154 30%	346 35%	1153 47%	209 66% f	232 37% jk	38 31%	50 27%	50 27%	1043 52% hijk	134 31% o	10 25%	6 19%	** **
Checked in somewhere by scanning a QR code with the NHS COVID-19 Test and Trace app	197 38% bcd	87 29% c	39 17%	126 24%	285 28%	1036 42% g	103 32%	195 31% k	34 27%	48 26%	33 18%	874 43% hijk	115 26% n	4 11%	5 18%	** **
Play games	146 28% bcd	43 14% c	18 8%	61 12%	287 29%	949 38%	132 41%	191 31% j	30 24% j	25 14%	47 25% j	760 38% hijk	51 12%	6 15%	2 6%	** **
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	118 23% bcd	27 9%	31 14%	58 11%	202 20%	797 32%	116 36%	143 23% k	26 21%	29 16%	25 14%	671 33% hijk	52 12%	3 7%	2 6%	** **
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	84 16% bcd	26 9%	10 4%	36 7%	205 20%	765 31%	140 44% f	128 20% j	24 20%	22 12%	26 14%	668 33% hijk	30 7%	4 10%	2 6%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Accessing/ receiving sports/ team news/ scores	154	60	25	85	189	718	100	129	23	33	24	638	75	4	4	**
	30%	20%	11%	16%	19%	29%	32%	21%	19%	18%	13%	32%	17%	10%	15%	**
	bcd	c						k				hijk				
Listen to podcasts	118	27	16	43	124	689	102	93	20	15	14	641	37	2	2	**
	23%	9%	7%	8%	12%	28%	32%	15%	16%	8%	8%	32%	9%	6%	7%	**
	bcd							jk	jk			hijk				
Listen to radio	121	38	20	58	143	601	53	101	19	25	20	516	48	4	4	**
	23%	13%	9%	11%	14%	24%	17%	16%	15%	14%	11%	26%	11%	10%	14%	**
	bcd					g						hijk				
Listen to or read an e-book	72	21	8	29	88	370	63	86	14	14	17	323	24	3	1	**
	14%	7%	4%	6%	9%	15%	20%	14%	11%	7%	9%	16%	6%	7%	4%	**
	bcd					f		j				jk				
Other	12	4	4	7	10	42	6	7	*	1	1	42	6	*	1	**
	2%	1%	2%	1%	1%	2%	2%	1%	*%	*%	*%	2%	1%	1%	4%	**
None of these	6	10	11	20	28	35	1	13	3	3	5	23	18	1	1	**
	1%	3%	5%	4%	3%	1%	*%	2%	3%	2%	3%	1%	4%	2%	3%	**
		a	a	a												
Don't know	8	5	5	10	19	31	2	14	4	8	7	15	7	2	*	**
	2%	2%	2%	2%	2%	1%	1%	2%	3%	4%	4%	1%	2%	6%	1%	**
								l	l	l	l					
NOT ANSWERED [POSTAL ONLY]	*	1	3	4	4	4	-	1	*	*	*	4	3	*	1	**
	*%	*%	1%	1%	*%	*%	-%	*%	*%	*%	*%	*%	1%	*%	2%	**
			a													

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
MESSAGING	488	258	171	430	875	2304	293	543	101	150	141	1910	364	33	21	**
	95%	87%	77%	83%	87%	93%	92%	87%	81%	82%	76%	95%	83%	84%	72%	**
	bcd	c						k				hijk	o			
WEB/ DATA ACCESS	472	218	135	353	784	2204	297	493	87	128	125	1856	300	25	19	**
	92%	74%	61%	68%	78%	89%	94%	79%	70%	70%	68%	92%	69%	64%	65%	**
	bcd	c					f	ijk				hijk				
ENTERTAINMENT	456	218	132	350	781	2200	296	491	88	127	130	1851	298	23	19	**
	89%	74%	59%	67%	78%	89%	93%	78%	71%	69%	70%	92%	68%	59%	66%	**
	bcd	cd	c				f	jk				hijk				
WATCHING AV CONTENT	311	114	48	162	485	1666	237	320	55	67	76	1429	136	12	8	**
	60%	39%	21%	31%	48%	68%	75%	51%	44%	36%	41%	71%	31%	31%	29%	**
	bcd	cd	c				f	jk				hijk				
VIDEO OR VOICE CALLS USING VOIP	310	133	71	204	475	1535	239	310	55	69	69	1350	176	14	8	**
	60%	45%	32%	39%	47%	62%	75%	49%	44%	38%	37%	67%	40%	35%	28%	**
	bcd	c					f	jk				hijk	o			
LISTEN TO AUDIO CONTENT	264	88	34	122	403	1533	216	273	50	52	52	1328	102	8	7	**
	51%	30%	15%	23%	40%	62%	68%	44%	40%	28%	28%	66%	23%	21%	25%	**
	bcd	cd	c				f	jk	jk			hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Make normal calls	169 87%	215 89%	197 88%	157 87%
Send/ receive SMS text messages	153 79%	197 81%	184 82%	138 76%
Take photos	121 63%	159 66%	155 69%	108 60%
Send/ receive emails	108 56%	138 57%	139 62%	92 51%
General browsing/ surfing the internet	94 49%	117 48%	125 56%	75 42%
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	88 46%	135 56% ad	131 58% ad	76 42%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	61 32%	70 29%	76 34%	49 27%
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	53 27%	72 30%	73 32%	47 26%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Accessing/ receiving news	78 40%	103 42%	104 47%	66 36%
			d	
Use your phone for Sat Nav or directions	66 34%	63 26%	85 38%	41 23%
	d		bd	
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	59 31%	91 37%	94 42%	44 24%
		d	ad	
Listen to music (not radio)	43 22%	29 12%	44 20%	25 14%
	bd		b	
Record video clips	40 21%	55 23%	60 27%	32 18%
			d	
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	54 28%	80 33%	87 39%	38 21%
		d	ad	
Checked in somewhere by scanning a QR code with the NHS COVID-19 Test and Trace app	51 27%	64 26%	78 35%	33 18%
			d	

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Play games	15	36	30	18
	8%	15%	13%	10%
		a	a	
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	24	29	32	18
	12%	12%	14%	10%
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	20	10	12	16
	10%	4%	6%	9%
	b			
Accessing/ receiving sports/ team news/ scores	55	19	46	27
	29%	8%	20%	15%
	bcd		b	b
Listen to podcasts	16	21	25	11
	8%	9%	11%	6%
Listen to radio	26	21	35	11
	14%	9%	15%	6%
	d		bd	
Listen to or read an e-book	8	16	16	7
	4%	7%	7%	4%
Other	6	-	6	-
	3%	-%	2%	-%
	bd		bd	

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
None of these	12	6	9	9
	6%	2%	4%	5%
	b			
Don't know	2	5	3	4
	1%	2%	1%	2%
NOT ANSWERED [POSTAL ONLY]	1	2	1	2
	*%	1%	*%	1%
MESSAGING	156	207	191	145
	81%	86%	85%	80%
WEB/ DATA ACCESS	129	170	160	116
	67%	70%	71%	64%
ENTERTAINMENT	131	167	161	117
	67%	69%	72%	64%
WATCHING AV CONTENT	64	72	77	53
	33%	30%	34%	29%
VIDEO OR VOICE CALLS USING VOIP	71	106	110	53
	36%	44%	49%	29%
		d	ad	
LISTEN TO AUDIO CONTENT	59	43	65	34
	30%	18%	29%	19%
	bd		bd	

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Make normal calls	482	265	188	453	874	2266	291	555	109	156	164	1873	384	33	25	12
	92%	86%	68%	78%	81%	88%	89%	81%	73%	74%	78%	91%	78%	79%	72%	75%
	bcd	cd		c				ij				hijk				
Send/ receive SMS text messages	484	252	163	414	847	2240	282	528	98	147	135	1857	350	33	20	12
	92%	82%	59%	71%	78%	87%	87%	77%	65%	70%	64%	91%	71%	79%	57%	73%
	bcd	cd		c				ik				hijk	o	o		
Take photos	427	207	122	329	713	2066	265	449	81	117	114	1748	281	22	18	8
	81%	67%	44%	56%	66%	81%	81%	65%	54%	55%	54%	85%	57%	54%	52%	50%
	bcd	cd		c				ijk				hijk				
Send/ receive emails	423	185	103	288	665	2003	259	417	73	108	98	1703	246	18	16	8
	81%	60%	37%	49%	62%	78%	79%	61%	49%	51%	46%	83%	50%	45%	45%	47%
	bcd	cd		c				ijk				hijk				
General browsing/ surfing the internet	421	172	78	250	615	1991	252	404	72	97	94	1691	211	19	12	8
	80%	56%	28%	43%	57%	78%	77%	59%	48%	46%	44%	83%	43%	47%	36%	47%
	bcd	cd		c				ijk				hijk				
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	401	171	95	266	612	1910	243	389	67	94	92	1633	223	21	14	9
	76%	55%	35%	46%	57%	75%	75%	57%	45%	45%	43%	80%	45%	50%	40%	54%
	bcd	cd		c				ijk				hijk				
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	302	110	46	156	463	1614	227	309	53	62	71	1384	131	12	8	5
	57%	36%	17%	27%	43%	63%	70%	45%	35%	29%	34%	68%	27%	30%	23%	30%
	bcd	cd		c			f	ijk				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	283 54% bcd	108 35% cd	44 16% c	153 26% c	460 43% c	1588 62% c	208 64% c	293 43% jk	53 35% c	63 30% c	63 30% c	1364 67% hijk	126 26% c	13 33% c	9 25% c	5 30% c
Accessing/ receiving news	328 62% bcd	135 44% cd	76 27% c	211 36% c	447 41% c	1530 60% c	198 61% c	306 45% k	57 38% c	78 37% c	62 30% c	1322 65% hijk	181 37% c	15 36% c	10 29% c	5 33% c
Use your phone for Sat Nav or directions	304 58% bcd	109 35% cd	44 16% c	153 26% c	386 36% c	1483 58% c	180 55% c	271 39% jk	49 33% c	56 27% c	54 26% c	1287 63% hijk	129 26% c	12 30% c	8 24% c	3 19% c
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	274 52% bcd	111 36% cd	62 22% c	173 30% c	421 39% c	1418 55% c	210 64% f	276 40% jk	50 34% c	61 29% c	59 28% c	1242 61% hijk	150 30% c	12 29% c	7 20% c	5 28% c
Listen to music (not radio)	216 41% bcd	70 23% cd	16 6% c	86 15% c	337 31% c	1344 52% c	189 58% c	234 34% jk	44 29% jk	40 19% c	40 19% c	1152 56% hijk	72 15% c	7 17% c	4 12% c	3 19% c
Record video clips	218 42% bcd	83 27% cd	29 11% c	112 19% c	351 32% c	1236 48% c	196 60% f	238 35% jk	39 26% c	43 20% c	48 23% c	1091 53% hijk	95 19% c	9 22% c	5 13% c	3 20% c

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	241 46% bcd	102 33% cd	53 19%	154 26% c	346 32%	1153 45%	209 64% f	232 34% jk	38 26%	50 24%	50 24%	1043 51% hijk	134 27%	10 24%	6 16%	4 28%
Checked in somewhere by scanning a QR code with the NHS COVID-19 Test and Trace app	197 37% bcd	87 28% cd	39 14%	126 22% c	285 26%	1036 40% g	103 32%	195 28% k	34 23%	48 23%	33 16%	874 43% hijk np	115 23%	4 11%	5 15%	1 8%
Play games	146 28% bcd	43 14% c	18 7%	61 10%	287 27%	949 37%	132 40%	191 28% j	30 20%	25 12%	47 22% j	760 37% hijk	51 10%	6 15%	2 5%	2 12%
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	118 22% bcd	27 9%	31 11%	58 10%	202 19%	797 31%	116 36%	143 21% jk	26 17%	29 14%	25 12%	671 33% hijk	52 11%	3 7%	2 5%	1 8%
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	84 16% bcd	26 9% c	10 4%	36 6%	205 19%	765 30%	140 43% f	128 19% j	24 16%	22 11%	26 12%	668 33% hijk	30 6%	4 10%	2 5%	* 3%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Accessing/ receiving sports/ team news/ scores	154 29% bcd	60 20% cd	25 9%	85 15%	189 18%	718 28%	100 31%	129 19% k	23 16%	33 16%	24 12%	638 31% hijk	75 15%	4 9%	4 13%	2 12%
Listen to podcasts	118 22% bcd	27 9%	16 6%	43 7%	124 11%	689 27%	102 31%	93 14% jk	20 14%	15 7%	14 7%	641 31% hijk	37 8%	2 5%	2 6%	2 12%
Listen to radio	121 23% bcd	38 12%	20 7%	58 10%	143 13%	601 23% g	53 16%	101 15%	19 13%	25 12%	20 10%	516 25% hijk	48 10%	4 10%	4 12%	2 11%
Listen to or read an e-book	72 14% bcd	21 7% c	8 3%	29 5%	88 8%	370 14%	63 19% f	86 12% j	14 9%	14 6%	17 8%	323 16% hijk	24 5%	3 6%	1 4%	1 8%
Other	12 2%	4 1%	4 1%	7 1%	10 1%	42 2%	6 2%	7 1%	* *%	1 *%	1 *%	42 2%	6 1%	* 1%	1 4%	* 2%
None of these	6 1%	10 3% a	11 4% a	20 3% a	28 3%	35 1%	1 *%	13 2%	3 2%	3 1%	5 2%	23 1%	18 4%	1 2%	1 3%	1 4%
Don't know	8 1%	5 2%	5 2%	10 2%	19 2%	31 1%	2 1%	14 2% l	4 3% l	8 4% l	7 3% l	15 1%	7 1%	2 5% m	* 1%	* 3%
NOT ANSWERED [POSTAL ONLY]	* *%	1 *%	3 1% a	4 1%	4 *%	4 *%	- -%	1 *%	* *%	* *%	* *%	4 *%	3 1%	* *%	1 2%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
MESSAGING	488	258	171	430	875	2304	293	543	101	150	141	1910	364	33	21	12
	93% bcd	84% cd	62% c	74% c	81% c	90% c	90% c	79% ijk	68% ijk	71% ijk	67% ijk	93% hijk	74% o	81% o	61% o	73% o
WEB/ DATA ACCESS	472	218	135	353	784	2204	297	493	87	128	125	1856	300	25	19	9
	90% bcd	71% cd	49% c	60% c	73% c	86% c	91% f	72% ijk	58% ijk	61% ijk	59% ijk	91% hijk	61% hijk	61% hijk	56% hijk	58% hijk
ENTERTAINMENT	456	218	132	350	781	2200	296	491	88	127	130	1851	298	23	19	9
	87% bcd	71% cd	48% c	60% c	72% c	86% c	91% f	71% ijk	59% ijk	60% ijk	61% ijk	90% hijk	60% hijk	56% hijk	56% hijk	57% hijk
WATCHING AV CONTENT	311	114	48	162	485	1666	237	320	55	67	76	1429	136	12	8	5
	59% bcd	37% cd	17% c	28% c	45% c	65% c	73% f	47% ijk	37% ijk	32% ijk	36% ijk	70% hijk	28% hijk	30% hijk	24% hijk	30% hijk
VIDEO OR VOICE CALLS USING VOIP	310	133	71	204	475	1535	239	310	55	69	69	1350	176	14	8	5
	59% bcd	43% cd	26% c	35% c	44% c	60% c	73% f	45% jk	36% jk	33% jk	33% jk	66% hijk	36% hijk	33% hijk	24% hijk	33% hijk
LISTEN TO AUDIO CONTENT	264	88	34	122	403	1533	216	273	50	52	52	1328	102	8	7	4
	50% bcd	28% cd	12% c	21% c	37% c	60% c	66% f	40% jk	33% jk	25% jk	25% jk	65% hijk	21% hijk	20% hijk	22% hijk	24% hijk

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Make normal calls	169 79%	215 77%	197 83%	157 75%
Send/ receive SMS text messages	153 72%	197 71%	184 77% d	138 66%
Take photos	121 57%	159 57%	155 65% d	108 52%
Send/ receive emails	108 51%	138 49%	139 58% d	92 44%
General browsing/ surfing the internet	94 44%	117 42%	125 52% bd	75 36%
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	88 41%	135 48% d	131 55% ad	76 37%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	61 29%	70 25%	76 32% d	49 23%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	53 25%	72 26%	73 31%	47 23%
Accessing/ receiving news	78 36%	103 37%	104 44%	66 31%
Use your phone for Sat Nav or directions	66 31% d	63 23%	85 36% bd	41 20%
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	59 28%	91 33% d	94 39% ad	44 21%
Listen to music (not radio)	43 20% bd	29 10%	44 18% b	25 12%
Record video clips	40 19%	55 20%	60 25% d	32 15%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	54 25%	80 29% d	87 36% ad	38 18%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Checked in somewhere by scanning a QR code with the NHS COVID-19 Test and Trace app	51 24% d	64 23% abd	78 33% abd	33 16% d
Play games	15 7%	36 13% a	30 13% a	18 9%
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	24 11%	29 10%	32 13%	18 9%
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	20 9% b	10 4%	12 5%	16 8%
Accessing/ receiving sports/ team news/ scores	55 26% bd	19 7%	46 19% b	27 13% b
Listen to podcasts	16 8%	21 8%	25 10%	11 5%
Listen to radio	26 12% d	21 8%	35 15% bd	11 5%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Listen to or read an e-book	8 4%	16 6%	16 7%	7 3%
Other	6 3% bd	- -%	6 2% bd	- -%
None of these	12 6% b	6 2%	9 4%	9 4%
Don't know	2 1%	5 2%	3 1%	4 2%
NOT ANSWERED [POSTAL ONLY]	1 *%	2 1%	1 *%	2 1%
MESSAGING	156 73%	207 74%	191 80% d	145 70%
WEB/ DATA ACCESS	129 60%	170 61%	160 67% d	116 56%
ENTERTAINMENT	131 61%	167 60%	161 67% d	117 56%
WATCHING AV CONTENT	64 30%	72 26%	77 32%	53 25%
VIDEO OR VOICE CALLS USING VOIP	71 33%	106 38% d	110 46% ad	53 25%

Columns Tested: a,b,c,d

QD28A. Which, if any, of these activities do you use your mobile for? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
LISTEN TO AUDIO CONTENT	59	43	65	34
	28%	15%	27%	16%
	bd		bd	

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	234 45% bcd	110 37% c	63 28%	174 33%	408 41%	1141 46%	173 54% f	264 42% j	42 34%	60 33%	64 34%	958 48% hijk	148 34%	12 31%	7 25%	** **
General browsing/ surfing the internet	252 49% bcd	90 30% c	44 20%	134 26%	374 37%	1096 44%	157 49%	255 41% jk	46 37%	57 31%	56 30%	906 45% jk	113 26%	10 26%	7 23%	** **
Send/ receive SMS text messages	229 44%	131 44%	85 38%	216 42%	471 47%	1020 41%	160 50% f	280 45%	55 44%	78 43%	67 36%	821 41%	182 42%	16 42%	11 38%	** **
Make normal calls	216 42%	128 43%	91 41%	219 42%	451 45%	974 39%	160 50% f	274 44% l	52 42%	70 38%	80 44%	784 39%	188 43% n	11 27%	13 43%	** **
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	171 33% bcd	69 23%	43 19%	111 21%	292 29%	972 39%	163 51% f	191 31% k	31 25%	42 23%	37 20%	855 42% hijk	98 22% o	7 17%	3 9%	** **
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	163 32% bcd	57 19% c	22 10%	80 15%	287 29%	888 36%	130 41%	190 30% jk	34 28%	36 20%	39 21%	736 37% hijk	66 15%	8 19%	4 14%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Send/ receive emails	176 34% bcd	83 28%	57 25%	139 27%	335 33%	831 34%	136 43% f	213 34%	38 31%	56 30%	51 27%	682 34%	120 28%	9 22%	6 22%	** **
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	124 24% bcd	43 15%	19 9%	62 12%	246 25%	740 30%	147 46% f	157 25% jk	28 23%	29 16%	27 15%	631 31% hijk	54 12%	4 10%	2 7%	** **
Take photos	141 27% bcd	63 21%	35 16%	97 19%	276 28%	690 28%	117 37% f	159 25%	27 22%	37 20%	36 19%	571 28% jk	84 19%	4 10%	6 21%	** **
Accessing/ receiving news	155 30% bcd	58 20%	40 18%	99 19%	230 23%	683 28%	110 35% f	165 26% k	28 22%	38 21%	30 16%	578 29% jk	88 20%	4 9%	3 11%	** **
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	114 22% cd	53 18%	30 13%	83 16%	210 21%	588 24%	146 46% f	134 21% k	22 17%	28 15%	26 14%	549 27% hijk	72 17%	5 14%	2 8%	** **
Listen to music (not radio)	84 16% bcd	29 10% c	7 3%	35 7%	184 18%	614 25%	108 34% f	117 19%	24 20%	22 12%	24 13%	523 26% hjk	29 7%	3 7%	1 4%	** **
Play games	78 15% bcd	24 8%	14 6%	37 7%	190 19%	545 22%	91 29% f	129 21% j	22 18%	18 10%	33 18% j	417 21% j	31 7%	5 12%	1 3%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	41 8% bcd	10 4%	2 1%	13 2%	110 11%	369 15%	92 29% f	71 11% j	17 13% jk	11 6%	11 6%	326 16% hjk	10 2%	1 3%	1 3%	** **
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	62 12% bcd	15 5%	14 6%	29 6%	106 11%	375 15%	61 19%	72 12%	12 9%	15 8%	13 7%	307 15% hjk	27 6% o	2 5%	* *% *	** ** **
Listen to podcasts	58 11% bcd	11 4%	11 5%	22 4%	63 6%	358 15%	62 19% f	50 8%	9 7%	8 4%	9 5%	333 17% hijk	20 5%	1 2%	* *% *	** ** **
Record video clips	62 12% cd	26 9% c	6 3%	32 6%	123 12%	336 14%	75 24% f	76 12% j	12 9%	11 6%	18 10%	290 14% j	27 6%	3 8%	1 3%	** ** **
Use your phone for Sat Nav or directions	64 12% bcd	23 8% c	5 2%	28 5%	94 9%	260 11%	57 18% f	77 12%	15 12%	18 10%	18 10%	215 11%	23 5%	3 7%	1 5%	** ** **
Accessing/ receiving sports/ team news/ scores	59 11% c	29 10%	13 6%	41 8%	88 9%	250 10%	47 15% f	63 10%	8 7%	19 10%	13 7%	212 11%	38 9% o	2 5%	1 2%	** ** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
Listen to radio	52 10% bcd	13 4%	10 4%	22 4%	64 6%	245 10%	21 7%	37 6%	6 5%	11 6%	11 6%	209 10% hi	20 5%	* 1%	1 3%	** **
Listen to or read an e-book	30 6% d	11 4%	5 2%	17 3%	44 4%	155 6%	28 9%	50 8% j	8 6%	5 3%	9 5%	126 6%	14 3%	1 3%	* 1%	** **
Other	19 4%	16 6%	17 8% a	34 6% a	53 5%	92 4%	6 2%	31 5% l	8 6% l	11 6%	13 7% l	61 3%	28 6%	3 8%	1 4%	** **
None of these	53 10%	44 15% a	23 10%	68 13%	97 10%	222 9% g	11 3%	50 8%	10 8%	14 8%	21 11%	184 9%	56 13%	6 16%	4 14%	** **
Don't know	1 *%	2 1%	3 1% a	5 1%	6 1%	26 1%	5 2%	4 1%	* *%	1 1%	- -%	20 1%	4 1%	- -%	* 1%	** **
NOT ANSWERED [POSTAL ONLY]	22 4%	26 9% a	48 21% abd	74 14% ab	87 9%	103 4% g	1 *%	58 9% l	14 11% l	23 13% l	32 17% hl	54 3%	64 15%	5 11%	4 14%	** **
WEB/ DATA ACCESS	367 71% bcd	159 54% c	87 39%	246 47%	608 61%	1776 72%	252 79% f	381 61% jk	67 54%	94 51%	84 46%	1506 75% hijk	208 48%	18 46%	13 43%	** **
ENTERTAINMENT	288 56% bcd	109 37% c	58 26%	167 32%	498 50%	1490 60%	239 75% f	318 51% jk	57 46%	65 35%	69 37%	1262 63% hijk	140 32%	13 34%	8 29%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	564	408	168	528	1135	2998	338	628	124	152	154	2399	408	53	78	66
Total	515	296	223	519	1001	2468	318	626	124	183	185	2014	436	40	29	14
MESSAGING	306	165	106	272	590	1449	219	365	68	100	85	1193	230	19	14	**
	60%	56%	48%	52%	59%	59%	69%	58%	55%	55%	46%	59%	53%	49%	48%	**
	cd						f	k				k				
VIDEO OR VOICE CALLS USING VOIP	190	85	48	133	337	1050	188	210	34	46	42	939	116	9	4	**
	37%	29%	22%	26%	34%	43%	59%	34%	27%	25%	23%	47%	27%	22%	12%	**
	bcd						f	jk				hijk	o			
LISTEN TO AUDIO CONTENT	131	38	17	55	228	849	136	149	32	28	31	741	47	4	2	**
	25%	13%	7%	11%	23%	34%	43%	24%	26%	15%	17%	37%	11%	10%	8%	**
	bcd						f	j	j			hijk				
WATCHING AV CONTENT	137	46	20	66	270	826	165	173	31	33	30	706	57	4	3	**
	27%	16%	9%	13%	27%	33%	52%	28%	25%	18%	16%	35%	13%	11%	9%	**
	bcd	c					f	jk				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	52 27%	96 40% ad	87 39% ad	51 28%
General browsing/ surfing the internet	47 24%	66 27%	65 29%	41 23%
Send/ receive SMS text messages	74 38%	108 45%	94 42%	76 42%
Make normal calls	73 38%	114 47%	86 38%	90 50% ac
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	39 20%	59 24%	61 27% d	30 16%
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	23 12%	42 17%	38 17%	24 13%
Send/ receive emails	47 24%	73 30%	67 30%	45 25%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	26 13%	29 12%	23 10%	25 14%
Take photos	28 15%	56 23% a	51 23% a	29 16%
Accessing/ receiving news	37 19%	51 21%	51 23%	34 19%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	28 14%	44 18%	46 20%	24 13%
Listen to music (not radio)	16 8%	13 5%	15 7%	13 7%
Play games	11 6%	20 8%	17 7%	13 7%
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	7 3%	4 2%	5 2%	4 2%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	10 5%	16 7%	16 7%	9 5%
Listen to podcasts	7 4%	12 5%	14 6%	6 3%
Record video clips	12 6%	15 6%	17 7%	9 5%
Use your phone for Sat Nav or directions	11 6%	12 5%	15 7%	8 4%
Accessing/ receiving sports/ team news/ scores	31 16% bc	7 3%	20 9% b	17 10% b
Listen to radio	9 5%	11 4%	15 7% d	4 2%
Listen to or read an e-book	4 2%	10 4%	9 4%	5 3%
Other	17 9%	10 4%	15 7%	12 7%
None of these	36 19% bd	20 8%	32 14%	20 11%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	336	304	352	268
Effective Weighted Sample	219	199	237	175
Total	194	242	224	181
Don't know	1	3	2	*
	1%	1%	1%	*%
NOT ANSWERED [POSTAL ONLY]	19	45	21	30
	10%	18%	10%	17%
		ac		ac
WEB/ DATA ACCESS	83	125	120	77
	43%	51%	53%	43%
			ad	
ENTERTAINMENT	55	84	78	53
	29%	35%	35%	29%
MESSAGING	91	138	127	91
	47%	57%	57%	50%
		a	a	
VIDEO OR VOICE CALLS USING VOIP	45	71	72	36
	23%	30%	32%	20%
		d	ad	
LISTEN TO AUDIO CONTENT	24	23	26	19
	12%	9%	12%	10%
WATCHING AV CONTENT	27	29	24	26
	14%	12%	11%	15%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	234 44% bcd	110 36% cd	63 23% c	174 30% d	408 38% e	1141 45% f	173 53% g	264 39% h	42 28% i	60 29% j	64 30% k	958 47% l	148 30% m	12 30% n	7 21% o	6 35% p
General browsing/ surfing the internet	252 48% bcd	90 29% cd	44 16% c	134 23% d	374 35% e	1096 43% f	157 48% g	255 37% h	46 31% i	57 27% j	56 26% k	906 44% l	113 23% m	10 25% n	7 20% o	4 25% p
Send/ receive SMS text messages	229 43% cd	131 43% c	85 31% c	216 37% d	471 44% e	1020 40% f	160 49% g	280 41% h	55 37% i	78 37% j	67 32% k	821 40% l	182 37% m	16 40% n	11 33% o	6 40% p
Make normal calls	216 41% f	128 41% f	91 33% c	219 37% d	451 42% e	974 38% f	160 49% g	274 40% h	52 35% i	70 33% j	80 38% k	784 38% l	188 38% m	11 26% n	13 37% o	7 46% p
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	171 33% bcd	69 22% cd	43 15% c	111 19% d	292 27% e	972 38% f	163 50% g	191 28% h	31 21% i	42 20% j	37 18% k	855 42% l	98 20% m	7 17% n	3 8% o	4 23% p
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	163 31% bcd	57 19% cd	22 8% c	80 14% d	287 27% e	888 35% f	130 40% g	190 28% h	34 23% i	36 17% j	39 18% k	736 36% l	66 13% m	8 18% n	4 12% o	2 15% p

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Send/ receive emails	176 33% bcd	83 27%	57 21%	139 24%	335 31%	831 32%	136 42% f	213 31%	38 25%	56 26%	51 24%	682 33% k	120 24%	9 21%	6 19%	4 23%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	124 24% bcd	43 14% c	19 7%	62 11%	246 23%	740 29%	147 45% f	157 23% jk	28 19%	29 14%	27 13%	631 31% hijk	54 11%	4 10%	2 6%	2 12%
Take photos	141 27% bcd	63 20% c	35 13%	97 17%	276 26%	690 27%	117 36% f	159 23%	27 18%	37 18%	36 17%	571 28% hijk	84 17%	4 10%	6 18%	3 18%
Accessing/ receiving news	155 29% bcd	58 19%	40 15%	99 17%	230 21%	683 27%	110 34% f	165 24% k	28 19%	38 18%	30 14%	578 28% hijk	88 18%	4 9%	3 9%	4 22% no
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	114 22% cd	53 17% c	30 11%	83 14%	210 19%	588 23%	146 45% f	134 19% k	22 14%	28 13%	26 12%	549 27% hijk	72 15%	5 13%	2 7%	3 17%
Listen to music (not radio)	84 16% bcd	29 9% c	7 2%	35 6%	184 17%	614 24%	108 33% f	117 17% j	24 16%	22 11%	24 11%	523 26% hijk	29 6%	3 7%	1 4%	2 9%
Play games	78 15% bcd	24 8%	14 5%	37 6%	190 18%	545 21%	91 28% f	129 19% j	22 15%	18 9%	33 16%	417 20% j	31 6%	5 11% o	1 3%	1 8%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	41 8% bcd	10 3%	2 1%	13 2%	110 10%	369 14%	92 28% f	71 10% jk	17 11%	11 5%	11 5%	326 16% hjk	10 2%	1 3%	1 2%	* 1%
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	62 12% bcd	15 5%	14 5%	29 5%	106 10%	375 15%	61 19% f	72 11%	12 8%	15 7%	13 6%	307 15% hijk	27 5%	2 5%	* *%	1 4%
Listen to podcasts	58 11% bcd	11 4%	11 4%	22 4%	63 6%	358 14%	62 19% f	50 7%	9 6%	8 4%	9 4%	333 16% hijk	20 4%	1 2%	* *%	1 8% o
Record video clips	62 12% cd	26 9% c	6 2%	32 6%	123 11%	336 13%	75 23% f	76 11% j	12 8%	11 5%	18 9%	290 14% hijk	27 6%	3 7%	1 3%	1 5%
Use your phone for Sat Nav or directions	64 12% bcd	23 7% c	5 2%	28 5%	94 9%	260 10%	57 18% f	77 11%	15 10%	18 9%	18 9%	215 11%	23 5%	3 7%	1 4%	* 2%
Accessing/ receiving sports/ team news/ scores	59 11% cd	29 9% c	13 5%	41 7%	88 8%	250 10%	47 14% f	63 9%	8 5%	19 9%	13 6%	212 10%	38 8%	2 5%	1 2%	1 5%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Listen to radio	52 10% bcd	13 4%	10 4%	22 4%	64 6%	245 10%	21 7%	37 5%	6 4%	11 5%	11 5%	209 10% hijk	20 4%	* 1%	1 3%	1 6%
Listen to or read an e-book	30 6% cd	11 4%	5 2%	17 3%	44 4%	155 6%	28 8%	50 7% j	8 5%	5 2%	9 4%	126 6% j	14 3%	1 3%	* 1%	1 4%
Other	19 4%	16 5%	17 6%	34 6%	53 5%	92 4%	6 2%	31 4%	8 5%	11 5%	13 6% l	61 3%	28 6%	3 8%	1 4%	1 9%
None of these	53 10%	44 14% ac	23 8%	68 12%	97 9%	222 9% g	11 3%	50 7%	10 7%	14 7%	21 10%	184 9%	56 11%	6 15%	4 12%	1 6%
Don't know	1 *%	2 1%	3 1%	5 1%	6 1%	26 1%	5 2%	4 1%	* *%	1 1%	- -%	20 1%	4 1%	- -%	* 1%	- -%
NOT ANSWERED [POSTAL ONLY]	22 4%	26 8% a	48 17% ab	74 13% ab	87 8%	103 4% g	1 *%	58 8% l	14 9% l	23 11% l	32 15% hl	54 3%	64 13%	5 11%	4 12%	1 8%
WEB/ DATA ACCESS	367 70% bcd	159 52% cd	87 32%	246 42% c	608 56%	1776 69%	252 77% f	381 56% ijk	67 45%	94 44%	84 40%	1506 74% hijk	208 42%	18 44%	13 37%	7 45%
ENTERTAINMENT	288 55% bcd	109 35% cd	58 21%	167 29% c	498 46%	1490 58%	239 73% f	318 46% jk	57 38%	65 31%	69 33%	1262 62% hijk	140 28%	13 32%	8 25%	5 34%
MESSAGING	306 58% cd	165 54% cd	106 39%	272 46%	590 55%	1449 57%	219 67% f	365 53% k	68 45%	100 48%	85 40%	1193 58% hijk	230 47%	19 47%	14 41%	8 52%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
VIDEO OR VOICE CALLS USING VOIP	190	85	48	133	337	1050	188	210	34	46	42	939	116	9	4	4
	36%	27%	18%	23%	31%	41%	58%	31%	23%	22%	20%	46%	24%	21%	11%	26%
	bcd	c					f	jk				hijk	o			o
LISTEN TO AUDIO CONTENT	131	38	17	55	228	849	136	149	32	28	31	741	47	4	2	2
	25%	12%	6%	9%	21%	33%	42%	22%	21%	13%	15%	36%	9%	9%	7%	14%
	bcd	c					f	jk				hijk				
WATCHING AV CONTENT	137	46	20	66	270	826	165	173	31	33	30	706	57	4	3	2
	26%	15%	7%	11%	25%	32%	51%	25%	21%	16%	14%	34%	11%	11%	8%	12%
	bcd	c					f	jk				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Use IM/ instant Messaging (e.g. WhatsApp, Facebook messenger, Snapchat, iMessage)	52 24%	96 35% ad	87 36% ad	51 25%
General browsing/ surfing the internet	47 22%	66 24%	65 27%	41 20%
Send/ receive SMS text messages	74 34%	108 39%	94 40%	76 36%
Make normal calls	73 34%	114 41%	86 36%	90 43%
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	39 18%	59 21%	61 26% d	30 14%
Using social media e.g. Facebook, Twitter, LinkedIn, Snapchat, Instagram	23 11%	42 15%	38 16%	24 12%
Send/ receive emails	47 22%	73 26%	67 28%	45 22%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo or Facebook)	26 12%	29 10%	23 9%	25 12%
Take photos	28 13%	56 20%	51 21% ad	29 14%
Accessing/ receiving news	37 17%	51 18%	51 21%	34 16%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	28 13%	44 16%	46 19% d	24 12%
Listen to music (not radio)	16 8%	13 5%	15 6%	13 6%
Play games	11 5%	20 7%	17 7%	13 6%
Watching TV programmes/ films online e.g. Netflix, BBC iPlayer, Sky Go	7 3%	4 1%	5 2%	4 2%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Contactless mobile payment at point of sale/ checkouts e.g. Apple Pay, Google Wallet or contactless bank cards	10 5%	16 6%	16 7%	9 4%
Listen to podcasts	7 3%	12 4%	14 6%	6 3%
Record video clips	12 6%	15 6%	17 7%	9 5%
Use your phone for Sat Nav or directions	11 5%	12 4%	15 6%	8 4%
Accessing/ receiving sports/ team news/ scores	31 15% bcd	7 2%	20 8% b	17 8% b
Listen to radio	9 4%	11 4%	15 6% d	4 2%
Listen to or read an e-book	4 2%	10 4%	9 4%	5 2%
Other	17 8%	10 4%	15 6%	12 6%
None of these	36 17% bd	20 7%	32 13% b	20 9%

Columns Tested: a,b,c,d

QD28B. And which of these activities – if any – have you used your mobile phone for more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Don't know	1	3	2	*
	1%	1%	1%	*%
NOT ANSWERED [POSTAL ONLY]	19	45	21	30
	9%	16%	9%	15%
		ac		
WEB/ DATA ACCESS	83	125	120	77
	39%	45%	50%	37%
			ad	
ENTERTAINMENT	55	84	78	53
	26%	30%	33%	25%
MESSAGING	91	138	127	91
	43%	50%	53%	44%
			a	
VIDEO OR VOICE CALLS USING VOIP	45	71	72	36
	21%	26%	30%	17%
		d	ad	
LISTEN TO AUDIO CONTENT	24	23	26	19
	11%	8%	11%	9%
WATCHING AV CONTENT	27	29	24	26
	13%	10%	10%	13%

Columns Tested: a,b,c,d

QD28G. Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	743	523	136	659	1409	3896	437	973	203	175	185	3158	422	79	92	66
Effective Weighted Sample	501	304	86	372	911	2658	308	536	117	106	108	2187	290	34	51	53
Total	449	208	95	303	724	2145	294	437	85	102	100	1827	255	22	17	8
Messaging apps (e.g. WhatsApp, Facebook Messenger)	358	148	62	211	533	1758	219	337	63	76	72	1508	181	**	**	**
	80%	71%	66%	69%	74%	82%	74%	77%	74%	74%	73%	83%	71%	**	**	**
	bcd					g						hijk				
Banking	285	102	39	141	455	1601	212	305	59	56	61	1367	120	**	**	**
	63%	49%	41%	46%	63%	75%	72%	70%	69%	55%	61%	75%	47%	**	**	**
	bcd							j	j			hjk				
Social media (e.g. Facebook, Twitter, Instagram, Snapchat, LinkedIn)	272	91	31	122	429	1542	197	263	53	50	54	1330	102	**	**	**
	61%	44%	33%	40%	59%	72%	67%	60%	62%	49%	54%	73%	40%	**	**	**
	bcd							j	j			hijk				
Shopping (e.g. Amazon, Ocado, eBay)	241	85	34	119	415	1443	189	274	51	53	51	1220	99	**	**	**
	54%	41%	35%	39%	57%	67%	64%	63%	60%	52%	51%	67%	39%	**	**	**
	bcd							jk				jk				
Navigation/ Maps	269	92	34	127	348	1416	186	240	46	49	42	1248	108	**	**	**
	60%	44%	36%	42%	48%	66%	63%	55%	54%	48%	42%	68%	42%	**	**	**
	bcd							k				hijk				
Music	188	55	16	71	322	1294	173	221	47	33	41	1100	58	**	**	**
	42%	26%	16%	23%	44%	60%	59%	51%	55%	32%	41%	60%	23%	**	**	**
	bcd							j	jk			hjk				
NHS COVID-19 Test and Trace app	224	110	49	159	331	1094	108	220	43	51	41	910	137	**	**	**
	50%	53%	51%	52%	46%	51%	37%	50%	50%	50%	41%	50%	54%	**	**	**
						g										

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QD28G. Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	743	523	136	659	1409	3896	437	973	203	175	185	3158	422	79	92	66
Effective Weighted Sample	501	304	86	372	911	2658	308	536	117	106	108	2187	290	34	51	53
Total	449	208	95	303	724	2145	294	437	85	102	100	1827	255	22	17	8
News/ newspapers	195	71	40	111	257	982	149	182	40	42	33	871	98	**	**	**
	43%	34%	42%	37%	36%	46%	51%	42%	47%	41%	33%	48%	38%	**	**	**
	bd								k			hk				
Payment services (e.g. Apple Pay, PayPal)	146	43	20	63	255	983	134	181	35	31	33	828	55	**	**	**
	33%	21%	21%	21%	35%	46%	46%	41%	41%	30%	33%	45%	21%	**	**	**
	bcd							j				jk				
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	118	38	13	50	248	937	160	159	33	25	27	813	44	**	**	**
	26%	18%	13%	17%	34%	44%	54%	36%	38%	24%	28%	44%	17%	**	**	**
	bcd						f	j	j			hjk				
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)	97	23	8	30	235	928	152	176	34	22	36	778	25	**	**	**
	22%	11%	8%	10%	32%	43%	52%	40%	40%	22%	36%	43%	10%	**	**	**
	bcd						f	j	j		j	j				
Games	128	39	14	52	281	946	129	182	33	23	36	768	42	**	**	**
	29%	19%	14%	17%	39%	44%	44%	42%	38%	22%	36%	42%	17%	**	**	**
	bcd							j	j		j	j				
Health and fitness apps (e.g. Strava)	95	28	8	36	124	666	84	91	20	15	10	602	31	**	**	**
	21%	14%	8%	12%	17%	31%	29%	21%	23%	14%	10%	33%	12%	**	**	**
	bcd							k	k			hijk				
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QD28G. Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	743	523	136	659	1409	3896	437	973	203	175	185	3158	422	79	92	66
Effective Weighted Sample	501	304	86	372	911	2658	308	536	117	106	108	2187	290	34	51	53
Total	449	208	95	303	724	2145	294	437	85	102	100	1827	255	22	17	8
Apps to order food/ drink for the table at a pub/ bar/ restaurant	79 18% bcd	21 10%	8 8%	29 10%	121 17%	609 28% g	63 21%	91 21%	18 21%	14 14%	15 16%	511 28% hjk	25 10%	** **	** **	** **
Taxi booking (e.g. Uber, Ola)	60 13% bd	10 5%	11 11% b	21 7%	105 14%	515 24% f	104 35%	80 18% j	13 15%	9 9%	14 14%	466 26% hijk	19 7%	** **	** **	** **
Any other COVID-19 apps (e.g. symptom checker)	50 11%	28 13%	17 18%	45 15%	87 12%	272 13%	30 10%	59 13%	10 12%	15 14%	9 9%	220 12%	40 16%	** **	** **	** **
None of these	12 3%	20 9% a	10 10% a	29 10% a	38 5%	50 2%	8 3%	18 4% l	5 6% l	6 6% l	7 7% l	40 2% l	24 9%	** **	** **	** **
Don't know	- -%	* *%	- -%	* *%	3 *%	11 1%	7 2% f	2 1%	1 1%	1 1%	2 2%	9 *%	* *%	** **	** **	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QD28G. Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	236	185	261	152
Effective Weighted Sample	158	134	190	95
Total	126	129	154	92
Messaging apps (e.g. WhatsApp, Facebook Messenger)	84 67%	97 75% d	117 76% d	57 61%
Banking	69 55% b	51 39%	69 45%	48 52% b
Social media (e.g. Facebook, Twitter, Instagram, Snapchat, LinkedIn)	48 38%	54 42%	61 40%	35 38%
Shopping (e.g. Amazon, Ocado, eBay)	51 40%	48 38%	63 41%	35 37%
Navigation/ Maps	58 46%	50 39%	74 48% d	31 34%
Music	36 29% b	22 17%	37 24%	19 21%
NHS COVID-19 Test and Trace app	70 55%	67 52%	88 57%	44 48%
News/ newspapers	51 41%	47 36%	64 42%	34 36%
Payment services (e.g. Apple Pay, PayPal)	33 26%	22 17%	35 22%	18 19%

Columns Tested: a,b,c,d

QD28G. Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	236	185	261	152
Effective Weighted Sample	158	134	190	95
Total	126	129	154	92
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	26 21%	18 14%	28 18%	16 17%
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)	15 12%	11 8%	15 10%	9 10%
Games	15 12%	27 21%	29 19%	11 12%
Health and fitness apps (e.g. Strava)	18 15%	13 10%	20 13%	9 10%
Apps to order food/ drink for the table at a pub/ bar/ restaurant	16 13%	9 7%	17 11%	8 9%
Taxi booking (e.g. Uber, Ola)	8 6%	11 9%	9 6%	8 9%
Any other COVID-19 apps (e.g. symptom checker)	18 14%	22 17%	32 20%	8 8%
None of these	11 9%	13 10%	15 10%	9 9%
Don't know	* *%	- -%	- -%	* *%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE1. Does your household have any type of PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Yes - PC	192	119	90	209	348	886	101	241	55	77	57	727	180	12	12	5
	37%	39%	33%	36%	32%	35%	31%	35% k	37%	37%	27%	36% k	37%	30%	34%	31%
Yes - laptop	384	212	132	344	650	1885	255	412	80	112	109	1616	289	27	20	9
	73% cd	69% cd	48% c	59% c	60%	74%	78%	60% k	53%	53%	51%	79% hijk	59%	65%	58%	58%
Yes - netbook	34	11	3	14	40	125	14	34	5	9	12	100	11	*	1	*
	6% bcd	4%	1%	2%	4%	5%	4%	5%	3%	4%	6%	5%	2%	1%	4%	3%
Yes - tablet computer e.g. iPad	340	195	127	321	561	1489	157	371	72	103	108	1232	268	27	19	8
	65% cd	63% cd	46% c	55% c	52%	58% g	48%	54%	48%	49%	51%	60% hijk	54%	65%	55%	48%
TOTAL 'YES'	491	289	209	498	915	2344	291	577	115	168	164	1938	420	37	29	12
	93% cd	94% cd	76% c	85% c	85%	91%	89%	84% i	77%	80%	78%	95% hijk	85%	90% p	83%	77%
PC ONLY	26	17	20	37	67	132	14	41	9	15	12	101	32	2	2	1
	5%	5%	7%	6%	6%	5%	4%	6%	6%	7%	5%	5%	6%	6%	5%	5%
LAPTOP ONLY	88	55	42	98	207	551	91	115	24	35	30	465	83	6	6	2
	17%	18%	15%	17%	19%	21%	28% f	17%	16%	17%	14%	23% hk	17%	16%	17%	14%
TABLET ONLY	39	30	36	66	120	184	12	73	14	20	29	116	56	5	4	1
	7%	10%	13% a	11% a	11%	7% g	4%	11% l	9%	9%	14% l	6%	11%	12%	11%	8%
No	26	19	65	84	157	188	25	105	35	43	47	97	71	4	5	4
	5%	6%	23% abd	14% ab	15%	7%	8%	15% l	23% hl	20% l	22% hl	5%	14%	10%	16%	23% n

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE1. Does your household have any type of PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Don't know	5	-	-	-	7	25	9	2	*	-	*	11	-	-	-	-
	1%	-%	-%	-%	1%	1%	3%	*%	*%	-%	*%	1%	-%	-%	-%	-%
	bd						f									
NOT ANSWERED [POSTAL ONLY]	4	-	2	2	2	6	-	3	-	-	*	2	2	-	*	-
	1%	-%	1%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%	1%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE1. Does your household have any type of PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Yes - PC	91	89	112	59
	43%	32%	47%	28%
	bd		bd	
Yes - laptop	131	158	163	106
	61%	57%	69%	51%
	d		bd	
Yes - netbook	7	4	6	6
	3%	1%	2%	3%
Yes - tablet computer e.g. iPad	126	142	153	99
	59%	51%	64%	47%
	d		bd	
TOTAL 'YES'	190	230	224	166
	89%	83%	94%	79%
	d		bd	
PC ONLY	14	18	16	14
	7%	6%	7%	7%
LAPTOP ONLY	34	49	37	38
	16%	18%	16%	18%
TABLET ONLY	23	33	16	29
	11%	12%	7%	14%
				c
No	22	48	15	42
	10%	17%	6%	20%
		ac		ac
NOT ANSWERED [POSTAL ONLY]	2	-	-	2
	1%	-%	-%	1%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE2. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc)? IF YES - And do you personally use the internet at home? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Yes – have access and use at home	494	284	190	474	909	2353	289	566	115	164	151	1939	399	36	26	12
	94%	92%	69%	81%	84%	92%	89%	82%	77%	78%	71%	95%	81%	88%	76%	76%
	cd	cd		c				k				hijk				
Yes – have access but don't use at home	5	8	22	30	44	51	7	31	7	9	17	29	23	2	3	1
	1%	3%	8%	5%	4%	2%	2%	4%	4%	4%	8%	1%	5%	6%	10%	7%
			ab	a				l	l	l	l					
No do not have access at home	19	15	53	69	103	116	18	76	27	32	37	62	61	1	4	2
	4%	5%	19%	12%	10%	5%	6%	11%	18%	15%	17%	3%	12%	4%	11%	15%
			abd	ab				l	hl	l	hl		n			n
Don't know	4	1	10	11	24	39	12	11	1	6	6	18	9	1	1	*
	1%	*%	4%	2%	2%	2%	4%	2%	1%	3%	3%	1%	2%	3%	2%	1%
			ab	b			f			l	l					
NOT ANSWERED [POSTAL ONLY]	4	-	*	*	*	4	-	3	-	-	*	-	-	-	*	-
	1%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	1%	-%
	d							l								
INTERNET ACCESS AT HOME																
YES	499	292	212	504	952	2404	296	596	122	173	168	1968	422	39	30	13
	95%	95%	77%	86%	88%	94%	91%	87%	81%	82%	80%	96%	86%	94%	86%	83%
	cd	cd		c		g		k				hijk				
NO	19	15	53	69	103	116	18	76	27	32	37	62	61	1	4	2
	4%	5%	19%	12%	10%	5%	6%	11%	18%	15%	17%	3%	12%	4%	11%	15%
			abd	ab				l	hl	l	hl		n			n

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE2. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc)? IF YES - And do you personally use the internet at home? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Yes – have access and use at home	185	214	217	154
	87%	77%	91%	74%
	bd		bd	
Yes – have access but don't use at home	3	20	6	17
	1%	7%	2%	8%
		ac		ac
No do not have access at home	24	37	15	33
	11%	13%	6%	16%
		c		c
Don't know	1	8	1	4
	1%	3%	*%	2%
		c		
INTERNET ACCESS AT HOME				
YES	188	234	222	171
	88%	84%	93%	82%
			bd	
NO	24	37	15	33
	11%	13%	6%	16%
		c		c

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

IN6. Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Your workplace	245	33	2	34	179	1205	158	132	32	20	13	1126	29	3	2	1
	47%	11%	1%	6%	17%	47%	48%	19%	22%	10%	6%	55%	6%	8%	5%	6%
	bcd	cd		c				jk	jk			hijk				
In someone else's home	210	117	55	172	358	1083	115	248	43	53	52	876	146	14	8	4
	40%	38%	20%	29%	33%	42%	35%	36%	29%	25%	25%	43%	30%	34%	23%	23%
	cd	cd		c		g		jk				hijk				
While travelling	247	125	52	177	323	1033	131	217	44	53	46	902	148	16	8	4
	47%	41%	19%	30%	30%	40%	40%	32%	29%	25%	22%	44%	30%	39%	23%	27%
	bcd	cd		c				k				hijk		o		
In cafés/ restaurants/ pubs/ bars	201	79	25	104	236	919	89	181	35	42	34	774	87	8	6	3
	38%	26%	9%	18%	22%	36%	27%	26%	24%	20%	16%	38%	18%	19%	18%	19%
	bcd	cd		c		g		k				hijk				
In shops or shopping centres	155	59	16	74	204	668	94	144	27	27	30	571	59	9	4	2
	30%	19%	6%	13%	19%	26%	29%	21%	18%	13%	14%	28%	12%	23%	11%	12%
	bcd	cd		c				jk				hijk		m		
On public transport	127	53	19	72	183	624	92	131	25	30	20	535	60	6	4	2
	24%	17%	7%	12%	17%	24%	28%	19%	16%	14%	9%	26%	12%	14%	13%	11%
	bcd	cd		c				k				hijk				
Outdoor areas such as parks	148	58	23	81	179	620	72	129	25	27	26	537	71	4	5	2
	28%	19%	8%	14%	17%	24%	22%	19%	17%	13%	12%	26%	14%	10%	13%	12%
	bcd	cd										hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

IN6. Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
In leisure centres/ gyms/ sports grounds	32 6% cd	10 3%	4 1%	15 2%	45 4%	238 9%	41 13% f	37 5%	10 7% k	8 4%	4 2%	215 11% hjk	12 2%	2 4%	* 1%	1 3%
School/ college/ University	13 2% d	3 1%	2 1%	5 1%	40 4%	199 8%	52 16% f	27 4%	9 6% j	2 1%	4 2%	179 9% hjk	4 1%	* *%	1 2%	- -%
Library	26 5%	14 4%	6 2%	19 3%	55 5%	139 5%	48 15% f	43 6%	10 7%	12 6%	8 4%	119 6%	15 3%	3 7%	1 4%	* 1%
Internet café	21 4% cd	9 3% c	* *%	9 2%	35 3%	109 4%	22 7% f	23 3%	4 2%	2 1%	5 3%	96 5% j	9 2%	* 1%	* *%	* *%
UK culture centre/ Learn Direct/ other online learning centres	3 1%	3 1%	* *%	3 1%	9 1%	24 1%	10 3% f	7 1%	1 1%	1 *%	1 *%	19 1%	2 *%	1 2%	- -%	- -%
Other	3 1%	10 3% a	7 3% a	17 3% a	20 2%	31 1%	3 1%	14 2%	1 1%	6 3%	3 2%	24 1%	15 3%	2 4%	1 2%	* 2%
No, do not	114 22%	111 36% a	178 65% abd	289 50% ab	449 42%	591 23%	66 20%	270 39% l	72 48% l	109 52% hl	123 58% hl	377 18%	246 50%	17 40%	18 53%	8 52%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

IN6. Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	4	1	7	8	8	10	-	11	4	2	2	1	7	*	1	-
	1%	*%	3%	1%	1%	*%	-%	2%	3%	1%	1%	*%	2%	*%	2%	-%
			b					l	l	l	l					
EVER USE INTERNET AT HOME OR ELSEWHERE	499	287	195	482	940	2398	307	584	117	168	156	1971	405	37	27	13
	95%	93%	71%	83%	87%	94%	94%	85%	78%	80%	74%	96%	82%	91%	79%	79%
	cd	cd		c				k				hijk				
EVER USE INTERNET ELSEWHERE BUT NOT AT HOME	5	3	4	8	31	45	18	18	2	4	5	32	6	1	1	*
	1%	1%	2%	1%	3%	2%	5%	3%	2%	2%	2%	2%	1%	2%	3%	3%
							f									

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

IN6. Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Your workplace	18	10	21	7
	9%	4%	9%	3%
	bd		bd	
In someone else's home	60	86	84	55
	28%	31%	35%	26%
			d	
While travelling	72	76	96	50
	34%	27%	40%	24%
	d		bd	
In cafés/ restaurants/ pubs/ bars	44	43	54	30
	21%	15%	22%	14%
			d	
In shops or shopping centres	27	32	37	20
	13%	12%	15%	9%
On public transport	26	34	42	16
	12%	12%	17%	8%
			d	
Outdoor areas such as parks	35	36	48	21
	16%	13%	20%	10%
			bd	
In leisure centres/ gyms/ sports grounds	7	5	9	2
	3%	2%	4%	1%
School/ college/ University	3	1	2	2
	1%	*%	1%	1%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

IN6. Do you ever access the internet anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Library	7 3%	7 3%	6 3%	7 3%
Internet café	4 2%	4 2%	5 2%	3 1%
UK culture centre/ Learn Direct/ other online learning centres	1 *%	1 *%	1 1%	* *%
Other	9 4%	6 2%	9 4%	5 2%
No, do not	97 46%	149 53%	92 39%	122 58%
		c		ac
NOT ANSWERED [POSTAL ONLY]	* *%	7 3%	2 1%	1 1%
		a		
EVER USE INTERNET AT HOME OR ELSEWHERE	188 88%	217 78%	221 93%	155 74%
	bd		bd	
EVER USE INTERNET ELSEWHERE BUT NOT AT HOME	3 1%	3 1%	4 2%	1 1%

Columns Tested: a,b,c,d

QE58. How many people in your household share the internet connection? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
1	69	56	50	106	162	320	28	117	21	37	32	222	84	10	9	**
	15%	23%	37%	28%	20%	14%	10%	24%	21%	29%	26%	12%	27%	30%	38%	**
	a	ab	ab	a		g		l	l	l	l					
2	256	175	77	252	432	1111	106	242	50	67	66	915	212	20	14	**
	55%	72%	57%	67%	54%	50%	37%	49%	49%	52%	52%	49%	68%	63%	57%	**
		ac		a		g										
3	86	11	7	18	111	345	67	67	18	16	17	299	15	2	1	**
	18%	4%	5%	5%	14%	15%	23%	14%	18%	12%	14%	16%	5%	6%	3%	**
	bcd					f										
4	46	2	-	2	61	314	42	47	9	6	6	284	2	*	-	**
	10%	1%	-%	*%	8%	14%	14%	10%	9%	5%	5%	15%	*%	*%	-%	**
	bcd											hijk				
5 or more	8	-	1	1	39	146	45	19	4	2	4	150	-	-	1	**
	2%	-%	*%	*%	5%	7%	16%	4%	4%	1%	3%	8%	-%	-%	2%	**
	bd					f						hj			m	
Don't know	*	*	-	*	1	1	-	2	-	1	1	-	*	-	-	**
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	1%	-%	*%	-%	-%	**
								l		l	l					
Mean number of people	2.3	1.8	1.7	1.8	2.3	2.5	3.0	2.2	2.3	2.0	2.1	2.6	1.8	1.8	1.7	**
	bcd	c					f	j	j			hijk				
Standard deviation	.92	.52	.61	.56	1.12	1.16	1.58	1.10	1.04	.87	1.02	1.23	.54	.57	.75	**
Standard error	.03	.02	.04	.02	.03	.02	.08	.03	.07	.06	.07	.02	.02	.06	.07	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE58. How many people in your household share the internet connection? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
1	28	56	41	38
	19%	34%	23%	32%
		ac		a
2	109	102	130	74
	73%	63%	73%	62%
	bd		bd	
3	10	5	9	6
	7%	3%	5%	5%
4	2	-	-	2
	1%	-%	-%	1%
Don't know	*	-	-	*
	*%	-%	-%	*%
Mean number of people	1.9	1.7	1.8	1.8
	bd		b	
Standard deviation	.54	.52	.49	.60
Standard error	.03	.03	.03	.04
Columns Tested: a,b,c,d				

QE59. Which of these – if any – is your home internet connection used for? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Working from home	239	48	17	66	163	1189	176	166	37	29	15	1102	57	4	3	**
	51%	20%	13%	17%	20%	53%	61%	34%	36%	22%	12%	59%	18%	12%	13%	**
	bcd						f	jk	jk	k		hijk				
Ordinary school work/ homework	55	6	2	8	152	612	127	113	28	12	18	539	6	1	*	**
	12%	2%	2%	2%	19%	27%	44%	23%	27%	9%	14%	29%	2%	2%	2%	**
	bcd						f	jk	jk			hjk				
Distance learning due to Covid-19 (e.g. video lessons with a teacher)	68	8	5	13	132	585	107	103	25	13	14	529	9	2	1	**
	15%	3%	4%	4%	16%	26%	37%	21%	25%	10%	11%	28%	3%	7%	5%	**
	bcd						f	jk	jk			hjk				
ANY OF THESE	260	55	21	76	287	1434	231	229	48	36	30	1295	63	6	4	**
	56%	23%	16%	20%	36%	64%	80%	46%	47%	28%	24%	69%	20%	20%	18%	**
	bcd						f	jk	jk			hijk				
None of these	207	188	113	301	518	804	57	265	55	93	97	575	249	25	20	**
	44%	77%	84%	80%	64%	36%	20%	54%	53%	72%	76%	31%	80%	80%	82%	**
		a	a	a		g		l	l	hil	hil					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE59. Which of these – if any – is your home internet connection used for? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
Working from home	34	23	42	14
	23%	14%	23%	12%
	d		bd	
Ordinary school work/ homework	4	3	4	3
	2%	2%	2%	2%
Distance learning due to Covid-19 (e.g. video lessons with a teacher)	4	4	6	3
	3%	3%	3%	2%
ANY OF THESE	36	27	45	18
	24%	16%	25%	15%
	d		bd	
None of these	113	136	135	103
	76%	84%	75%	85%
		c		ac

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

S1BBC. Please think about how much time you spend online across a typical week. Please think about the time using social media and messaging, watching films, TV programmes and videos online, playing games online, on video calls, searching for information online, doing schoolwork or working from home. This could be using a mobile phone, laptop, tablet (like an iPad), computer, games console or Smart TV. Please think about weekdays and weekends, either at home or anywhere else. How many hours in a typical week would you say you spend online? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None	31 6%	30 10% a	91 33% abd	121 21% ab	169 16%	196 8%	23 7%	127 19% l	42 28% hl	54 26% hl	66 31% hl	91 4%	102 21%	6 15%	9 26%	5 29%
Up to 2 hours	37 7%	30 10%	34 12% a	64 11% a	101 9%	141 5%	13 4%	56 8% l	16 11% l	23 11% l	19 9% l	93 5%	53 11%	4 10%	3 9%	3 21% mo
3 to 5 hours	37 7%	28 9%	24 9%	52 9%	84 8%	138 5%	18 6%	43 6%	7 4%	13 6%	16 7%	111 5%	46 9%	3 8%	3 7%	1 6%
6 to 8 hours	44 8%	48 16% a	31 11%	80 14% a	128 12%	229 9%	38 12%	72 10%	8 5%	19 9%	21 10%	188 9%	71 14% o	5 12%	2 6%	2 11%
9 to 11 hours	51 10%	21 7%	18 6%	39 7%	82 8%	208 8%	39 12% f	48 7%	7 4%	14 7%	10 5%	178 9%	32 6%	3 8%	3 10%	* 2%
12 to 15 hours	61 12%	38 12%	24 9%	62 11%	113 10%	249 10%	38 12%	54 8%	11 7%	23 11%	14 7%	215 11% h	50 10%	5 13%	5 15%	2 10%
16 to 22 hours	59 11%	36 12%	19 7%	55 9%	110 10%	269 10%	28 9%	71 10%	14 10%	18 8%	14 7%	212 10%	44 9%	5 12%	4 12%	2 14%
Over 22 hours	197 37% bcd	73 24% cd	27 10%	100 17% c	260 24%	1057 41%	123 38%	198 29% jk	44 29%	43 21%	45 21%	907 44% hijk	85 17% p	9 22% p	5 14%	1 7%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

S1BBC. Please think about how much time you spend online across a typical week. Please think about the time using social media and messaging, watching films, TV programmes and videos online, playing games online, on video calls, searching for information online, doing schoolwork or working from home. This could be using a mobile phone, laptop, tablet (like an iPad), computer, games console or Smart TV. Please think about weekdays and weekends, either at home or anywhere else. How many hours in a typical week would you say you spend online? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70	
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16	
Don't know/ unsure	9	4	*	4	26	73	6	16	2	2	7	50	4	-	*	-	
	2%	1%	*%	1%	2%	3%	2%	2%	1%	1%	3%	2%	1%	-%	*%	-%	
NOT ANSWERED [POSTAL ONLY]	-	1	6	7	7	4	-	2	-	2	-	3	6	*	*	-	
	-%	*%	2%	1%	1%	*%	-%	*%	-%	1%	-%	*%	1%	1%	1%	-%	
			ab	a													

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

S1BBC. Please think about how much time you spend online across a typical week. Please think about the time using social media and messaging, watching films, TV programmes and videos online, playing games online, on video calls, searching for information online, doing schoolwork or working from home. This could be using a mobile phone, laptop, tablet (like an iPad), computer, games console or Smart TV. Please think about weekdays and weekends, either at home or anywhere else. How many hours in a typical week would you say you spend online? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
None	33	68	20	63
	16%	24%	8%	30%
	c	ac		ac
Up to 2 hours	23	30	25	23
	11%	11%	10%	11%
3 to 5 hours	21	24	16	23
	10%	9%	7%	11%
6 to 8 hours	30	41	36	28
	14%	15%	15%	13%
9 to 11 hours	10	22	23	8
	5%	8%	10%	4%
			ad	
12 to 15 hours	31	19	29	20
	14%	7%	12%	10%
	b			
16 to 22 hours	20	24	29	15
	9%	9%	12%	7%
Over 22 hours	43	42	54	26
	20%	15%	23%	12%
	d		bd	
Don't know/ unsure	1	3	2	1
	1%	1%	1%	1%
NOT ANSWERED [POSTAL ONLY]	1	6	4	2
	*%	2%	2%	1%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

S1ABBC. What number from 1 to 10 best describes you, where 1 is someone who goes online only sometimes, perhaps to check messages or to look up something specific, 10 is someone who is always online for social media or messaging, watching online videos, finding information online, and so on? (SINGLE CODE)

Base : Those who spend time online in a typical week

		AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
		55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total		847	684	250	934	1751	4351	462	1143	234	239	255	3433	606	111	132	85
Effective Weighted Sample		562	394	158	524	1111	2965	328	633	128	146	157	2373	412	47	72	64
Total		494	278	178	455	899	2354	301	554	107	155	144	1946	384	35	25	11
1	(1.0)	23 5%	19 7%	38 21% abd	57 12% ab	73 8%	86 4%	9 3%	45 8% l	14 13% l	20 13% l	18 12% l	50 3% n	52 13% n	1 2%	3 11%	** **
2	(2.0)	20 4%	18 7%	17 9% a	35 8% a	52 6%	61 3%	9 3%	22 4% l	5 4%	6 4%	9 6% l	45 2%	30 8%	3 8%	1 5%	** **
3	(3.0)	35 7%	27 10%	24 14% a	51 11% a	75 8%	120 5%	15 5%	39 7% l	5 5%	17 11% l	13 9% l	92 5%	39 10%	9 26% mo	2 8%	** **
4	(4.0)	51 10%	31 11%	11 6%	42 9%	67 7%	164 7%	14 5%	49 9%	5 5%	16 10%	11 8%	131 7%	35 9%	3 8%	3 13%	** **
5	(5.0)	85 17%	62 22%	27 15%	89 19%	141 16%	302 13%	35 11%	72 13%	11 10%	24 16%	17 12%	258 13%	71 19%	10 29%	5 21%	** **
6	(6.0)	68 14%	31 11%	18 10%	50 11%	87 10%	221 9%	32 11%	48 9%	10 9%	12 8%	14 10%	192 10%	43 11%	3 8%	2 9%	** **
7	(7.0)	77 16% bcd	29 11%	16 9%	46 10%	113 13%	373 16%	49 16%	67 12%	9 8%	16 10%	11 8%	332 17% hijk	38 10%	3 8%	4 15%	** **
8	(8.0)	56 11%	33 12% c	11 6%	44 10%	118 13%	428 18%	47 15%	87 16%	23 21%	21 13%	19 13%	356 18%	39 10%	3 8%	1 5%	** **
9	(9.0)	22 5% bd	5 2%	4 2%	8 2%	39 4%	186 8%	21 7%	31 6%	8 8% k	6 4%	4 2%	148 8% k	6 2%	1 2%	1 5%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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S1ABBC. What number from 1 to 10 best describes you, where 1 is someone who goes online only sometimes, perhaps to check messages or to look up something specific, 10 is someone who is always online for social media or messaging, watching online videos, finding information online, and so on? (SINGLE CODE)

Base : Those who spend time online in a typical week

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	847	684	250	934	1751	4351	462	1143	234	239	255	3433	606	111	132	85
Effective Weighted Sample	562	394	158	524	1111	2965	328	633	128	146	157	2373	412	47	72	64
Total	494	278	178	455	899	2354	301	554	107	155	144	1946	384	35	25	11
10	(10.0)	56	23	10	33	133	413	93	17	17	28	339	30	1	2	**
		11%	8%	6%	7%	15%	18%	17%	16%	11%	19%	17%	8%	2%	8%	**
		cd					f				j					
NOT ANSWERED [POSTAL ONLY]	-	*	1	1	2	1	1	-	-	-	-	3	1	-	*	**
	-%	*%	1%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%	**
			a													
Mean score	6.0	5.4	4.4	5.0	5.9	6.8	7.0	6.2	6.2	5.4	5.8	6.8	5.0	4.8	5.3	**
	bcd	cd		c				j	j			hijk				
Standard deviation	2.43	2.44	2.71	2.59	2.75	2.46	2.49	2.78	3.00	2.80	3.04	2.35	2.65	2.03	2.60	**
Standard error	.08	.09	.17	.08	.07	.04	.12	.08	.20	.18	.19	.04	.11	.19	.23	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

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S1ABBC. What number from 1 to 10 best describes you, where 1 is someone who goes online only sometimes, perhaps to check messages or to look up something specific, 10 is someone who is always online for social media or messaging, watching online videos, finding information online, and so on? (SINGLE CODE)

Base : Those who spend time online in a typical week

		65+ AGE GROUP ENGLAND			
		MALE	FEMALE	ABC1	C2DE
Significance Level: 95%		a	b	c	d
Unweighted total		324	281	348	237
Effective Weighted Sample		218	199	253	158
Total		179	205	214	144
1	(1.0)	24 13%	28 14%	20 9%	21 14%
2	(2.0)	17 9%	13 7%	17 8%	11 8%
3	(3.0)	19 11%	20 10%	24 11%	13 9%
4	(4.0)	13 7%	22 11%	17 8%	15 10%
5	(5.0)	32 18%	39 19%	41 19%	29 20%
6	(6.0)	20 11%	24 12%	21 10%	22 15%
7	(7.0)	16 9%	22 11%	25 12%	13 9%
8	(8.0)	19 11%	20 10%	28 13% d	10 7%
9	(9.0)	4 2%	3 1%	5 2%	2 1%
10	(10.0)	15 9%	14 7%	17 8%	8 6%
NOT ANSWERED [POSTAL ONLY]		1 1%	- -%	- -%	- -%
Mean score		5.0	5.0	5.3 d	4.8
Standard deviation		2.73	2.58	2.60	2.50
Columns Tested: a,b,c,d					

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S1ABBC. What number from 1 to 10 best describes you, where 1 is someone who goes online only sometimes, perhaps to check messages or to look up something specific, 10 is someone who is always online for social media or messaging, watching online videos, finding information online, and so on? (SINGLE CODE)

Base : Those who spend time online in a typical week

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	324	281	348	237
Effective Weighted Sample	218	199	253	158
Total	179	205	214	144
Standard error	.15	.15	.14	.16
Columns Tested:	a,b,c,d			

QE23. And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Several times a day	407	184	83	267	635	1991	240	391	76	91	86	1694	224	19	18	**
	88%	77%	68%	74%	80%	89%	81%	81%	77%	73%	74%	90%	75%	60%	82%	**
	bcd	c				g		jk				hijk	n		n	
About once a day	36	21	22	44	67	109	21	41	6	17	11	83	34	6	2	**
	8%	9%	18%	12%	8%	5%	7%	8%	6%	14%	10%	4%	12%	20%	8%	**
			ab	a				l		hil	l					
Several times a week	17	22	11	33	55	82	22	24	7	8	7	65	25	5	2	**
	4%	9%	9%	9%	7%	4%	7%	5%	7%	7%	6%	3%	9%	16%	10%	**
		a	a	a			f		l							
At least once a week	3	6	2	8	12	20	8	9	4	2	3	14	7	*	*	**
	1%	2%	1%	2%	1%	1%	3%	2%	4%	2%	3%	1%	2%	1%	1%	**
		a		a			f	l	l		l					
Less often	1	2	2	3	12	14	3	8	5	2	5	8	3	-	-	**
	*%	1%	1%	1%	2%	1%	1%	2%	5%	2%	4%	*%	1%	-%	-%	**
								l	hl	l	l					
Never	1	1	2	3	6	6	2	4	2	3	2	4	1	1	-	**
	*%	*%	2%	1%	1%	*%	1%	1%	2%	2%	1%	*%	*%	4%	-%	**
			a					l	l	l	l			m		
Don't know	1	2	1	3	7	10	2	3	*	-	2	5	3	-	-	**
	*%	1%	1%	1%	1%	*%	1%	1%	*%	-%	2%	*%	1%	-%	-%	**
											l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE23. And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Several times a day	112 76%	112 74%	143 80% d	75 69%
About once a day	15 10%	19 13%	18 10%	13 12%
Several times a week	11 8%	14 9%	15 9%	10 9%
At least once a week	5 4% c	2 1%	1 1%	5 5% c
Less often	1 1%	2 2%	1 *%	3 3%
Never	- -%	1 1%	- -%	1 1%
Don't know	2 2%	1 1%	- -%	2 1%

Columns Tested: a,b,c,d

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QE9. Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Fixed Broadband through a phone line or cable service – perhaps using a Wi-Fi router to go online, via any device.	446	234	124	357	737	2100	262	451	93	120	110	1772	297	30	21	**
	96%	96%	92%	95%	91%	94%	91%	91%	91%	93%	87%	95%	95%	94%	86%	**
						g						hk	o			
Mobile Broadband from a mobile network – connecting via a USB stick or dongle or Mobile Wi-Fi router, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	34	16	7	23	70	212	27	58	11	16	10	165	20	1	2	**
	7%	6%	5%	6%	9%	9%	9%	12%	11%	12%	8%	9%	6%	3%	7%	**
								l								
Access to the internet using a mobile phone or smartphone – using your phone's 3G or 4G or 5G mobile network	153	70	26	95	242	831	87	159	26	28	35	685	80	7	5	**
	33%	29%	19%	25%	30%	37%	30%	32%	25%	22%	28%	37%	26%	23%	20%	**
	cd	c				g		j				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE9. Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection – known as tethering	35 7% c	20 8% c	4 3%	24 6%	54 7%	196 9%	25 9%	40 8%	11 11%	6 5%	8 6%	161 9%	19 6%	1 3%	2 10%	** **
TOTAL BROADBAND (INC. USING MOBILE PHONE)	463 99%	238 98%	130 97%	369 98%	783 97%	2196 98%	279 97%	481 97% k	97 95%	126 97%	118 94%	1842 98% ik	306 98% o	31 96%	22 90%	** **
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	453 97%	237 97%	127 94%	363 96%	758 94%	2154 96%	271 94%	469 95% k	96 94%	124 96% k	113 90%	1814 97% hik	302 97% o	30 95%	21 88%	** **
MOBILE BROADBAND ONLY, NOT FIXED	7 2%	3 1%	3 2%	6 2%	21 3%	54 2%	9 3%	18 4%	3 3%	4 3%	3 2%	42 2%	5 2%	* 1%	* 2%	** **
SMARTPHONE ACCESS ONLY, NOT FIXED OR MOBILE BROADBAND	10 2%	2 1%	4 3%	5 1%	25 3%	42 2%	8 3%	13 3%	1 1%	2 1%	5 4% l	28 1%	4 1%	* 1%	* 2%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE9. Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
ONLY MOBILE ACCESS, NOT FIXED	17	4	7	11	46	96	18	31	4	5	8	70	9	1	1	**
	4%	2%	5%	3%	6%	4%	6%	6%	4%	4%	7%	4%	3%	2%	3%	**
								l								
Other	1	*	1	1	3	4	3	1	*	-	1	5	1	*	-	**
	*%	*%	1%	*%	*%	*%	1%	*%	*%	-%	1%	*%	*%	1%	-%	**
							f									
Don't know	2	4	3	7	16	32	5	10	5	3	7	21	4	1	2	**
	*%	2%	2%	2%	2%	1%	2%	2%	4%	3%	5%	1%	1%	3%	9%	**
			a	a					l		hl				m	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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QE9. Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
Fixed Broadband through a phone line or cable service – perhaps using a Wi-Fi router to go online, via any device.	141	155	175	112
	95%	96%	97%	93%
Mobile Broadband from a mobile network – connecting via a USB stick or dongle or Mobile Wi-Fi router, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	11	8	11	9
	7%	5%	6%	7%
Access to the internet using a mobile phone or smartphone – using your phone's 3G or 4G or 5G mobile network	41	39	49	29
	28%	24%	27%	24%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection – known as tethering	12	7	8	11
	8%	4%	4%	9%

Columns Tested: a,b,c,d

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QE9. Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
TOTAL BROADBAND (INC. USING MOBILE PHONE)	146	160	178	118
	98%	99%	99%	98%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	145	157	177	115
	97%	97%	98%	96%
MOBILE BROADBAND ONLY, NOT FIXED	4	2	2	3
	2%	1%	1%	3%
SMARTPHONE ACCESS ONLY, NOT FIXED OR MOBILE BROADBAND	1	3	2	2
	1%	2%	1%	2%
ONLY MOBILE ACCESS, NOT FIXED	4	5	4	5
	3%	3%	2%	4%
Other	1	*	1	-
	*%	*%	1%	-%
Don't know	3	1	*	2
	2%	1%	*%	1%

Columns Tested: a,b,c,d

QE7. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Virgin Media	122 26% bcd	35 14%	17 13%	52 14%	164 20%	513 23%	82 28% f	113 23%	26 25%	31 24%	24 19%	445 24%	41 13%	6 19%	3 14%	** **
BT	141 30%	86 35%	40 30%	126 33%	192 24%	544 24% g	43 15%	104 21%	19 19%	35 27% k	21 17%	454 24% k	102 33%	12 39%	7 30%	** **
Sky	75 16%	37 15%	14 10%	50 13%	140 17%	397 18%	44 15%	89 18%	19 18%	17 13%	26 21%	314 17%	39 13%	3 10%	6 26% m	** **
TalkTalk	31 7%	30 12% a	10 7%	40 11% a	85 11%	194 9%	31 11%	47 9%	12 12%	8 6%	11 9%	165 9%	35 11%	3 8%	2 8%	** **
Vodafone	21 5%	11 5%	8 6%	19 5%	43 5%	113 5%	20 7%	24 5%	6 6%	4 3%	10 8%	103 6%	16 5%	3 9% o	- -%	** **
EE	21 5%	17 7%	10 8%	27 7%	48 6%	118 5%	10 4%	27 5%	4 4%	9 7%	10 8%	98 5%	24 8%	2 6%	1 5%	** **
Plusnet	20 4%	11 4%	17 12% ab	27 7% a	46 6%	114 5%	8 3%	43 9% l	5 5%	12 9% l	12 10% l	78 4%	24 8%	1 4%	2 9%	** **
NOW TV/ NOW Broadband	4 1%	2 1%	1 *% b	2 1%	12 2%	45 2%	11 4% f	8 2%	1 1%	3 2%	2 1%	42 2%	2 1%	* *% l	* *% l	** **
Utility Warehouse	6 1%	2 1%	4 3% b	6 2%	9 1%	22 1%	2 1%	6 1%	2 2%	4 3% l	2 2%	15 1%	5 1%	1 3%	* 2%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE7. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Hyperoptic	- -%	- -%	1 1%	1 *%	2 *%	16 1%	7 2% f	1 *%	- -%	- -%	* *%	21 1% h	1 *%	- -%	- -%	** **
Post Office	3 1%	2 1%	3 2%	5 1%	8 1%	20 1%	1 *%	7 1%	1 1%	2 1%	3 3% l	13 1%	4 1%	* *%	* 1%	** **
Three Broadband/ Relish	* *%	1 *%	2 2% a	3 1%	4 *%	11 1%	4 1%	3 1%	- -%	- -%	* *%	11 1%	2 1%	- -%	* 2%	** **
Shell Energy (previously First Utility)	1 *%	* *%	1 1%	1 *%	4 *%	9 *%	3 1%	* *%	* *%	- -%	- -%	10 1%	1 *%	- -%	- -%	** **
KCOM	4 1%	1 *%	- -%	1 *%	4 *%	12 1%	- -%	2 *%	- -%	1 *%	1 1%	9 *%	1 *%	- -%	- -%	** **
O2	3 1%	* *%	* *%	1 *%	5 1%	9 *%	2 1%	3 1%	* *%	* *%	1 1%	4 *%	* *%	- -%	* *%	** **
Zen	2 *%	* *%	* *%	1 *%	1 *%	7 *%	2 1%	* *%	- -%	- -%	- -%	8 *%	1 *%	- -%	- -%	** **
GiffGaff	- -%	- -%	2 2% ab	2 1%	7 1%	5 *%	2 1%	4 1% l	1 1% l	2 1% l	* *%	4 *%	2 1%	- -%	- -%	** **
Tesco	2 *%	1 *%	- -%	1 *%	3 *%	6 *%	- -%	2 *%	1 1%	- -%	- -%	2 *%	* *%	- -%	* *%	** **
SSE	1 *%	* *%	2 1% a	2 1%	4 1%	6 *%	- -%	2 *%	* *%	1 1%	1 *%	3 *%	1 *%	- -%	1 3%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE7. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	604	193	797	1573	4096	438	1054	224	209	225	3260	504	101	115	77
Effective Weighted Sample	533	355	125	458	1016	2804	310	582	124	127	132	2263	355	43	46	58
Total	467	243	134	378	806	2237	288	494	103	129	126	1870	312	32	24	10
Gigaclear	-	1	-	1	1	3	-	-	-	-	-	3	1	-	-	**
	-%	1%	-%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	**
Airband	-	-	-	-	*	2	*	-	-	-	-	2	-	-	-	**
	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	**
Quickline	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	**
	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	**
Other	8	5	1	6	13	32	8	5	2	1	*	35	5	1	*	**
	2%	2%	1%	2%	2%	1%	3%	1%	2%	1%	*%	2%	2%	2%	*%	**
							f									
Don't know	2	2	2	4	13	38	7	4	1	1	*	28	4	-	*	**
	*%	1%	2%	1%	2%	2%	2%	1%	1%	*%	*%	1%	1%	-%	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE7. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
Virgin Media	21 14%	20 12%	21 12%	18 15%
BT	52 35%	50 31%	68 38%	31 26%
			d	
Sky	21 14%	18 11%	18 10%	20 16%
TalkTalk	15 10%	20 12%	14 8%	17 15%
Vodafone	7 5%	9 5%	7 4%	9 7%
EE	10 7%	14 8%	16 9%	7 6%
Plusnet	9 6%	15 9%	14 8%	10 8%
NOW TV/ NOW Broadband	1 1%	1 *%	1 1%	1 *%
Utility Warehouse	2 1%	3 2%	5 3%	- -%
Hyperoptic	- -%	1 1%	- -%	1 1%
Post Office	2 1%	3 2%	2 1%	1 1%
Three Broadband/ Relish	2 1%	- -%	- -%	2 2%

Columns Tested: a,b,c,d

QE7. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	274	229	299	193
Effective Weighted Sample	188	170	220	127
Total	149	162	180	120
Shell Energy (previously First Utility)	1 1%	- -%	1 *%	* *%
KCOM	* *%	1 *%	1 1%	* *%
O2	- -%	* *%	- -%	* *%
Zen	* *%	* *%	1 *%	- -%
GiffGaff	1 1%	1 1%	2 1%	- -%
Tesco	- -%	* *%	- -%	* *%
SSE	1 1%	- -%	1 1%	- -%
Gigaclear	- -%	1 1%	1 1%	- -%
Other	3 2%	3 2%	4 2%	* *%
Don't know	1 *%	3 2%	2 1%	1 1%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEARING	MOBILITY	NO	ENGLAND	SCOTLAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112		76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60		59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22		10
Send/ receive e-mails	436	217	102	319	685	2076	256	416	83	106	94	1760	269	23	20		**
	94%	91%	83%	88%	86%	93%	86%	87%	84%	85%	81%	94%	90%	74%	92%		**
	cd	c				g						hijk	n		n		
Online shopping (purchasing goods/ services/ tickets etc. through sites like Amazon)	407	190	85	274	622	1957	237	397	78	99	84	1663	230	20	18		**
	87%	79%	69%	76%	78%	88%	79%	82%	78%	80%	72%	89%	77%	65%	80%		**
	bcd	c				g		k				hijk					
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	386	162	61	224	563	1861	237	360	69	79	81	1597	187	17	13		**
	83%	68%	50%	62%	71%	83%	79%	75%	70%	64%	69%	85%	63%	54%	61%		**
	bcd	c		c				j				hijk					
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	377	174	78	252	583	1832	215	367	69	85	80	1562	212	20	13		**
	81%	73%	63%	70%	73%	82%	72%	76%	69%	69%	69%	83%	71%	63%	60%		**
	bcd	c				g						hijk					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o		~p
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112		76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60		59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22		10
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	320	129	48	177	510	1704	220	320	60	68	71	1453	143	16	13		**
	69%	54%	39%	49%	64%	76%	74%	66%	61%	55%	61%	78%	48%	52%	58%		**
	bcd	c						j				hijk					
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	298	138	61	199	446	1496	207	285	55	64	52	1308	168	15	11		**
	64%	58%	49%	55%	56%	67%	69%	59%	55%	52%	45%	70%	56%	48%	51%		**
	cd							k				hijk					
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	256	122	55	177	438	1486	200	278	55	68	55	1290	148	14	10		**
	55%	51%	44%	49%	55%	67%	67%	58%	56%	55%	47%	69%	50%	45%	48%		**
	c							k				hijk					
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	265	124	64	188	452	1466	190	297	51	64	60	1247	153	17	13		**
	57%	52%	52%	52%	57%	66%	63%	62%	52%	52%	52%	67%	51%	54%	61%		**
								ijk				hijk					
Accessing news	327	150	74	224	434	1468	171	293	55	74	59	1270	192	13	13		**
	70%	63%	61%	62%	55%	66%	57%	61%	56%	60%	50%	68%	64%	42%	61%		**
	bcd					g		k				hik	n				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Finding/ downloading information for work/ business/ school/ college/ university/ homework	231 50% bcd	50 21%	21 17%	71 20%	232 29%	1194 54%	177 59% f	188 39% jk	38 38% k	33 27%	24 21%	1080 58% hijk	59 20%	6 18%	3 15%	** **
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	225 48% bcd	93 39%	44 36%	137 38%	327 41%	1128 51%	201 67% f	228 47%	45 46%	50 40%	47 40%	1010 54% hjk	119 40%	8 25%	6 29%	** **
To find information on health related issues	251 54%	127 53%	63 52%	191 53%	374 47%	1172 53%	153 51%	275 57% jl	48 48%	58 47%	56 48%	983 52%	160 53%	14 44%	13 60%	** **
Online food takeaway deliveries	144 31% bcd	40 17%	14 12%	54 15%	276 35%	1108 50%	162 54%	212 44% j	39 39% j	34 27%	47 41% j	923 49% hij	47 16%	3 8%	4 17%	** **
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	250 54% cd	112 47%	52 42%	164 45%	305 38%	1103 49% g	130 44%	226 47% k	41 42%	56 45%	41 35%	950 51% ik	140 47%	11 35%	11 48%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

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	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Trading/ auctions e.g. eBay, Facebook marketplace	194	74	20	94	272	1017	90	196	40	43	39	828	80	6	7	**
	42%	31%	16%	26%	34%	46%	30%	41%	40%	35%	33%	44%	27%	18%	30%	**
	bcd	c		c		g						jk				
Streamed audio services e.g. Spotify or Deezer or Apple Music	138	37	13	51	196	965	105	157	30	21	28	815	42	5	3	**
	30%	16%	11%	14%	25%	43%	35%	33%	30%	17%	24%	43%	14%	15%	12%	**
	bcd					g		j	j			hijk				
Online food deliveries from supermarkets	169	88	47	135	291	940	93	218	40	43	55	755	119	6	8	**
	36%	37%	38%	37%	37%	42%	31%	45%	40%	35%	47%	40%	40%	20%	35%	**
						g		jl			j		n			
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	154	55	26	81	185	852	104	161	27	30	21	729	70	4	6	**
	33%	23%	21%	22%	23%	38%	35%	34%	28%	24%	18%	39%	24%	12%	26%	**
	bcd							jk				hijk				
Listening to live radio through a website or app	160	56	29	85	189	762	64	133	32	30	20	662	75	4	4	**
	34%	24%	23%	24%	24%	34%	21%	28%	32%	24%	17%	35%	25%	12%	18%	**
	bcd					g		k	k			hjk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

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	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o		~p
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112		76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60		59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22		10
Playing games online/ interactively	96	34	18	52	227	728	93	160	28	27	40	574	40	7	4		**
	21%	14%	15%	14%	29%	33%	31%	33%	28%	22%	34%	31%	13%	22%	19%		**
	bd							j			j	j					
Listening to catch-up or on-demand radio through a website or app	117	47	25	71	151	627	75	109	25	22	15	551	62	4	4		**
	25%	20%	20%	20%	19%	28%	25%	23%	25%	18%	13%	29%	21%	13%	18%		**
	d							k	k			hjk					
Remote healthcare services e.g. video consultation with GP	84	41	23	64	143	455	69	116	19	26	23	372	56	2	5		**
	18%	17%	19%	18%	18%	20%	23%	24%	19%	21%	20%	20%	19%	8%	24%		**
								l							n		
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	54	18	5	22	68	405	54	48	10	9	7	381	18	2	2		**
	12%	7%	4%	6%	9%	18%	18%	10%	10%	7%	6%	20%	6%	7%	7%		**
	bcd											hijk					
Online dating sites/ apps	10	1	-	1	25	141	21	23	3	1	3	120	1	-	*		**
	2%	*%	-%	*%	3%	6%	7%	5%	3%	1%	2%	6%	*%	-%	*%		**
	bd											j					
Other	11	7	2	9	11	28	2	5	1	1	2	24	6	1	2		**
	2%	3%	2%	3%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	9%		**
															m		

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
None of these	6	8	9	17	24	30	4	14	5	10	4	19	11	4	1	**
	1%	3%	7%	5%	3%	1%	1%	3%	5%	8%	4%	1%	4%	13%	4%	**
		a	a	a				l	l	hl	l			m		
Don't know	2	1	3	4	9	15	6	8	2	2	4	9	2	2	*	**
	1%	1%	2%	1%	1%	1%	2%	2%	2%	2%	4%	1%	1%	5%	1%	**
							f	l	l		l			m		
COMMUNICATION	450	225	107	333	732	2146	280	444	90	108	103	1818	278	25	21	**
	97%	94%	87%	92%	92%	96%	94%	92%	91%	87%	88%	97%	93%	81%	93%	**
	cd	c				g						hijk	n			
PURCHASING/ FINANCES	439	215	101	316	714	2110	269	434	86	104	95	1783	267	23	19	**
	94%	90%	83%	87%	90%	95%	90%	90%	86%	84%	81%	95%	89%	74%	85%	**
	bcd	c				g		jk				hijk	n			
ENTERTAINMENT	379	179	87	266	623	1916	255	397	76	95	89	1630	223	20	17	**
	81%	75%	71%	74%	78%	86%	85%	83%	76%	77%	76%	87%	75%	65%	75%	**
	bcd											hijk				
INFORMATION/ HEALTHCARE	407	193	93	286	606	1904	248	400	77	95	88	1624	242	19	17	**
	87%	81%	76%	79%	76%	85%	83%	83%	77%	77%	76%	87%	81%	62%	79%	**
	bcd							k				hijk	n			
SOCIAL	322	129	48	177	510	1713	221	323	61	68	71	1459	143	16	13	**
	69%	54%	39%	49%	64%	77%	74%	67%	61%	55%	61%	78%	48%	52%	58%	**
	bcd	c						j				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Send/ receive e-mails	135	134	167	90
	92%	88%	93%	83%
	d		d	
Online shopping (purchasing goods/services/ tickets etc. through sites like Amazon)	115	115	149	74
	78%	76%	83%	68%
	d		d	
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	82	104	118	62
	56%	69%	66%	57%
		ad	a	
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	110	102	135	71
	75%	68%	75%	65%
			d	
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	61	82	83	52
	42%	54%	46%	48%
		a		

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	78 53%	89 59%	109 61% d	54 50%
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	78 53%	70 46%	97 55%	48 45%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	82 56%	71 47%	96 54%	53 49%
Accessing news	97 66%	95 63%	129 72% bd	60 56%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	35 24% d	24 16%	45 25% bd	13 12%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	59 40%	59 39%	77 43%	39 36%

Columns Tested: a,b,c,d

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Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
To find information on health related issues	71 48%	88 58% d	109 61% ad	48 44%
Online food takeaway deliveries	23 16%	24 16%	26 14%	18 17%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	76 52% d	64 42% d	106 60% bd	30 28%
Trading/ auctions e.g. eBay, Facebook marketplace	46 31%	34 22%	49 27%	28 25%
Streamed audio services e.g. Spotify or Deezer or Apple Music	27 19% bd	14 9%	30 17% b	11 10%
Online food deliveries from supermarkets	47 32%	72 47% ad	79 44% ad	34 31%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	45 31% bd	26 17%	51 29% bd	17 16%
Listening to live radio through a website or app	41 28% d	34 22%	56 31% bd	18 17%
Playing games online/ interactively	14 9%	26 17% a	23 13%	16 15%
Listening to catch-up or on-demand radio through a website or app	32 22% d	29 19% d	51 29% bd	10 9%
Remote healthcare services e.g. video consultation with GP	21 15%	35 23% ad	44 25% ad	12 11%
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	4 3%	14 9% ad	14 8% a	3 3%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Online dating sites/ apps	1 *%	- -%	1 *%	- -%
Other	4 2%	3 2%	5 3%	1 1%
None of these	5 4%	5 4%	5 3%	6 6%
Don't know	2 2%	- -%	2 1%	1 1%
COMMUNICATION	138 94%	140 93%	169 95%	98 91%
PURCHASING/ FINANCES	131 89%	136 90%	165 92%	91 84%
ENTERTAINMENT	112 76%	111 73%	141 79%	76 71%
INFORMATION/ HEALTHCARE	119 81%	123 81%	159 89%	76 70%
SOCIAL	61 42%	82 54%	83 46%	52 48%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Send/ receive e-mails	436	217	102	319	685	2076	256	416	83	106	94	1760	269	23	20		**
	91%	88%	70%	81%	80%	90%	81%	80%	74%	73%	67%	92%	83%	72%	79%		**
	cd	cd		c		g		k				hijk					
Online shopping (purchasing goods/ services/ tickets etc. through sites like Amazon)	407	190	85	274	622	1957	237	397	78	99	84	1663	230	20	18		**
	85%	77%	58%	70%	73%	85%	75%	76%	69%	68%	59%	87%	71%	64%	70%		**
	bcd	cd		c		g		k				hijk					
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	386	162	61	224	563	1861	237	360	69	79	81	1597	187	17	13		**
	81%	66%	42%	57%	66%	80%	75%	69%	61%	55%	57%	83%	57%	53%	53%		**
	bcd	cd		c		g		jk				hijk					
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	377	174	78	252	583	1832	215	367	69	85	80	1562	212	20	13		**
	79%	71%	53%	64%	68%	79%	68%	70%	61%	59%	56%	81%	65%	62%	52%		**
	bcd	cd		c		g		ijk				hijk					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

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	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	320	129	48	177	510	1704	220	320	60	68	71	1453	143	16	13		**
	67%	52%	33%	45%	60%	74%	70%	61%	53%	47%	50%	76%	44%	51%	50%		**
	bcd	cd		c				jk				hijk					
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	298	138	61	199	446	1496	207	285	55	64	52	1308	168	15	11		**
	62%	56%	41%	51%	52%	65%	66%	55%	49%	45%	37%	68%	52%	47%	44%		**
	cd	c						jk				hijk					
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	256	122	55	177	438	1486	200	278	55	68	55	1290	148	14	10		**
	53%	49%	37%	45%	51%	64%	63%	53%	49%	48%	39%	67%	46%	44%	41%		**
	cd	c						k				hijk					
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	265	124	64	188	452	1466	190	297	51	64	60	1247	153	17	13		**
	55%	50%	44%	48%	53%	63%	60%	57%	46%	44%	43%	65%	47%	53%	53%		**
	cd							ijk				hijk					
Accessing news	327	150	74	224	434	1468	171	293	55	74	59	1270	192	13	13		**
	68%	61%	51%	57%	51%	63%	54%	56%	49%	51%	41%	66%	59%	41%	53%		**
	bcd					g		k				hijk	n				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Finding/ downloading information for work/ business/ school/ college/ university/ homework	231 48% bcd	50 20%	21 14%	71 18%	232 27%	1194 52%	177 56%	188 36% jk	38 33% k	33 23%	24 17%	1080 56% hijk	59 18%	6 18%	3 13%	** **
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	225 47% bcd	93 38%	44 30%	137 35%	327 38%	1128 49%	201 63% f	228 44% k	45 40%	50 35%	47 33%	1010 53% hijk	119 37%	8 25%	6 25%	** **
To find information on health related issues	251 52%	127 52%	63 43%	191 48%	374 44%	1172 51%	153 48%	275 53% ijk	48 42%	58 41%	56 40%	983 51% jk	160 49%	14 43%	13 52%	** **
Online food takeaway deliveries	144 30% bcd	40 16%	14 10%	54 14%	276 32%	1108 48%	162 51%	212 41% j	39 35%	34 23%	47 34%	923 48% hijk	47 14%	3 8%	4 15%	** **
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	250 52% cd	112 46% c	52 36%	164 42%	305 36%	1103 48% g	130 41%	226 43% k	41 37%	56 39%	41 29%	950 49% hijk	140 43%	11 34%	11 42%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

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	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Trading/ auctions e.g. eBay, Facebook marketplace	194	74	20	94	272	1017	90	196	40	43	39	828	80	6	7		**
	40%	30%	14%	24%	32%	44%	28%	38%	35%	30%	27%	43%	25%	18%	26%		**
	bcd	c		c		g		k				hjk					
Streamed audio services e.g. Spotify or Deezer or Apple Music	138	37	13	51	196	965	105	157	30	21	28	815	42	5	3		**
	29%	15%	9%	13%	23%	42%	33%	30%	26%	15%	20%	42%	13%	15%	10%		**
	bcd					g		jk	j			hijk					
Online food deliveries from supermarkets	169	88	47	135	291	940	93	218	40	43	55	755	119	6	8		**
	35%	36%	32%	34%	34%	41%	29%	42%	36%	30%	39%	39%	37%	20%	30%		**
						g		j				j	n				
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	154	55	26	81	185	852	104	161	27	30	21	729	70	4	6		**
	32%	22%	18%	21%	22%	37%	33%	31%	24%	21%	15%	38%	22%	11%	23%		**
	bcd							jk				hijk					
Listening to live radio through a website or app	160	56	29	85	189	762	64	133	32	30	20	662	75	4	4		**
	33%	23%	20%	22%	22%	33%	20%	25%	28%	21%	14%	34%	23%	12%	15%		**
	bcd					g		k	k			hjk					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o		~p
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Playing games online/ interactively	96	34	18	52	227	728	93	160	28	27	40	574	40	7	4		**
	20%	14%	12%	13%	27%	31%	29%	31%	25%	19%	28%	30%	12%	21%	16%		**
	bcd							j				j					
Listening to catch-up or on-demand radio through a website or app	117	47	25	71	151	627	75	109	25	22	15	551	62	4	4		**
	24%	19%	17%	18%	18%	27%	24%	21%	22%	15%	11%	29%	19%	12%	16%		**
	d							k	k			hjk					
Remote healthcare services e.g. video consultation with GP	84	41	23	64	143	455	69	116	19	26	23	372	56	2	5		**
	17%	17%	16%	16%	17%	20%	22%	22%	17%	18%	16%	19%	17%	7%	21%		**
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	54	18	5	22	68	405	54	48	10	9	7	381	18	2	2		**
	11%	7%	3%	6%	8%	17%	17%	9%	9%	6%	5%	20%	6%	6%	6%		**
	bcd											hijk					
Online dating sites/ apps	10	1	-	1	25	141	21	23	3	1	3	120	1	-	*		**
	2%	*%	-%	*%	3%	6%	7%	4%	3%	1%	2%	6%	*%	-%	*%		**
	bd											jk					
Other	11	7	2	9	11	28	2	5	1	1	2	24	6	1	2		**
	2%	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	8%		**
															m		

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
None of these	6	8	9	17	24	30	4	14	5	10	4	19	11	4	1		**
	1%	3%	6%	4%	3%	1%	1%	3%	4%	7%	3%	1%	3%	12%	3%		**
		a	a	a				l	l	hl	l			m			
Don't know	2	1	3	4	9	15	6	8	2	2	4	9	2	2	*		**
	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	3%	1%	1%	5%	1%		**
							f	l	l		l			m			
COMMUNICATION	450	225	107	333	732	2146	280	444	90	108	103	1818	278	25	21		**
	94%	91%	73%	85%	86%	93%	89%	85%	80%	75%	73%	95%	86%	79%	81%		**
	cd	cd	c			g		jk				hijk					
PURCHASING/ FINANCES	439	215	101	316	714	2110	269	434	86	104	95	1783	267	23	19		**
	92%	87%	70%	80%	84%	91%	85%	83%	76%	72%	67%	93%	82%	72%	74%		**
	bcd	cd	c			g		jk				hijk					
ENTERTAINMENT	379	179	87	266	623	1916	255	397	76	95	89	1630	223	20	17		**
	79%	73%	59%	68%	73%	83%	81%	76%	67%	66%	63%	85%	69%	63%	65%		**
	bcd	c						ijk				hijk					
INFORMATION/ HEALTHCARE	407	193	93	286	606	1904	248	400	77	95	88	1624	242	19	17		**
	85%	78%	64%	73%	71%	82%	78%	77%	68%	66%	62%	85%	75%	60%	69%		**
	bcd	c	c					ijk				hijk	n				
SOCIAL	322	129	48	177	510	1713	221	323	61	68	71	1459	143	16	13		**
	67%	52%	33%	45%	60%	74%	70%	62%	54%	47%	50%	76%	44%	51%	50%		**
	bcd	cd	c					jk				hijk					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Send/ receive e-mails	135 89% bd	134 77%	167 92% bd	90 68%
Online shopping (purchasing goods/services/ tickets etc. through sites like Amazon)	115 76% bd	115 66%	149 82% bd	74 56%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	82 54%	104 60% d	118 65% ad	62 47%
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	110 73% bd	102 59%	135 75% bd	71 53%
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	61 40%	82 47%	83 46%	52 40%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	78 52%	89 52%	109 61% d	54 41%
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	78 51% bd	70 40%	97 54% bd	48 37%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	82 54% bd	71 41%	96 53% bd	53 40%
Accessing news	97 64% d	95 55%	129 72% bd	60 46%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	35 23% bd	24 14%	45 25% bd	13 10%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	59 39%	59 34%	77 43% d	39 30%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
To find information on health related issues	71 47%	88 51% d	109 61% ad	48 36%
Online food takeaway deliveries	23 15%	24 14%	26 14%	18 14%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	76 50% bd	64 37% d	106 59% bd	30 23%
Trading/ auctions e.g. eBay, Facebook marketplace	46 30% b	34 19%	49 27%	28 21%
Streamed audio services e.g. Spotify or Deezer or Apple Music	27 18% bd	14 8%	30 17% bd	11 8%
Online food deliveries from supermarkets	47 31%	72 41% ad	79 44% ad	34 26%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	45 30% bd	26 15%	51 29% bd	17 13%
Listening to live radio through a website or app	41 27% d	34 20%	56 31% bd	18 14%
Playing games online/ interactively	14 9%	26 15%	23 13%	16 12%
Listening to catch-up or on-demand radio through a website or app	32 21% d	29 17% d	51 28% bd	10 7%
Remote healthcare services e.g. video consultation with GP	21 14%	35 20% d	44 24% ad	12 9%
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	4 3%	14 8% ad	14 8% ad	3 2%

Columns Tested: a,b,c,d

QE5A. Please think about any reason you may have for going online, at home or anywhere else, perhaps using a computer, mobile phone, tablet or smart watch, using broadband, through Wi-Fi or a mobile phone signal. Which, if any, of these do you do online? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Online dating sites/ apps	1 *%	- -%	1 *%	- -%
Other	4 2%	3 2%	5 3%	1 1%
None of these	5 4%	5 3%	5 3%	6 5%
Don't know	2 2%	- -%	2 1%	1 1%
COMMUNICATION	138 91% bd	140 81%	169 93% bd	98 74%
PURCHASING/ FINANCES	131 86% d	136 79% d	165 91% bd	91 68%
ENTERTAINMENT	112 74% d	111 64%	141 78% bd	76 58%
INFORMATION/ HEALTHCARE	119 78% d	123 71% d	159 88% abd	76 57%
SOCIAL	61 40%	82 47%	83 46%	52 40%

Columns Tested: a,b,c,d

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Online shopping (purchasing goods/ services/ tickets etc. through sites like Amazon)	295 63% cd	146 61% c	56 46% c	203 56% c	463 58%	1451 65%	182 61%	316 66% k	60 61%	79 64%	66 57%	1229 66% k	172 58% n	13 42%	13 60%	** **
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	217 47%	106 44%	52 42%	158 44%	351 44%	1135 51%	166 56%	231 48% k	46 46%	51 41%	42 36%	984 53% jk	135 45% o	12 39%	6 29%	** **
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	228 49% cd	110 46% c	44 36%	154 43%	375 47%	1101 49%	159 53%	247 51%	51 51%	57 46%	64 55%	923 49%	130 44%	12 38%	7 34%	** **
Send/ receive e-mails	181 39%	104 44%	52 42%	156 43%	349 44%	817 37%	147 49% f	225 47% l	46 47% l	52 42%	57 49% l	667 36%	131 44%	10 31%	11 50%	** **
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	161 35% bcd	64 27%	29 24%	93 26%	291 37%	827 37%	122 41%	196 41% jl	40 40%	38 30%	48 41%	670 36%	76 26%	8 26%	6 28%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
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	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	133 29%	65 27%	26 21%	91 25%	258 32%	803 36%	134 45% f	179 37%	40 40%	44 36%	37 32%	686 37%	80 27%	5 16%	3 15%	** **
Online food takeaway deliveries	96 21% bcd	31 13%	12 9%	42 12%	201 25%	779 35%	116 39%	158 33% j	30 31% j	22 17%	39 34% j	647 35% j	38 13%	1 4%	2 11%	** **
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	170 36%	89 37%	34 28%	123 34%	301 38%	748 34%	123 41% f	198 41% l	43 43% l	42 34%	49 42% l	615 33%	103 35%	8 26%	7 33%	** **
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	106 23%	58 24%	31 25%	89 25%	248 31%	655 29%	129 43% f	158 33%	32 32%	34 28%	39 34%	556 30%	75 25%	5 14%	7 33% n	** **
Online food deliveries from supermarkets	127 27%	72 30%	35 29%	107 30%	217 27%	692 31% g	69 23%	174 36% l	33 33%	34 27%	44 38% l	540 29%	95 32%	6 18%	5 24%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
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	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Accessing news	164	87	38	124	233	682	92	163	29	45	34	567	110	5	7	**
	35%	36%	31%	34%	29%	31%	31%	34%	29%	36%	30%	30%	37% n	17%	31%	**
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	119	51	29	81	200	619	132	141	27	26	33	558	69	5	3	**
	26%	21%	24%	22%	25%	28%	44% f	29% j	28%	21%	28%	30% j	23%	16%	15%	**
Finding/ downloading information for work/ business/ school/ college/ university/ homework	93	19	7	26	109	524	95	96	19	16	14	469	23	1	1	**
	20% bcd	8%	6%	7%	14%	23% f	32% f	20% k	19%	13%	12%	25% hjk	8%	3%	5%	**
To find information on health related issues	110	68	35	103	184	459	86	148	27	38	35	376	91	3	8	**
	24%	28%	29%	29%	23%	21% f	29% f	31% l	27%	31% l	30% l	20% n	30% n	10%	35% n	**
Playing games online/ interactively	44	21	13	34	147	411	59	102	19	15	31	314	27	4	2	**
	10%	9%	11%	9%	19%	18% jl	20%	21% jl	19%	12%	26% jl	17%	9%	14%	10%	**

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Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Streamed audio services e.g. Spotify or Deezer or Apple Music	53 11% bcd	14 6%	4 3%	18 5%	92 12%	383 17%	52 17%	68 14%	15 15%	9 8%	10 8%	314 17% jk	16 5%	* 2%	1 5%	** **
Trading/ auctions e.g. eBay, Facebook marketplace	74 16% cd	32 14% c	5 4%	38 10% c	116 15%	394 18% g	35 12%	94 19% l	22 23%	19 15%	24 20%	301 16%	32 11%	2 5%	3 15%	** **
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	62 13%	39 17%	15 12%	54 15%	105 13%	329 15%	51 17%	83 17%	16 16%	17 14%	19 16%	276 15%	44 15%	3 11%	5 22%	** **
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	40 9% cd	14 6% c	2 1%	15 4%	43 5%	276 12%	34 11%	33 7% k	8 8%	7 6%	3 2%	261 14% hijk	12 4%	2 6%	1 7%	** **
Remote healthcare services e.g. video consultation with GP	52 11%	26 11%	11 9%	36 10%	83 10%	262 12%	46 15%	70 14%	10 10%	15 12%	14 12%	218 12%	32 11%	2 6%	3 12%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

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	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
Listening to live radio through a website or app	52 11%	21 9%	13 11%	34 10%	76 10%	267 12%	33 11%	48 10%	14 14%	13 11%	11 9%	239 13%	32 11% o	1 4%	* 1%	** **
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	42 9%	16 7%	6 5%	22 6%	66 8%	249 11%	46 15% f	59 12%	11 11%	15 12%	14 12%	207 11%	20 7%	* 2%	1 5%	** **
Listening to catch-up or on-demand radio through a website or app	40 9%	19 8%	7 6%	26 7%	58 7%	217 10%	33 11%	40 8%	7 8%	7 5%	9 8%	196 10%	25 8%	* 1%	* 2%	** **
Online dating sites/ apps	5 1%	1 *%	- -%	1 *%	8 1%	65 3%	9 3%	11 2%	2 2%	* *%	2 2%	53 3%	1 *%	- -%	* *%	** **
Other	16 4%	15 6%	13 11% a	28 8% a	40 5%	63 3%	12 4%	26 5% l	9 9% l	14 11% hl	8 7% l	44 2%	18 6%	6 20% m	3 12%	** **
None of these	26 6%	14 6%	8 7%	22 6%	45 6%	103 5%	7 2%	21 4%	4 5%	4 3%	7 6%	85 5%	18 6%	2 7%	2 7%	** **
Don't know	* *%	1 1%	- -%	1 *%	7 1%	22 1%	3 1%	5 1%	1 1%	- -%	1 1%	11 1%	1 *%	- -%	- -%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	793	597	185	782	1574	4113	456	1058	224	206	223	3281	493	101	112	76
Effective Weighted Sample	533	350	120	453	1026	2814	324	597	125	125	140	2276	349	43	60	59
Total	465	239	123	361	794	2231	299	481	99	124	116	1873	298	31	22	10
PURCHASING/ FINANCES	356	175	73	249	583	1758	226	373	73	91	79	1486	212	15	16	**
	76% cd	73% c	60%	69%	73%	79%	76%	78% k	74%	73%	68%	79% k	71% n	47%	73% n	**
COMMUNICATION	350	175	80	256	565	1674	229	356	71	86	82	1423	214	20	15	**
	75% c	73%	66%	71%	71%	75%	77%	74%	71%	70%	70%	76%	72%	65%	69%	**
INFORMATION/ HEALTHCARE	269	135	58	193	401	1248	171	288	55	67	63	1053	164	12	12	**
	58% c	57%	47%	53%	50%	56%	57%	60%	56%	54%	54%	56%	55% n	39%	56%	**
ENTERTAINMENT	218	105	59	164	421	1218	186	282	60	68	65	1022	139	10	10	**
	47%	44%	48%	45%	53%	55%	62% f	59%	60%	55%	56%	55%	47%	32%	48%	**
SOCIAL	163	64	29	93	291	843	126	199	41	38	48	684	76	8	6	**
	35% bcd	27%	24%	26%	37%	38%	42%	41% jl	41%	30%	41%	37%	26%	26%	29%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : Those who use the internet at home or elsewhere (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Online shopping (purchasing goods/services/ tickets etc. through sites like Amazon)	82 56%	90 59%	113 63% d	54 49%
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	65 44%	70 46%	87 49%	45 42%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	54 37%	76 50% a	82 46%	42 39%
Send/ receive e-mails	63 43%	67 44%	73 41%	49 45%
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	29 20%	47 31% a	43 24%	27 25%

Columns Tested: a,b,c,d

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	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	40 27%	39 26%	56 31%	24 22%
Online food takeaway deliveries	21 14%	18 12%	20 11%	16 15%
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	54 37%	49 32%	52 29%	46 42% c
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	37 25%	38 25%	42 24%	29 27%
Online food deliveries from supermarkets	40 27%	55 36%	60 34%	30 28%
Accessing news	49 34%	60 39%	69 39%	40 37%
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	28 19%	41 27%	47 27%	19 18%
Columns Tested: a,b,c,d				

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Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Finding/ downloading information for work/ business/ school/ college/ university/ homework	11 7%	13 8%	18 10% d	4 4%
To find information on health related issues	38 26%	53 35%	56 32%	33 30%
Playing games online/ interactively	8 5%	19 13% a	15 8%	10 10%
Streamed audio services e.g. Spotify or Deezer or Apple Music	11 7%	5 4%	10 6%	6 5%
Trading/ auctions e.g. eBay, Facebook marketplace	14 9%	19 12%	20 11%	11 10%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	27 18%	18 12%	30 17%	13 12%

Columns Tested: a,b,c,d

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Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	3 2%	9 6%	9 5%	3 3%
Remote healthcare services e.g. video consultation with GP	14 10%	18 12%	25 14% d	7 7%
Listening to live radio through a website or app	16 11%	16 11%	25 14% d	6 6%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	12 8%	9 6%	16 9% d	3 3%
Listening to catch-up or on-demand radio through a website or app	11 8%	13 9%	20 11% d	4 4%
Online dating sites/ apps	1 *%	- -%	1 *%	- -%

Columns Tested: a,b,c,d

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Significance Level: 95%	a	b	c	d
Unweighted total	272	220	298	183
Effective Weighted Sample	186	164	219	121
Total	147	151	178	108
Other	11	7	10	7
	7%	5%	6%	7%
None of these	10	7	12	6
	7%	5%	7%	5%
Don't know	*	1	-	1
	*%	1%	-%	1%
PURCHASING/ FINANCES	105	108	129	74
	71%	71%	72%	69%
COMMUNICATION	104	110	128	77
	71%	73%	72%	71%
INFORMATION/ HEALTHCARE	71	93	104	55
	48%	62%	58%	51%
		a	a	
ENTERTAINMENT	64	74	85	49
	44%	49%	48%	46%
SOCIAL	29	47	43	27
	20%	31%	24%	25%
		a		

Columns Tested: a,b,c,d

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Online shopping (purchasing goods/ services/ tickets etc. through sites like Amazon)	295 61% cd	146 59% cd	56 39% c	203 52% c	463 54%	1451 63%	182 58%	316 61% k	60 53%	79 55%	66 47%	1229 64% ijk	172 53%	13 41%	13 52%	** **
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	217 45% c	106 43%	52 35%	158 40%	351 41%	1135 49%	166 53%	231 44% k	46 41%	51 35%	42 30%	984 51% hijk	135 42% o	12 38%	6 25%	** **
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	228 47% cd	110 45% c	44 30%	154 39%	375 44%	1101 48%	159 50%	247 47%	51 45%	57 40%	64 45%	923 48%	130 40%	12 37%	7 30%	** **
Send/ receive e-mails	181 38%	104 42%	52 36%	156 40%	349 41%	817 35%	147 47% f	225 43% l	46 41%	52 36%	57 40%	667 35%	131 40%	10 31%	11 44%	** **
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	161 34% bcd	64 26%	29 20%	93 24%	291 34%	827 36%	122 38%	196 38% j	40 36%	38 26%	48 34%	670 35% j	76 24%	8 25%	6 25%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	133 28% c	65 26% c	26 18% c	91 23% d	258 30% e	803 35% f	134 43% g	179 34% h	40 36% i	44 31% j	37 26% k	686 36% l	80 25% m	5 16% n	3 13% o	** ~p
Online food takeaway deliveries	96 20% bcd	31 12% c	12 8% c	42 11% d	201 24% e	779 34% f	116 37% g	158 30% h	30 27% i	22 15% j	39 28% k	647 34% l	38 12% m	1 4% n	2 9% o	** ~p
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	170 35% c	89 36% c	34 23% c	123 31% d	301 35% e	748 32% f	123 39% g	198 38% h	43 38% i	42 29% j	49 35% k	615 32% l	103 32% m	8 26% n	7 29% o	** ~p
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	106 22% c	58 24% c	31 21% c	89 23% d	248 29% e	655 28% f	129 41% g	158 30% h	32 28% i	34 24% j	39 28% k	556 29% l	75 23% m	5 14% n	7 29% o	** ~p
Online food deliveries from supermarkets	127 26% c	72 29% c	35 24% c	107 27% d	217 25% e	692 30% f	69 22% g	174 33% h	33 29% i	34 23% j	44 31% k	540 28% l	95 29% m	6 18% n	5 21% o	** ~p

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Accessing news	164	87	38	124	233	682	92	163	29	45	34	567	110	5	7	**
	34%	35%	26%	32%	27%	29%	29%	31%	25%	31%	24%	30%	34% n	16%	27%	**
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	119	51	29	81	200	619	132	141	27	26	33	558	69	5	3	**
	25%	21%	20%	20%	23%	27%	42% f	27% j	24%	18%	23%	29% j	21%	15%	13%	**
Finding/ downloading information for work/ business/ school/ college/ university/ homework	93	19	7	26	109	524	95	96	19	16	14	469	23	1	1	**
	19% bcd	8%	5%	7%	13%	23% f	30% f	18% k	17%	11%	10%	24% hijk	7%	3%	4%	**
To find information on health related issues	110	68	35	103	184	459	86	148	27	38	35	376	91	3	8	**
	23%	28%	24%	26%	22%	20% f	27% f	28% l	24%	26%	25%	20%	28% n	9%	30% n	**
Playing games online/ interactively	44	21	13	34	147	411	59	102	19	15	31	314	27	4	2	**
	9%	8%	9%	9%	17%	18% j	19%	19% j	17%	11%	22% j	16%	8%	14%	8%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Streamed audio services e.g. Spotify or Deezer or Apple Music	53 11% bcd	14 6%	4 3%	18 5%	92 11%	383 17%	52 16%	68 13%	15 13%	9 7%	10 7%	314 16% hjk	16 5%	* 2%	1 4%	** **
Trading/ auctions e.g. eBay, Facebook marketplace	74 16% cd	32 13% c	5 4%	38 10% c	116 14%	394 17% g	35 11%	94 18%	22 20%	19 13%	24 17%	301 16%	32 10%	2 5%	3 13%	** **
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	62 13%	39 16%	15 10%	54 14%	105 12%	329 14%	51 16%	83 16%	16 14%	17 12%	19 13%	276 14%	44 14%	3 11%	5 19%	** **
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	40 8% cd	14 6% c	2 1%	15 4%	43 5%	276 12%	34 11%	33 6% k	8 7%	7 5%	3 2%	261 14% hijk	12 4%	2 6%	1 6%	** **
Remote healthcare services e.g. video consultation with GP	52 11%	26 10%	11 7%	36 9%	83 10%	262 11%	46 15%	70 13%	10 9%	15 11%	14 10%	218 11%	32 10%	2 6%	3 10%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Listening to live radio through a website or app	52 11%	21 9%	13 9%	34 9%	76 9%	267 12%	33 11%	48 9%	14 12%	13 9%	11 8%	239 12% h	32 10% o	1 4%	* 1%	** **
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	42 9%	16 6%	6 4%	22 6%	66 8%	249 11%	46 15% f	59 11%	11 10%	15 10%	14 10%	207 11%	20 6%	* 1%	1 4%	** **
Listening to catch-up or on-demand radio through a website or app	40 8%	19 8%	7 5%	26 7%	58 7%	217 9%	33 10%	40 8%	7 7%	7 5%	9 7%	196 10% j	25 8%	* 1%	* 2%	** **
Online dating sites/ apps	5 1%	1 *%	- -%	1 *%	8 1%	65 3%	9 3%	11 2%	2 2%	* *%	2 1%	53 3%	1 *%	- -%	* *%	** **
Other	16 3%	15 6%	13 9% a	28 7% a	40 5%	63 3%	12 4%	26 5% l	9 8% l	14 10% hl	8 6% l	44 2%	18 5%	6 19% m	3 10%	** **
None of these	26 5%	14 6%	8 6%	22 6%	45 5%	103 4%	7 2%	21 4%	4 4%	4 3%	7 5%	85 4%	18 5%	2 7%	2 6%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Don't know	*	1	-	1	7	22	3	5	1	-	1	11	1	-	-	**
	*%	1%	-%	*%	1%	1%	1%	1%	1%	-%	1%	1%	*%	-%	-%	**
PURCHASING/ FINANCES	356	175	73	249	583	1758	226	373	73	91	79	1486	212	15	16	**
	74%	71%	50%	63%	68%	76%	72%	71%	65%	63%	56%	77%	65%	46%	63%	**
	cd	cd		c				k				hijk	n			
COMMUNICATION	350	175	80	256	565	1674	229	356	71	86	82	1423	214	20	15	**
	73%	71%	55%	65%	66%	72%	72%	68%	63%	60%	58%	74%	66%	63%	60%	**
	cd	c		c				k				hijk				
INFORMATION/ HEALTHCARE	269	135	58	193	401	1248	171	288	55	67	63	1053	164	12	12	**
	56%	55%	40%	49%	47%	54%	54%	55%	49%	47%	45%	55%	51%	38%	49%	**
	cd	c						k				k				
ENTERTAINMENT	218	105	59	164	421	1218	186	282	60	68	65	1022	139	10	10	**
	45%	43%	40%	42%	49%	53%	59%	54%	53%	47%	46%	53%	43%	31%	41%	**
							f									
SOCIAL	163	64	29	93	291	843	126	199	41	38	48	684	76	8	6	**
	34%	26%	20%	24%	34%	36%	40%	38%	36%	26%	34%	36%	24%	25%	25%	**
	bcd							j				j				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Online shopping (purchasing goods/services/ tickets etc. through sites like Amazon)	82	90	113	54
	54%	52%	62%	40%
	d	d	bd	
Making video calls e.g. via FaceTime, Skype, WhatsApp or Zoom	65	70	87	45
	43%	41%	48%	34%
			d	
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat, WhatsApp	54	76	82	42
	35%	44%	45%	32%
		d	ad	
Send/ receive e-mails	63	67	73	49
	42%	39%	40%	37%
Using social media sites or apps (such as Facebook, Twitter, LinkedIn, Instagram or Snapchat)	29	47	43	27
	19%	27%	24%	20%

Columns Tested: a,b,c,d

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Watching TV programmes/ films content online (e.g. Netflix, BBC iPlayer, or Sky Go)	40 27%	39 23%	56 31% d	24 18%
Online food takeaway deliveries	21 14%	18 10%	20 11%	16 12%
Online banking/ paying bills e.g. transferring money between accounts, managing mortgage or other payments	54 36%	49 28%	52 29%	46 35%
Watching short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook)	37 25%	38 22%	42 23%	29 22%
Online food deliveries from supermarkets	40 26%	55 32%	60 33% d	30 23%
Accessing news	49 33%	60 35%	69 38%	40 30%
Columns Tested: a,b,c,d				

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Making voice calls using a VoIP service e.g. Skype, WhatsApp or Zoom	28 18%	41 24% d	47 26% d	19 15%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	11 7%	13 7%	18 10% d	4 3%
To find information on health related issues	38 25%	53 30%	56 31%	33 25%
Playing games online/ interactively	8 5%	19 11% a	15 8%	10 8%
Streamed audio services e.g. Spotify or Deezer or Apple Music	11 7%	5 3%	10 6%	6 4%
Trading/ auctions e.g. eBay, Facebook marketplace	14 9%	19 11%	20 11%	11 9%

Columns Tested: a,b,c,d

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	27 18% b	18 10%	30 17%	13 10%
Online home workouts (e.g. Joe Wicks) or via subscriptions such as Peloton	3 2%	9 5%	9 5%	3 2%
Remote healthcare services e.g. video consultation with GP	14 9%	18 10%	25 14% d	7 5%
Listening to live radio through a website or app	16 11%	16 9%	25 14% d	6 5%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	12 8% d	9 5%	16 9% d	3 3%

Columns Tested: a,b,c,d

QE5B. And which of these activities – if any – have you done online more often since the start of social distancing in March 2020 due to the outbreak of Covid-19? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Listening to catch-up or on-demand radio through a website or app	11 8%	13 8%	20 11% d	4 3%
Online dating sites/ apps	1 *%	- -%	1 *%	- -%
Other	11 7%	7 4%	10 6%	7 6%
None of these	10 7%	7 4%	12 7%	6 4%
Don't know	* *%	1 *%	- -%	1 1%
PURCHASING/ FINANCES	105 69% d	108 62%	129 72% bd	74 56%
COMMUNICATION	104 68%	110 64%	128 71% d	77 58%
INFORMATION/ HEALTHCARE	71 47%	93 54% d	104 58% ad	55 42%
ENTERTAINMENT	64 42%	74 43%	85 47%	49 37%
SOCIAL	29 19%	47 27%	43 24%	27 20%

Columns Tested: a,b,c,d

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
SEND/ RECEIVE EMAILS	455	222	110	332	740	2157	279	437	89	111	98	1832	279	23	21	**
	95%	90%	75%	84%	87%	93%	88%	84%	79%	77%	69%	95%	86%	73%	84%	**
	bcd	cd		c		g		k				hijk	n			
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT, WHATSAPP)	416	182	76	257	636	2012	268	393	76	91	89	1727	214	20	16	**
	87%	74%	52%	65%	74%	87%	85%	75%	67%	63%	63%	90%	66%	63%	62%	**
	bcd	cd		c				jk				hijk				
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, INSTAGRAM, SNAPCHAT)	336	136	51	187	545	1787	243	337	62	73	74	1529	152	16	13	**
	70%	55%	35%	48%	64%	77%	77%	65%	55%	51%	52%	80%	47%	51%	52%	**
	bcd	cd		c				ijk				hijk				
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	330	149	69	218	546	1764	243	350	64	74	74	1511	179	18	16	**
	69%	61%	47%	56%	64%	76%	77%	67%	57%	52%	52%	79%	55%	57%	63%	**
	bcd	c						ijk				hijk				
ACCESSING NEWS	378	173	85	258	535	1743	215	347	65	87	73	1501	219	17	15	**
	79%	70%	58%	66%	63%	75%	68%	67%	58%	61%	51%	78%	68%	55%	60%	**
	bcd	c				g		k				hijk				
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	331	147	65	212	491	1621	234	312	61	69	58	1416	179	15	12	**
	69%	60%	44%	54%	58%	70%	74%	60%	54%	48%	41%	74%	55%	48%	48%	**
	bcd	c						jk	k			hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	263 55% cd	127 51% c	57 39%	184 47%	465 54%	1553 67%	212 67%	287 55% k	57 50%	69 48%	58 41%	1342 70% hijk	154 47%	15 46%	10 41%	** **
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	263 55% bcd	103 42%	47 32%	150 38%	379 44%	1477 64% g	180 57%	259 50% jk	52 46% k	51 35%	47 33%	1278 67% hijk	125 39%	11 34%	10 38%	** **
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	271 56% bcd	112 45% c	51 35%	163 42%	390 46%	1317 57%	229 73% f	261 50% jk	51 45%	58 40%	53 37%	1175 61% hijk	140 43%	11 35%	7 28%	** **
TOTAL ONLINE TV/ VIDEO VIEWING	381 79% bcd	177 72% c	82 56%	259 66% c	625 73%	1954 84%	268 85%	389 75% jk	74 66%	92 64%	87 62%	1677 87% hijk	216 66%	20 63%	17 67%	** **
TOTAL MAKING VOICE OR VIDEO CALLS (E.G. SKYPE, FACETIME)	358 75% bcd	159 64% c	76 52%	234 60%	538 63%	1724 74%	253 80% f	342 65% jk	68 60% k	78 54%	68 48%	1505 78% hijk	198 61%	17 52%	13 53%	** **
ANY OF THESE ACTIVITIES	466 97% bcd	232 94% cd	117 80%	349 89% c	785 92%	2225 96%	303 96%	473 91% ijk	95 84%	117 81%	114 81%	1880 98% hijk	294 90% n	26 80%	22 86%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
SEND/ RECEIVE EMAILS	138	141	169	99
	91%	82%	94%	74%
	bd		bd	
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT, WHATSAPP)	95	119	130	75
	62%	69%	72%	57%
		d	ad	
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, INSTAGRAM, SNAPCHAT)	67	86	85	59
	44%	50%	47%	45%
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	92	87	112	61
	61%	50%	62%	46%
	d		bd	
ACCESSING NEWS	107	112	144	72
	70%	65%	80%	54%
	d		abd	
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	81	98	116	57
	53%	57%	65%	43%
		d	ad	
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	82	72	98	53
	54%	41%	54%	40%
	bd		bd	

Columns Tested: a,b,c,d

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	70 46% bd	55 32%	93 51% bd	31 23%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	65 43% d	75 43% d	95 52% d	41 31%
TOTAL ONLINE TV/ VIDEO VIEWING	109 72% bd	106 62%	134 74% bd	76 57%
TOTAL MAKING VOICE OR VIDEO CALLS (E.G. SKYPE, FACETIME)	93 61% d	106 61% d	129 72% abd	64 48%
ANY OF THESE ACTIVITIES	142 94% bd	151 88%	174 97% bd	107 81%

Columns Tested: a,b,c,d

QE51. Which of these fixed broadband services does your household have? (SINGLE CODE)

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	753	574	180	754	1438	3835	388	957	204	196	198	3085	481	93	107	73
Effective Weighted Sample	509	339	117	438	927	2633	274	529	113	119	113	2144	339	39	57	55
Total	446	234	124	357	737	2100	262	451	93	120	110	1772	297	30	21	10
Standard broadband – Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30Mbps	119 27%	89 38% a	64 51% ab	152 43% a	263 36%	597 28%	76 29%	158 35% l	31 33%	50 41% l	46 42% l	485 27%	131 44%	** **	7 35%	** **
Superfast broadband – A premium service that delivers higher speeds through either fibre optic or cable service – so the download speed is 30Mbps or higher and less than 300Mbps	279 62% bcd	128 55% c	43 35%	171 48% c	392 53%	1257 60%	151 58%	244 54%	52 55%	58 48%	51 47%	1089 61% hjk	139 47%	** **	12 55%	** **
Ultrafast broadband – the download speed is 300Mbps or higher	19 4% bd	2 1%	4 3%	6 2%	27 4%	106 5%	19 7%	18 4%	2 2%	3 3%	4 4%	94 5%	4 1%	** **	1 3%	** **
Don't know	30 7%	15 6%	13 11%	28 8%	54 7%	139 7%	15 6%	31 7%	8 9%	9 8%	8 7%	104 6%	23 8%	** **	1 7%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE51. Which of these fixed broadband services does your household have? (SINGLE CODE)

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	262	218	290	181
Effective Weighted Sample	181	161	213	120
Total	141	155	175	112
Standard broadband – Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30Mbps	58 41%	73 47%	78 44%	48 43%
Superfast broadband – A premium service that delivers higher speeds through either fibre optic or cable service – so the download speed is 30Mbps or higher and less than 300Mbps	76 54% b	63 40%	78 45%	58 52%
Ultrafast broadband – the download speed is 300Mbps or higher	3 2%	2 1%	3 2%	1 1%
Don't know	5 3%	18 12%	16 9%	5 4%
		ad	a	

Columns Tested: a,b,c,d

QE35. A wireless router allows you to have a wireless broadband connection throughout the house (also known as Wi-Fi), without needing cables running from your PC, laptop or other device to your telephone socket Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi? (SINGLE CODE)

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	753	574	180	754	1438	3835	388	957	204	196	198	3085	481	93	107	73
Effective Weighted Sample	509	339	117	438	927	2633	274	529	113	119	113	2144	339	39	57	55
Total	446	234	124	357	737	2100	262	451	93	120	110	1772	297	30	21	10
Yes	416	214	116	330	670	1954	243	411	86	109	98	1666	275	**	21	**
	93%	92%	94%	92%	91%	93%	93%	91%	92%	91%	89%	94% hk	93%	**	98%	**
No	22	13	2	16	45	102	12	25	3	7	8	76	14	**	*	**
	5%	6%	2%	4%	6%	5%	5%	6%	3%	6%	7%	4%	5%	**	1%	**
Don't know	8	6	6	12	22	44	6	15	5	4	4	30	8	**	*	**
	2%	3%	4%	3%	3%	2%	2%	3%	5%	3%	4%	2%	3%	**	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE35. A wireless router allows you to have a wireless broadband connection throughout the house (also known as Wi-Fi), without needing cables running from your PC, laptop or other device to your telephone socket Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi? (SINGLE CODE)

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	262	218	290	181
Effective Weighted Sample	181	161	213	120
Total	141	155	175	112
Yes	132	143	165	101
	93%	92%	95%	90%
No	8	6	5	8
	6%	4%	3%	8%
Don't know	1	7	4	3
	1%	4%	2%	3%

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE24. How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Significance Level: 95%																	
Unweighted total	24	22	35	57	108	134	24	71	20	23	24	70	35	5	11	6	
Effective Weighted Sample	17	13	21	31	58	89	19	41	12	15	17	45	25	4	7	5	
Total	19	15	53	69	103	116	18	76	27	32	37	62	61	1	4	2	
Certain to	**	**	**	**	3	5	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	3%	4%	**	**	**	**	**	**	**	**	**	**	**
Very likely	**	**	**	**	5	5	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	5%	4%	**	**	**	**	**	**	**	**	**	**	**
Likely	**	**	**	**	6	6	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	6%	5%	**	**	**	**	**	**	**	**	**	**	**
Unlikely	**	**	**	**	21	24	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	20%	21%	**	**	**	**	**	**	**	**	**	**	**
Very unlikely	**	**	**	**	18	24	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	18%	21%	**	**	**	**	**	**	**	**	**	**	**
Certain not to	**	**	**	**	38	35	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	37%	31%	**	**	**	**	**	**	**	**	**	**	**
TOTAL LIKELY	**	**	**	**	15	15	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	14%	13%	**	**	**	**	**	**	**	**	**	**	**
TOTAL UNLIKELY	**	**	**	**	77	83	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	75%	72%	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	9	13	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	9%	11%	**	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	2	4	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	2%	4%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE24. How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	16	19	7	25
Effective Weighted Sample	13	13	6	21
Total	24	37	15	33
Certain to	**	**	**	**
	**	**	**	**
Unlikely	**	**	**	**
	**	**	**	**
Very unlikely	**	**	**	**
	**	**	**	**
Certain not to	**	**	**	**
	**	**	**	**
TOTAL LIKELY	**	**	**	**
	**	**	**	**
TOTAL UNLIKELY	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2
No need to go online/ not interested	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Broadband set up costs are too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Someone else can go online for me if necessary	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Monthly cost of a fixed broadband service is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Using the internet is too complicated	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Concerned about security/ fraud/ privacy	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Getting online/ getting connected to the internet is too complicated	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	
Significance Level: 95%																	
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5	
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4	
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2	
Cost of a desktop, tablet or laptop computer to use the internet is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Monthly cost of a mobile phone service is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cost of a mobile phone handset to use the internet is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Poor eyesight	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Concerned about harmful/ offensive content	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Happy to use the internet at work/ elsewhere	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't have broadband where I live	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2
Broadband is too slow where I live	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ANY INVOLUNTARY REASONS	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ANY VOLUNTARY REASONS	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ONLY VOLUNTARY REASONS	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	17	6	21
Effective Weighted Sample	10	12	5	17
Total	20	34	14	28
No need to go online/ not interested	**	**	**	**
	**	**	**	**
Broadband set up costs are too high	**	**	**	**
	**	**	**	**
Someone else can go online for me if necessary	**	**	**	**
	**	**	**	**
Monthly cost of a fixed broadband service is too high	**	**	**	**
	**	**	**	**
Using the internet is too complicated	**	**	**	**
	**	**	**	**
Concerned about security/ fraud/ privacy	**	**	**	**
	**	**	**	**
Getting online/ getting connected to the internet is too complicated	**	**	**	**
	**	**	**	**
Cost of a desktop, tablet or laptop computer to use the internet is too high	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	17	6	21
Effective Weighted Sample	10	12	5	17
Total	20	34	14	28
Monthly cost of a mobile phone service is too high	**	**	**	**
	**	**	**	**
Cost of a mobile phone handset to use the internet is too high	**	**	**	**
	**	**	**	**
Poor eyesight	**	**	**	**
	**	**	**	**
Concerned about harmful/ offensive content	**	**	**	**
	**	**	**	**
Happy to use the internet at work/ elsewhere	**	**	**	**
	**	**	**	**
Don't have broadband where I live	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
ANY INVOLUNTARY REASONS	**	**	**	**
	**	**	**	**
ANY VOLUNTARY REASONS	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25A. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months? (MULTI CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	17	6	21
Effective Weighted Sample	10	12	5	17
Total	20	34	14	28
ONLY VOLUNTARY REASONS	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25B. And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2
No need to go online/ not interested	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Using the internet is too complicated	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Someone else can go online for me if necessary	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Broadband set up costs are too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Monthly cost of a fixed broadband service is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Concerned about security/ fraud/ privacy	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Getting online/ getting connected to the internet is too complicated	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25B. And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2
Poor eyesight	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Happy to use the internet at work/ elsewhere	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cost of a desktop, tablet or laptop computer to use the internet is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't have broadband where I live	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cost of a mobile phone handset to use the internet is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Concerned about harmful/ offensive content	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Monthly cost of a mobile phone service is too high	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25B. And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	14	20	28	48	71	91	12	45	12	18	11	46	30	4	9	5
Effective Weighted Sample	9	13	17	26	38	61	10	27	8	12	9	29	21	3	6	4
Total	10	15	46	61	77	83	9	53	17	26	21	41	54	1	4	2
Broadband is too slow where I live	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ANY INVOLUNTARY REASONS	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ANY VOLUNTARY REASONS	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25B. And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	17	6	21
Effective Weighted Sample	10	12	5	17
Total	20	34	14	28
No need to go online/ not interested	**	**	**	**
	**	**	**	**
Using the internet is too complicated	**	**	**	**
	**	**	**	**
Someone else can go online for me if necessary	**	**	**	**
	**	**	**	**
Broadband set up costs are too high	**	**	**	**
	**	**	**	**
Getting online/ getting connected to the internet is too complicated	**	**	**	**
	**	**	**	**
Happy to use the internet at work/ elsewhere	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**
ANY INVOLUNTARY REASONS	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

Please see 2021 Technology Tracker Methodology Explanation document on Ofcom's 2021 Statistical Release Calendar.

QE25B. And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE)

Base : Those unlikely to get internet access at home in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	17	6	21
Effective Weighted Sample	10	12	5	17
Total	20	34	14	28
ANY VOLUNTARY REASONS	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QE30. Have you or anyone in your household ever used one of these services to make voice or video calls using the internet at home?

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Yes	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	**
	91%	85%	72%	80%	83%	90%	91%	83%	77%	72%	71%	93%	81%	77%	70%	**
	bcd	c						jk				hijk				
No, never used	33	29	36	65	109	166	17	69	20	29	28	108	50	6	7	**
	7%	12%	25%	17%	13%	7%	5%	13%	18%	20%	20%	6%	15%	18%	27%	**
		a	abd	a				l	l	hl	hl				m	
Don't know	9	9	5	13	36	63	10	20	5	11	12	27	11	2	1	**
	2%	4%	3%	3%	4%	3%	3%	4%	4%	8%	9%	1%	3%	5%	3%	**
								l	l	l	hl					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE30. Have you or anyone in your household ever used one of these services to make voice or video calls using the internet at home?

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Yes	124	140	162	96
	81%	81%	90%	72%
			abd	
No, never used	20	30	16	28
	14%	17%	9%	21%
		c		c
Don't know	8	3	2	8
	5%	2%	1%	6%
	c			bc

Columns Tested: a,b,c,d

QE31. Which supplier or service does/ did your household use to make voice or video calls using the internet? (MULTI CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
PROMPTED RESPONSES																
WhatsApp	306	148	61	209	488	1475	250	278	51	57	56	1331	176	**	**	**
	70%	71%	58%	67%	69%	71%	87%	64%	59%	55%	56%	74%	67%	**	**	**
	c	c					f					hijk				
Zoom	254	120	64	183	333	1197	158	224	40	59	38	1074	155	**	**	**
	58%	57%	60%	58%	47%	57%	55%	52%	46%	57%	38%	60%	59%	**	**	**
								k		k		hik				
FaceTime	172	76	39	115	278	911	127	171	39	41	40	794	99	**	**	**
	39%	36%	37%	37%	39%	44%	44%	40%	45%	40%	40%	44%	37%	**	**	**
												h				
Facebook Messenger	125	61	32	94	301	873	80	186	39	40	45	670	74	**	**	**
	29%	29%	31%	30%	43%	42%	28%	43%	45%	38%	45%	37%	28%	**	**	**
						g		l								
Microsoft Teams	111	20	3	23	74	620	95	92	18	15	10	571	20	**	**	**
	25%	9%	3%	7%	10%	30%	33%	21%	21%	15%	10%	32%	7%	**	**	**
	bcd	c						k	k			hijk				
Skype	99	48	31	79	135	427	56	89	20	20	22	385	67	**	**	**
	23%	23%	29%	25%	19%	20%	19%	21%	23%	20%	21%	22%	25%	**	**	**
Snapchat	13	2	*	2	65	186	41	32	5	6	6	162	1	**	**	**
	3%	1%	*%	1%	9%	9%	14%	7%	6%	5%	6%	9%	1%	**	**	**
	bd						f									
Instagram	26	5	4	9	54	152	46	38	9	6	5	127	8	**	**	**
	6%	3%	4%	3%	8%	7%	16%	9%	10%	6%	5%	7%	3%	**	**	**
	bd						f									
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QE31. Which supplier or service does/ did your household use to make voice or video calls using the internet? (MULTI CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIPOU	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
Google Hangouts/ Google Meet/ Google Duo	12 3%	2 1%	1 1%	3 1%	18 2%	133 6%	19 7%	17 4%	3 3%	2 2%	4 4%	120 7% h	3 1%	** **	** **	** **
Houseparty	16 4%	4 2%	2 2%	6 2%	21 3%	98 5%	17 6%	11 2%	4 5%	1 1%	1 1%	94 5% hj	6 2%	** **	** **	** **
SPONTANEOUS RESPONSES																
Discord	1 *%	- -%	- -%	- -%	2 *%	9 *%	1 *%	2 *%	1 1%	- -%	1 1%	8 *%	- -%	** **	** **	** **
Cisco Webex	3 1%	- -%	- -%	- -%	* *%	7 *%	1 *%	1 *%	1 1%	- -%	- -%	7 *%	- -%	** **	** **	** **
Viber	* *%	* *%	- -%	* *%	* *%	5 *%	1 *%	* *%	* *%	* *%	* *%	6 *%	- -%	** **	** **	** **
Other	2 *%	* *%	- -%	* *%	1 *%	3 *%	* *%	1 *%	1 1%	* *%	1 1%	3 *%	- -%	** **	** **	** **
Don't know	3 1%	4 2%	- -%	4 1%	10 1%	14 1%	3 1%	3 1%	* *%	1 1%	2 2%	12 1%	3 1%	** **	** **	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE31. Which supplier or service does/ did your household use to make voice or video calls using the internet? (MULTI CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	226	196	269	148
Effective Weighted Sample	154	145	196	98
Total	124	140	162	96
PROMPTED RESPONSES				
WhatsApp	78 63%	98 70%	108 66%	63 66%
Zoom	71 58% d	84 60% d	112 69% ad	38 40%
FaceTime	47 38%	52 37%	63 39%	34 35%
Facebook Messenger	31 25%	43 31%	37 23%	33 34% c
Microsoft Teams	10 8%	10 7%	14 9%	5 5%
Skype	35 29%	32 23%	47 29%	19 19%
Snapchat	1 1%	* *%	1 1%	* *%
Instagram	2 2%	6 4%	5 3%	3 3%
Google Hangouts/ Google Meet/ Google Duo	2 1%	1 1%	2 1%	1 1%
Houseparty	3 2%	3 2%	4 3%	2 2%
SPONTANEOUS RESPONSES				
Don't know	2 2%	1 1%	2 1%	2 2%

Columns Tested: a,b,c,d

QE50. How often do you or does anyone in your household use these services to make or receive voice or video calls? (SINGLE CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
Every day	123	40	21	61	193	748	155	133	28	29	25	697	50	**	**	**
	28%	19%	20%	19%	27%	36%	54%	31%	32%	28%	24%	39%	19%	**	**	**
	bd						f					hjk				
At least once a week	188	96	48	144	305	861	96	178	34	44	36	737	123	**	**	**
	43%	46%	45%	46%	43%	41%	33%	41%	39%	42%	36%	41%	47%	**	**	**
						g										
At least once a month	68	38	21	59	110	277	19	63	12	16	17	212	46	**	**	**
	15%	18%	20%	19%	16%	13%	6%	15%	14%	15%	16%	12%	18%	**	**	**
						g										
A few times a year	48	33	12	44	77	157	8	47	10	13	17	115	40	**	**	**
	11%	16%	11%	14%	11%	8%	3%	11%	12%	13%	17%	6%	15%	**	**	**
						g		l	l	l	l					
Less than once a year	7	1	2	4	12	19	2	6	2	1	3	13	3	**	**	**
	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	3%	1%	1%	**	**	**
											l					
Don't know	4	1	1	3	11	25	9	5	1	*	2	14	2	**	**	**
	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	2%	1%	1%	**	**	**
							f									

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE50. How often do you or does anyone in your household use these services to make or receive voice or video calls? (SINGLE CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	226	196	269	148
Effective Weighted Sample	154	145	196	98
Total	124	140	162	96
Every day	23	26	30	19
	19%	19%	19%	19%
At least once a week	60	62	81	40
	49%	45%	50%	42%
At least once a month	17	29	28	17
	14%	21%	17%	18%
A few times a year	20	19	19	20
	16%	14%	12%	20%
				c
Less than once a year	1	2	3	-
	1%	2%	2%	-%
Don't know	1	1	1	1
	1%	1%	1%	1%

Columns Tested: a,b,c,d

QE50A. How does your household's use of voice or video call services compare to a year ago – so the start of the year 2020 before the outbreak of Covid-19? Do you... (SINGLE CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
Now use these a lot more	233	91	50	141	334	1209	174	219	45	51	41	1084	119	**	**	**
	53%	44%	47%	45%	47%	58%	60%	51%	51%	49%	40%	61%	45%	**	**	**
	bd											hijk				
Now use these a little more	134	78	38	116	229	574	79	128	25	34	30	479	94	**	**	**
	31%	37%	36%	37%	32%	28%	27%	30%	29%	33%	30%	27%	36%	**	**	**
	a	a		a												
Use these about the same	62	34	14	48	116	255	22	67	15	15	22	190	42	**	**	**
	14%	16%	14%	15%	16%	12%	8%	15%	18%	15%	22%	11%	16%	**	**	**
						g		l	l		l					
Now use these a little less	1	*	-	*	3	6	3	4	-	1	1	2	*	**	**	**
	*%	*%	-%	*%	*%	*%	1%	1%	-%	1%	1%	*%	*%	**	**	**
								l		l	l					
Now use these a lot less	2	2	2	4	6	7	2	5	-	3	2	5	4	**	**	**
	*%	1%	2%	1%	1%	*%	1%	1%	-%	3%	2%	*%	1%	**	**	**
								l		l	l					
TOTAL NOW USE MORE	367	170	87	257	562	1783	253	347	70	85	71	1564	214	**	**	**
	84%	81%	83%	82%	79%	85%	88%	80%	80%	82%	70%	87%	81%	**	**	**
								k				hik				
TOTAL NOW USE LESS	3	2	2	4	10	13	5	9	-	4	4	7	4	**	**	**
	1%	1%	2%	1%	1%	1%	2%	2%	-%	4%	4%	*%	1%	**	**	**
							f	l		il	il					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE50A. How does your household's use of voice or video call services compare to a year ago – so the start of the year 2020 before the outbreak of Covid-19? Do you... (SINGLE CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
Don't know	6	3	1	4	21	35	9	10	2	-	4	27	4	**	**	**
	1%	1%	1%	1%	3%	2%	3%	2%	3%	-%	4%	2%	2%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE50A. How does your household's use of voice or video call services compare to a year ago – so the start of the year 2020 before the outbreak of Covid-19? Do you... (SINGLE CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	226	196	269	148
Effective Weighted Sample	154	145	196	98
Total	124	140	162	96
Now use these a lot more	53	66	78	39
	43%	47%	48%	41%
Now use these a little more	46	48	61	29
	37%	34%	38%	31%
Use these about the same	21	20	19	23
	17%	15%	12%	24%
				c
Now use these a little less	*	-	*	-
	*%	-%	*%	-%
Now use these a lot less	1	2	3	1
	1%	2%	2%	1%
TOTAL NOW USE MORE	100	114	139	69
	81%	81%	86%	71%
			d	
TOTAL NOW USE LESS	1	2	3	1
	1%	2%	2%	1%
Don't know	1	3	1	3
	1%	2%	1%	3%

Columns Tested: a,b,c,d

QE50B. Which – if any – of these are the voice or video calls used for? (MULTI CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	725	519	148	667	1365	3781	432	943	199	172	181	3083	423	87	94	63
Effective Weighted Sample	489	301	97	381	882	2571	308	512	112	104	106	2132	297	36	49	50
Total	438	209	105	314	708	2086	289	433	87	104	101	1788	264	25	18	8
Catching up with friends/ family	392	193	99	292	634	1829	236	386	81	95	92	1568	246	**	**	**
	89%	92%	94%	93%	90%	88%	82%	89%	93%	92%	92%	88%	93%	**	**	**
						g										
Working from home	173	26	12	38	104	925	130	121	29	24	8	867	33	**	**	**
	40%	12%	11%	12%	15%	44%	45%	28%	33%	23%	8%	49%	13%	**	**	**
	bcd							k	k	k		hijk				
Distance learning due to Covid-19 (e.g. video lessons with a teacher)	53	8	1	9	98	481	94	83	19	11	7	445	8	**	**	**
	12%	4%	1%	3%	14%	23%	33%	19%	21%	11%	7%	25%	3%	**	**	**
	bcd						f	jk	jk			hjk				
Ordinary school work/ homework	34	3	*	3	79	310	83	56	15	7	8	294	2	**	**	**
	8%	1%	*%	1%	11%	15%	29%	13%	17%	7%	8%	16%	1%	**	**	**
	bcd						f		jk			hjk				
None of these	11	12	5	17	31	51	8	19	2	3	6	37	13	**	**	**
	3%	6%	5%	5%	4%	2%	3%	4%	3%	3%	6%	2%	5%	**	**	**
		a		a				l			l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QE50B. Which – if any – of these are the voice or video calls used for? (MULTI CODE)

Base : Those in a household where someone has used a service to make voice or video calls using the internet at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	226	196	269	148
Effective Weighted Sample	154	145	196	98
Total	124	140	162	96
Catching up with friends/ family	113	132	153	88
	92%	94%	94%	91%
Working from home	18	16	28	5
	14%	11%	17%	5%
	d		d	
Distance learning due to Covid-19 (e.g. video lessons with a teacher)	4	4	4	4
	3%	3%	2%	4%
Ordinary school work/ homework	2	1	*	2
	1%	1%	*%	2%
None of these	7	6	6	7
	6%	4%	4%	7%

Columns Tested: a,b,c,d

QV10. Do you or does anyone in your household have a smart watch or wearable tech such as a fitness tracker – a wearable computer that may be compatible with a smartphone? Popular brands include Apple Watch, Fitbit and Garmin. (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Yes – I use this	127	46	15	61	178	752	86	121	23	24	20	666	51	7	2		**
	27%	19%	10%	16%	21%	32%	27%	23%	20%	16%	14%	35%	16%	22%	8%		**
	bcd	c				g		k				hijk					
Yes – someone else in the household has this	89	23	10	33	93	418	48	65	14	9	17	371	25	2	4		**
	19%	9%	7%	8%	11%	18%	15%	12%	13%	7%	12%	19%	8%	7%	16%		**
	bcd											hjk					
TOTAL 'YES'	195	64	23	87	253	1041	121	171	33	30	36	920	70	8	6		**
	41%	26%	16%	22%	30%	45%	38%	33%	29%	21%	25%	48%	22%	24%	25%		**
	bcd	c				g		j				hijk					
No, do not have this at home	281	180	121	301	577	1230	183	340	75	106	98	984	250	23	19		**
	59%	73%	83%	77%	68%	53%	58%	65%	67%	74%	69%	51%	77%	73%	74%		**
		a	ab	a				l	l	l	l						
Don't know	3	3	3	5	23	44	11	10	4	8	8	18	4	1	*		**
	1%	1%	2%	1%	3%	2%	4%	2%	4%	6%	6%	1%	1%	2%	1%		**
							f	l	l	hl	hl						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV10. Do you or does anyone in your household have a smart watch or wearable tech such as a fitness tracker – a wearable computer that may be compatible with a smartphone? Popular brands include Apple Watch, Fitbit and Garmin. (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Yes – I use this	23	27	31	18
	15%	16%	17%	14%
Yes – someone else in the household has this	17	8	19	6
	11%	5%	10%	5%
	bd		b	
TOTAL 'YES'	38	32	46	23
	25%	19%	25%	18%
No, do not have this at home	113	138	135	105
	74%	80%	75%	79%
Don't know	1	3	-	4
	1%	2%	-%	3%
				c

Columns Tested: a,b,c,d

QV11. Do you or does anyone in your household have a smart speaker which can respond to voice commands like "Alexa" or "Hey Google" or "Siri"? Popular brands include Amazon Echo, Google Home, Facebook Portal and Apple HomePod.
(MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Yes – I use this	199	88	37	125	318	1037	94	220	47	45	59	834	104	10	7		**
	41%	35%	26%	32%	37%	45%	30%	42%	42%	31%	41%	43%	32%	32%	28%		**
	cd	c				g		j				j					
Yes – someone else in the household has this	59	18	6	24	88	333	32	63	11	11	15	271	17	6	1		**
	12%	7%	4%	6%	10%	14%	10%	12%	10%	8%	11%	14%	5%	18%	2%		**
	bcd					g						j		mo			
TOTAL 'YES'	240	101	41	142	373	1223	119	257	52	52	67	991	115	16	7		**
	50%	41%	28%	36%	44%	53%	38%	49%	46%	36%	48%	52%	36%	49%	29%		**
	bcd	c				g		j				j		o			
No, do not have this at home	231	143	100	243	458	1043	186	250	59	84	67	911	203	15	18		**
	48%	58%	68%	62%	54%	45%	59%	48%	52%	59%	48%	47%	63%	48%	69%		**
		a	ab	a			f			hl					n		
Don't know	9	3	5	7	23	49	11	14	2	8	7	20	6	1	*		**
	2%	1%	3%	2%	3%	2%	3%	3%	2%	5%	5%	1%	2%	2%	2%		**
								l		l	l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV11. Do you or does anyone in your household have a smart speaker which can respond to voice commands like "Alexa" or "Hey Google" or "Siri"? Popular brands include Amazon Echo, Google Home, Facebook Portal and Apple HomePod.
(MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Yes – I use this	51 33%	54 31%	58 32%	43 32%
Yes – someone else in the household has this	9 6%	8 4%	9 5%	8 6%
TOTAL 'YES'	56 37%	59 34%	62 34%	50 38%
No, do not have this at home	94 62%	109 63%	118 65%	77 58%
Don't know	1 1%	5 3%	1 *%	6 4%
		c		c

Columns Tested: a,b,c,d

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart home security such as security cameras, alarms and video doorbells which can send alerts to your mobile phone, tablet or smart speaker	73 15% c	44 18% c	12 8%	56 14%	115 14%	390 17%	58 18%	92 18%	20 18%	28 19%	24 17%	340 18%	47 14%	5 14%	3 12%	** **
Smart lighting which you can control remotely using an app on your mobile phone or smart speaker	68 14% bcd	16 7%	4 2%	20 5%	83 10%	354 15% g	27 9%	60 12%	12 11%	12 8%	12 8%	295 15% hjk	18 5%	1 2%	1 2%	** **
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	59 12% bcd	18 7%	5 4%	24 6%	64 8%	284 12% g	20 6%	52 10%	9 8%	14 10%	14 10%	231 12%	20 6%	3 9%	* 1%	** **
Smart heating which you can control remotely using an app on your mobile phone or smart speaker	57 12%	25 10%	10 7%	35 9%	61 7%	266 11%	27 9%	49 9% k	13 12% k	18 13% k	6 4%	231 12% k	27 8%	6 20% mo	1 5%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart bathroom scales which work with an app to keep a record of measurements and set goals	21 4% bd	3 1%	3 2%	7 2%	29 3%	148 6%	20 6%	27 5%	7 6%	3 2%	4 3%	124 6%	5 2%	1 3%	* 1%	** **
Smart video calling devices such as Facebook Portal with cameras that move to keep you in the frame and allow you to have video calls with others on their phone or tablet	15 3%	10 4%	3 2%	14 3%	34 4%	102 4%	20 6%	23 4%	5 4%	3 2%	9 6%	86 4%	11 4%	2 6%	* *%	** **
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	1 *% f	* *%	- -%	* *%	8 1%	55 2%	16 5% f	9 2%	2 1%	* *%	2 1%	54 3%	* *%	- -%	- -%	** **
Smart smoke alarms which send an alert to your phone	3 1%	4 2%	1 1%	5 1%	9 1%	37 2%	6 2%	7 1%	1 1%	2 1%	* *%	31 2%	5 2%	* *%	* *%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart fridge freezer with cameras to see what's inside using your phone while you're out shopping	- -%	- -%	- -%	- -%	5 1%	12 1%	3 1%	3 1%	* *0%	* *0%	* *0%	8 *0%	- -%	- -%	- -%	** **
ANY OF THESE SMART DEVICES	165 34% bcd	69 28% c	23 16%	92 23%	235 28%	871 38%	118 37%	174 33%	38 33%	46 32%	39 27%	745 39% hk	77 24%	9 29%	4 16%	** **
ANY 'SMART HOME' TECHNOLOGY	150 31% cd	64 26% c	21 15%	86 22%	210 25%	777 34%	91 29%	154 29%	33 29%	44 30%	35 25%	662 34% hk	73 22%	8 24%	4 15%	** **
None of these	308 64%	176 71% a	119 82% ab	295 75% a	584 68%	1383 60%	179 57%	334 64% l	71 63%	92 64%	94 66%	1144 60%	243 75%	22 69%	21 83%	** **
Don't know	6 1%	2 1%	4 3%	6 2%	34 4%	61 3%	19 6% f	14 3%	4 4%	7 5% l	9 6% hl	33 2%	5 2%	1 2%	* 1%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Smart home security such as security cameras, alarms and video doorbells which can send alerts to your mobile phone, tablet or smart speaker	30 19% bc	17 10%	21 11%	24 18% b
Smart lighting which you can control remotely using an app on your mobile phone or smart speaker	13 9% b	4 2%	9 5%	9 6%
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	14 9% b	5 3%	9 5%	11 8%
Smart heating which you can control remotely using an app on your mobile phone or smart speaker	13 9%	14 8%	19 11%	8 6%

Columns Tested: a,b,c,d

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Smart bathroom scales which work with an app to keep a record of measurements and set goals	5 3%	1 *%	2 1%	3 2%
Smart video calling devices such as Facebook Portal with cameras that move to keep you in the frame and allow you to have video calls with others on their phone or tablet	6 4%	6 3%	5 3%	6 4%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	* *%	- -%	* *%	- -%
Smart smoke alarms which send an alert to your phone	3 2%	2 1%	5 3%	* *%
ANY OF THESE SMART DEVICES	42 28%	35 20%	41 23%	33 25%
ANY 'SMART HOME' TECHNOLOGY	40 26%	33 19%	39 21%	32 24%
None of these	107 71%	135 78%	138 77%	95 72%

Columns Tested: a,b,c,d

QV1. Which of these do you, or does anyone in your household, have in your home at the moment? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Don't know	2	3	1	4
	2%	2%	1%	3%

Columns Tested: a,b,c,d

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart home security such as security cameras, alarms and video doorbells which can send alerts to your mobile phone, tablet or smart speaker	65 14% c	36 15% c	9 6%	45 12%	96 11%	334 14%	50 16%	75 14%	16 14%	21 15%	21 15%	297 15%	40 12%	2 5%	3 12%	** **
Smart lighting which you can control remotely using an app on your mobile phone or smart speaker	56 12% bcd	13 5%	3 2%	16 4%	68 8%	296 13% g	25 8%	54 10%	10 9%	10 7%	11 8%	245 13%	14 4%	1 2%	1 2%	** **
Smart heating which you can control remotely using an app on your mobile phone or smart speaker	52 11%	21 8%	9 6%	30 8%	53 6%	239 10%	23 7%	42 8% k	11 10% k	17 11% k	4 3%	210 11% hk	25 8%	4 11%	1 4%	** **
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	51 11% bcd	15 6%	5 3%	19 5%	54 6%	243 11% g	15 5%	45 9%	7 7%	12 8%	11 8%	198 10%	17 5%	1 3%	* 1%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart bathroom scales which work with an app to keep a record of measurements and set goals	18 4% bd	2 1%	3 2%	5 1%	19 2%	118 5%	12 4%	21 4%	5 4%	2 2%	2 2%	98 5%	4 1%	1 2%	* 1%	** **
Smart video calling devices such as Facebook Portal with cameras that move to keep you in the frame and allow you to have video calls with others on their phone or tablet	14 3%	9 4%	3 2%	12 3%	30 4%	86 4%	17 5%	21 4%	4 3%	3 2%	8 6%	73 4%	10 3%	2 5%	* *%	** **
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	1 *% *	* *% *	- -% -	* *% *	6 1% 1	43 2% 2	8 3% 3	6 1% 1	1 1% 1	* *% *	1 1% 1	41 2% 2	* *% *	- -% -	- -% -	** ** **
Smart smoke alarms which send an alert to your phone	2 *% 2	3 1% 3	1 1% 1	4 1% 4	7 1% 7	28 1% 2	5 1% 5	6 1% 6	1 *% 1	2 1% 2	* *% *	24 1% 2	4 1% 4	- -% -	* *% *	** ** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Smart fridge freezer with cameras to see what's inside using your phone while you're out shopping	- -%	- -%	- -%	- -%	1 *%	7 *%	2 1%	1 *%	* *%	* *%	- -%	5 *%	- -%	- -%	- -%	** **
ANY OF THESE SMART DEVICES	148 31% bcd	59 24% c	21 14%	79 20%	202 24%	771 33%	94 30%	153 29%	34 30%	40 27%	37 26%	661 34% hk	69 21%	5 17%	4 15%	** **
ANY 'SMART HOME' TECHNOLOGY	135 28% cd	55 22% c	19 13%	74 19%	180 21%	685 30% g	76 24%	135 26%	28 25%	37 25%	32 22%	583 30% h	64 20%	4 13%	4 14%	** **
None of these	325 68%	186 75% a	121 83% a	307 78% a	615 72%	1476 64%	202 64%	353 68%	75 66%	97 67%	95 67%	1226 64%	251 77%	26 81%	21 84%	** **
Don't know	6 1%	2 1%	4 3%	6 2%	36 4%	67 3%	20 6% f	15 3%	4 4%	7 5% l	10 7% hl	36 2%	5 2%	1 3%	* 1%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Smart home security such as security cameras, alarms and video doorbells which can send alerts to your mobile phone, tablet or smart speaker	28 19% bc	12 7%	17 10%	21 15% b
Smart lighting which you can control remotely using an app on your mobile phone or smart speaker	10 7% b	4 2%	7 4%	7 6%
Smart heating which you can control remotely using an app on your mobile phone or smart speaker	13 9%	12 7%	18 10%	7 6%
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	14 9% bc	3 2%	8 4%	10 7% b

Columns Tested: a,b,c,d

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Smart bathroom scales which work with an app to keep a record of measurements and set goals	4 3%	* *%	2 1%	2 2%
Smart video calling devices such as Facebook Portal with cameras that move to keep you in the frame and allow you to have video calls with others on their phone or tablet	5 3%	5 3%	4 2%	6 4%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	* *%	- -%	* *%	- -%
Smart smoke alarms which send an alert to your phone	3 2%	1 1%	4 2%	- -%
ANY OF THESE SMART DEVICES	41 27% b	28 16%	37 20%	30 22%
ANY 'SMART HOME' TECHNOLOGY	39 25% b	26 15%	34 19%	28 21%

Columns Tested: a,b,c,d

QV2. And do you personally use... (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
None of these	109	142	143	99
	72%	82%	79%	74%
		a		
Don't know	2	3	1	4
	2%	2%	1%	3%

Columns Tested: a,b,c,d

QV3. Which brands or types of smart speakers do you have in your household? (MULTI CODE)

Base : Those with a smart speaker in the household

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	403	261	57	318	718	2236	177	573	120	96	121	1744	199	47	42	30
Effective Weighted Sample	268	154	33	173	464	1530	122	314	75	55	67	1206	133	18	21	22
Total	240	101	41	142	373	1223	119	257	52	52	67	991	115	16	7	4
Amazon Echo	167	70	**	94	246	865	63	178	40	**	50	687	73	**	**	**
	70%	69%	**	66%	66%	71%	53%	69%	78%	**	75%	69%	64%	**	**	**
						g										
Google Home/ Google Nest	47	15	**	22	79	296	38	50	7	**	11	245	19	**	**	**
	20%	15%	**	15%	21%	24%	32%	20%	13%	**	17%	25%	16%	**	**	**
												i				
Sonos	13	5	**	7	13	83	4	10	3	**	2	71	6	**	**	**
	5%	5%	**	5%	3%	7%	3%	4%	7%	**	4%	7%	5%	**	**	**
												h				
Bose	18	6	**	9	14	65	11	11	2	**	3	64	6	**	**	**
	8%	5%	**	6%	4%	5%	10%	4%	3%	**	5%	6%	5%	**	**	**
							f									
Sony	3	2	**	3	8	29	5	3	-	**	1	29	3	**	**	**
	1%	2%	**	2%	2%	2%	4%	1%	-%	**	2%	3%	2%	**	**	**
Samsung	5	1	**	3	9	27	6	7	*	**	2	22	3	**	**	**
	2%	1%	**	2%	2%	2%	5%	3%	*%	**	3%	2%	2%	**	**	**
Apple HomePod	3	1	**	1	4	27	4	5	2	**	-	22	1	**	**	**
	1%	1%	**	1%	1%	2%	3%	2%	3%	**	-%	2%	1%	**	**	**
LG	*	*	**	1	4	15	4	4	1	**	1	12	1	**	**	**
	*%	*%	**	1%	1%	1%	3%	2%	2%	**	2%	1%	1%	**	**	**
JBL	1	1	**	1	2	14	9	4	1	**	1	14	1	**	**	**
	*%	1%	**	1%	1%	1%	7%	2%	1%	**	1%	1%	1%	**	**	**
							f									
Harman Kardon	1	-	**	-	1	10	2	1	-	**	-	9	-	**	**	**
	*%	-%	**	-%	*%	1%	2%	*%	-%	**	-%	1%	-%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV3. Which brands or types of smart speakers do you have in your household? (MULTI CODE)

Base : Those with a smart speaker in the household

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	~j	k	l	m	~n	~o	~p
Unweighted total	403	261	57	318	718	2236	177	573	120	96	121	1744	199	47	42	30
Effective Weighted Sample	268	154	33	173	464	1530	122	314	75	55	67	1206	133	18	21	22
Total	240	101	41	142	373	1223	119	257	52	52	67	991	115	16	7	4
Pure	*	1	**	1	2	6	-	*	-	**	*	6	*	**	**	**
	*%	1%	**	1%	*%	*%	-%	*%	-%	**	*%	1%	*%	**	**	**
Zolo	-	-	**	-	1	2	-	-	-	**	-	1	-	**	**	**
	-%	-%	**	-%	*%	*%	-%	-%	-%	**	-%	*%	-%	**	**	**
Other	8	1	**	2	7	23	2	6	1	**	2	16	2	**	**	**
	3%	1%	**	1%	2%	2%	2%	2%	1%	**	3%	2%	2%	**	**	**
Don't know	21	11	**	15	39	80	14	28	6	**	7	66	12	**	**	**
	9%	11%	**	11%	10%	7%	12%	11%	11%	**	10%	7%	11%	**	**	**
							f		l							

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV3. Which brands or types of smart speakers do you have in your household? (MULTI CODE)

Base : Those with a smart speaker in the household

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	110	89	112	83
Effective Weighted Sample	76	60	77	53
Total	56	59	62	50
Amazon Echo	42	**	38	**
	74%	**	62%	**
Google Home/ Google Nest	11	**	11	**
	20%	**	18%	**
Sonos	3	**	6	**
	6%	**	9%	**
Bose	*	**	3	**
	1%	**	5%	**
Sony	2	**	2	**
	3%	**	3%	**
Samsung	1	**	1	**
	2%	**	2%	**
Apple HomePod	*	**	1	**
	1%	**	1%	**
LG	1	**	1	**
	1%	**	1%	**
JBL	1	**	1	**
	1%	**	1%	**
Pure	*	**	*	**
	1%	**	1%	**
Other	*	**	1	**
	1%	**	1%	**
Don't know	2	**	6	**
	4%	**	10%	**

Columns Tested: a,b,c,d

QV4. Thinking of your household's smart speaker – such as an Amazon Echo, Google Home, or Apple HomePod... Which of these do you use your smart speaker for? (MULTI CODE)

Base : Those who personally use a smart speaker

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	328	230	49	279	610	1894	134	480	106	80	103	1469	175	39	40	25
Effective Weighted Sample	221	138	29	150	392	1302	94	260	66	46	56	1018	116	15	20	19
Total	199	88	37	125	318	1037	94	220	47	45	59	834	104	10	7	3
Listen to music via a streaming service – like Spotify, Apple Music or Deezer	114 57%	48 54%	** **	61 49%	178 56%	702 68%	60 63%	138 63%	32 68%	** **	33 56%	559 67%	49 47%	** **	** **	** **
Listen to a live radio station	138 69%	58 67%	** **	76 61%	178 56%	646 62%	35 37%	120 54%	30 63%	** **	28 48%	529 63%	63 61%	** **	** **	** **
Get weather reports	102 51% bd	34 38%	** **	45 36%	137 43%	467 45%	37 39%	95 43%	23 49%	** **	26 44%	377 45%	37 36%	** **	** **	** **
Searching for information online or asking general questions	88 44%	34 39%	** **	46 37%	118 37%	416 40%	30 32%	93 42%	19 41%	** **	28 48%	325 39%	38 36%	** **	** **	** **
As an alarm, personal schedule reminder or to make a shopping list	71 36% bd	21 24%	** **	28 23%	90 28%	385 37%	25 27%	82 37%	16 34%	** **	23 39%	298 36%	24 23%	** **	** **	** **
Get news reports	60 30%	22 25%	** **	29 23%	85 27%	282 27%	30 32%	56 25%	11 23%	** **	16 28%	235 28%	23 22%	** **	** **	** **
To control smart home devices such as heating or lighting	44 22% bd	9 10%	** **	11 9%	43 13%	224 22%	17 18%	36 16%	8 16%	** **	10 17%	186 22% h	9 9%	** **	** **	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV4. Thinking of your household's smart speaker – such as an Amazon Echo, Google Home, or Apple HomePod... Which of these do you use your smart speaker for? (MULTI CODE)

Base : Those who personally use a smart speaker

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	328	230	49	279	610	1894	134	480	106	80	103	1469	175	39	40	25
Effective Weighted Sample	221	138	29	150	392	1302	94	260	66	46	56	1018	116	15	20	19
Total	199	88	37	125	318	1037	94	220	47	45	59	834	104	10	7	3
Listen to a podcast	32	4	**	8	27	181	21	25	5	**	5	158	7	**	**	**
	16% bd	5%	**	7%	8%	17%	22%	11%	10%	**	9%	19% h	7%	**	**	**
To control a household device, such as the TV or set top box	27	10	**	16	42	145	18	34	6	**	11	114	14	**	**	**
	14%	11%	**	12%	13%	14%	19%	15%	12%	**	19%	14%	14%	**	**	**
Get travel information or updates	27	11	**	13	37	124	12	19	5	**	5	105	11	**	**	**
	14%	13%	**	11%	12%	12%	13%	8%	11%	**	9%	13%	11%	**	**	**
To call other people's smart speakers	21	6	**	6	24	111	9	23	4	**	10	90	5	**	**	**
	11% d	7%	**	5%	7%	11%	9%	11%	8%	**	18%	11%	5%	**	**	**
To make calls, send texts or emails by pairing the speaker with contacts on your mobile phone	14	2	**	2	23	81	10	19	5	**	5	65	2	**	**	**
	7% d	3%	**	2%	7%	8%	10%	9%	11%	**	9%	8%	2%	**	**	**
Play an interactive audio game	5	2	**	2	17	74	8	13	3	**	4	56	2	**	**	**
	2%	2%	**	1%	5%	7%	8%	6%	7%	**	6%	7%	1%	**	**	**
Purchase a product from a retailer	5	2	**	2	10	32	4	6	2	**	3	28	1	**	**	**
	2%	2%	**	2%	3%	3%	4%	3%	4%	**	5%	3%	1%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV4. Thinking of your household's smart speaker – such as an Amazon Echo, Google Home, or Apple HomePod... Which of these do you use your smart speaker for? (MULTI CODE)

Base : Those who personally use a smart speaker

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	328	230	49	279	610	1894	134	480	106	80	103	1469	175	39	40	25
Effective Weighted Sample	221	138	29	150	392	1302	94	260	66	46	56	1018	116	15	20	19
Total	199	88	37	125	318	1037	94	220	47	45	59	834	104	10	7	3
To search for health advice from the NHS	3	1	**	2	7	20	2	5	1	**	3	15	1	**	**	**
	1%	2%	**	1%	2%	2%	2%	2%	3%	**	6% l	2%	1%	**	**	**
None of these	6	3	**	10	20	34	7	9	2	**	1	27	9	**	**	**
	3%	4%	**	8% a	6%	3%	7% f	4%	5%	**	1%	3%	8%	**	**	**
Don't know	5	*	**	1	6	13	4	2	1	**	*	13	1	**	**	**
	2%	*0%	**	1%	2%	1%	4% f	1%	1%	**	*0%	2%	1%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV4. Thinking of your household's smart speaker – such as an Amazon Echo, Google Home, or Apple HomePod... Which of these do you use your smart speaker for? (MULTI CODE)

Base : Those who personally use a smart speaker

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	c	~d
Unweighted total	96	79	101	70
Effective Weighted Sample	66	53	69	44
Total	51	54	58	43
Listen to music via a streaming service – like Spotify, Apple Music or Deezer	**	**	33	**
	**	**	57%	**
Listen to a live radio station	**	**	38	**
	**	**	66%	**
Get weather reports	**	**	25	**
	**	**	43%	**
Searching for information online or asking general questions	**	**	25	**
	**	**	44%	**
As an alarm, personal schedule reminder or to make a shopping list	**	**	14	**
	**	**	24%	**
Get news reports	**	**	15	**
	**	**	27%	**
To control smart home devices such as heating or lighting	**	**	5	**
	**	**	9%	**
Listen to a podcast	**	**	6	**
	**	**	10%	**

Columns Tested: a,b,c,d

QV4. Thinking of your household's smart speaker – such as an Amazon Echo, Google Home, or Apple HomePod... Which of these do you use your smart speaker for? (MULTI CODE)

Base : Those who personally use a smart speaker

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	c	~d
Unweighted total	96	79	101	70
Effective Weighted Sample	66	53	69	44
Total	51	54	58	43
To control a household device, such as the TV or set top box	**	**	9	**
	**	**	16%	**
Get travel information or updates	**	**	6	**
	**	**	10%	**
To call other people's smart speakers	**	**	2	**
	**	**	3%	**
To make calls, send texts or emails by pairing the speaker with contacts on your mobile phone	**	**	2	**
	**	**	3%	**
Play an interactive audio game	**	**	*	**
	**	**	1%	**
Purchase a product from a retailer	**	**	-	**
	**	**	-%	**
To search for health advice from the NHS	**	**	*	**
	**	**	1%	**
None of these	**	**	4	**
	**	**	7%	**
Don't know	**	**	-	**
	**	**	-%	**

Columns Tested: a,b,c,d

QV6. Does anyone in your household ever use voice controls – perhaps to search for information, to control devices or to set alarms or reminders? This would include using commands such as ‘Alexa’, ‘Hey Siri’ or ‘Hey or OK Google’, or using voice controls with smart speakers, mobile phones or smart TV remote controls such as Sky Q to search for something or ask a question. (SINGLE CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Yes	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	**
	49%	42%	33%	39%	44%	53%	42%	50%	44%	36%	48%	52%	39%	36%	44%	**
	bcd					g		j				j				
No	230	136	94	230	432	1013	160	242	54	83	64	876	189	19	14	**
	48%	55%	65%	59%	51%	44%	51%	46%	48%	58%	45%	46%	58%	59%	56%	**
		a	a	a			f			hkl						
Don't know	14	7	4	11	42	83	23	20	9	8	10	50	8	1	*	**
	3%	3%	3%	3%	5%	4%	7%	4%	8%	6%	7%	3%	3%	5%	1%	**
							f		l	l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV6. Does anyone in your household ever use voice controls – perhaps to search for information, to control devices or to set alarms or reminders? This would include using commands such as ‘Alexa’, ‘Hey Siri’ or ‘Hey or OK Google’, or using voice controls with smart speakers, mobile phones or smart TV remote controls such as Sky Q to search for something or ask a question. (SINGLE CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Yes	65 43%	62 36%	67 37%	56 42%
No	82 54%	107 62%	109 60%	72 55%
Don't know	5 3%	4 2%	4 2%	4 3%

Columns Tested: a,b,c,d

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Unweighted total	402	260	63	323	723	2215	209	588	128	101	120	1739	207	43	49	24
Effective Weighted Sample	271	148	39	175	470	1527	146	317	77	59	68	1215	141	14	15	19
Total	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	3
PROMPTED RESPONSES																
Playing music – e.g. Spotify	126	45	**	61	188	727	70	143	29	20	35	592	50	**	**	**
	53%	43%	**	40%	50%	60%	52%	55%	59%	39%	51%	59%	39%	**	**	**
	bd							j	j		j					
Weather information	140	50	**	73	205	664	87	146	32	35	35	558	60	**	**	**
	59%	48%	**	48%	54%	54%	66%	56%	65%	66%	52%	56%	47%	**	**	**
	bd						f									
Setting a reminder or alarm for a specific time	112	31	**	46	140	548	54	113	21	15	28	443	37	**	**	**
	48%	30%	**	30%	37%	45%	41%	44%	42%	28%	41%	44%	29%	**	**	**
	bd							j				j				
Starting/ opening up a radio station	102	46	**	64	132	464	24	89	17	20	18	381	54	**	**	**
	43%	44%	**	42%	35%	38%	18%	34%	35%	38%	27%	38%	43%	**	**	**
						g										
Controlling lighting or heating in your home	55	12	**	16	62	262	19	45	11	12	12	219	12	**	**	**
	23%	11%	**	11%	16%	22%	14%	17%	22%	23%	18%	22%	10%	**	**	**
	bd					g										
Getting the news headlines	51	24	**	33	79	246	29	59	12	17	18	205	25	**	**	**
	22%	23%	**	22%	21%	20%	22%	23%	24%	33%	26%	21%	20%	**	**	**
										l						
Travel information	55	19	**	27	72	236	30	46	9	13	10	204	24	**	**	**
	23%	18%	**	18%	19%	19%	23%	18%	18%	25%	14%	21%	19%	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	402	260	63	323	723	2215	209	588	128	101	120	1739	207	43	49	24
Effective Weighted Sample	271	148	39	175	470	1527	146	317	77	59	68	1215	141	14	15	19
Total	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	3
Getting 'how to' instructions	39	12	**	16	69	230	31	50	9	12	13	188	12	**	**	**
	16%	11%	**	11%	18%	19%	23%	19%	18%	24%	20%	19%	10%	**	**	**
Finding out which music is being played	39	18	**	26	68	230	28	48	11	10	9	186	23	**	**	**
	17%	17%	**	17%	18%	19%	21%	19%	22%	18%	14%	19%	18%	**	**	**
Starting/ opening up a TV programme	31	21	**	27	59	178	21	34	6	7	9	151	25	**	**	**
	13%	20%	**	18%	15%	15%	16%	13%	12%	14%	14%	15%	20%	**	**	**
Starting/ opening up an on-demand service like Netflix	18	14	**	18	47	146	18	33	8	7	11	117	16	**	**	**
	8%	14%	**	12%	13%	12%	13%	13%	16%	13%	17%	12%	13%	**	**	**
Finding a TV programme or channel or on-demand service	26	16	**	22	52	139	21	42	6	8	16	109	18	**	**	**
	11%	15%	**	14%	14%	11%	16%	16%	12%	15%	24%	11%	14%	**	**	**
Starting/ opening up a podcast	18	4	**	4	17	115	16	18	5	2	4	100	3	**	**	**
	8%	3%	**	2%	4%	9%	12%	7%	11%	3%	5%	10%	2%	**	**	**
	d															
Playing games	8	1	**	1	23	97	17	19	4	2	6	79	1	**	**	**
	3%	1%	**	1%	6%	8%	13%	7%	9%	3%	9%	8%	1%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Unweighted total	402	260	63	323	723	2215	209	588	128	101	120	1739	207	43	49	24
Effective Weighted Sample	271	148	39	175	470	1527	146	317	77	59	68	1215	141	14	15	19
Total	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	3
SPONTANEOUS RESPONSES																
General information/ search	9	2	**	3	7	30	1	5	-	-	*	26	3	**	**	**
	4%	2%	**	2%	2%	2%	1%	2%	-%	-%	*%	3%	3%	**	**	**
Make a call	1	2	**	2	2	7	-	1	-	-	-	5	2	**	**	**
	*%	2%	**	1%	1%	1%	-%	1%	-%	-%	-%	1%	1%	**	**	**
Dictionary/ spelling	-	-	**	-	1	3	2	*	-	-	-	4	-	**	**	**
	-%	-%	**	-%	*%	*%	1% f	*%	-%	-%	-%	*%	-%	**	**	**
Shopping lists	-	*	**	1	1	4	-	-	-	-	-	4	1	**	**	**
	-%	*%	**	1%	*%	*%	-%	-%	-%	-%	-%	*%	1%	**	**	**
Annouce to others in the home	1	*	**	1	2	3	-	-	-	-	-	3	1	**	**	**
	*%	*%	**	1%	*%	*%	-%	-%	-%	-%	-%	*%	1%	**	**	**
Find a recipe	*	1	**	1	1	2	-	-	-	-	-	2	1	**	**	**
	*%	*%	**	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	**	**	**
Jokes/ stories	-	1	**	1	2	2	-	1	1	-	-	1	-	**	**	**
	-%	1%	**	*%	*%	*%	-%	*%	2% l	-%	-%	*%	-%	**	**	**
Send a text	-	-	**	-	*	2	-	*	-	-	-	1	-	**	**	**
	-%	-%	**	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	**	**	**
Anything else	-	*	**	*	*	*	1	*	*	*	-	2	-	**	**	**
	-%	*%	**	*%	*%	*%	1% f	*%	1%	1%	-%	*%	-%	**	**	**
Don't know	3	4	**	10	16	38	5	6	1	*	2	27	7	**	**	**
	1%	4%	**	7% a	4%	3%	3%	2%	1%	1%	3%	3%	5%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	118	89	118	85
Effective Weighted Sample	81	62	84	55
Total	65	62	67	56
PROMPTED RESPONSES				
Playing music – e.g. Spotify	31	**	27	**
	47%	**	41%	**
Weather information	31	**	35	**
	48%	**	51%	**
Setting a reminder or alarm for a specific time	23	**	21	**
	35%	**	31%	**
Starting/ opening up a radio station	30	**	35	**
	45%	**	53%	**
Controlling lighting or heating in your home	8	**	8	**
	12%	**	11%	**
Getting the news headlines	14	**	14	**
	21%	**	21%	**
Travel information	15	**	15	**
	23%	**	23%	**
Getting 'how to' instructions	9	**	7	**
	13%	**	10%	**
Finding out which music is being played	12	**	16	**
	18%	**	24%	**

Columns Tested: a,b,c,d

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	118	89	118	85
Effective Weighted Sample	81	62	84	55
Total	65	62	67	56
Starting/ opening up a TV programme	13	**	14	**
	19%	**	20%	**
Starting/ opening up an on-demand service like Netflix	6	**	9	**
	9%	**	13%	**
Finding a TV programme or channel or on-demand service	10	**	8	**
	15%	**	12%	**
Starting/ opening up a podcast	2	**	2	**
	3%	**	3%	**
Playing games	1	**	1	**
	1%	**	1%	**
SPONTANEOUS RESPONSES				
General information/ search	1	**	2	**
	2%	**	2%	**
Make a call	1	**	2	**
	2%	**	3%	**
Shopping lists	1	**	1	**
	2%	**	2%	**
Annouce to others in the home	1	**	*	**
	1%	**	*%	**
Find a recipe	-	**	1	**
	-%	**	1%	**

Columns Tested: a,b,c,d

QV7. Which of these types of information or tasks are achieved using voice controls in your household? (MULTI CODE)

Base : Those in a household where someone uses voice controls

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	118	89	118	85
Effective Weighted Sample	81	62	84	55
Total	65	62	67	56
Don't know	2	**	1	**
	3%	**	2%	**

Columns Tested: a,b,c,d

QV8. Who in your household uses voice controls? Please include yourself if that's correct. (MULTI CODE)

Base : Those in a household where someone uses voice controls

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	402	260	63	323	723	2215	209	588	128	101	120	1739	207	43	49	24
Effective Weighted Sample	271	148	39	175	470	1527	146	317	77	59	68	1215	141	14	15	19
Total	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	3
Child aged under 5	-	-	**	-	19	56	8	8	2	*	*	48	-	**	**	**
	-%	-%	**	-%	5%	5%	6%	3%	3%	*%	*%	5%	-%	**	**	**
Child aged 5-7	-	*	**	*	24	93	6	13	3	1	1	74	*	**	**	**
	-%	*%	**	*%	6%	8%	4%	5%	6%	2%	2%	7%	*%	**	**	**
Child aged 8-11	7	*	**	*	25	124	20	22	6	1	3	110	-	**	**	**
	3%	*%	**	*%	7%	10%	15%	9%	12%	3%	4%	11%	-%	**	**	**
	bd								j			j				
Child aged 12-15	8	1	**	1	33	140	15	30	6	6	3	113	1	**	**	**
	3%	1%	**	*%	9%	12%	11%	12%	12%	12%	5%	11%	1%	**	**	**
	d															
Adult aged 16-24	40	*	**	2	68	258	37	46	10	5	10	205	1	**	**	**
	17%	*%	**	1%	18%	21%	28%	18%	19%	10%	15%	21%	1%	**	**	**
	bd											j				
Adult aged 25-44	34	3	**	7	116	538	68	80	22	10	16	460	4	**	**	**
	14%	3%	**	5%	30%	44%	51%	31%	45%	18%	24%	46%	3%	**	**	**
	bd								hjk			hjk				
Adult aged 45-64	211	14	**	17	106	477	40	104	20	20	33	385	11	**	**	**
	89%	13%	**	11%	28%	39%	30%	40%	40%	38%	48%	39%	9%	**	**	**
	bd					g										
Adult aged 65-74	26	98	**	110	120	171	8	64	9	23	23	128	90	**	**	**
	11%	93%	**	72%	32%	14%	6%	25%	19%	44%	35%	13%	71%	**	**	**
		ad		a		g		l		hil	il					
Adult aged 75 and over	2	9	**	49	50	45	3	30	6	11	9	29	45	**	**	**
	1%	9%	**	32%	13%	4%	2%	12%	13%	21%	13%	3%	36%	**	**	**
		a		ab				l	l	l	l					
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QV8. Who in your household uses voice controls? Please include yourself if that's correct. (MULTI CODE)

Base : Those in a household where someone uses voice controls

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Unweighted total	402	260	63	323	723	2215	209	588	128	101	120	1739	207	43	49	24
Effective Weighted Sample	271	148	39	175	470	1527	146	317	77	59	68	1215	141	14	15	19
Total	236	105	48	152	380	1219	133	259	49	52	68	997	127	12	11	3
Don't know	1	1	**	2	4	11	3	2	*	*	-	7	2	**	**	**
	1%	1%	**	1%	1%	1%	2%	1%	*%	1%	-%	1%	2%	**	**	**
Prefer not to say	-	-	**	-	2	4	1	1	*	*	*	3	-	**	**	**
	-%	-%	**	-%	1%	*%	1%	*%	*%	1%	1%	*%	-%	**	**	**
ANY CHILDREN AGED UNDER 16	15	1	**	1	82	305	37	56	12	7	6	254	1	**	**	**
	6%	1%	**	1%	22%	25%	28%	21%	23%	13%	9%	26%	1%	**	**	**
	bd							k	k		jk					
ANY ADULTS AGED 16 AND OVER	233	100	**	117	323	1134	118	227	44	45	62	931	94	**	**	**
	99%	96%	**	77%	85%	93%	89%	88%	89%	86%	92%	93%	74%	**	**	**
	d	d										hj				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV8. Who in your household uses voice controls? Please include yourself if that's correct. (MULTI CODE)

Base : Those in a household where someone uses voice controls

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	118	89	118	85
Effective Weighted Sample	81	62	84	55
Total	65	62	67	56
Child aged 5-7	-	**	*	**
	-%	**	1%	**
Child aged 12-15	1	**	1	**
	1%	**	1%	**
Adult aged 16-24	-	**	1	**
	-%	**	1%	**
Adult aged 25-44	3	**	3	**
	4%	**	4%	**
Adult aged 45-64	10	**	5	**
	15%	**	8%	**
Adult aged 65-74	48	**	52	**
	73%	**	78%	**
Adult aged 75 and over	21	**	25	**
	33%	**	38%	**
Don't know	1	**	-	**
	2%	**	-%	**
ANY CHILDREN AGED UNDER 16	1	**	1	**
	1%	**	2%	**
ANY ADULTS AGED 16 AND OVER	50	**	53	**
	77%	**	79%	**

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
No car used by someone in the household	49	20	17	37	149	294	59	100	31	21	36	203	29	4	3	**
	10%	8%	12%	10%	17%	13%	19%	19%	27%	15%	26%	11%	9%	14%	12%	**
							f	l	hjl		jl					
FEATURES IN CAR																
The ability to make and receive calls 'hands free' on a mobile phone via the car's dashboard using bluetooth	318	153	63	215	380	1308	121	236	45	67	57	1147	178	20	13	**
	66%	62%	43%	55%	44%	57%	38%	45%	40%	47%	40%	60%	55%	63%	52%	**
	cd	cd	c			g						hijk				
A DAB digital radio	266	140	63	203	339	1184	98	202	38	63	50	1042	168	18	11	**
	55%	57%	43%	52%	40%	51%	31%	39%	34%	44%	36%	54%	52%	56%	45%	**
	c	c				g						hijk				
The ability to stream music and other audio content from a phone through the car's audio system (CC)	201	88	32	120	223	920	80	159	31	39	35	806	100	11	7	**
	42%	36%	22%	30%	26%	40%	25%	31%	27%	27%	25%	42%	31%	33%	26%	**
	cd	c				g						hijk				
Built-in satellite navigation with a screen in the car's dashboard (CC)	221	105	47	152	244	847	72	147	28	42	35	753	126	14	9	**
	46%	43%	32%	39%	29%	37%	23%	28%	25%	29%	25%	39%	39%	43%	36%	**
	cd	c				g						hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centering (CC)	189 39% cd	91 37% c	39 27%	130 33%	209 25%	746 32% g	74 24%	137 26%	27 24%	35 24%	38 27%	666 35% hij	104 32%	15 46%	9 35%	** **
An in-built 'infotainment system' with a touchscreen to control this in the dashboard of the car (CC)	178 37% cd	85 35% c	34 24%	120 31%	203 24%	731 32% g	60 19%	130 25%	28 25%	35 25%	38 27%	647 34% hij	98 30%	13 39%	6 25%	** **
The ability to stream apps from a smartphone by connecting your phone to the car's dashboard – using software such as Apple CarPlay or Android Auto (CC)	91 19% c	42 17%	16 11%	58 15%	104 12%	415 18% g	39 12%	68 13%	11 10%	15 10%	19 13%	370 19% hij	47 14%	7 21%	3 12%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	77 16%	48 20% c	14 10%	62 16%	116 14%	332 14% g	19 6%	83 16%	19 17%	24 17%	16 12%	254 13%	50 15%	8 25% o	2 9%	** **
In-built Wi-Fi 'hotspot' – so you and others can use the car's own data connection to go online (CC)	42 9% d	14 6%	6 4%	21 5%	34 4%	140 6%	17 5%	23 4%	6 5%	7 5%	7 5%	131 7% h	17 5%	2 5%	2 6%	** **
Remote monitoring of the car using a smartphone – for example enabling you to lock or unlock the car, check fuel levels, monitor the car's performance, identify faults or remind you where you parked (CC)	41 9% cd	14 6%	5 4%	19 5%	30 3%	141 6% g	11 3%	24 5%	7 6%	4 3%	5 4%	129 7%	17 5%	1 3%	1 3%	** **
None of these	61 13%	36 15%	41 28% abd	77 20% a	172 20%	353 15%	74 24% f	110 21% l	21 19%	38 26% l	23 17%	274 14%	66 20%	3 11%	5 19%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Don't know	13	7	7	14	46	89	19	21	6	6	11	61	12	1	1	**
	3%	3%	5%	4%	5%	4%	6%	4%	5%	4%	8%	3%	4%	3%	3%	**
											l					
ANY CONNECTED CAR FEATURES (CC)	306	150	64	214	379	1298	126	240	45	65	61	1136	176	20	14	**
	64%	61%	44%	55%	44%	56%	40%	46%	39%	45%	43%	59%	54%	62%	54%	**
	cd	c		c		g						hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
No car used by someone in the household	10	19	8	20
	7%	11%	5%	15%
		c		ac

FEATURES IN CAR

The ability to make and receive calls 'hands free' on a mobile phone via the car's dashboard using bluetooth

97	80	106	65
64%	47%	59%	49%
bd		b	

A DAB digital radio

83	85	107	56
55%	49%	59%	42%
d		bd	

The ability to stream music and other audio content from a phone through the car's audio system (CC)

63	38	61	36
41%	22%	34%	27%
bd		b	

Built-in satellite navigation with a screen in the car's dashboard (CC)

69	57	80	41
45%	33%	44%	31%
bd		bd	

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centering (CC)	56	48	65	34
	37%	28%	36%	26%
	d			
An in-built 'infotainment system' with a touchscreen to control this in the dashboard of the car (CC)	59	39	58	37
	39%	22%	32%	28%
	bd		b	
The ability to stream apps from a smartphone by connecting your phone to the car's dashboard – using software such as Apple CarPlay or Android Auto (CC)	27	20	28	18
	18%	12%	15%	13%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	31	20	26	22
	20%	11%	14%	16%
	b			

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
In-built Wi-Fi 'hotspot' – so you and others can use the car's own data connection to go online (CC)	10 7%	7 4%	9 5%	7 5%
Remote monitoring of the car using a smartphone – for example enabling you to lock or unlock the car, check fuel levels, monitor the car's performance, identify faults or remind you where you parked (CC)	12 8% b	5 3%	12 7%	4 3%
None of these	30 19%	36 21%	35 19%	26 20%
Don't know	* *%	12 7% a	5 3% a	7 5% a
ANY CONNECTED CAR FEATURES (CC)	93 61% bd	83 48%	109 61% bd	62 47%

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	734	570	183	753	1380	3700	381	866	182	195	182	2999	471	95	113	74
Effective Weighted Sample	488	332	119	429	871	2483	270	476	103	114	99	2045	328	40	61	53
Total	431	227	129	355	704	2020	257	421	82	123	105	1719	295	28	22	10
FEATURES IN CAR																
The ability to make and receive calls 'hands free' on a mobile phone via the car's dashboard using bluetooth	318	153	63	215	380	1308	121	236	45	67	57	1147	178	**	13	**
	74%	67%	49%	61%	54%	65%	47%	56%	55%	55%	54%	67%	60%	**	60%	**
	bcd	c		c		g						hijk				
A DAB digital radio	266	140	63	203	339	1184	98	202	38	63	50	1042	168	**	11	**
	62%	62%	49%	57%	48%	59%	38%	48%	47%	51%	48%	61%	57%	**	52%	**
	c	c				g						hijk				
The ability to stream music and other audio content from a phone through the car's audio system (CC)	201	88	32	120	223	920	80	159	31	39	35	806	100	**	7	**
	47%	39%	25%	34%	32%	46%	31%	38%	37%	32%	33%	47%	34%	**	29%	**
	bcd	c				g						hjk				
Built-in satellite navigation with a screen in the car's dashboard (CC)	221	105	47	152	244	847	72	147	28	42	35	753	126	**	9	**
	51%	46%	36%	43%	35%	42%	28%	35%	34%	34%	34%	44%	43%	**	41%	**
	cd					g						hjk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	734	570	183	753	1380	3700	381	866	182	195	182	2999	471	95	113	74
Effective Weighted Sample	488	332	119	429	871	2483	270	476	103	114	99	2045	328	40	61	53
Total	431	227	129	355	704	2020	257	421	82	123	105	1719	295	28	22	10
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centering (CC)	189 44% cd	91 40%	39 30%	130 37%	209 30%	746 37% g	74 29%	137 33%	27 33%	35 28%	38 36%	666 39% hj	104 35%	** **	9 40%	** **
An in-built 'infotainment system' with a touchscreen to control this in the dashboard of the car (CC)	178 41% cd	85 38% c	34 27%	120 34%	203 29%	731 36% g	60 23%	130 31%	28 34%	35 29%	38 36%	647 38% h	98 33%	** **	6 29%	** **
The ability to stream apps from a smartphone by connecting your phone to the car's dashboard – using software such as Apple CarPlay or Android Auto (CC)	91 21% c	42 19%	16 12%	58 16%	104 15%	415 21% g	39 15%	68 16%	11 13%	15 12%	19 18%	370 22% hij	47 16%	** **	3 14%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	734	570	183	753	1380	3700	381	866	182	195	182	2999	471	95	113	74
Effective Weighted Sample	488	332	119	429	871	2483	270	476	103	114	99	2045	328	40	61	53
Total	431	227	129	355	704	2020	257	421	82	123	105	1719	295	28	22	10
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	77	48	14	62	116	332	19	83	19	24	16	254	50	**	2	**
	18%	21%	11%	18%	16%	16%	8%	20%	23%	20%	16%	15%	17%	**	10%	**
		c				g		l	l							
In-built Wi-Fi 'hotspot' – so you and others can use the car's own data connection to go online (CC)	42	14	6	21	34	140	17	23	6	7	7	131	17	**	2	**
	10%	6%	5%	6%	5%	7%	6%	5%	7%	5%	6%	8%	6%	**	7%	**
	d															
Remote monitoring of the car using a smartphone – for example enabling you to lock or unlock the car, check fuel levels, monitor the car's performance, identify faults or remind you where you parked (CC)	41	14	5	19	30	141	11	24	7	4	5	129	17	**	1	**
	10%	6%	4%	5%	4%	7%	4%	6%	9%	3%	5%	7%	6%	**	3%	**
	d															
None of these	61	36	41	77	172	353	74	110	21	38	23	274	66	**	5	**
	14%	16%	32%	22%	24%	17%	29%	26%	26%	31%	22%	16%	22%	**	22%	**
			abd	a			f	l	l	l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	734	570	183	753	1380	3700	381	866	182	195	182	2999	471	95	113	74
Effective Weighted Sample	488	332	119	429	871	2483	270	476	103	114	99	2045	328	40	61	53
Total	431	227	129	355	704	2020	257	421	82	123	105	1719	295	28	22	10
Don't know	13	7	7	14	46	89	19	21	6	6	11	61	12	**	1	**
	3%	3%	6%	4%	7%	4%	7%	5%	7%	5%	10%	4%	4%	**	3%	**
							f				l					
ANY CONNECTED CAR FEATURES (CC)	306	150	64	214	379	1298	126	240	45	65	61	1136	176	**	14	**
	71%	66%	50%	60%	54%	64%	49%	57%	54%	52%	58%	66%	60%	**	62%	**
	cd	c		c		g						hij				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	260	210	286	174
Effective Weighted Sample	178	154	210	112
Total	142	153	172	113
FEATURES IN CAR				
The ability to make and receive calls 'hands free' on a mobile phone via the car's dashboard using bluetooth	97 68% b	80 52%	106 62%	65 58%
A DAB digital radio	83 59%	85 55%	107 62% d	56 49%
The ability to stream music and other audio content from a phone through the car's audio system (CC)	63 44% bd	38 25%	61 35% b	36 32%
Built-in satellite navigation with a screen in the car's dashboard (CC)	69 48% bd	57 37%	80 47%	41 36%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centering (CC)	56 40%	48 31%	65 38%	34 31%

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	260	210	286	174
Effective Weighted Sample	178	154	210	112
Total	142	153	172	113
An in-built 'infotainment system' with a touchscreen to control this in the dashboard of the car (CC)	59 42% b	39 25%	58 34%	37 32%
The ability to stream apps from a smartphone by connecting your phone to the car's dashboard – using software such as Apple CarPlay or Android Auto (CC)	27 19%	20 13%	28 16%	18 16%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	31 22% b	20 13%	26 15%	22 19%
In-built Wi-Fi 'hotspot' – so you and others can use the car's own data connection to go online (CC)	10 7%	7 4%	9 6%	7 6%

Columns Tested: a,b,c,d

QV9. Does anyone in your household have a car? IF YES - Does any car used by someone in your household have any of these features? (MULTI CODE)

Base : Those in a household where someone uses a car

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	260	210	286	174
Effective Weighted Sample	178	154	210	112
Total	142	153	172	113
Remote monitoring of the car using a smartphone – for example enabling you to lock or unlock the car, check fuel levels, monitor the car's performance, identify faults or remind you where you parked (CC)	12 9% b	5 3%	12 7%	4 4%
None of these	30 21%	36 24%	35 20%	26 23%
Don't know	* *% a	12 8% a	5 3% a	7 6% a
ANY CONNECTED CAR FEATURES (CC)	93 66% b	83 54%	109 63%	62 55%

Columns Tested: a,b,c,d

QP24. Some devices, as well as radio sets, can receive digital radio which allow access to a greater number of stations than available on AM/ FM radio. Examples of digital radio stations include Absolute 80s, BBC 6 Music, Radio 5 live sports extra.

Before today, which of these ways of listening to digital radio were you aware of? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
DAB radio	408	206	102	308	576	1819	159	367	73	100	95	1514	259	22	19	**
	85%	84%	70%	78%	68%	79%	50%	70%	65%	70%	67%	79%	80%	70%	74%	**
	cd	c		c		g						hijk				
Online via an app or web browser on a smartphone, tablet or computer	316	142	52	194	430	1528	162	289	60	64	58	1306	165	13	11	**
	66%	58%	36%	49%	50%	66%	51%	55%	53%	45%	41%	68%	51%	42%	44%	**
	bcd	cd		c		g		jk				hijk				
On TV via Freeview, cable or satellite TV services	356	178	82	259	514	1550	144	337	71	90	80	1259	219	20	14	**
	74%	72%	56%	66%	60%	67%	46%	65%	63%	62%	57%	65%	68%	62%	57%	**
	cd	c		c		g						k				
On a smart speaker such as Amazon Echo, Google Home	284	116	39	155	377	1348	104	254	50	59	53	1107	130	11	10	**
	59%	47%	27%	39%	44%	58%	33%	49%	44%	41%	37%	58%	40%	34%	38%	**
	bcd	cd		c		g		k				hijk				
I wasn't aware of digital radio before today	25	11	23	34	99	145	73	57	18	20	25	134	26	3	4	**
	5%	4%	16%	9%	12%	6%	23%	11%	16%	14%	18%	7%	8%	9%	16%	**
			abd	ab			f	l	l	l	hl					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP24. Some devices, as well as radio sets, can receive digital radio which allow access to a greater number of stations than available on AM/ FM radio. Examples of digital radio stations include Absolute 80s, BBC 6 Music, Radio 5 live sports extra.

Before today, which of these ways of listening to digital radio were you aware of? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
DAB radio	131	127	154	95
	87%	73%	85%	72%
	bd		bd	
Online via an app or web browser on a smartphone, tablet or computer	91	74	110	53
	60%	43%	61%	40%
	bd		bd	
On TV via Freeview, cable or satellite TV services	113	106	135	79
	74%	62%	75%	60%
	bd		bd	
On a smart speaker such as Amazon Echo, Google Home	70	60	81	45
	46%	35%	45%	34%
	bd		bd	
I wasn't aware of digital radio before today	8	18	9	17
	5%	10%	5%	13%
		c		ac

Columns Tested: a,b,c,d

QP4. Please think about any types of radios that you have at home – so please include any FM, AM or digital radios, including radios within alarm clocks or Hi-Fi systems. For now, please don't include car radios, and don't include any radio listening through computers, smart speakers, TVs or phones. In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118		80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47		57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25		11
Kitchen/ kitchen diner/ dining room	226	142	75	217	348	906	75	205	43	71	43	753	187	12	12		**
	47%	57%	52%	55%	41%	39%	24%	39%	38%	49%	30%	39%	58%	36%	46%		**
		a		a		g				hkl		k	n				
Bedroom	210	136	78	214	338	840	68	206	44	66	59	681	180	17	11		**
	44%	55%	53%	54%	40%	36%	22%	40%	39%	46%	42%	35%	55%	53%	44%		**
		a	a	a		g				l							
Living room/ lounge	183	122	75	197	336	766	81	196	45	58	64	611	161	18	13		**
	38%	49%	51%	50%	39%	33%	26%	38%	40%	40%	45%	32%	50%	57%	51%		**
		a	a	a		g		l		l	l						
Study/ home office	62	37	16	53	68	212	20	42	11	13	6	195	43	4	4		**
	13%	15%	11%	13%	8%	9%	6%	8%	10%	9%	4%	10%	13%	14%	18%		**
												k					
Garage/ shed	70	47	8	54	77	219	5	43	9	20	9	178	43	4	5		**
	14%	19%	5%	14%	9%	9%	1%	8%	8%	14%	7%	9%	13%	14%	19%		**
	c	cd		c		g											
Bathroom/ shower room	34	21	12	33	53	145	11	29	7	8	3	119	28	1	3		**
	7%	8%	8%	8%	6%	6%	4%	6%	6%	5%	2%	6%	9%	3%	11%		**
Hallway/ landing	9	3	1	3	7	34	10	13	4	2	2	30	3	1	*		**
	2%	1%	*%	1%	1%	1%	3%	2%	3%	2%	1%	2%	1%	2%	1%		**
						f											
Move around as needed/ portable	72	54	27	80	109	261	25	69	13	24	17	215	70	7	3		**
	15%	22%	18%	20%	13%	11%	8%	13%	11%	17%	12%	11%	21%	22%	11%		**
		a		a													

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP4. Please think about any types of radios that you have at home – so please include any FM, AM or digital radios, including radios within alarm clocks or Hi-Fi systems. For now, please don't include car radios, and don't include any radio listening through computers, smart speakers, TVs or phones. In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Other	7	7	1	8	15	26	3	3	2	1	-	22	7	1	*	**
	1%	3%	*%	2%	2%	1%	1%	1%	1%	*%	-%	1%	2%	2%	1%	**
None – do not have any radios at home	96	30	19	49	230	712	159	144	32	31	42	619	38	5	5	**
	20%	12%	13%	13%	27%	31%	50%	28%	28%	21%	30%	32%	12%	15%	20%	**
	bd						f					hj				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP4. Please think about any types of radios that you have at home – so please include any FM, AM or digital radios, including radios within alarm clocks or Hi-Fi systems. For now, please don't include car radios, and don't include any radio listening through computers, smart speakers, TVs or phones. In which of these rooms at home do you have any radios? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Kitchen/ kitchen diner/ dining room	91 60% d	95 55%	121 67% bd	62 47%
Bedroom	82 54%	97 56%	110 61% d	62 47%
Living room/ lounge	76 50%	84 49%	90 50%	63 48%
Study/ home office	21 14% d	22 13% d	33 18% d	8 6%
Garage/ shed	26 17% b	17 10%	29 16%	13 10%
Bathroom/ shower room	15 10% d	13 8%	24 13% d	4 3%
Hallway/ landing	1 1%	1 1%	3 1%	- -%
Move around as needed/ portable	29 19% d	40 23% d	52 29% ad	14 11%
Other	3 2%	4 2%	3 2%	4 3%
None – do not have any radios at home	18 12%	21 12%	12 6%	24 18% c

Columns Tested: a,b,c,d

QP5. How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None	135 26% bcd	54 18%	39 14%	93 16%	311 29%	899 35%	175 54% f	210 31%	42 28%	49 23%	66 31%	759 37% hij	76 15%	8 18%	8 24%	2 12%
1	158 30%	87 28%	78 28%	164 28%	308 29%	733 29% g	72 22%	207 30%	44 29%	64 31%	65 31%	570 28%	136 28%	14 33%	10 28%	5 31%
2-3	176 33% a	122 40% a	128 47% a	250 43% a	345 32%	678 26% g	52 16%	208 30% l	51 34% l	74 35% l	63 30%	520 25%	216 44%	16 38%	11 32%	7 45%
4-5	33 6% a	38 12% a	20 7%	58 10% a	73 7%	140 5% g	7 2%	38 6%	8 5%	18 8%	11 5%	109 5%	51 10%	4 9%	3 9%	1 4%
6-10	6 1%	5 2%	3 1%	8 1%	9 1%	25 1%	1 *% g	3 *% g	1 1%	1 1%	* *% g	23 1%	8 2%	- -%	* *% g	* 1%
11 or more	* *% g	* *% a	* *% a	1 *% a	3 *% a	3 *% g	- -% g	* *% g	- -% g	- -% g	- -% g	1 *% g	1 *% g	- -% g	- -% g	* 1%
Don't know	16 3% bd	2 1%	6 2%	8 1%	29 3%	83 3%	20 6% f	20 3%	4 3%	4 2%	6 3%	63 3%	5 1%	1 1%	2 7% mp	- -% m
NOT ANSWERED [POSTAL ONLY]	1 *% m	* *% a	1 *% a	1 *% a	2 *% a	3 *% g	- -% g	1 *% l	* *% l	* *% hl	* *% hl	2 *% o	* *% o	* *% o	* 1% o	1 5% m
ANY 'ACTIVE' RADIO SETS IN THE HOME	374 71% a	252 82% a	230 83% a	482 82% a	739 68%	1578 62% g	131 40%	456 66% l	104 70% l	158 75% hl	139 66%	1223 60%	412 84% o	33 80%	24 69%	13 83%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP5. How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NO 'ACTIVE' RADIO SETS IN THE HOME	135	54	39	93	311	899	175	210	42	49	66	759	76	8	8	2
	26%	18%	14%	16%	29%	35%	54%	31%	28%	23%	31%	37%	15%	18%	24%	12%
	bcd						f					hij				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP5. How many radios do you have in your home that you, or someone in your household, listen to in most weeks? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
None	36 17% c	40 14%	23 9%	49 24% bc
1	50 23%	86 31%	57 24%	61 29%
2-3	96 45%	120 43%	117 49% d	77 37%
4-5	24 11%	27 10%	32 13%	16 8%
6-10	5 2%	3 1%	7 3%	1 1%
11 or more	* *%	* *%	1 *%	- -%
Don't know	2 1%	3 1%	2 1%	3 1%
NOT ANSWERED [POSTAL ONLY]	* *%	- -%	- -%	* *%
ANY 'ACTIVE' RADIO SETS IN THE HOME	176 82%	236 85% d	214 90% ad	157 75%
NO 'ACTIVE' RADIO SETS IN THE HOME	36 17% c	40 14%	23 9%	49 24% bc

Columns Tested: a,b,c,d

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None	65 12%	50 16%	80 29% ab	130 22% ab	180 17%	318 12% g	18 6%	124 18% l	37 25% l	46 22% l	50 24% l	219 11%	104 21%	12 30%	8 23%	6 37% m
1	170 32%	110 36% c	73 26%	182 31%	301 28%	694 27% g	69 21%	184 27%	35 23%	64 30%	50 24%	556 27%	160 32%	9 22%	8 23%	6 36%
2-3	100 19%	60 19%	52 19%	112 19%	150 14%	364 14% g	15 5%	86 12%	17 11%	33 16%	21 10%	281 14%	99 20% p	4 10%	7 19%	2 10%
4-5	13 2%	11 3%	2 1%	13 2%	18 2%	47 2%	4 1%	6 1%	1 1%	2 1%	1 1%	44 2% h	11 2%	2 4%	* 1%	* 1%
6-10	1 *%	2 1%	1 *%	3 1%	3 *%	7 *%	1 *%	3 *%	1 1%	1 1%	* *%	7 *%	3 1%	- -%	- -%	- -%
Don't know	22 4%	13 4%	16 6%	29 5%	70 6%	132 5%	24 7%	39 6%	8 6%	10 5%	12 5%	110 5%	26 5%	2 6%	1 2%	* 2%
NOT ANSWERED [POSTAL ONLY]	4 1%	7 2% a	8 3% a	15 3% a	20 2%	20 1%	1 *%	17 2% l	5 3% l	2 1%	7 3% l	10 *%	11 2%	4 9% mo	* 1%	* 1%
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	283 54%	183 59% c	128 46%	310 53%	471 44%	1112 43% g	88 27%	278 41%	54 36%	100 47% k	73 34%	887 43% k	273 55% n	15 37%	15 44%	8 47%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NO 'ACTIVE' RADIO SETS IN THE HOME	135 26% bcd	54 18%	39 14%	93 16%	311 29%	899 35%	175 54% f	210 31%	42 28%	49 23%	66 31%	759 37% hij	76 15%	8 18%	8 24%	2 12%
DON'T KNOW NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	16 3% bd	2 1%	6 2%	8 1%	29 3%	83 3%	20 6% f	20 3%	4 3%	4 2%	6 3%	63 3%	5 1%	1 1%	2 7% mp	- -%
NO DAB RADIO SETS OR NO 'ACTIVE' RADIO SETS IN THE HOME	200 38%	104 34%	119 43% b	223 38%	491 45%	1216 47%	193 59% f	334 49%	79 53%	95 45%	116 55%	978 48%	180 36%	20 48%	16 47%	8 49% m
DON'T KNOW THE NUMBER OF DAB RADIO SETS OR DON'T KNOW THE NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	39 7%	15 5%	22 8%	37 6%	99 9%	215 8%	43 13% f	59 9%	12 8%	14 7%	18 8%	173 8%	31 6%	3 7%	3 9%	* 2%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
None	41	62	38	40
	19%	22%	16%	19%
1	76	83	86	68
	36%	30%	36%	32%
2-3	42	58	61	33
	19%	21%	25%	16%
			d	
4-5	5	5	9	2
	2%	2%	4%	1%
6-10	2	1	2	1
	1%	*%	1%	1%
Don't know	8	18	11	12
	4%	6%	5%	6%
NOT ANSWERED [POSTAL ONLY]	2	8	7	2
	1%	3%	3%	1%
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	125	148	157	104
	58%	53%	66%	50%
			bd	
NO 'ACTIVE' RADIO SETS IN THE HOME	36	40	23	49
	17%	14%	9%	24%
	c			bc
DON'T KNOW NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	2	3	2	3
	1%	1%	1%	1%

Columns Tested: a,b,c,d

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
NO DAB RADIO SETS OR NO 'ACTIVE' RADIO SETS IN THE HOME	77	102	61	90
	36%	37%	26%	43%
	c	c		c
DON'T KNOW THE NUMBER OF DAB RADIO SETS OR DON'T KNOW THE NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	10	20	13	14
	5%	7%	6%	7%

Columns Tested: a,b,c,d

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	650	592	261	853	1328	2849	188	746	163	200	194	2147	559	98	112	84
Effective Weighted Sample	414	353	145	428	741	1879	128	394	85	117	106	1448	335	46	59	59
Total	374	252	230	482	739	1578	131	456	104	158	139	1223	412	33	24	13
None	65	50	79	129	179	317	18	124	37	46	50	218	104	**	8	**
	17%	20%	34%	27%	24%	20%	14%	27%	35%	29%	36%	18%	25%	**	33%	**
			ab	ab				l	l	l	l					
1	170	110	73	182	301	694	69	184	35	64	50	556	160	**	8	**
	45%	44%	32%	38%	41%	44%	52%	40%	34%	41%	36%	45%	39%	**	33%	**
	cd	c										i				
2-3	100	60	52	112	150	364	15	86	17	33	21	281	99	**	7	**
	27%	24%	23%	23%	20%	23%	11%	19%	16%	21%	15%	23%	24%	**	28%	**
						g										
4-5	13	11	2	13	18	47	4	6	1	2	1	44	11	**	*	**
	4%	4%	1%	3%	2%	3%	3%	1%	1%	1%	1%	4%	3%	**	2%	**
												h				
6-10	1	2	1	3	3	7	1	3	1	1	*	7	3	**	-	**
	*%	1%	*%	1%	*%	*%	*%	1%	1%	1%	*%	1%	1%	**	-%	**
Don't know	22	13	15	29	69	131	24	39	8	10	11	109	25	**	1	**
	6%	5%	7%	6%	9%	8%	18%	8%	8%	6%	8%	9%	6%	**	3%	**
						f										
NOT ANSWERED [POSTAL ONLY]	4	6	8	14	19	18	1	15	5	2	6	9	10	**	*	**
	1%	3%	3%	3%	3%	1%	1%	3%	4%	1%	4%	1%	2%	**	1%	**
				a				l	l		l					
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	283	183	128	310	471	1112	88	278	54	100	73	887	273	**	15	**
	76%	72%	56%	64%	64%	70%	67%	61%	52%	63%	52%	73%	66%	**	64%	**
	cd	cd										hijk				
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	650	592	261	853	1328	2849	188	746	163	200	194	2147	559	98	112	84
Effective Weighted Sample	414	353	145	428	741	1879	128	394	85	117	106	1448	335	46	59	59
Total	374	252	230	482	739	1578	131	456	104	158	139	1223	412	33	24	13
NO DAB RADIO SETS OR NO 'ACTIVE' RADIO SETS IN THE HOME	65 17%	50 20%	79 34% ab	129 27% ab	179 24%	317 20%	18 14%	124 27% l	37 35% l	46 29% l	50 36% l	218 18%	104 25%	** **	8 33%	** **
DON'T KNOW THE NUMBER OF DAB RADIO SETS OR DON'T KNOW THE NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	22 6%	13 5%	15 7%	29 6%	69 9%	131 8%	24 18% f	39 8%	8 8%	10 6%	11 8%	109 9%	25 6%	** **	1 3%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	288	270	321	216
Effective Weighted Sample	187	163	212	143
Total	176	236	214	157
None	41	62	38	40
	24%	26%	18%	26%
		c		
1	76	83	86	68
	44%	35%	40%	43%
2-3	42	58	61	33
	24%	24%	28%	21%
4-5	5	5	9	2
	3%	2%	4%	1%
6-10	2	1	2	1
	1%	1%	1%	1%
Don't know	8	18	11	11
	4%	7%	5%	7%
NOT ANSWERED [POSTAL ONLY]	2	8	7	2
	1%	3%	3%	1%
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	125	148	157	104
	71%	63%	74%	66%
		b		
NO DAB RADIO SETS OR NO 'ACTIVE' RADIO SETS IN THE HOME	41	62	38	40
	24%	26%	18%	26%
		c		

Columns Tested: a,b,c,d

QP7. You said that you have (NUMBER AT QP5) radios in your home that someone in the household listens to in most weeks. How many of these radios are DAB radio sets? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	288	270	321	216
Effective Weighted Sample	187	163	212	143
Total	176	236	214	157
DON'T KNOW THE NUMBER OF DAB RADIO SETS OR DON'T KNOW THE NUMBER OF 'ACTIVE' RADIO SETS IN THE HOME	8	18	11	11
	4%	7%	5%	7%

Columns Tested: a,b,c,d

QP1. During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, on a smart speaker or any other way)? (SINGLE CODE)

Base : All respondents

		AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
		55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																	
Unweighted total		885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample		576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total		526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
7 days a week	(7.0)	236 45%	151 49%	145 53%	295 51%	420 39%	919 36% g	47 15%	247 36%	62 41% k	84 40%	63 30%	711 35%	255 52%	17 40%	14 42%	9 58% n
6 days a week	(6.0)	19 4% bcd	4 1%	1 1%	6 1%	20 2%	86 3%	6 2%	16 2%	2 1%	3 2%	2 1%	68 3%	3 1%	1 3%	1 3%	* 1%
5 days a week	(5.0)	54 10% bcd	14 4%	7 2%	20 3%	62 6%	244 10%	31 9%	42 6%	9 6%	9 4%	10 5%	219 11% hjk	17 3%	2 5%	* 1%	1 6%
3 or 4 days a week	(3.5)	54 10%	37 12%	21 8%	58 10%	127 12%	294 11%	31 10%	83 12%	17 11%	27 13%	25 12%	221 11%	48 10%	7 17% p	2 6%	1 5%
1 or 2 days a week	(1.5)	61 12%	37 12%	25 9%	62 11%	125 12%	325 13%	47 14%	84 12%	19 12%	28 13%	33 16%	268 13%	50 10%	5 12%	5 14%	2 14%
Less often	(0.5)	62 12%	40 13%	38 14%	79 13%	157 15%	362 14%	54 17%	125 18% l	24 16%	37 17%	41 19% l	272 13%	67 14%	6 14%	4 12%	1 6%
Never/ do not listen to the radio	(0.0)	35 7%	23 7%	37 14% ab	60 10% a	152 14%	291 11%	91 28% f	87 13%	17 12%	23 11%	35 17%	260 13%	49 10%	3 8%	6 19% m	2 10%
Don't know		5 1%	3 1%	1 *% %	4 1%	17 2%	41 2%	19 6% f	3 *% %	1 1%	* *% %	1 1%	27 1%	3 1%	* *% %	1 3%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP1. During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, on a smart speaker or any other way)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	1	-	-	-	1	2	-	-	-	-	-	2	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Mean number of days	4.5	4.4	4.3	4.4	3.8	3.9	2.4	3.7	3.9	3.8	3.2	3.9	4.4	4.1	3.8	4.9
						g		k	k	k		k				o
Standard deviation	2.72	2.82	3.03	2.92	2.92	2.82	2.61	2.90	2.92	2.90	2.87	2.82	2.92	2.80	3.14	2.88
Standard error	.09	.10	.17	.09	.07	.04	.12	.08	.18	.17	.17	.05	.11	.25	.25	.28

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP1. During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, on a smart speaker or any other way)? (SINGLE CODE)

Base : All respondents

		65+ AGE GROUP ENGLAND			
		MALE	FEMALE	ABC1	C2DE
		a	b	c	d
Significance Level: 95%					
Unweighted total		355	327	363	294
Effective Weighted Sample		228	201	239	193
Total		214	279	238	209
7 days a week	(7.0)	112	143	154	85
		52%	51%	64%	41%
		d	d	abd	
6 days a week	(6.0)	2	2	2	1
		1%	1%	1%	1%
5 days a week	(5.0)	10	7	4	13
		5%	2%	2%	6%
					c
3 or 4 days a week	(3.5)	18	30	17	21
		8%	11%	7%	10%
1 or 2 days a week	(1.5)	22	29	24	24
		10%	10%	10%	12%
Less often	(0.5)	33	34	24	36
		16%	12%	10%	17%
					c
Never/ do not listen to the radio	(0.0)	16	33	15	28
		7%	12%	6%	13%
			c		c
Don't know		1	1	-	1
		1%	*%	-%	1%
Mean number of days		4.5	4.4	5.1	3.8
		d		abd	
Standard deviation		2.90	2.94	2.74	2.96
Standard error		.15	.16	.14	.17
Columns Tested: a,b,c,d					

QP25A. How often, if at all, do you... Listen to live radio (so at the same time as the show is broadcast)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	251 48%	149 48%	138 50%	287 49%	433 40%	1016 40%	59 18%	256 37%	65 44%	81 39%	67 32%	803 39%	248 50%	16 38%	13 39%	10 60%
						g			k							no
At least weekly	126 24% cd	63 20% c	31 11%	94 16%	207 19%	612 24%	76 23%	134 20%	29 20%	47 22%	38 18%	521 25% hk	73 15%	13 32% mo	5 16%	3 18%
At least monthly	26 5%	11 4%	8 3%	20 3%	52 5%	159 6%	26 8%	45 7%	7 5%	9 4%	12 6%	129 6%	17 3%	1 2%	1 3%	1 5%
Less than once a month	42 8%	27 9%	28 10%	55 9%	103 9%	241 9%	35 11%	74 11%	12 8%	21 10%	29 14%	189 9%	45 9% p	5 11% p	5 16% p	* 1%
Never	65 12%	43 14%	61 22% ab	104 18% a	231 21%	429 17%	114 35% f	145 21% l	27 18%	41 19%	54 26% l	342 17%	90 18%	6 14%	7 20%	2 11%
Don't know	15 3% c	9 3% c	* *%	9 2%	41 4%	87 3%	15 5%	19 3%	4 3%	4 2%	8 4%	57 3%	7 2%	1 2%	1 4%	- -%
NOT ANSWERED [POSTAL ONLY]	* *%	6 2% a	9 3% a	15 3% a	15 1%	19 1%	* *%	14 2% l	5 3% l	7 3% l	3 1%	7 *%	13 3%	* 1%	1 3%	1 4%
EVER	445 85% cd	250 81%	206 75%	456 78%	794 73%	2029 79% g	196 60%	509 74%	114 76%	159 75%	146 69%	1643 80% hk	382 78%	35 84%	25 73%	14 85%
AT LEAST ONCE A MONTH	403 77% cd	223 72%	178 64%	400 69%	691 64%	1787 70% g	161 49%	435 63%	102 68% k	137 65%	117 55%	1453 71% hk	338 69%	30 72%	20 58%	13 84% mo

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25A. How often, if at all, do you... Listen to live radio (so at the same time as the show is broadcast)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A WEEK	377	212	169	381	639	1628	135	390	95	129	105	1324	321	29	19	13
	72% cd	69%	61%	65%	59%	64% g	41%	57%	63% k	61% k	50%	65% hk	65%	70%	55%	79% mo

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25A. How often, if at all, do you... Listen to live radio (so at the same time as the show is broadcast)? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	109	139	148	84
	51%	50%	62%	40%
	d		abd	
At least weekly	38	35	32	37
	18%	13%	13%	18%
At least monthly	9	8	13	4
	4%	3%	5%	2%
Less than once a month	19	26	16	23
	9%	9%	7%	11%
Never	33	57	28	47
	16%	20%	12%	23%
		c		c
Don't know	3	4	2	4
	1%	2%	1%	2%
NOT ANSWERED [POSTAL ONLY]	3	10	-	10
	1%	4%	-%	5%
		c		ac
EVER	175	208	208	148
	82%	75%	87%	71%
	d		bd	
AT LEAST ONCE A MONTH	156	182	192	125
	73%	65%	81%	60%
	d		abd	
AT LEAST ONCE A WEEK	146	174	179	121
	68%	63%	75%	58%
	d		bd	

Columns Tested: a,b,c,d

QP25B. How often, if at all, do you... Listen to catch-up radio (so after the show was originally broadcast)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	29 6% d	11 4%	6 2%	17 3%	40 4%	108 4%	16 5%	23 3%	5 3%	6 3%	6 3%	92 5%	15 3%	1 2%	1 3%	* 3%
At least weekly	45 9%	27 9%	17 6%	45 8%	76 7%	220 9%	36 11%	45 6%	12 8% k	13 6%	5 3%	191 9% hk	39 8%	3 8%	1 4%	1 8%
At least monthly	28 5%	13 4%	11 4%	24 4%	45 4%	146 6%	24 7%	32 5%	6 4%	9 4%	6 3%	125 6%	21 4%	1 2%	2 5%	* 3%
Less than once a month	65 12% cd	29 10% c	12 4%	42 7%	91 8%	308 12%	36 11%	72 10%	12 8%	12 6%	13 6%	257 13% jk	33 7%	2 5%	5 15% m	1 8%
Never	334 64%	199 64%	190 69%	389 67%	715 66%	1625 63%	193 59%	449 65%	99 66%	145 69%	161 76% hl	1293 63%	330 67%	27 66%	20 60%	11 71%
Don't know	15 3%	9 3%	8 3%	17 3%	54 5%	94 4%	18 6%	24 3%	6 4%	9 4%	10 5%	56 3%	12 3%	4 9% mp	1 2%	- -%
NOT ANSWERED [POSTAL ONLY]	9 2%	20 6% a	31 11% ab	51 9% a	60 6%	63 2% g	2 1%	42 6% l	9 6% l	17 8% l	9 4% l	34 2%	42 9%	3 8%	4 12%	1 8%
EVER	168 32% cd	81 26% c	46 17%	127 22%	252 23%	781 30%	112 34%	172 25% k	36 24% k	40 19%	32 15%	666 33% hijk	108 22%	7 17%	9 27%	3 21%
AT LEAST ONCE A MONTH	103 20% cd	52 17%	34 12%	86 15%	160 15%	473 18%	76 23% f	100 15% k	24 16%	28 13%	18 9%	409 20% hjk	75 15%	5 12%	4 11%	2 13%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25B. How often, if at all, do you... Listen to catch-up radio (so after the show was originally broadcast)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A WEEK	75	38	23	62	116	328	52	68	18	19	12	284	54	4	2	2
	14%	12%	8%	11%	11%	13%	16%	10%	12%	9%	6%	14%	11%	10%	7%	10%
	c											hk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25B. How often, if at all, do you... Listen to catch-up radio (so after the show was originally broadcast)? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	6 3%	9 3%	11 4%	4 2%
At least weekly	21 10% d	17 6%	30 13% bd	7 4%
At least monthly	11 5% d	10 3%	15 6% d	3 1%
Less than once a month	18 8%	15 5%	22 9%	11 5%
Never	134 63%	196 70% c	144 60%	155 74% ac
Don't know	8 4%	5 2%	8 3%	3 2%
NOT ANSWERED [POSTAL ONLY]	15 7%	27 10% c	9 4%	25 12% c
EVER	56 26% bd	51 18%	78 33% bd	25 12%
AT LEAST ONCE A MONTH	39 18% d	36 13% d	56 23% bd	14 7%
AT LEAST ONCE A WEEK	27 13% d	26 9%	41 17% bd	11 5%

Columns Tested: a,b,c,d

QP25C. How often, if at all, do you... Listen to podcasts - audio shows available online? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	19 4% cd	5 2%	1 *%	6 1%	24 2%	132 5%	26 8% f	23 3%	5 3%	1 1%	6 3%	117 6% hj	5 1%	- -%	1 2%	* 1%
At least weekly	57 11% bcd	16 5%	10 4%	26 4%	74 7%	342 13%	45 14%	48 7%	13 8%	11 5%	8 4%	315 15% hijk	22 4%	2 5%	1 3%	* 3%
At least monthly	43 8% bcd	11 4%	7 2%	18 3%	47 4%	223 9%	32 10%	36 5%	7 5%	4 2%	7 3%	197 10% hjk	16 3%	* 1%	1 2%	1 5%
Less than once a month	76 15% c	44 14% c	22 8%	66 11%	118 11%	362 14%	60 19% f	80 12% k	13 8%	24 11% k	7 3%	318 16% hik	55 11%	5 11%	4 11%	3 16%
Never	311 59%	210 68% a	199 72% a	409 70% a	723 67%	1375 54% g	145 45%	443 65% l	101 67% l	149 71% l	166 79% hil	1029 50%	344 70%	31 75%	24 70%	11 68%
Don't know	11 2%	4 1%	3 1%	7 1%	32 3%	64 3%	15 5% f	13 2%	2 2%	5 2%	7 3%	37 2%	6 1%	* *%	* 1%	- -%
NOT ANSWERED [POSTAL ONLY]	10 2%	20 6% a	33 12% ab	53 9% a	62 6%	65 3% g	2 1%	44 6% l	9 6% l	17 8% l	10 5% l	34 2%	44 9%	3 8%	4 12%	1 8%
EVER	195 37% bcd	75 24% c	40 14%	115 20%	263 24%	1058 41%	164 50% f	186 27% jk	38 25% k	40 19%	28 13%	948 46% hijk	98 20%	7 17%	6 18%	4 25%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25C. How often, if at all, do you... Listen to podcasts - audio shows available online? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A MONTH	118	32	18	49	145	696	103	106	25	17	21	630	43	2	2	1
	23%	10%	6%	8%	13%	27%	32%	15%	17%	8%	10%	31%	9%	5%	7%	8%
	bcd							j	j			hijk				
AT LEAST ONCE A WEEK	75	21	11	32	99	473	71	71	18	12	14	432	27	2	2	1
	14%	7%	4%	5%	9%	18%	22%	10%	12%	6%	7%	21%	6%	5%	5%	4%
	bcd											hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25C. How often, if at all, do you... Listen to podcasts - audio shows available online? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	3 1%	3 1%	5 2%	* *%
At least weekly	9 4%	13 5%	18 7% d	4 2%
At least monthly	7 3%	9 3%	10 4%	6 3%
Less than once a month	27 13% d	27 10%	39 16% bd	12 6%
Never	145 68%	199 71%	152 64%	159 76% c
Don't know	6 3% b	1 *%	5 2%	2 1%
NOT ANSWERED [POSTAL ONLY]	17 8%	28 10% c	11 4%	26 12% c
EVER	46 22% d	52 19% d	71 30% abd	23 11%
AT LEAST ONCE A MONTH	19 9%	24 9%	32 14% d	10 5%
AT LEAST ONCE A WEEK	12 6%	16 6%	22 9% d	4 2%

Columns Tested: a,b,c,d

QP25D. How often, if at all, do you... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	57 11% bcd	14 5%	4 2%	19 3%	120 11%	583 23%	73 22%	85 12% j	20 14% j	13 6%	17 8%	493 24% hijk	14 3%	2 5%	1 4%	1 6%
At least weekly	93 18% bcd	21 7% c	7 2%	28 5%	95 9%	452 18% g	38 12%	74 11% j	11 8%	11 5%	14 7%	378 18% hijk	24 5%	3 7%	1 4%	* 2%
At least monthly	34 6% bcd	11 3% c	1 *%	12 2%	29 3%	113 4%	15 5%	31 5%	4 3%	5 2%	6 3%	88 4%	10 2%	* 1%	1 3%	* 2%
Less than once a month	20 4% c	12 4% c	2 1%	14 2%	32 3%	88 3%	14 4%	16 2%	3 2%	6 3%	3 1%	76 4%	12 2%	1 3%	1 3%	* 1%
Never	305 58%	227 73% a	227 82% ab	454 78% a	721 67%	1216 47%	171 53%	430 63% l	101 67% l	158 75% hl	157 74% hl	953 47%	384 78%	31 75%	26 76%	13 82%
Don't know	8 1%	4 1%	1 *%	5 1%	19 2%	46 2%	12 4% f	7 1%	1 1%	1 *%	4 2%	26 1%	5 1%	- -%	- -%	- -%
NOT ANSWERED [POSTAL ONLY]	10 2%	20 6% a	33 12% ab	53 9% a	63 6%	65 3%	3 1%	44 6% l	9 6% l	17 8% l	10 5% l	35 2%	44 9%	3 8%	4 12%	1 8%
EVER	203 39% bcd	58 19% cd	15 5%	73 12% c	277 26%	1236 48%	140 43%	206 30% jk	39 26%	36 17%	40 19%	1034 50% hijk	60 12%	7 16%	4 13%	2 10%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25D. How often, if at all, do you... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A MONTH	183	47	12	59	245	1148	125	190	36	29	37	958	48	6	3	2
	35%	15%	4%	10%	23%	45%	39%	28%	24%	14%	18%	47%	10%	14%	10%	10%
	bcd	cd		c		g		jk	j			hijk				
AT LEAST ONCE A WEEK	150	36	11	47	216	1035	110	159	32	24	31	871	38	5	2	1
	28%	12%	4%	8%	20%	40%	34%	23%	21%	11%	15%	43%	8%	12%	7%	8%
	bcd	c				g		jk	j			hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25D. How often, if at all, do you... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	10 5%	4 2%	6 2%	9 4%
At least weekly	12 6%	11 4%	17 7%	7 3%
At least monthly	7 3%	4 1%	6 2%	4 2%
Less than once a month	4 2%	8 3%	8 3%	3 1%
Never	161 75%	222 80%	190 80%	160 76%
Don't know	3 1%	2 1%	2 1%	1 1%
NOT ANSWERED [POSTAL ONLY]	17 8%	28 10%	11 4%	26 12%
		c		c
EVER	33 15%	27 10%	36 15%	22 11%
AT LEAST ONCE A MONTH	29 14%	19 7%	28 12%	19 9%
	b			
AT LEAST ONCE A WEEK	22 11%	16 6%	23 9%	15 7%

Columns Tested: a,b,c,d

QP25E. How often, if at all, do you... Listen to a free music streaming service - e.g. Spotify Free? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	26 5% bcd	6 2%	3 1%	9 2%	82 8%	238 9%	63 19% f	49 7% j	14 9% j	6 3%	12 6%	208 10% hj	7 2%	* 1%	2 5%	- -%
At least weekly	52 10% c	28 9%	13 5%	41 7%	102 9%	308 12%	41 13%	72 10%	12 8%	13 6%	15 7%	244 12% j	32 7%	5 13%	2 6%	2 10%
At least monthly	30 6% c	21 7% c	4 1%	24 4%	54 5%	167 7%	21 6%	41 6%	6 4%	11 5%	8 4%	130 6%	21 4%	2 5%	* 1%	1 6%
Less than once a month	61 12% bcd	23 8%	10 4%	33 6%	76 7%	222 9%	25 8%	49 7%	11 7%	14 7%	16 7%	179 9%	28 6%	2 5%	2 6%	1 6%
Never	331 63%	206 67%	209 76% ab	415 71% a	671 62%	1484 58% g	162 50%	415 61%	94 63%	146 69% hl	144 68% l	1206 59%	352 72%	27 66%	24 70%	11 71%
Don't know	17 3%	5 2%	4 1%	9 1%	35 3%	81 3%	12 4%	17 2%	5 3%	4 2%	5 3%	50 2%	8 2%	1 1%	* *%	- -%
NOT ANSWERED [POSTAL ONLY]	8 2%	19 6% a	33 12% ab	52 9% a	61 6%	63 2% g	1 *%	43 6% l	8 6% l	17 8% l	10 5% l	31 1%	44 9%	3 8%	4 12%	1 8%
EVER	169 32% bcd	78 25% cd	30 11%	108 18% c	314 29%	935 36% f	151 46% f	211 31% j	43 29%	44 21%	52 24%	762 37% hijk	89 18%	10 24%	6 18%	3 21%
AT LEAST ONCE A MONTH	108 21% cd	55 18% cd	20 7%	75 13% c	238 22%	713 28% f	125 38% f	162 24% j	32 22%	30 14%	36 17%	582 28% hjk	61 12%	8 19%	4 12%	2 16%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25E. How often, if at all, do you... Listen to a free music streaming service - e.g. Spotify Free? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A WEEK	78	34	16	51	184	547	104	121	26	19	28	453	40	6	4	2
	15%	11%	6%	9%	17%	21%	32%	18%	17%	9%	13%	22%	8%	13%	11%	10%
	cd	c					f	j	j			hjk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25E. How often, if at all, do you... Listen to a free music streaming service - e.g. Spotify Free? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	5 2%	2 1%	5 2%	2 1%
At least weekly	20 9%	13 5%	21 9%	9 4%
At least monthly	10 5%	11 4%	13 5%	7 4%
Less than once a month	15 7%	13 5%	16 7%	12 6%
Never	146 68%	206 74%	169 71%	150 72%
Don't know	2 1%	6 2%	5 2%	3 1%
NOT ANSWERED [POSTAL ONLY]	16 8%	27 10%	10 4%	25 12%
		c		c
EVER	49 23%	39 14%	55 23%	31 15%
	bd		bd	
AT LEAST ONCE A MONTH	35 16%	26 9%	38 16%	19 9%
	bd		bd	
AT LEAST ONCE A WEEK	25 12%	15 5%	26 11%	11 5%
	bd		bd	

Columns Tested: a,b,c,d

QP25F. How often, if at all, do you... Listen to an audiobook - perhaps from apps like Audible? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	14 3%	5 2%	4 2%	9 2%	21 2%	77 3%	13 4%	22 3%	4 3%	3 1%	6 3%	57 3%	7 2%	1 3%	* *%	* 1%
At least weekly	22 4% cd	7 2% c	- -%	7 1%	30 3%	105 4%	13 4%	20 3%	2 1%	2 1%	6 3%	87 4% j	5 1%	1 2%	* 1%	* 2%
At least monthly	19 4% bcd	3 1%	2 1%	5 1%	21 2%	106 4%	14 4%	22 3%	4 3%	3 2%	5 2%	89 4%	3 1%	* 1%	1 3%	- -%
Less than once a month	37 7%	18 6%	14 5%	31 5%	61 6%	251 10%	31 9%	60 9%	16 11%	18 9%	10 5%	212 10% k	28 6%	1 3%	2 6%	* 3%
Never	417 79%	256 83%	223 81%	479 82%	865 80%	1910 75%	238 73%	512 75%	113 76%	167 79%	172 82%	1538 75%	404 82%	34 83%	26 77%	14 86%
Don't know	7 1% bd	1 *% *	* *% *	1 *% *	20 2%	48 2%	14 4% f	6 1%	1 *% *	1 *% *	2 1%	31 1%	1 *% *	- -% *	* 1%	- -% *
NOT ANSWERED [POSTAL ONLY]	10 2%	20 6% a	33 12% ab	53 9% a	62 6%	66 3% g	2 1%	44 6% l	9 6% l	17 8% l	10 5% l	34 2%	44 9%	3 8%	4 12%	1 8%
EVER	92 18% bcd	32 10%	19 7%	51 9%	133 12%	539 21%	71 22%	125 18%	27 18%	26 13%	27 13%	445 22% hjk	44 9%	3 8%	3 10%	1 6%
AT LEAST ONCE A MONTH	55 11% bcd	14 5%	6 2%	20 3%	72 7%	288 11%	40 12%	65 9% j	11 7%	8 4%	17 8%	233 11% j	16 3%	2 5%	1 4%	1 3%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25F. How often, if at all, do you... Listen to an audiobook - perhaps from apps like Audible? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A WEEK	36	11	4	15	51	182	26	42	6	5	11	144	13	2	*	1
	7%	4%	2%	3%	5%	7%	8%	6%	4%	2%	5%	7%	3%	4%	1%	3%
	bcd							j				j				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25F. How often, if at all, do you... Listen to an audiobook - perhaps from apps like Audible? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	4	4	7	*
	2%	1%	3%	*%
			d	
At least weekly	1	5	5	1
	*%	2%	2%	*%
At least monthly	1	2	2	1
	*%	1%	1%	1%
Less than once a month	13	14	20	8
	6%	5%	8%	4%
Never	178	226	195	173
	83%	81%	82%	83%
Don't know	1	-	-	1
	*%	-%	-%	*%
NOT ANSWERED [POSTAL ONLY]	17	28	11	26
	8%	10%	4%	12%
		c		c
EVER	18	25	33	10
	9%	9%	14%	5%
			d	
AT LEAST ONCE A MONTH	5	11	14	2
	2%	4%	6%	1%
			d	
AT LEAST ONCE A WEEK	4	9	12	1
	2%	3%	5%	*%
		d	d	

Columns Tested: a,b,c,d

QP25G. How often, if at all, do you... Listen to music videos online or through music TV channels as background listening? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	26 5%	8 3%	9 3%	17 3%	87 8%	203 8%	53 16% f	55 8%	13 9%	11 5%	17 8%	163 8%	13 3%	1 3%	2 5%	1 8% m
At least weekly	80 15% bcd	25 8% c	6 2%	31 5%	130 12%	415 16%	62 19%	87 13% j	22 15% j	12 6%	24 11%	339 17% hj	26 5%	2 4%	2 6%	2 10%
At least monthly	56 11% cd	23 8% c	8 3%	32 5%	87 8%	292 11%	31 10%	66 10% k	11 7%	13 6%	10 5%	231 11% jk	26 5%	3 6%	2 5%	1 4%
Less than once a month	75 14% c	41 13% c	20 7%	61 10%	130 12%	379 15%	46 14%	89 13%	15 10%	25 12%	19 9%	323 16% k	47 10%	8 19% mp	5 16%	1 5%
Never	276 53%	192 62% a	202 73% ab	394 67% a	573 53%	1168 46% g	119 36%	348 51% l	80 53%	134 63% hl	131 62% hl	930 45%	339 69%	24 58%	20 58%	11 68%
Don't know	5 1%	5 2%	1 *% *	6 1%	24 2%	56 2%	14 4% f	12 2%	3 2%	3 2%	4 2%	35 2%	5 1%	1 3%	* 1%	- -%
NOT ANSWERED [POSTAL ONLY]	7 1%	14 4% a	29 11% ab	43 7% a	49 5%	50 2% g	* *% *	29 4% l	5 4% l	13 6% l	8 4% l	27 1% l	37 7%	2 6%	4 10%	1 4%
EVER	237 45% bcd	98 32% cd	43 16%	141 24% c	434 40%	1289 50%	192 59% f	297 43% jk	61 41% j	62 29%	70 33%	1056 52% hijk	112 23%	14 33%	11 31%	5 28%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25G. How often, if at all, do you... Listen to music videos online or through music TV channels as background listening? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A MONTH	162	57	23	80	304	910	146	208	46	36	51	733	65	6	5	4
	31%	18%	8%	14%	28%	36%	45%	30%	31%	17%	24%	36%	13%	14%	15%	23%
	bcd	cd					f	j	j			hjk				m
AT LEAST ONCE A WEEK	106	34	15	48	217	618	115	142	35	23	41	502	38	3	4	3
	20%	11%	5%	8%	20%	24%	35%	21%	24%	11%	19%	24%	8%	8%	10%	19%
	bcd	c					f	j	j		j	hj				m

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25G. How often, if at all, do you... Listen to music videos online or through music TV channels as background listening? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	10	3	6	4
	5%	1%	2%	2%
	b			
At least weekly	15	10	10	15
	7%	4%	4%	7%
At least monthly	16	11	12	15
	7%	4%	5%	7%
Less than once a month	27	20	27	18
	13%	7%	11%	8%
	b			
Never	132	208	171	137
	62%	75%	72%	65%
		ad	a	
Don't know	1	4	2	2
	*%	1%	1%	1%
NOT ANSWERED [POSTAL ONLY]	13	24	11	19
	6%	8%	4%	9%
EVER	68	43	55	51
	32%	16%	23%	24%
	bc			b
AT LEAST ONCE A MONTH	41	24	28	34
	19%	9%	12%	16%
	bc			b
AT LEAST ONCE A WEEK	25	13	16	19
	12%	5%	7%	9%
	b			

Columns Tested: a,b,c,d

QP25H. How often, if at all, do you... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
At least daily	1 *%	* *%	- -%	* *%	8 1%	20 1%	9 3% f	5 1%	2 1%	1 *%	1 *%	13 1%	* *%	- -%	* *%	- -%
At least weekly	1 *%	- -%	- -%	- -%	8 1%	26 1%	3 1%	7 1%	1 1%	1 1%	3 1%	18 1%	- -%	- -%	- -%	- -%
At least monthly	1 *%	- -%	- -%	- -%	10 1%	41 2%	7 2%	9 1%	3 2%	* *%	1 *%	29 1%	- -%	- -%	- -%	- -%
Less than once a month	9 2% bd	1 *%	- -%	1 *%	19 2%	75 3%	11 3%	16 2%	3 2%	3 1%	6 3%	56 3%	1 *%	- -%	- -%	* *%
Never	500 95% cd	287 93% c	242 88%	529 91%	952 88%	2282 89% g	274 84%	601 88%	133 89%	190 90%	190 90%	1861 91% h	447 91%	38 92%	30 88%	15 92%
Don't know	4 1%	1 *%	* *%	1 *%	22 2%	55 2%	20 6% f	7 1%	2 1%	2 1%	1 1%	38 2%	1 *%	- -%	* *%	- -%
NOT ANSWERED [POSTAL ONLY]	10 2%	18 6% a	33 12% ab	51 9% a	61 6%	64 2% g	2 1%	41 6% l	6 4% l	14 7% l	9 4% l	34 2%	43 9%	3 8%	4 12%	1 8%
EVER	12 2% bcd	2 1%	- -%	2 *%	45 4%	162 6%	29 9%	37 5%	8 5%	5 2%	11 5%	115 6%	2 *%	- -%	* *%	* *%
AT LEAST ONCE A MONTH	3 1%	* *%	- -%	* *%	26 2%	87 3%	19 6% f	21 3%	5 3%	2 1%	4 2%	59 3%	* *%	- -%	* *%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25H. How often, if at all, do you... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
AT LEAST ONCE A WEEK	1	*	-	*	16	46	12	12	3	2	4	31	*	-	*	-
	*%	*%	-%	*%	1%	2%	4%	2%	2%	1%	2%	2%	*%	-%	*%	-%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP25H. How often, if at all, do you... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (SINGLE CODE)

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
At least daily	-	*	-	*
	-%	*%	-%	*%
Less than once a month	1	*	*	1
	*%	*%	*%	*%
Never	195	251	227	182
	91%	90%	95%	87%
			bd	
Don't know	1	1	-	1
	*%	*%	-%	1%
NOT ANSWERED [POSTAL ONLY]	17	26	11	24
	8%	9%	4%	12%
		c		c
EVER	1	1	*	1
	*%	*%	*%	1%
AT LEAST ONCE A MONTH	-	*	-	*
	-%	*%	-%	*%
AT LEAST ONCE A WEEK	-	*	-	*
	-%	*%	-%	*%

Columns Tested: a,b,c,d

SUMMARY OF FREQUENCY OF NON-LIVE LISTENING ACTIVITIES FROM QP25B-QP25H

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
USE ANY AT LEAST DAILY	121	38	21	60	237	870	135	169	38	29	41	725	49	4	4	2
	23%	12%	8%	10%	22%	34%	42%	25%	26%	14%	19%	35%	10%	10%	12%	13%
	bcd						f	j	j			hijk				
USE ANY AT LEAST WEEKLY	274	109	52	161	465	1592	205	316	67	63	71	1333	134	13	9	5
	52%	35%	19%	28%	43%	62%	63%	46%	44%	30%	34%	65%	27%	30%	27%	34%
	bcd	cd		c				jk	j			hijk				
USE ANY EVER	407	197	94	291	683	2049	258	452	91	109	102	1698	241	22	20	9
	77%	64%	34%	50%	63%	80%	79%	66%	61%	52%	48%	83%	49%	53%	58%	53%
	bcd	cd		c				jk	k			hijk				
DO NOT USE ANY	119	111	182	293	397	514	67	234	59	102	109	350	252	19	14	7
	23%	36%	66%	50%	37%	20%	21%	34%	39%	48%	52%	17%	51%	47%	42%	47%
		a	abd	ab				l	l	hl	hil					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SUMMARY OF FREQUENCY OF NON-LIVE LISTENING ACTIVITIES FROM QP25B-QP25H

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
USE ANY AT LEAST DAILY	28	21	28	17
	13%	8%	12%	8%
USE ANY AT LEAST WEEKLY	72	62	86	43
	34%	22%	36%	20%
	bd		bd	
USE ANY EVER	122	118	146	87
	57%	42%	61%	42%
	bd		bd	
DO NOT USE ANY	91	160	92	122
	43%	58%	39%	58%
		ac		ac

Columns Tested: a,b,c,d

QP26A. Which devices do you ever use to... Listen to live radio (so at the same time as the show is broadcast)? (MULTI CODE)

Base : Those who ever listen to live radio

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	750	603	248	851	1459	3655	287	912	195	212	213	2863	543	101	119	88
Effective Weighted Sample	486	352	142	437	854	2448	202	468	95	116	111	1957	339	44	47	62
Total	445	250	206	456	794	2029	196	509	114	159	146	1643	382	35	25	14
DAB radio	276	161	94	254	394	1119	77	249	51	80	59	924	219	15	14	**
	62% c	64% cd	46%	56% c	50%	55% g	39%	49%	45%	50%	40%	56% hik	57%	43%	56%	**
FM/ AM radio	209	147	143	290	439	925	77	269	78	100	72	734	245	20	15	**
	47% a	59% a	69% ab	64% a	55%	46%	39%	53% l	68% hkl	63% kl	49%	45%	64%	58%	61%	**
Mobile phone	110	28	16	44	142	577	75	90	21	18	17	511	37	3	3	**
	25% bcd	11%	8%	10%	18%	28%	38% f	18%	18%	11%	12%	31% hijk	10%	8%	11%	**
Smart speaker	121	44	11	55	140	568	33	97	24	20	17	466	46	4	4	**
	27% bcd	18% cd	5%	12% c	18%	28% g	17%	19%	21%	12%	12%	28% hjk	12%	12%	14%	**
TV set	112	81	55	137	220	474	31	125	24	34	41	366	113	12	7	**
	25% a	33% a	27%	30%	28%	23% g	16%	25%	21%	22%	28%	22%	30%	34%	29%	**
Internet/ WiFi radio set	59	31	9	40	77	288	28	64	13	14	14	243	34	2	3	**
	13% cd	12% c	5%	9%	10%	14%	14%	13%	11%	9%	9%	15%	9%	5%	13%	**
Laptop/ desktop computer	62	34	14	48	85	281	33	50	7	14	9	252	43	2	3	**
	14% c	14% c	7%	11%	11%	14%	17%	10%	6%	9%	6%	15% hik	11%	4%	10%	**
Tablet computer	48	19	13	32	65	184	15	42	6	11	12	155	26	5	1	**
	11% d	8%	6%	7%	8%	9%	8%	8%	6%	7%	8%	9%	7%	13%	3%	**
Other device/s	13	2	1	3	9	43	6	9	3	2	2	40	3	*	-	**
	3% bd	1%	*%	1%	1%	2%	3%	2%	3%	1%	1%	2%	1%	1%	-%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26A. Which devices do you ever use to... Listen to live radio (so at the same time as the show is broadcast)? (MULTI CODE)

Base : Those who ever listen to live radio

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	750	603	248	851	1459	3655	287	912	195	212	213	2863	543	101	119	88
Effective Weighted Sample	486	352	142	437	854	2448	202	468	95	116	111	1957	339	44	47	62
Total	445	250	206	456	794	2029	196	509	114	159	146	1643	382	35	25	14
Don't know	10	7	8	14	28	68	14	17	2	4	9	53	11	*	3	**
	2%	3%	4%	3%	4%	3%	7%	3%	2%	2%	6%	3%	3%	1%	11%	**
							f								m	
NOT ANSWERED [POSTAL ONLY]	1	2	9	10	11	9	-	8	-	3	3	5	10	1	-	**
	*%	1%	4%	2%	1%	*%	-%	1%	-%	2%	2%	*%	3%	2%	-%	**
			ab	a				l		l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26A. Which devices do you ever use to... Listen to live radio (so at the same time as the show is broadcast)? (MULTI CODE)

Base : Those who ever listen to live radio

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	293	249	319	207
Effective Weighted Sample	190	159	208	134
Total	175	208	208	148
DAB radio	100	119	130	80
	57%	57%	63%	54%
FM/ AM radio	113	132	136	90
	64%	64%	66%	61%
Mobile phone	20	18	29	8
	11%	9%	14%	5%
			d	
Smart speaker	26	20	26	18
	15%	10%	13%	12%
TV set	49	64	72	34
	28%	31%	35%	23%
			d	
Internet/ WiFi radio set	22	13	25	8
	12%	6%	12%	5%
	bd		d	
Laptop/ desktop computer	21	23	34	10
	12%	11%	16%	7%
			d	
Tablet computer	12	14	17	9
	7%	7%	8%	6%
Other device/s	1	1	1	2
	1%	1%	1%	1%
Don't know	5	6	7	4
	3%	3%	3%	2%
NOT ANSWERED [POSTAL ONLY]	3	6	3	4
	2%	3%	1%	3%

Columns Tested: a,b,c,d

QP26B. Which devices do you ever use to... Listen to catch-up radio (so after the show was originally broadcast)? (MULTI CODE)

Base : Those who ever listen to catch-up radio

	AGE			AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS						65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	294	219	62	281	511	1470	164	371	87	67	68	1199	178	34	38	31
Effective Weighted Sample	204	138	43	166	336	1029	120	208	45	39	45	849	128	18	21	24
Total	168	81	46	127	252	781	112	172	36	40	32	666	108	7	9	3
Mobile phone	73	22	**	36	75	376	58	65	**	**	**	345	30	**	**	**
	44%	28%	**	28%	30%	48%	52%	38%	**	**	**	52%	27%	**	**	**
	bd											h				
Laptop/ desktop computer	50	31	**	44	67	192	24	45	**	**	**	163	40	**	**	**
	30%	38%	**	35%	27%	25%	21%	26%	**	**	**	24%	37%	**	**	**
Tablet computer	40	23	**	37	54	147	20	41	**	**	**	123	32	**	**	**
	24%	28%	**	29%	22%	19%	18%	24%	**	**	**	18%	30%	**	**	**
Internet/ WiFi radio set	33	16	**	26	50	140	18	31	**	**	**	113	21	**	**	**
	20%	20%	**	21%	20%	18%	16%	18%	**	**	**	17%	20%	**	**	**
Smart speaker	27	7	**	11	36	129	9	23	**	**	**	101	10	**	**	**
	16%	8%	**	9%	14%	16%	8%	13%	**	**	**	15%	9%	**	**	**
	bd					g										
TV set	23	7	**	16	36	76	11	24	**	**	**	56	12	**	**	**
	14%	9%	**	12%	14%	10%	10%	14%	**	**	**	8%	11%	**	**	**
								l								
Other device/s	6	3	**	3	6	22	2	2	**	**	**	20	2	**	**	**
	4%	3%	**	3%	2%	3%	2%	1%	**	**	**	3%	2%	**	**	**
Don't know	19	12	**	20	50	114	20	29	**	**	**	93	16	**	**	**
	11%	15%	**	16%	20%	15%	18%	17%	**	**	**	14%	15%	**	**	**
NOT ANSWERED [POSTAL ONLY]	*	-	**	4	4	3	1	2	**	**	**	2	4	**	**	**
	*%	-%	**	3%	2%	*%	1%	1%	**	**	**	*%	4%	**	**	**
				ab												

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26B. Which devices do you ever use to... Listen to catch-up radio (so after the show was originally broadcast)? (MULTI CODE)

Base : Those who ever listen to catch-up radio

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	101	76	130	43
Effective Weighted Sample	70	58	97	28
Total	56	51	78	25
Mobile phone	15	**	24	**
	26%	**	31%	**
Laptop/ desktop computer	20	**	34	**
	35%	**	44%	**
Tablet computer	16	**	25	**
	28%	**	32%	**
Internet/ WiFi radio set	12	**	18	**
	22%	**	23%	**
Smart speaker	5	**	5	**
	10%	**	6%	**
TV set	8	**	8	**
	13%	**	11%	**
Other device/s	2	**	1	**
	3%	**	1%	**
Don't know	10	**	6	**
	18%	**	8%	**
NOT ANSWERED [POSTAL ONLY]	2	**	3	**
	3%	**	4%	**

Columns Tested: a,b,c,d

QP26C. Which devices do you ever use to... Listen to podcasts - audio shows available online? (MULTI CODE)

Base : Those who ever listen to podcasts

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	~k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	321	205	52	257	524	1946	238	455	108	70	62	1653	160	29	34	34
Effective Weighted Sample	223	116	32	135	330	1352	166	243	61	39	40	1160	106	11	18	26
Total	195	75	40	115	263	1058	164	186	38	40	28	948	98	7	6	4
Mobile phone	116	26	**	37	123	723	116	107	23	**	**	667	31	**	**	**
	59%	34%	**	32%	47%	68%	71%	58%	61%	**	**	70%	31%	**	**	**
	bd											h				
Laptop/ desktop computer	47	23	**	33	66	220	39	43	11	**	**	192	30	**	**	**
	24%	31%	**	29%	25%	21%	24%	23%	28%	**	**	20%	30%	**	**	**
Tablet computer	38	23	**	42	62	165	24	44	10	**	**	145	37	**	**	**
	20%	30%	**	37%	24%	16%	15%	24%	26%	**	**	15%	38%	**	**	**
		a		a				l	l							
Smart speaker	27	3	**	5	30	166	22	24	5	**	**	144	5	**	**	**
	14%	3%	**	4%	12%	16%	13%	13%	12%	**	**	15%	5%	**	**	**
	bd															
Internet/ WiFi radio set	16	10	**	11	36	96	22	15	5	**	**	90	10	**	**	**
	8%	13%	**	10%	14%	9%	13%	8%	13%	**	**	9%	10%	**	**	**
TV set	9	1	**	5	14	51	14	14	2	**	**	41	3	**	**	**
	4%	2%	**	4%	5%	5%	8%	7%	6%	**	**	4%	4%	**	**	**
Other device/s	4	3	**	4	10	27	1	3	1	**	**	26	2	**	**	**
	2%	3%	**	4%	4%	3%	1%	2%	1%	**	**	3%	2%	**	**	**
Don't know	17	10	**	14	33	88	15	22	3	**	**	74	12	**	**	**
	9%	13%	**	12%	12%	8%	9%	12%	8%	**	**	8%	12%	**	**	**
								l								
NOT ANSWERED [POSTAL ONLY]	*	-	**	-	*	*	-	*	-	**	**	1	-	**	**	**
	*%	-%	**	-%	*%	*%	-%	*%	-%	**	**	*%	-%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26C. Which devices do you ever use to... Listen to podcasts - audio shows available online? (MULTI CODE)

Base : Those who ever listen to podcasts

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	c	~d
Unweighted total	85	74	118	38
Effective Weighted Sample	55	51	86	19
Total	46	52	71	23
Mobile phone	**	**	23	**
	**	**	32%	**
Laptop/ desktop computer	**	**	26	**
	**	**	37%	**
Tablet computer	**	**	26	**
	**	**	37%	**
Smart speaker	**	**	5	**
	**	**	6%	**
Internet/ WiFi radio set	**	**	7	**
	**	**	10%	**
TV set	**	**	3	**
	**	**	5%	**
Other device/s	**	**	1	**
	**	**	2%	**
Don't know	**	**	5	**
	**	**	7%	**

Columns Tested: a,b,c,d

QP26D. Which devices do you ever use to... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (MULTI CODE)

Base : Those who ever listen to a paid-for subscription music service

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	~j	~k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	325	147	27	174	539	2195	210	530	109	69	79	1784	112	27	22	13
Effective Weighted Sample	216	82	17	99	370	1514	152	293	63	43	47	1250	78	8	13	8
Total	203	58	15	73	277	1236	140	206	39	36	40	1034	60	7	4	2
Mobile phone	119	20	**	27	179	921	102	138	27	**	**	777	23	**	**	**
	59%	34%	**	37%	65%	75%	73%	67%	68%	**	**	75%	39%	**	**	**
	bd											h				
Smart speaker	93	24	**	31	116	572	35	94	21	**	**	459	25	**	**	**
	46%	42%	**	43%	42%	46%	25%	46%	53%	**	**	44%	42%	**	**	**
						g										
Laptop/ desktop computer	39	10	**	12	51	300	47	53	10	**	**	256	11	**	**	**
	19%	17%	**	16%	18%	24%	33%	26%	27%	**	**	25%	18%	**	**	**
						f										
Tablet computer	53	14	**	20	48	212	24	42	4	**	**	182	17	**	**	**
	26%	25%	**	28%	17%	17%	17%	20%	11%	**	**	18%	28%	**	**	**
TV set	25	6	**	8	36	158	14	32	7	**	**	118	7	**	**	**
	12%	10%	**	12%	13%	13%	10%	16%	17%	**	**	11%	12%	**	**	**
								i								
Internet/ WiFi radio set	17	8	**	8	34	134	16	22	4	**	**	109	6	**	**	**
	8%	14%	**	11%	12%	11%	11%	11%	11%	**	**	11%	11%	**	**	**
Other device/s	10	2	**	2	7	43	2	8	2	**	**	38	2	**	**	**
	5%	3%	**	3%	2%	3%	1%	4%	4%	**	**	4%	4%	**	**	**
Don't know	14	10	**	12	25	59	12	12	2	**	**	52	10	**	**	**
	7%	18%	**	16%	9%	5%	9%	6%	5%	**	**	5%	17%	**	**	**
		a		a			f									
NOT ANSWERED [POSTAL ONLY]	-	-	**	-	-	*	-	-	-	**	**	1	-	**	**	**
	-%	-%	**	-%	-%	*%	-%	-%	-%	**	**	*%	-%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26D. Which devices do you ever use to... Listen to a paid-for subscription music service - e.g. Spotify Premium or Apple Music? (MULTI CODE)

Base : Those who ever listen to a paid-for subscription music service

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	67	45	69	41
Effective Weighted Sample	44	34	51	26
Total	33	27	36	22
Mobile phone	**	**	**	**
	**	**	**	**
Smart speaker	**	**	**	**
	**	**	**	**
Laptop/ desktop computer	**	**	**	**
	**	**	**	**
Tablet computer	**	**	**	**
	**	**	**	**
TV set	**	**	**	**
	**	**	**	**
Internet/ WiFi radio set	**	**	**	**
	**	**	**	**
Other device/s	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QP26E. Which devices do you ever use to... Listen to a free music streaming service - e.g. Spotify Free? (MULTI CODE)

Base : Those who ever listen to a free music streaming service

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	~j	~k	l	m	~n	~o	~p	
Unweighted total	299	202	42	244	622	1728	221	488	102	81	93	1343	152	31	38	23	
Effective Weighted Sample	196	116	25	132	417	1179	161	276	62	51	56	925	103	10	22	16	
Total	169	78	30	108	314	935	151	211	43	44	52	762	89	10	6	3	
Mobile phone	87	30	**	42	173	575	108	113	18	**	**	501	35	**	**	**	
	51% bd	38%	**	38%	55%	61%	72% f	54%	42%	**	**	66% hi	40%	**	**	**	
Smart speaker	53	23	**	35	94	294	28	71	14	**	**	219	30	**	**	**	
	31%	29%	**	32%	30%	31% g	19%	34%	33%	**	**	29%	34%	**	**	**	
Laptop/ desktop computer	38	16	**	22	54	180	40	44	8	**	**	155	18	**	**	**	
	22%	20%	**	21%	17%	19% f	27% f	21%	18%	**	**	20%	20%	**	**	**	
Tablet computer	39	18	**	33	61	141	20	39	7	**	**	112	28	**	**	**	
	23%	23%	**	30%	20%	15%	13%	19%	16%	**	**	15%	31%	**	**	**	
TV set	23	11	**	16	54	120	18	36	7	**	**	85	13	**	**	**	
	13%	15%	**	14%	17%	13%	12%	17% l	17%	**	**	11%	15%	**	**	**	
Internet/ WiFi radio set	21	13	**	15	43	108	20	27	6	**	**	85	11	**	**	**	
	12%	16%	**	14%	14%	12%	14%	13%	13%	**	**	11%	13%	**	**	**	
Other device/s	7	2	**	2	9	27	4	8	2	**	**	21	2	**	**	**	
	4%	3%	**	2%	3%	3%	3%	4%	4%	**	**	3%	2%	**	**	**	
Don't know	17	4	**	5	21	75	15	16	4	**	**	59	4	**	**	**	
	10%	6%	**	5%	7%	8%	10%	7%	9%	**	**	8%	5%	**	**	**	
NOT ANSWERED [POSTAL ONLY]	2	1	**	1	4	5	1	4	3	**	**	3	1	**	**	**	
	1%	1%	**	1%	1%	1%	1%	2% 	6% 	**	**	%	1%	**	**	**	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26E. Which devices do you ever use to... Listen to a free music streaming service - e.g. Spotify Free? (MULTI CODE)

Base : Those who ever listen to a free music streaming service

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	92	60	95	53
Effective Weighted Sample	63	41	72	30
Total	49	39	55	31
Mobile phone	**	**	**	**
	**	**	**	**
Smart speaker	**	**	**	**
	**	**	**	**
Laptop/ desktop computer	**	**	**	**
	**	**	**	**
Tablet computer	**	**	**	**
	**	**	**	**
TV set	**	**	**	**
	**	**	**	**
Internet/ WiFi radio set	**	**	**	**
	**	**	**	**
Other device/s	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QP26F. Which devices do you ever use to... Listen to an audiobook - perhaps from apps like Audible? (MULTI CODE)

Base : Those who ever listen to an audiobook

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	158	89	23	112	269	1001	108	265	60	46	50	792	68	14	19	11
Effective Weighted Sample	109	52	17	62	176	708	77	149	31	28	31	566	48	9	8	9
Total	92	32	19	51	133	539	71	125	27	26	27	445	44	3	3	1
Mobile phone	65	**	**	20	72	360	53	72	**	**	**	311	**	**	**	**
	70%	**	**	39%	54%	67%	74%	58%	**	**	**	70%	**	**	**	**
	d											h				
Tablet computer	21	**	**	24	31	93	14	29	**	**	**	79	**	**	**	**
	23%	**	**	47%	23%	17%	19%	23%	**	**	**	18%	**	**	**	**
				a												
Smart speaker	12	**	**	3	14	77	7	15	**	**	**	60	**	**	**	**
	13%	**	**	5%	10%	14%	11%	12%	**	**	**	14%	**	**	**	**
Laptop/ desktop computer	10	**	**	7	20	57	8	16	**	**	**	43	**	**	**	**
	11%	**	**	14%	15%	11%	12%	13%	**	**	**	10%	**	**	**	**
Internet/ WiFi radio set	5	**	**	2	8	32	6	8	**	**	**	22	**	**	**	**
	5%	**	**	5%	6%	6%	8%	6%	**	**	**	5%	**	**	**	**
TV set	2	**	**	-	3	17	4	4	**	**	**	10	**	**	**	**
	2%	**	**	-%	2%	3%	5%	3%	**	**	**	2%	**	**	**	**
Other device/s	4	**	**	8	10	23	1	7	**	**	**	18	**	**	**	**
	4%	**	**	15%	7%	4%	2%	5%	**	**	**	4%	**	**	**	**
				a												
Don't know	5	**	**	4	14	49	6	10	**	**	**	42	**	**	**	**
	5%	**	**	7%	11%	9%	9%	8%	**	**	**	10%	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	1	**	**	2	2	2	-	3	**	**	**	1	**	**	**	**
	1%	**	**	3%	1%	*%	-%	2%	**	**	**	*%	**	**	**	**
								l								

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26F. Which devices do you ever use to... Listen to an audiobook - perhaps from apps like Audible? (MULTI CODE)

Base : Those who ever listen to an audiobook

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	29	39	50	17
Effective Weighted Sample	20	28	35	13
Total	18	25	33	10
Mobile phone	**	**	**	**
	**	**	**	**
Tablet computer	**	**	**	**
	**	**	**	**
Smart speaker	**	**	**	**
	**	**	**	**
Laptop/ desktop computer	**	**	**	**
	**	**	**	**
Internet/ WiFi radio set	**	**	**	**
	**	**	**	**
Other device/s	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QP26G. Which devices do you ever use to... Listen to music videos online or through music TV channels as background listening? (MULTI CODE)

Base : Those who ever listen to music videos online or through music TV channels as background listening

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Unweighted total	411	230	60	290	806	2316	282	670	142	108	136	1800	176	40	44	30
Effective Weighted Sample	261	136	35	161	542	1583	201	354	79	61	82	1260	120	19	14	18
Total	237	98	43	141	434	1289	192	297	61	62	70	1056	112	14	11	5
TV set	107	53	**	76	222	606	75	140	31	30	36	482	64	**	**	**
	45%	54%	**	54%	51%	47%	39%	47%	50%	48%	52%	46%	58%	**	**	**
						g										
Mobile phone	71	17	**	22	158	546	111	104	20	9	22	474	16	**	**	**
	30%	18%	**	16%	36%	42%	58%	35%	33%	15%	32%	45%	15%	**	**	**
	bd					f		j	j		j	hijk				
Laptop/ desktop computer	59	20	**	28	78	318	62	80	18	13	18	268	21	**	**	**
	25%	20%	**	20%	18%	25%	33%	27%	29%	21%	26%	25%	19%	**	**	**
						f										
Tablet computer	40	17	**	26	71	202	33	50	10	11	16	170	20	**	**	**
	17%	17%	**	19%	16%	16%	17%	17%	16%	17%	22%	16%	18%	**	**	**
Smart speaker	28	11	**	17	58	175	25	39	11	7	6	142	15	**	**	**
	12%	11%	**	12%	13%	14%	13%	13%	18%	12%	9%	13%	13%	**	**	**
Internet/ WiFi radio set	30	12	**	15	57	139	25	34	10	9	8	108	11	**	**	**
	13%	12%	**	11%	13%	11%	13%	11%	16%	15%	11%	10%	10%	**	**	**
Other device/s	9	1	**	2	6	22	4	7	*	-	2	18	1	**	**	**
	4%	1%	**	1%	1%	2%	2%	2%	*%	-%	3%	2%	1%	**	**	**
Don't know	24	11	**	15	32	88	13	23	5	6	7	73	11	**	**	**
	10%	11%	**	11%	7%	7%	7%	8%	8%	10%	10%	7%	10%	**	**	**
NOT ANSWERED [POSTAL ONLY]	2	1	**	3	4	7	1	4	1	3	2	3	3	**	**	**
	1%	1%	**	2%	1%	1%	1%	1%	1%	4%	3%	*%	2%	**	**	**
								l		l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP26G. Which devices do you ever use to... Listen to music videos online or through music TV channels as background listening? (MULTI CODE)

Base : Those who ever listen to music videos online or through music TV channels as background listening

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d
Unweighted total	111	64	91	79
Effective Weighted Sample	75	45	62	54
Total	68	43	55	51
TV set	39	**	**	**
	58%	**	**	**
Mobile phone	11	**	**	**
	16%	**	**	**
Laptop/ desktop computer	16	**	**	**
	24%	**	**	**
Tablet computer	11	**	**	**
	16%	**	**	**
Smart speaker	9	**	**	**
	13%	**	**	**
Internet/ WiFi radio set	8	**	**	**
	12%	**	**	**
Other device/s	1	**	**	**
	1%	**	**	**
Don't know	5	**	**	**
	7%	**	**	**
NOT ANSWERED [POSTAL ONLY]	2	**	**	**
	2%	**	**	**

Columns Tested: a,b,c,d

QP26H. Which devices do you ever use to... Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy? (MULTI CODE)

Base : Those who ever play an interactive audio game using only your voice

	AGE			AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	e	~f	g	~h	~i	~j	k	~l	~m	~n	~o	~p	~q	~r
Significance Level: 95%																		
Unweighted total	23	6	6	80	285	46	108	23	15	22	195	4	1	1	2	2	1	3
Effective Weighted Sample	15	4	4	61	204	36	64	13	8	15	141	4	1	1	2	2	1	3
Total	12	2	2	45	162	29	37	8	5	11	115	2	*	*	1	1	*	1
Smart speaker	**	**	**	**	75	**	15	**	**	**	53	**	**	**	**	**	**	**
	**	**	**	**	46%	**	42%	**	**	**	46%	**	**	**	**	**	**	**
Mobile phone	**	**	**	**	44	**	6	**	**	**	31	**	**	**	**	**	**	**
	**	**	**	**	27%	**	16%	**	**	**	27%	**	**	**	**	**	**	**
Tablet computer	**	**	**	**	22	**	8	**	**	**	13	**	**	**	**	**	**	**
	**	**	**	**	13%	**	21%	**	**	**	12%	**	**	**	**	**	**	**
Laptop/ desktop computer	**	**	**	**	16	**	6	**	**	**	14	**	**	**	**	**	**	**
	**	**	**	**	10%	**	15%	**	**	**	12%	**	**	**	**	**	**	**
Other device/s	**	**	**	**	12	**	6	**	**	**	7	**	**	**	**	**	**	**
	**	**	**	**	8%	**	15%	**	**	**	6%	**	**	**	**	**	**	**
							k											
Don't know	**	**	**	**	28	**	6	**	**	**	21	**	**	**	**	**	**	**
	**	**	**	**	17%	**	17%	**	**	**	18%	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	1	**	1	**	**	**	1	**	**	**	**	**	**	**
	**	**	**	**	1%	**	2%	**	**	**	1%	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - l,m,n - o,p,q,r

QP22. Do you personally use a car at all - as a driver or passenger? IF YES: Which of these ways do you ever listen to audio content in a car? (MULTI CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	822	667	283	950	1653	4005	324	1055	226	249	252	3075	610	112	134	94
Effective Weighted Sample	536	390	161	487	967	2677	229	544	109	140	135	2098	379	49	74	67
Total	485	283	237	520	911	2229	216	596	131	188	175	1760	441	38	27	14
WAYS OF LISTENING IN A CAR																
Listen to live radio on an in-car FM or AM radio	261 54%	162 57%	125 53%	287 55%	464 51%	1168 52%	107 49%	292 49%	56 43%	93 50%	77 44%	960 55% hik	241 55%	20 53%	17 64%	** **
Listen to live radio on an in-car DAB radio	239 49% bcd	117 41% cd	62 26%	180 35%	294 32%	989 44% g	77 36%	182 31%	34 26%	51 27%	49 28%	862 49% hijk	150 34%	17 44% o	7 27%	** **
Listen to music on an in-car CD, tape or minidisc player	136 28% cd	76 27% c	39 17%	115 22%	178 20%	483 22%	44 20%	140 24%	25 19%	44 24%	29 17%	377 21%	93 21%	10 27%	10 36% m	** **
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	59 12% bcd	13 5% c	1 *%	14 3%	69 8%	448 20%	50 23%	61 10% j	13 10%	8 4%	10 6%	385 22% hijk	11 2%	2 5%	1 2%	** **
Listen to music stored on a phone	89 18% bcd	32 11% c	8 3%	40 8%	86 9%	407 18%	37 17%	77 13%	17 13%	15 8%	13 7%	350 20% hjk	33 7%	4 11%	2 7%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QP22. Do you personally use a car at all - as a driver or passenger? IF YES: Which of these ways do you ever listen to audio content in a car? (MULTI CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	822	667	283	950	1653	4005	324	1055	226	249	252	3075	610	112	134	94
Effective Weighted Sample	536	390	161	487	967	2677	229	544	109	140	135	2098	379	49	74	67
Total	485	283	237	520	911	2229	216	596	131	188	175	1760	441	38	27	14
Listen to a podcast via a mobile phone	33 7% bcd	3 1%	3 1%	6 1%	18 2%	192 9%	17 8%	18 3%	4 3%	2 1%	2 1%	182 10% hijk	6 1%	- -%	* 1%	**
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	15 3%	5 2%	4 2%	9 2%	32 4%	159 7%	19 9%	22 4% j	5 4%	* *%	6 3%	141 8% hjk	9 2%	* *%	* *%	**
Listen to digital radio on a mobile phone via an app such as RadioPlayer or TuneIn	16 3% cd	6 2%	1 *%	7 1%	22 2%	97 4%	14 7%	15 3%	5 4%	4 2%	5 3%	86 5% h	6 1%	1 2%	* *%	**
Listen to live FM radio on a mobile phone	13 3%	4 2%	3 1%	7 1%	19 2%	66 3%	19 9% f	13 2%	1 1%	1 1%	3 2%	59 3%	6 1%	* 1%	* 1%	**
None of these	13 3%	11 4%	30 13% ab	41 8% ab	71 8%	95 4%	13 6%	52 9% l	13 10% l	24 13% l	18 10% l	49 3%	33 8%	3 9%	3 10%	**
Don't use a car	43 9%	27 9%	38 16% ab	65 12%	147 16%	243 11%	28 13%	96 16% l	34 26% hjl	26 14% l	35 20% l	150 9%	60 14% o	3 7%	1 4%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QP22. Do you personally use a car at all - as a driver or passenger? IF YES: Which of these ways do you ever listen to audio content in a car? (MULTI CODE)

Base : Those who listen to radio

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	322	287	338	250
Effective Weighted Sample	209	182	221	164
Total	196	245	224	180
WAYS OF LISTENING IN A CAR				
Listen to live radio on an in-car FM or AM radio	117	125	138	86
	59%	51%	62%	48%
	d		bd	
Listen to live radio on an in-car DAB radio	73	78	96	50
	37%	32%	43%	28%
			bd	
Listen to music on an in-car CD, tape or minidisc player	50	43	60	30
	25%	18%	27%	17%
	d		bd	
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	8	3	6	4
	4%	1%	3%	2%
Listen to music stored on a phone	19	14	25	7
	10%	6%	11%	4%
	d		d	
Listen to a podcast via a mobile phone	3	3	5	*
	1%	1%	2%	%%

Columns Tested: a,b,c,d

QP22. Do you personally use a car at all - as a driver or passenger? IF YES: Which of these ways do you ever listen to audio content in a car? (MULTI CODE)

Base : Those who listen to radio

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	322	287	338	250
Effective Weighted Sample	209	182	221	164
Total	196	245	224	180
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	5 2%	4 2%	7 3%	2 1%
Listen to digital radio on a mobile phone via an app such as RadioPlayer or TuneIn	4 2%	2 1%	4 2%	2 1%
Listen to live FM radio on a mobile phone	2 1%	4 2%	6 3%	- -%
None of these	9 4%	24 10%	11 5%	15 8%
Don't use a car	18 9%	42 17%	12 5%	40 22%

Columns Tested: a,b,c,d

SUMMARY OF DAB RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	283	183	128	310	471	1112	88	278	54	100	73	887	273	15	15	8
	54%	59%	46%	53%	44%	43%	27%	41%	36%	47%	34%	43%	55%	37%	44%	47%
		c				g				k		k	n			
LISTEN TO DAB RADIO IN A CAR	239	118	63	180	295	991	77	182	34	51	49	864	151	17	7	6
	46%	38%	23%	31%	27%	39%	24%	27%	23%	24%	23%	42%	31%	40%	21%	35%
	bcd	cd		c		g						hijk		o		
ANY DAB RADIOS	363	204	143	347	564	1512	130	350	69	111	95	1236	298	22	17	9
	69%	66%	52%	59%	52%	59%	40%	51%	46%	53%	45%	60%	61%	52%	51%	59%
	cd	cd				g						hik				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SUMMARY OF DAB RADIO OWNERSHIP IN HOME OR IN VEHICLE

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
ANY 'ACTIVE' DAB RADIO SETS IN THE HOME	125	148	157	104
	58%	53%	66%	50%
			bd	
LISTEN TO DAB RADIO IN A CAR	73	78	96	50
	34%	28%	40%	24%
	d		bd	
ANY DAB RADIOS	139	159	171	113
	65%	57%	72%	54%
	d		bd	

Columns Tested: a,b,c,d

QP14. Thinking of digital radio... Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : Those who listen to radio (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	758	560	174	734	1382	3670	312	918	199	194	204	2888	466	92	101	75
Effective Weighted Sample	508	338	110	422	885	2494	220	495	103	108	109	1987	327	39	54	54
Total	449	228	124	352	712	2017	209	454	97	126	120	1652	293	29	19	10
Clear and high quality sound	322	144	76	220	408	1244	112	282	53	69	76	1038	182	**	14	**
	72%	63%	61%	62%	57%	62%	53%	62%	55%	54%	63%	63%	62%	**	71%	**
	bcd					g										
A wider choice of radio stations/ digital-only radio stations	286	133	65	199	400	1264	96	251	47	67	56	1041	168	**	11	**
	64%	59%	53%	56%	56%	63%	46%	55%	48%	53%	47%	63%	57%	**	57%	**
	cd					g						hijk				
Ease of use (e.g. find your station by name, not frequency)	156	72	32	104	207	677	55	131	26	26	28	562	91	**	5	**
	35%	32%	26%	30%	29%	34%	26%	29%	26%	20%	23%	34%	31%	**	27%	**
						g						hjk				
Interference free/ no dropped signal	152	82	45	127	225	638	53	147	29	35	39	524	108	**	6	**
	34%	36%	36%	36%	32%	32%	26%	32%	30%	28%	32%	32%	37%	**	32%	**
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	112	49	25	74	127	475	40	89	13	21	15	398	63	**	3	**
	25%	21%	20%	21%	18%	24%	19%	20%	14%	17%	13%	24%	22%	**	16%	**
												hik				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP14. Thinking of digital radio... Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : Those who listen to radio (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	758	560	174	734	1382	3670	312	918	199	194	204	2888	466	92	101	75
Effective Weighted Sample	508	338	110	422	885	2494	220	495	103	108	109	1987	327	39	54	54
Total	449	228	124	352	712	2017	209	454	97	126	120	1652	293	29	19	10
Extra features (including ability to pause and rewind live radio, programme guides)	56 12% b	18 8% b	14 11% c	32 9% d	73 10% e	257 13% f	24 12% g	60 13% h	15 15% i	12 10% j	10 8% k	204 12% l	27 9% m	** ** n	2 9% o	** ** p
Future-proof/ ready for switchover	46 10% bd	12 5% b	9 7% c	21 6% d	40 6% e	189 9% f	21 10% g	35 8% h	7 7% i	2 1% j	7 6% k	153 9% l	16 6% m	** ** n	2 10% o	** ** p
Being able to get rid of a standalone radio set by replacing it with a smart speaker or another online device	37 8% bd	11 5% b	5 4% c	16 5% d	46 6% e	171 8% f	17 8% g	32 7% h	5 5% i	3 2% j	5 4% k	135 8% l	13 4% m	** ** n	1 6% o	** ** p
ANY FEATURES ASSOCIATED WITH DIGITAL RADIO	408 91% bcd	196 86% c	93 75% ab	289 82% a	580 82% e	1736 86% f	165 79% g	371 82% h	72 75% i	94 74% j	93 78% k	1439 87% hijk	242 83% m	** ** n	17 87% o	** ** p
None of these	41 9% a	32 14% a	31 25% ab	63 18% a	131 18% e	282 14% f	44 21% g	83 18% h	25 25% i	32 26% j	27 22% k	213 13% l	51 17% m	** ** n	2 13% o	** ** p

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP14. Thinking of digital radio... Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : Those who listen to radio (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	256	209	282	175
Effective Weighted Sample	181	152	208	115
Total	139	154	169	115
Clear and high quality sound	94 67%	88 57%	109 64%	69 61%
A wider choice of radio stations/ digital-only radio stations	82 59%	86 56%	100 59%	62 54%
Ease of use (e.g. find your station by name, not frequency)	47 34%	43 28%	59 35%	28 25%
Interference free/ no dropped signal	60 43% b	48 31%	65 38%	41 36%
Scrolling text information about the programme (e.g. track and artist name, phone numbers, topics, guests)	35 25% d	29 19%	46 27% d	17 15%
Extra features (including ability to pause and rewind live radio, programme guides)	19 13% b	9 6%	20 12% b	7 7%
Future-proof/ ready for switchover	11 8%	5 3%	11 7%	5 4%

Columns Tested: a,b,c,d

QP14. Thinking of digital radio... Which, if any, of these features did you associate with digital radio before today? (MULTI CODE)

Base : Those who listen to radio (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	256	209	282	175
Effective Weighted Sample	181	152	208	115
Total	139	154	169	115
Being able to get rid of a standalone radio set by replacing it with a smart speaker or another online device	9	4	10	3
	6%	3%	6%	3%
ANY FEATURES ASSOCIATED WITH DIGITAL RADIO	122	120	144	92
	87%	78%	85%	80%
	b			
None of these	17	34	25	23
	13%	22%	15%	20%
		a		

Columns Tested: a,b,c,d

QP12. How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	124	118	79	197	291	558	30	166	40	52	52	393	106	26	31	34
Effective Weighted Sample	75	60	42	89	144	346	20	90	23	29	29	241	63	13	15	28
Total	60	46	71	117	165	295	17	115	36	45	43	207	94	12	7	5
Certain to	1	*	**	*	1	2	**	1	**	**	**	1	-	**	**	**
	1%	1%	**	*%	1%	1%	**	1%	**	**	**	1%	-%	**	**	**
Very likely	-	*	**	1	3	5	**	3	**	**	**	5	1	**	**	**
	-%	1%	**	1%	2%	2%	**	2%	**	**	**	2%	1%	**	**	**
Likely	6	6	**	11	15	34	**	14	**	**	**	23	8	**	**	**
	10%	14%	**	9%	9%	11%	**	13%	**	**	**	11%	9%	**	**	**
TOTAL LIKELY	7	7	**	12	20	41	**	18	**	**	**	29	9	**	**	**
	12%	16%	**	11%	12%	14%	**	16%	**	**	**	14%	9%	**	**	**
Unlikely	19	13	**	22	38	84	**	23	**	**	**	61	17	**	**	**
	32%	29%	**	19%	23%	28%	**	20%	**	**	**	30%	18%	**	**	**
Very unlikely	16	11	**	45	54	88	**	37	**	**	**	61	36	**	**	**
	27%	23%	**	39%	33%	30%	**	32%	**	**	**	30%	38%	**	**	**
				b												
Certain not to	11	9	**	19	26	43	**	20	**	**	**	30	17	**	**	**
	17%	20%	**	16%	16%	15%	**	18%	**	**	**	15%	18%	**	**	**
Don't know	7	5	**	14	23	37	**	14	**	**	**	26	12	**	**	**
	12%	10%	**	12%	14%	13%	**	12%	**	**	**	12%	13%	**	**	**
NOT ANSWERED [POSTAL ONLY]	-	1	**	4	4	3	**	3	**	**	**	1	4	**	**	**
	-%	3%	**	3%	3%	1%	**	2%	**	**	**	*%	4%	**	**	**
TOTAL UNLIKELY	46	33	**	87	118	215	**	80	**	**	**	153	69	**	**	**
	76%	72%	**	74%	72%	73%	**	69%	**	**	**	74%	74%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP12. How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those with any 'active' radio sets in the home who listen to radio but do not have any DAB sets at home

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	59	47	49	49
Effective Weighted Sample	40	28	35	34
Total	41	53	37	37
Very likely	**	**	**	**
	**	**	**	**
Likely	**	**	**	**
	**	**	**	**
TOTAL LIKELY	**	**	**	**
	**	**	**	**
Unlikely	**	**	**	**
	**	**	**	**
Very unlikely	**	**	**	**
	**	**	**	**
Certain not to	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**
TOTAL UNLIKELY	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QP14A. Why are you unlikely to get a DAB radio in the next 12 months? (MULTI CODE)

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	96	87	58	145	206	405	20	116	27	35	33	288	78	20	21	26
Effective Weighted Sample	56	41	33	66	102	245	13	63	15	20	19	173	47	10	11	22
Total	46	33	54	87	118	215	13	80	24	32	29	153	69	10	4	4
PROMPTED RESPONSES																
No need	**	**	**	38	57	116	**	41	**	**	**	78	**	**	**	**
	**	**	**	44%	48%	54%	**	51%	**	**	**	51%	**	**	**	**
Happy to use existing service	**	**	**	43	58	85	**	30	**	**	**	64	**	**	**	**
	**	**	**	50%	49%	40%	**	37%	**	**	**	42%	**	**	**	**
Happy to use analogue radio service	**	**	**	21	29	41	**	22	**	**	**	23	**	**	**	**
	**	**	**	24%	24%	19%	**	28%	**	**	**	15%	**	**	**	**
								l								
Can receive through digital TV service	**	**	**	2	5	16	**	3	**	**	**	12	**	**	**	**
	**	**	**	3%	4%	7%	**	4%	**	**	**	8%	**	**	**	**
Poor reception in our area	**	**	**	4	6	15	**	7	**	**	**	10	**	**	**	**
	**	**	**	5%	5%	7%	**	9%	**	**	**	6%	**	**	**	**
Will get it when I have to/ when switchover	**	**	**	6	8	11	**	7	**	**	**	8	**	**	**	**
	**	**	**	7%	7%	5%	**	9%	**	**	**	5%	**	**	**	**
Don't know why I should	**	**	**	7	10	10	**	8	**	**	**	4	**	**	**	**
	**	**	**	8%	8%	5%	**	9%	**	**	**	3%	**	**	**	**
								l								
Too expensive generally	**	**	**	4	6	8	**	5	**	**	**	4	**	**	**	**
	**	**	**	4%	5%	4%	**	6%	**	**	**	3%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP14A. Why are you unlikely to get a DAB radio in the next 12 months? (MULTI CODE)

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	96	87	58	145	206	405	20	116	27	35	33	288	78	20	21	26
Effective Weighted Sample	56	41	33	66	102	245	13	63	15	20	19	173	47	10	11	22
Total	46	33	54	87	118	215	13	80	24	32	29	153	69	10	4	4
Can't afford it	**	**	**	4	5	8	**	9	**	**	**	2	**	**	**	**
	**	**	**	4%	4%	4%	**	11%	**	**	**	1%	**	**	**	**
								l								
Not available in our area	**	**	**	*	1	5	**	1	**	**	**	5	**	**	**	**
	**	**	**	%	%	2%	**	1%	**	**	**	3%	**	**	**	**
Would never listen	**	**	**	*	2	4	**	2	**	**	**	2	**	**	**	**
	**	**	**	%	2%	2%	**	3%	**	**	**	1%	**	**	**	**
SPONTANEOUS RESPONSES																
Listen through smart speaker	**	**	**	1	1	6	**	1	**	**	**	6	**	**	**	**
	**	**	**	1%	1%	3%	**	2%	**	**	**	4%	**	**	**	**
Listen in the car/ on phone/ online/ elsewhere	**	**	**	1	1	4	**	2	**	**	**	3	**	**	**	**
	**	**	**	1%	1%	2%	**	2%	**	**	**	2%	**	**	**	**
Poor experience	**	**	**	*	*	3	**	2	**	**	**	2	**	**	**	**
	**	**	**	1%	%	1%	**	2%	**	**	**	1%	**	**	**	**
Don't know	**	**	**	*	1	3	**	1	**	**	**	3	**	**	**	**
	**	**	**	1%	1%	1%	**	1%	**	**	**	2%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QP14A. Why are you unlikely to get a DAB radio in the next 12 months? (MULTI CODE)

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	43	35	36	35
Effective Weighted Sample	28	22	26	24
Total	30	39	26	28
PROMPTED RESPONSES				
No need	**	**	**	**
	**	**	**	**
Happy to use existing service	**	**	**	**
	**	**	**	**
Happy to use analogue radio service	**	**	**	**
	**	**	**	**
Can receive through digital TV service	**	**	**	**
	**	**	**	**
Poor reception in our area	**	**	**	**
	**	**	**	**
Will get it when I have to/ when switchover	**	**	**	**
	**	**	**	**
Don't know why I should	**	**	**	**
	**	**	**	**
Too expensive generally	**	**	**	**
	**	**	**	**
Can't afford it	**	**	**	**
	**	**	**	**
Would never listen	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QP14A. Why are you unlikely to get a DAB radio in the next 12 months? (MULTI CODE)

Base : Those with any 'active' radio sets in the home who listen to radio who are unlikely to get DAB radio in the next 12 months

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	43	35	36	35
Effective Weighted Sample	28	22	26	24
Total	30	39	26	28
SPONTANEOUS RESPONSES				
Listen in the car/ on phone/ online/elsewhere	**	**	**	**
	**	**	**	**
Poor experience	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH86. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Any working TV sets used in the household	501 95%	305 99%	270 98%	575 98%	1016 94%	2408 94%	278 85%	652 95%	142 95%	203 96%	203 96%	1921 94%	487 99%	40 98%	33 97%	15 94%
No working TV sets used in the household	23 4% bd	4 1%	4 1%	8 1%	53 5%	131 5%	43 13% f	33 5%	7 5%	8 4%	8 4%	118 6%	6 1%	1 2%	* *% m	1 6% mo
Don't know	2 *%	- -%	1 *%	1 *%	11 1%	22 1%	5 1%	1 *%	* *%	* *%	- -%	8 *%	- -%	- -%	1 2%	- -%
NOT ANSWERED [POSTAL ONLY]	- -%	- -%	* *%	* *%	* *%	1 *%	- -%	* *%	* *%	* *%	* *%	1 *%	- -%	- -%	* 1%	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QH86. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films? (SINGLE CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Any working TV sets used in the household	210	276	236	205
	98%	99%	99%	98%
No working TV sets used in the household	3	3	3	3
	2%	1%	1%	2%

Columns Tested: a,b,c,d

QH66. Which of these are reasons why you don't have a television set in your household (MULTI CODE)

Base : Those with no working TV sets used by anyone in the household to watch TV programmes or films

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	41	16	5	21	104	245	75	76	20	13	12	214	8	5	1	7
Effective Weighted Sample	24	9	3	9	66	162	47	40	11	8	9	139	6	4	1	6
Total	23	4	4	8	53	131	43	33	7	8	8	118	6	1	*	1
Not interested in watching TV	**	**	**	**	33	76	**	**	**	**	**	60	**	**	**	**
	**	**	**	**	62%	58%	**	**	**	**	**	51%	**	**	**	**
Watch online TV/ video services (e.g. BBC iPlayer, Netflix, Amazon Prime Video) on another device (not a TV set)	**	**	**	**	22	61	**	**	**	**	**	55	**	**	**	**
	**	**	**	**	41%	47%	**	**	**	**	**	46%	**	**	**	**
Don't want to pay the TV Licence	**	**	**	**	9	36	**	**	**	**	**	37	**	**	**	**
	**	**	**	**	17%	27%	**	**	**	**	**	32%	**	**	**	**
Busy with other interests	**	**	**	**	7	29	**	**	**	**	**	27	**	**	**	**
	**	**	**	**	13%	22%	**	**	**	**	**	23%	**	**	**	**
Can't afford to pay the TV Licence	**	**	**	**	9	14	**	**	**	**	**	12	**	**	**	**
	**	**	**	**	17%	10%	**	**	**	**	**	10%	**	**	**	**
Too expensive to buy and install	**	**	**	**	6	14	**	**	**	**	**	8	**	**	**	**
	**	**	**	**	11%	11%	**	**	**	**	**	7%	**	**	**	**
Can't afford to replace broken TV set	**	**	**	**	2	2	**	**	**	**	**	1	**	**	**	**
	**	**	**	**	4%	2%	**	**	**	**	**	1%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH66. Which of these are reasons why you don't have a television set in your household (MULTI CODE)

Base : Those with no working TV sets used by anyone in the household to watch TV programmes or films

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	4	4	3	5
Effective Weighted Sample	2	4	3	3
Total	3	3	3	3
Not interested in watching TV	**	**	**	**
	**	**	**	**
Watch online TV/ video services (e.g. BBC iPlayer, Netflix, Amazon Prime Video) on another device (not a TV set)	**	**	**	**
	**	**	**	**
Don't want to pay the TV Licence	**	**	**	**
	**	**	**	**
Busy with other interests	**	**	**	**
	**	**	**	**
Can't afford to pay the TV Licence	**	**	**	**
	**	**	**	**
Too expensive to buy and install	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH53. Which of these best describes the main TV set in your household? (SINGLE CODE)

Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	769	597	199	796	1527	3939	390	1016	213	208	227	3107	510	97	115	74
Effective Weighted Sample	518	353	128	455	981	2685	282	545	110	119	122	2149	355	41	45	53
Total	458	243	144	387	795	2169	269	492	106	138	135	1799	321	31	24	10
An HDTV set or HD ready – which can receive High Definition picture quality	311 68%	161 66%	113 79% ab	274 71%	518 65%	1333 61% g	148 55%	322 65%	77 73% l	99 71% l	90 67%	1098 61%	227 71%	** **	18 76%	** **
An Ultra High Definition (known as UHD) TV set or UHD ready – also known as 4K TV	116 25% c	58 24% c	20 14%	78 20%	187 24%	647 30%	72 27%	134 27%	22 21%	30 22%	36 27%	534 30% i	63 20%	** **	5 19%	** **
Neither of these	14 3%	13 5%	6 4%	18 5%	41 5%	91 4%	20 7% f	17 4%	3 3%	5 4%	5 3%	80 4%	18 6%	** **	* 1%	** **
Don't know	17 4%	12 5%	5 3%	16 4%	49 6%	98 5%	28 11% f	19 4%	4 4%	4 3%	5 3%	88 5%	13 4%	** **	1 5%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH53. Which of these best describes the main TV set in your household? (SINGLE CODE)

Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	276	233	297	201
Effective Weighted Sample	190	169	218	130
Total	150	171	178	132
An HDTV set or HD ready – which can receive High Definition picture quality	106 71%	121 71%	124 70%	94 71%
An Ultra High Definition (known as UHD) TV set or UHD ready – also known as 4K TV	35 23%	28 16%	34 19%	28 21%
Neither of these	7 5%	11 6%	12 7%	6 4%
Don't know	2 1%	11 7%	7 4%	5 4%
		a		

Columns Tested: a,b,c,d

QH87AA. Which – if any – of these TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Freeview or Freeview Play	222	168	148	316	459	982	74	295	61	104	87	766	271	21	16	8
	42%	55%	54%	54%	43%	38%	23%	43%	41%	49%	41%	37%	55%	51%	48%	48%
	a	a	a	a		g		l		l						
Sky TV (with a monthly subscription)	159	88	37	125	256	702	75	168	32	38	51	566	100	10	10	4
	30%	28%	13%	21%	24%	27%	23%	25%	21%	18%	24%	28%	20%	25%	30%	24%
	cd	cd		c								j				
Virgin Media (cable TV subscription)	114	37	27	64	132	365	49	98	26	36	31	293	55	4	3	2
	22%	12%	10%	11%	12%	14%	15%	14%	17%	17%	14%	14%	11%	10%	9%	12%
	bcd															
Freesat/ Sky TV (free service, no subscription)	63	42	33	75	121	267	42	70	17	28	19	220	60	6	8	2
	12%	14%	12%	13%	11%	10%	13%	10%	12%	13%	9%	11%	12%	14%	24%	11%
															m	
BT TV	44	31	20	51	71	178	13	53	6	16	12	138	46	3	2	1
	8%	10%	7%	9%	7%	7%	4%	8%	4%	8%	6%	7%	9%	7%	5%	4%
						g										
TalkTalk TV/ EE TV/ Plusnet TV/ YouView	14	5	7	12	30	65	9	19	4	3	7	45	10	1	1	-
	3%	2%	3%	2%	3%	3%	3%	3%	3%	1%	3%	2%	2%	3%	3%	-%
None of these	50	19	43	62	163	428	98	107	22	29	30	374	54	5	1	3
	10%	6%	16%	11%	15%	17%	30%	16%	15%	14%	14%	18%	11%	11%	2%	20%
			ab	b			f						o	o		mo
Don't know	5	3	7	10	33	57	14	9	1	*	3	34	8	-	1	*
	1%	1%	3%	2%	3%	2%	4%	1%	-%	-%	1%	2%	2%	-%	4%	1%
						f										

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AA. Which – if any – of these TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	-	-	*	*	*	1	-	*	*	*	*	1	-	-	*	-
	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	1%	-%
ANY OF THESE	471	287	225	512	884	2077	213	570	126	181	178	1639	431	37	32	13
	90%	93%	82%	88%	82%	81%	65%	83%	84%	86%	84%	80%	87%	89%	93%	79%
	c	cd		c		g									p	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AA. Which – if any – of these TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Freeview or Freeview Play	123	148	143	110
	58%	53%	60%	53%
Sky TV (with a monthly subscription)	46	54	45	48
	22%	19%	19%	23%
Virgin Media (cable TV subscription)	28	27	24	28
	13%	10%	10%	14%
Freesat/ Sky TV (free service, no subscription)	31	28	44	16
	15%	10%	18%	8%
	d		bd	
BT TV	22	24	29	16
	10%	8%	12%	8%
TalkTalk TV/ EE TV/ Plusnet TV/ YouView	2	8	2	4
	1%	3%	1%	2%
None of these	12	41	20	25
	6%	15%	8%	12%
		ac		a
Don't know	2	7	*	3
	1%	2%	*%	1%
		c		
ANY OF THESE	200	231	218	181
	94%	83%	92%	87%
	bd		b	

Columns Tested: a,b,c,d

QH87AB. Which – if any – of these other TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
BBC iPlayer	389	218	124	343	609	1728	169	386	84	118	93	1431	286	28	21	8
	74%	71%	45%	59%	56%	67%	52%	56%	56%	56%	44%	70%	58%	67%	61%	51%
	cd	cd		c		g		k	k	k		hijk				
ITV Hub or STV Player (free)	300	173	92	266	490	1358	104	299	61	86	72	1093	224	19	16	7
	57%	56%	33%	46%	45%	53%	32%	44%	41%	41%	34%	53%	45%	47%	48%	41%
	cd	cd		c		g		k				hijk				
All4 (free)	231	115	63	179	350	1134	85	233	48	61	52	924	152	11	11	4
	44%	37%	23%	31%	32%	44%	26%	34%	32%	29%	25%	45%	31%	26%	33%	28%
	bcd	cd				g		k				hijk				
YouTube channels	173	87	45	131	347	1027	162	217	42	45	48	867	113	9	6	4
	33%	28%	16%	22%	32%	40%	50%	32%	28%	21%	23%	42%	23%	21%	18%	23%
	cd	cd				f		jk				hijk				
My5	159	92	53	145	279	702	37	166	33	48	43	551	121	12	9	3
	30%	30%	19%	25%	26%	27%	11%	24%	22%	23%	20%	27%	25%	28%	27%	16%
	cd	c				g										
Sky on Demand or Sky Go	96	45	18	62	135	498	43	99	19	21	32	403	49	5	7	1
	18%	15%	6%	11%	12%	19%	13%	14%	13%	10%	15%	20%	10%	11%	22%	9%
	cd	c				g						hij			m	
Virgin TV Catch-up or Virgin Media Go	85	25	15	40	86	244	18	64	18	21	17	185	35	2	3	1
	16%	8%	5%	7%	8%	10%	6%	9%	12%	10%	8%	9%	7%	4%	9%	3%
	bcd					g										
UKTV Play	45	32	16	48	84	233	10	73	18	20	24	168	44	1	2	1
	9%	10%	6%	8%	8%	9%	3%	11%	12%	10%	12%	8%	9%	3%	7%	7%
						g										

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AB. Which – if any – of these other TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Discovery+ (formerly Dplay)	30 6% c	18 6% c	3 1%	21 4%	39 4%	117 5%	9 3%	34 5%	4 3%	9 4%	12 6%	87 4%	18 4%	1 3%	2 6%	* 1%
ITV Hub+ (premium paid service with no adverts)	13 2%	5 2%	2 1%	7 1%	21 2%	73 3%	9 3%	20 3%	9 6% l	5 3%	5 3%	46 2%	5 1%	2 4% m	* 1%	* *%
All4+ (premium paid service with no adverts)	8 1%	2 1%	4 2%	7 1%	17 2%	57 2%	7 2%	14 2%	3 2%	5 2%	4 2%	46 2%	7 1%	* 1%	- -%	* 1%
S4C Clic (Welsh language service)	4 1%	2 1%	3 1%	4 1%	8 1%	28 1%	6 2%	13 2%	3 2%	4 2%	3 1%	20 1%	1 *%	- -%	3 9% mn	* 3% m
None of these	72 14%	46 15%	103 37% abd	149 25% ab	236 22%	359 14%	60 18% f	166 24% l	43 29% l	62 29% l	69 33% hl	259 13%	127 26% o	11 27%	5 14%	6 37% mo
Don't know	12 2%	14 5% a	24 9% ab	38 7% a	64 6%	85 3%	13 4%	28 4% l	6 4%	9 4%	14 7% l	47 2%	36 7% n	* *%	2 5%	1 4%
NOT ANSWERED [POSTAL ONLY]	- -%	1 *%	4 2% a	6 1% a	6 1%	7 *%	- -%	3 *%	* *%	* *%	3 1% l	5 *%	4 1%	- -%	1 3%	* 1%
ANY OF THESE	441 84% cd	248 80% cd	144 52%	391 67% c	776 72%	2113 82% g	253 78%	490 71% k	100 67%	139 66%	125 59%	1737 85% hijk	325 66%	30 73%	27 78% mp	9 57%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AB. Which – if any – of these other TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
BBC iPlayer	141 66% bd	145 52%	175 73% bd	103 49%
ITV Hub or STV Player (free)	104 49%	119 43%	135 56% bd	83 40%
All4 (free)	80 37% bd	72 26%	103 43% bd	44 21%
YouTube channels	67 31% b	46 16%	58 24% b	47 23%
My5	58 27% d	63 23%	82 34% bd	37 18%
Sky on Demand or Sky Go	26 12%	22 8%	22 9%	25 12%
Virgin TV Catch-up or Virgin Media Go	13 6%	22 8%	15 6%	18 9%
UKTV Play	23 11%	21 7%	20 9%	20 9%
Discovery+ (formerly Dplay)	9 4%	8 3%	10 4%	7 3%
ITV Hub+ (premium paid service with no adverts)	3 1%	2 1%	1 *%	2 1%

Columns Tested: a,b,c,d

QH87AB. Which – if any – of these other TV services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
All4+ (premium paid service with no adverts)	3 1%	4 1%	4 2%	2 1%
S4C Clic (Welsh language service)	1 *%	- -%	1 *%	- -%
None of these	43 20%	84 30% ac	48 20%	66 32% ac
Don't know	9 4% c	26 9% ac	3 1%	13 6% c
NOT ANSWERED [POSTAL ONLY]	3 2%	1 *%	* *%	4 2%
ANY OF THESE	158 74% bd	167 60%	187 78% bd	125 60%

Columns Tested: a,b,c,d

QH87AC. Which – if any – of these paid-for on-demand services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Netflix	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5
	61%	43%	20%	32%	47%	67%	64%	48%	46%	36%	38%	71%	33%	30%	34%	28%
	bcd	cd		c				jk				hijk				
Amazon Prime Video	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3
	50%	37%	16%	27%	34%	55%	46%	41%	39%	28%	33%	57%	27%	34%	21%	22%
	bcd	cd		c		g		jk	j			hijk				
Disney+	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
	13%	7%	2%	5%	16%	28%	21%	17%	17%	7%	14%	28%	5%	5%	2%	4%
	bcd	c				g		j	j		j	hijk				
NOW TV Entertainment Pass or NOW TV Cinema Pass	38	10	3	14	55	250	18	45	10	6	7	196	12	1	1	*
	7%	3%	1%	2%	5%	10%	6%	7%	7%	3%	3%	10%	2%	3%	2%	1%
	bcd					g						hjk				
Apple TV+	24	10	3	14	34	193	26	34	10	5	8	171	13	*	*	*
	5%	3%	1%	2%	3%	8%	8%	5%	7%	3%	4%	8%	3%	1%	1%	1%
	cd											hjk				
Britbox	14	8	3	11	17	67	6	17	6	7	6	48	10	*	*	-
	3%	3%	1%	2%	2%	3%	2%	2%	4%	3%	3%	2%	2%	1%	1%	1%
Acorn TV	2	1	-	1	4	10	1	4	1	-	3	7	1	-	*	*
	*%	*%	1%	*%	*%	*%	*%	1%	*%	1%	1%	*%	*%	1%	*%	1%
None of these	135	128	188	316	432	565	75	262	65	109	103	399	264	24	18	10
	26%	41%	68%	54%	40%	22%	23%	38%	43%	52%	49%	20%	54%	59%	52%	61%
		a	abd	ab				l	l	hl	hl					
Don't know	6	3	8	11	29	49	11	18	1	9	7	23	10	-	1	*
	1%	1%	3%	2%	3%	2%	3%	3%	1%	4%	3%	1%	2%	1%	2%	3%
								l		l	l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AC. Which – if any – of these paid-for on-demand services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
NOT ANSWERED [POSTAL ONLY]	1	-	8	8	8	10	1	8	*	6	6	5	7	-	1	*
	*%	-%	3%	1%	1%	*%	*%	1%	*%	3%	3%	*%	1%	-%	2%	3%
			ab	ab				l		l	l					
ANY OF THESE	384	177	71	249	610	1938	238	399	83	87	96	1621	211	17	15	5
	73%	57%	26%	43%	57%	76%	73%	58%	55%	41%	46%	79%	43%	41%	44%	34%
	bcd	cd		c				jk	j			hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AC. Which – if any – of these paid-for on-demand services are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Netflix	79 37%	81 29%	86 36%	67 32%
Amazon Prime Video	70 33% b	63 23%	76 32% b	55 26%
Disney+	9 4%	17 6%	13 6%	11 5%
NOW TV Entertainment Pass or NOW TV Cinema Pass	7 3%	5 2%	6 2%	6 3%
Apple TV+	8 4%	5 2%	9 4%	3 2%
Britbox	7 3%	3 1%	5 2%	4 2%
Acorn TV	- -%	1 *%	1 *%	- -%
None of these	105 49%	159 57%	119 50%	112 54%
Don't know	3 1%	7 3%	2 1%	4 2%
NOT ANSWERED [POSTAL ONLY]	5 2%	2 1%	3 1%	4 2%
ANY OF THESE	101 47%	110 39%	114 48%	89 42%

Columns Tested: a,b,c,d

SUMMARY OF TV SERVICES

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
PAID TRADITIONAL TV	304	152	87	239	472	1236	134	316	65	85	99	984	199	18	16	6
	58% bcd	49% cd	32% c	41% a	44% a	48% g	41% g	46% l	44% i	40% j	47% k	48% l	40% m	43% n	45% o	39% p
FREE TRADITIONAL TV	255	189	162	351	527	1140	101	336	72	121	97	892	299	24	20	8
	48% a	61% a	59% a	60% a	49% a	44% g	31% g	49% l	48% i	57% j	46% k	44% l	61% m	57% n	59% o	52% p
FREE CATCH-UP	433	238	142	380	716	1977	207	459	95	132	122	1618	318	28	26	9
	82% bcd	77% cd	52% c	65% c	66% c	77% g	64% g	67% k	63% i	63% j	58% k	79% hijk	64% m	68% n	76% p	54% p
SVOD	387	179	75	254	620	1948	240	404	86	91	97	1626	214	19	15	5
	74% bcd	58% cd	27% c	43% c	57% c	76% g	74% g	59% jk	58% jk	43% j	46% k	79% hijk	43% m	46% n	44% p	34% p
YOUTUBE SERVICES	173	87	45	131	347	1027	162	217	42	45	48	867	113	9	6	4
	33% cd	28% cd	16% c	22% c	32% c	40% f	50% f	32% jk	28% i	21% j	23% k	42% hijk	23% m	21% n	18% p	23% p
ANY SERVICES	509	297	239	536	997	2455	299	644	140	193	194	1980	451	38	33	14
	97% cd	96% cd	87% c	92% c	92% c	96% g	92% g	94% h	93% i	91% j	92% k	97% hjk	92% m	92% n	96% p	87% p

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

SUMMARY OF TV SERVICES

Base : All respondents

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
PAID TRADITIONAL TV	93	106	89	94
	44%	38%	37%	45%
FREE TRADITIONAL TV	139	159	163	119
	65%	57%	68%	57%
			bd	
FREE CATCH-UP	154	164	183	122
	72%	59%	77%	58%
	bd		bd	
SVOD	103	111	116	90
	48%	40%	49%	43%
YOUTUBE SERVICES	67	46	58	47
	31%	16%	24%	23%
	b		b	
ANY SERVICES	205	246	227	191
	96%	88%	95%	91%
	bd		b	

Columns Tested: a,b,c,d

QH87AD. Which – if any – of these are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Amazon Fire TV (plug in stick, plug in box or cube)	132 25% cd	66 21% cd	19 7%	85 14% c	207 19%	633 25%	67 21%	146 21% j	30 20%	29 14%	41 20%	504 25% j	73 15%	7 17%	3 10%	1 8%
Apps you can use on your TV set to stream programmes on-demand	73 14% bcd	24 8% c	8 3%	32 5%	83 8%	381 15% g	35 11%	89 13%	18 12%	16 7%	22 10%	293 14% j	28 6%	2 4%	2 5%	* 3%
Google Chromecast	40 8%	16 5%	13 5%	29 5%	70 6%	226 9%	45 14% f	40 6%	5 3%	9 4%	10 5%	202 10% hijk	27 5%	1 3%	* 1%	1 4%
NOW TV Smart Stick	25 5% cd	8 2% c	* *%	8 1%	35 3%	120 5%	8 2%	26 4%	4 3%	2 1%	6 3%	86 4% j	7 1%	1 2%	- -%	* 1%
Apple TV box	15 3%	5 2%	4 1%	9 2%	22 2%	110 4%	13 4%	19 3%	4 3%	4 2%	4 2%	95 5% h	8 2%	* *%	* 1%	* 1%
Roku	14 3% c	8 3%	1 *%	9 2%	31 3%	109 4%	9 3%	28 4%	4 3%	3 2%	5 3%	78 4%	6 1%	1 2%	1 4%	* 2%
Facebook Watch	* *%	2 1%	2 1%	4 1%	14 1%	34 1%	6 2%	10 2%	2 1%	3 1%	1 *%	24 1%	3 1%	1 2%	* 1%	* *%
Twitter	5 1% d	* *%	- -%	* *%	6 1%	21 1%	6 2%	8 1%	2 2%	- -%	1 *%	12 1%	* *%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AD. Which – if any – of these are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
None of these	268	188	223	411	655	1253	168	379	91	149	129	1024	347	28	24	12
	51%	61%	81%	70%	61%	49%	51%	55%	61%	70%	61%	50%	71%	69%	70%	73%
		a	abd	ab				l	l	hl	l					
Don't know	18	9	12	21	52	93	20	28	4	7	12	63	16	2	3	1
	3%	3%	4%	4%	5%	4%	6%	4%	3%	4%	6%	3%	3%	4%	9%	7%
							f								m	
NOT ANSWERED [POSTAL ONLY]	1	3	5	8	8	12	1	8	1	2	3	7	6	*	1	*
	*%	1%	2%	1%	1%	*%	*%	1%	*%	1%	2%	*%	1%	1%	3%	2%
			a	a				l			l					
ANY OF THESE	240	108	36	144	365	1205	136	272	53	53	66	953	123	11	7	3
	46%	35%	13%	25%	34%	47%	42%	40%	36%	25%	31%	47%	25%	27%	19%	18%
	bcd	cd		c				j				hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AD. Which – if any – of these are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
Amazon Fire TV (plug in stick, plug in box or cube)	40 19%	33 12%	30 13%	36 17%
Apps you can use on your TV set to stream programmes on-demand	19 9% b	9 3%	17 7%	11 5%
Google Chromecast	14 7%	13 5%	12 5%	15 7%
NOW TV Smart Stick	5 2%	3 1%	3 1%	4 2%
Apple TV box	5 2%	3 1%	6 3%	1 1%
Roku	4 2%	2 1%	2 1%	5 2%
Facebook Watch	1 *% *	2 1% -	1 1% -	2 1% *
Twitter	* *% a	- -%	- -%	* *% a
None of these	139 65%	208 75%	174 73%	140 67%
Don't know	4 2%	12 4%	4 2%	7 3%
NOT ANSWERED [POSTAL ONLY]	3 1%	3 1%	1 *%	6 3%
				c

Columns Tested: a,b,c,d

QH87AD. Which – if any – of these are used in your household to watch programmes, shows or films? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
ANY OF THESE	68	55	60	56
	32%	20%	25%	27%
	b			

Columns Tested: a,b,c,d

QH87AE. Which – if any – of these are used in your household to watch sports? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Amazon Prime Video	124	53	24	77	160	610	61	122	29	35	32	498	67	5	3	**
	26%	21%	16%	20%	19%	26%	19%	23%	26%	24%	22%	26%	21%	15%	13%	**
	cd					g										
Sky Sports channels or Sky Sports Pass from NOW TV	119	48	17	66	138	497	60	90	19	28	24	424	52	7	4	**
	25%	20%	12%	17%	16%	21%	19%	17%	16%	19%	17%	22%	16%	23%	16%	**
	cd	c										h				
BT Sport channels or BT Sport Monthly Pass	100	36	17	53	105	373	36	75	15	23	17	310	44	6	2	**
	21%	15%	12%	14%	12%	16%	11%	14%	13%	16%	12%	16%	13%	18%	9%	**
	bcd					g										
Eurosport monthly or annual pass	11	3	1	4	8	43	11	10	3	3	2	40	3	1	*	**
	2%	1%	1%	1%	1%	2%	3%	2%	3%	2%	1%	2%	1%	3%	1%	**
Twitch	*	1	-	1	6	29	10	7	1	1	1	23	-	1	-	**
	*%	*%	-%	*%	1%	1%	3%	1%	1%	*%	1%	1%	-%	2%	-%	**
							f							m		
Pick TV	5	1	2	4	9	21	3	7	2	1	2	15	3	*	*	**
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	**
UFC Fight Pass	-	*	-	*	5	18	5	2	*	-	1	16	-	*	-	**
	-%	*%	-%	*%	1%	1%	2%	*%	*%	-%	1%	1%	-%	*%	-%	**
NBA pass	*	-	-	-	5	11	5	4	*	*	1	8	-	-	-	**
	*%	-%	-%	-%	1%	*%	2%	1%	*%	*%	1%	*%	-%	-%	-%	**
							f									
None of these	253	147	98	245	521	1281	183	303	72	82	80	1076	201	19	18	**
	53%	60%	67%	62%	61%	55%	58%	58%	64%	57%	56%	56%	62%	60%	71%	**
		a	a	a												

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AE. Which – if any – of these are used in your household to watch sports? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
Don't know	13	9	7	15	51	102	25	24	1	5	9	75	14	1	1	**
	3%	4%	4%	4%	6%	4%	8%	5%	1%	4%	6%	4%	4%	2%	3%	**
							f				i					
ANY OF THESE	213	91	42	133	282	932	108	195	40	57	53	772	110	12	7	**
	45%	37%	29%	34%	33%	40%	34%	37%	35%	39%	37%	40%	34%	38%	26%	**
	bcd					g										

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH87AE. Which – if any – of these are used in your household to watch sports? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
Amazon Prime Video	36	31	46	20
	24%	18%	25%	15%
			d	
Sky Sports channels or Sky Sports Pass from NOW TV	28	24	32	18
	18%	14%	18%	14%
BT Sport channels or BT Sport Monthly Pass	25	18	23	18
	17%	10%	13%	14%
Eurosport monthly or annual pass	2	*	2	*
	2%	*%	1%	*%
Pick TV	2	*	*	2
	2%	*%	*%	2%
None of these	90	111	106	87
	59%	64%	59%	66%
Don't know	4	10	5	9
	3%	6%	3%	6%
ANY OF THESE	58	52	69	37
	38%	30%	38%	28%
	d		d	

Columns Tested: a,b,c,d

QR1A. Does your household have Sky+ or Sky Q? (Sky+ has been available with the Sky digital system since 2001 and allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q has been available since 2016 and allows users to watch recorded programmes on a Sky box in other rooms in the house and, for the first time, on the move using a smartphone or tablet.) (SINGLE CODE)

Base : Those with Sky satellite TV (excluding those completing a paper questionnaire)

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	
Unweighted total	252	177	51	228	466	1273	109	317	73	64	93	990	132	35	37	24	
Effective Weighted Sample	166	91	34	125	290	826	83	185	40	36	55	657	93	10	20	18	
Total	152	71	25	96	223	655	73	141	28	33	43	540	75	9	8	3	
Yes – Sky +	47	28	**	45	78	179	19	51	**	**	**	142	38	**	**	**	
	31%	40%	**	47%	35%	27%	26%	36%	**	**	**	26%	50%	**	**	**	
				a				l									
Yes – Sky Q	63	27	**	31	90	314	25	52	**	**	**	263	22	**	**	**	
	41%	38%	**	33%	40%	48%	34%	37%	**	**	**	49%	29%	**	**	**	
						g						h					
Yes – both Sky+ and Sky Q	21	11	**	13	30	97	8	23	**	**	**	76	10	**	**	**	
	14%	15%	**	13%	13%	15%	11%	16%	**	**	**	14%	14%	**	**	**	
Yes – not sure which	6	1	**	2	7	17	8	3	**	**	**	18	1	**	**	**	
	4%	1%	**	2%	3%	3%	11%	2%	**	**	**	3%	2%	**	**	**	
						f											
No	14	3	**	4	17	40	11	11	**	**	**	35	4	**	**	**	
	9%	4%	**	5%	7%	6%	16%	8%	**	**	**	6%	5%	**	**	**	
						f											
Don't know	*	1	**	1	3	8	1	1	**	**	**	5	1	**	**	**	
	*%	1%	**	1%	1%	1%	1%	1%	**	**	**	1%	1%	**	**	**	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QR1A. Does your household have Sky+ or Sky Q? (Sky+ has been available with the Sky digital system since 2001 and allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q has been available since 2016 and allows users to watch recorded programmes on a Sky box in other rooms in the house and, for the first time, on the move using a smartphone or tablet.) (SINGLE CODE)

Base : Those with Sky satellite TV (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	69	62	70	58
Effective Weighted Sample	44	49	55	37
Total	36	39	37	35
Yes – Sky +	**	**	**	**
	**	**	**	**
Yes – Sky Q	**	**	**	**
	**	**	**	**
Yes – both Sky+ and Sky Q	**	**	**	**
	**	**	**	**
Yes – not sure which	**	**	**	**
	**	**	**	**
No	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH88. Your household has Netflix and Sky TV. How is Netflix paid for as far as you know? (SINGLE CODE)

Base : Those with Sky satellite TV and Netflix (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	187	109	22	131	324	1030	82	248	60	48	66	807	75	20	19	17
Effective Weighted Sample	119	55	14	70	207	669	63	140	32	27	40	536	51	11	10	14
Total	105	42	11	53	155	522	59	102	21	23	28	433	43	4	4	2
Pay Netflix direct	50	15	**	20	68	271	**	50	**	**	**	230	**	**	**	**
	48%	36%	**	37%	44%	52%	**	49%	**	**	**	53%	**	**	**	**
Pay Sky TV to receive Netflix	23	13	**	15	42	152	**	26	**	**	**	126	**	**	**	**
	22%	31%	**	28%	27%	29%	**	25%	**	**	**	29%	**	**	**	**
Pay mobile phone provider to receive Netflix	1	*	**	*	1	1	**	2	**	**	**	*	**	**	**	**
	1%	1%	**	1%	1%	*%	**	2%	**	**	**	*%	**	**	**	**
We share someone else's Netflix login	24	10	**	15	34	74	**	21	**	**	**	57	**	**	**	**
	23%	24%	**	28%	22%	14%	**	20%	**	**	**	13%	**	**	**	**
Something else	*	-	**	-	1	2	**	*	**	**	**	2	**	**	**	**
	*%	-%	**	-%	1%	*%	**	*%	**	**	**	*%	**	**	**	**
Don't know	7	3	**	3	9	21	**	4	**	**	**	18	**	**	**	**
	7%	7%	**	6%	6%	4%	**	4%	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH88. Your household has Netflix and Sky TV. How is Netflix paid for as far as you know? (SINGLE CODE)

Base : Those with Sky satellite TV and Netflix (excluding those completing a paper questionnaire)

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	44	31	42	31
Effective Weighted Sample	26	25	34	19
Total	24	19	21	20
Pay Netflix direct	**	**	**	**
	**	**	**	**
Pay Sky TV to receive Netflix	**	**	**	**
	**	**	**	**
Pay mobile phone provider to receive Netflix	**	**	**	**
	**	**	**	**
We share someone else's Netflix login	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH89. Your household has Netflix and Virgin Media TV. How is Netflix paid for as far as you know? (SINGLE CODE)

Base : Those with Virgin Media TV and Netflix (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	99	42	5	47	127	402	46	99	20	20	18	325	37	2	3	5
Effective Weighted Sample	75	29	4	31	92	292	33	61	12	15	13	236	27	2	3	4
Total	67	19	5	24	76	258	36	51	12	17	11	218	22	1	1	*
Pay Netflix direct	**	**	**	**	50	192	**	**	**	**	**	169	**	**	**	**
	**	**	**	**	66%	74%	**	**	**	**	**	78%	**	**	**	**
Pay Virgin Media TV to receive Netflix	**	**	**	**	7	19	**	**	**	**	**	12	**	**	**	**
	**	**	**	**	10%	7%	**	**	**	**	**	6%	**	**	**	**
We share someone else's Netflix login	**	**	**	**	14	35	**	**	**	**	**	24	**	**	**	**
	**	**	**	**	18%	14%	**	**	**	**	**	11%	**	**	**	**
Something else	**	**	**	**	2	2	**	**	**	**	**	4	**	**	**	**
	**	**	**	**	3%	1%	**	**	**	**	**	2%	**	**	**	**
Don't know	**	**	**	**	2	10	**	**	**	**	**	9	**	**	**	**
	**	**	**	**	3%	4%	**	**	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH89. Your household has Netflix and Virgin Media TV. How is Netflix paid for as far as you know? (SINGLE CODE)

Base : Those with Virgin Media TV and Netflix (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	21	16	21	13
Effective Weighted Sample	14	14	14	10
Total	12	10	12	8
Pay Netflix direct	**	**	**	**
	**	**	**	**
Pay Virgin Media TV to receive Netflix	**	**	**	**
	**	**	**	**
We share someone else's Netflix login	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH90. Your household has Amazon Prime Video. How is Amazon Prime paid for as far as you know? (SINGLE CODE)

Base : Those with Amazon Prime Video (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	427	272	60	332	714	2506	218	629	138	101	114	1989	210	51	43	28
Effective Weighted Sample	287	154	37	183	458	1730	158	351	76	58	72	1380	143	22	21	21
Total	258	108	41	149	364	1397	151	274	57	56	62	1157	126	13	7	3
Pay Amazon direct	220	92	**	126	300	1196	110	233	49	48	52	986	106	**	**	**
	85%	85%	**	84%	82%	86%	73%	85%	87%	86%	84%	85%	84%	**	**	**
						g										
Pay Virgin Media TV to receive Amazon Prime Video	3	*	**	*	*	5	1	*	-	-	*	5	-	**	**	**
	1%	*%	**	*%	*%	*%	1%	*%	-%	-%	*%	*%	-%	**	**	**
Pay mobile phone provider to receive Amazon Prime	5	-	**	-	6	18	4	4	1	1	1	13	-	**	**	**
	2%	-%	**	-%	2%	1%	3%	2%	1%	1%	1%	1%	-%	**	**	**
We share someone else's Amazon Prime login	21	13	**	18	41	117	21	26	5	6	8	102	16	**	**	**
	8%	12%	**	12%	11%	8%	14%	10%	8%	11%	12%	9%	12%	**	**	**
						f										
Something else	4	1	**	1	5	24	9	5	2	1	1	22	1	**	**	**
	1%	1%	**	1%	1%	2%	6%	2%	3%	2%	1%	2%	1%	**	**	**
						f										
Don't know	6	1	**	4	13	38	7	5	*	*	*	30	3	**	**	**
	2%	1%	**	2%	3%	3%	4%	2%	1%	*%	*%	3%	2%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH90. Your household has Amazon Prime Video. How is Amazon Prime paid for as far as you know? (SINGLE CODE)

Base : Those with Amazon Prime Video (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	116	94	133	74
Effective Weighted Sample	75	68	99	46
Total	66	60	73	51
Pay Amazon direct	55	**	61	**
	83%	**	84%	**
We share someone else's Amazon Prime login	8	**	10	**
	13%	**	13%	**
Something else	1	**	1	**
	1%	**	2%	**
Don't know	2	**	1	**
	3%	**	1%	**

Columns Tested: a,b,c,d

QH79. Do you ever use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
BBC iPlayer	76	35	13	48	97	358	42	71	18	14	15	297	41	2	5	**
	16%	14%	9%	12%	11%	15%	13%	14%	16%	10%	11%	15%	13%	7%	18%	**
Amazon Prime Video	47	26	8	34	75	249	29	56	14	14	15	192	30	2	2	**
	10%	11%	5%	9%	9%	11%	9%	11%	13%	10%	11%	10%	9%	6%	8%	**
YouTube	22	7	6	14	52	161	38	35	11	7	6	122	12	1	*	**
	5%	3%	4%	3%	6%	7%	12%	7%	10%	5%	4%	6%	4%	2%	1%	**
						f										
ITV Hub or STV Player	40	15	10	25	59	178	17	34	9	8	10	142	19	2	4	**
	8%	6%	7%	6%	7%	8%	5%	7%	8%	5%	7%	7%	6%	6%	14%	**
							m									
All 4	26	11	3	14	40	143	12	25	6	2	4	108	11	*	2	**
	5%	4%	2%	3%	5%	6%	4%	5%	5%	2%	3%	6%	4%	1%	6%	**
BT TV (including BT Sport)	31	19	6	25	37	117	9	29	2	9	7	93	23	1	1	**
	7%	8%	4%	6%	4%	5%	3%	6%	2%	7%	5%	5%	7%	4%	3%	**
My 5	18	10	2	12	32	78	3	18	4	1	7	56	10	*	2	**
	4%	4%	1%	3%	4%	3%	1%	4%	4%	1%	5%	3%	3%	1%	7%	**
						g					j					
NOW TV	8	1	-	1	6	27	-	10	2	*	4	15	1	-	-	**
	2%	*%	-%	*%	1%	1%	-%	2%	2%	*%	3%	1%	*%	-%	-%	**
	d					g		l			l					
Facebook/ Facebook Watch	*	-	-	-	3	6	-	1	1	-	-	3	-	-	-	**
	*%	-%	-%	-%	*%	*%	-%	*%	1%	-%	-%	*%	-%	-%	-%	**
Twitter	-	-	-	-	1	2	-	1	1	-	-	1	-	-	-	**
	-%	-%	-%	-%	*%	*%	-%	*%	1%	-%	-%	*%	-%	-%	-%	**
								l								

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH79. Do you ever use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	808	612	203	815	1635	4196	470	1090	233	220	237	3324	515	102	118	80
Effective Weighted Sample	541	361	130	464	1052	2844	332	583	120	125	128	2286	359	44	47	57
Total	480	247	146	393	853	2315	316	522	113	144	142	1922	325	32	25	11
None of these	360	184	119	303	652	1675	229	380	81	105	110	1414	250	26	18	**
	75%	75%	81%	77%	76%	72%	73%	73%	72%	73%	78%	74%	77%	82%	71%	**
Don't know	7	4	4	8	14	37	3	12	2	7	3	26	4	2	1	**
	1%	2%	3%	2%	2%	2%	1%	2%	2%	5%	2%	1%	1%	7%	3%	**
										l				m		

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH79. Do you ever use any of these online TV services to watch channels or programmes live at the time they are broadcast? (MULTI CODE)

Base : All respondents (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	278	236	300	203
Effective Weighted Sample	191	172	221	131
Total	152	173	180	133
BBC iPlayer	22	19	23	17
	15%	11%	12%	13%
Amazon Prime Video	19	11	16	14
	13%	6%	9%	10%
	b			
YouTube	6	6	6	6
	4%	4%	3%	4%
ITV Hub or STV Player	8	11	10	8
	5%	6%	6%	6%
All 4	4	7	9	3
	3%	4%	5%	2%
BT TV (including BT Sport)	14	9	13	8
	9%	5%	7%	6%
My 5	3	6	8	2
	2%	4%	4%	2%
NOW TV	1	-	*	*
	1%	-%	*%	*%
None of these	110	140	137	103
	73%	81%	76%	78%
Don't know	2	3	3	1
	1%	2%	2%	1%

Columns Tested: a,b,c,d

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Unweighted total	551	329	84	413	987	3136	308	765	166	134	149	2530	265	52	55	41
Effective Weighted Sample	352	190	57	241	655	2126	219	406	91	79	91	1753	191	32	17	32
Total	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5
PROMPTED REASONS																
To watch exclusive TV content not available elsewhere/ original series made by the provider	171	69	**	99	243	995	114	169	36	32	40	862	87	**	**	**
	53%	52%	**	52%	48%	58%	55%	51%	52%	42%	50%	60% hj	54%	**	**	**
To watch at a time that suits	145	63	**	84	230	801	92	165	34	33	42	671	74	**	**	**
	45%	47%	**	45%	46%	47%	44%	50%	49%	43%	52%	46%	46%	**	**	**
To watch multiple episodes in a row/ to watch box sets	138	57	**	82	225	801	87	165	32	33	38	658	74	**	**	**
	43%	43%	**	43%	45%	47%	42%	50%	47%	43%	48%	45%	46%	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	153	64	**	94	209	740	64	148	31	32	37	616	83	**	**	**
	48%	48%	**	50%	41%	43% g	31%	45%	44%	41%	47%	42%	52%	**	**	**
To watch a specific programme/ series	108	40	**	62	203	692	96	125	30	23	33	590	57	**	**	**
	34%	30%	**	33%	40%	40%	46%	38%	43%	30%	41%	41%	36%	**	**	**
To access a back catalogue of films	113	38	**	65	155	661	61	127	28	29	28	546	54	**	**	**
	35%	28%	**	34%	31%	39% g	29%	38%	41%	38%	35%	38%	34%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	551	329	84	413	987	3136	308	765	166	134	149	2530	265	52	55	41
Effective Weighted Sample	352	190	57	241	655	2126	219	406	91	79	91	1753	191	32	17	32
Total	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5
To access a back catalogue of TV programmes	92	33	**	49	140	625	48	113	24	19	26	512	43	**	**	**
	29%	24%	**	26%	28%	36%	23%	34%	35%	25%	32%	35%	27%	**	**	**
						g					j					
To access new movie releases	90	40	**	60	154	476	68	100	23	28	25	409	54	**	**	**
	28%	30%	**	32%	31%	28%	33%	30%	33%	36%	31%	28%	33%	**	**	**
No advertising breaks in the programmes/ shows	77	31	**	50	122	460	45	98	20	19	28	371	44	**	**	**
	24%	23%	**	26%	24%	27%	22%	30%	29%	25%	36%	26%	28%	**	**	**
											l					
Can watch it when I'm away from home/ abroad/ on holiday	49	12	**	17	76	365	57	63	11	9	12	312	16	**	**	**
	15%	9%	**	9%	15%	21%	27%	19%	16%	12%	16%	22%	10%	**	**	**
	bd						f									
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	41	16	**	20	68	315	40	50	12	11	10	265	17	**	**	**
	13%	12%	**	10%	14%	18%	19%	15%	18%	14%	12%	18%	10%	**	**	**
Cheaper than buying DVDs	45	19	**	26	79	295	34	70	21	17	17	229	23	**	**	**
	14%	14%	**	14%	16%	17%	16%	21%	30%	22%	21%	16%	14%	**	**	**
								l	l							
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Unweighted total	551	329	84	413	987	3136	308	765	166	134	149	2530	265	52	55	41	
Effective Weighted Sample	352	190	57	241	655	2126	219	406	91	79	91	1753	191	32	17	32	
Total	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5	
To take advantage of a free trial or promotional offer	49	19	**	20	80	272	45	54	13	8	15	241	16	**	**	**	
	15%	14%	**	11%	16%	16%	22% f	16%	19%	11%	19%	17%	10%	**	**	**	
Recommendation from a friend/ family member	54	30	**	46	93	232	43	59	16	19	10	205	42	**	**	**	
	17%	22%	**	24% a	19%	14%	20% f	18%	23% l	24% kl	12%	14%	26%	**	**	**	
Got it to watch during lockdown in 2020	20	17	**	22	54	130	29	41	6	13	9	101	20	**	**	**	
	6%	13% a	**	12% a	11%	8%	14% f	12% l	9%	17% l	11%	7%	12%	**	**	**	
To replace a TV subscription that I/ we cancelled	12	3	**	5	24	91	14	22	6	3	4	74	4	**	**	**	
	4%	3%	**	2%	5%	5%	7%	7%	8%	4%	5%	5%	2%	**	**	**	
I saw it advertised and it looked interesting	14	4	**	6	21	74	14	21	6	7	4	54	5	**	**	**	
	4%	3%	**	3%	4%	4%	7%	6% l	9% l	9% l	5%	4%	3%	**	**	**	
UNPROMPTED REASONS																	
Share subscription with others/ guest login	6	5	**	9	9	20	*	10	2	5	2	12	7	**	**	**	
	2%	4%	**	5%	2%	1%	*% f	3% l	3% l	6% l	3%	1%	4%	**	**	**	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	551	329	84	413	987	3136	308	765	166	134	149	2530	265	52	55	41
Effective Weighted Sample	352	190	57	241	655	2126	219	406	91	79	91	1753	191	32	17	32
Total	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5
Initially a gift	-	2	**	2	2	5	-	2	1	-	1	3	2	**	**	**
	-%	2%	**	1%	*%	*%	-%	*%	1%	-%	1%	*%	1%	**	**	**
		a														
For children to watch/ children's programmes	2	1	**	1	2	4	-	1	*	-	-	3	1	**	**	**
	1%	*%	**	1%	*%	*%	-%	*%	*%	-%	-%	*%	1%	**	**	**
Came with TV package	1	*	**	*	1	1	-	*	-	-	-	*	-	**	**	**
	*%	*%	**	*%	*%	*%	-%	*%	-%	-%	-%	*%	-%	**	**	**
Don't know	12	6	**	8	21	72	12	10	4	3	3	57	6	**	**	**
	4%	5%	**	4%	4%	4%	6%	3%	6%	3%	4%	4%	4%	**	**	**
NOT ANSWERED [POSTAL ONLY]	6	3	**	3	5	10	-	4	-	-	1	5	2	**	**	**
	2%	2%	**	2%	1%	1%	-%	1%	-%	-%	2%	*%	1%	**	**	**
SUMMARY OF PROMPTED REASONS																
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	252	98	**	142	377	1379	159	259	54	56	61	1176	125	**	**	**
	79%	73%	**	75%	75%	80%	76%	78%	79%	73%	77%	81%	78%	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	211	89	**	127	337	1193	139	232	47	50	57	1014	110	**	**	**
	66%	66%	**	67%	67%	70%	67%	70%	68%	66%	72%	70%	69%	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	99	47	**	65	164	491	84	113	27	29	24	430	57	**	**	**
	31%	35%	**	34%	33%	29%	40%	34%	39%	39%	30%	30%	36%	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p
Significance Level: 95%																
Unweighted total	551	329	84	413	987	3136	308	765	166	134	149	2530	265	52	55	41
Effective Weighted Sample	352	190	57	241	655	2126	219	406	91	79	91	1753	191	32	17	32
Total	320	134	55	189	504	1716	209	331	69	76	80	1449	161	12	12	5
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	71	31	**	40	126	501	61	104	29	24	22	409	36	**	**	**
	22%	23%	**	21%	25%	29%	29%	31%	42%	32%	28%	28%	22%	**	**	**
									hkl							

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	144	121	152	105
Effective Weighted Sample	97	94	115	72
Total	79	81	86	67
PROMPTED REASONS				
To watch exclusive TV content not available elsewhere/ original series made by the provider	42 53%	45 55%	48 56%	35 52%
To watch at a time that suits	33 42%	41 50%	43 50%	27 40%
To watch multiple episodes in a row/ to watch box sets	37 46%	37 46%	40 46%	31 46%
To watch something different to the programmes on main TV/ broadcast TV	43 54%	41 50%	45 52%	36 53%
To watch a specific programme/ series	25 32%	32 39%	31 36%	24 35%
To access a back catalogue of films	25 32%	29 36%	33 38%	19 29%
To access a back catalogue of TV programmes	21 26%	23 28%	25 29%	16 24%
To access new movie releases	26 32%	28 35%	28 32%	22 33%

Columns Tested: a,b,c,d

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	144	121	152	105
Effective Weighted Sample	97	94	115	72
Total	79	81	86	67
No advertising breaks in the programmes/ shows	22 28%	22 28%	22 25%	21 31%
Can watch it when I'm away from home/ abroad/ on holiday	6 7%	10 12%	10 12%	4 5%
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	8 10%	9 11%	9 10%	8 11%
Cheaper than buying DVDs	16 20% b	7 9%	9 11%	12 18%
To take advantage of a free trial or promotional offer	9 11%	7 9%	9 10%	7 11%
Recommendation from a friend/ family member	16 21%	25 31%	24 28%	16 23%
Got it to watch during lockdown in 2020	5 6%	15 18% a	9 10%	9 13%
To replace a TV subscription that I/ we cancelled	1 2%	3 3%	1 1%	3 4%

Columns Tested: a,b,c,d

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	144	121	152	105
Effective Weighted Sample	97	94	115	72
Total	79	81	86	67
I saw it advertised and it looked interesting	3	2	3	2
	4%	3%	3%	3%

UNPROMPTED REASONS

Share subscription with others/ guest login	3	4	5	3
	4%	5%	5%	4%
Initially a gift	1	1	1	1
	1%	1%	2%	1%
For children to watch/ children's programmes	1	1	1	-
	1%	1%	2%	-%
Don't know	2	3	1	3
	3%	4%	1%	5%
NOT ANSWERED [POSTAL ONLY]	2	*	*	2
	2%	*%	*%	2%

SUMMARY OF PROMPTED REASONS

SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	62	62	67	54
	79%	76%	77%	80%
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	53	57	57	47
	67%	70%	66%	70%

Columns Tested: a,b,c,d

QH84A. Which, if any, of these are reasons why your household took out a subscription to Netflix? (MULTI CODE)

Base : Those with Netflix

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	144	121	152	105
Effective Weighted Sample	97	94	115	72
Total	79	81	86	67
PROMOTION/ MARKETING/ RECOMMENDATION	25	32	33	22
	31%	40%	38%	33%
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	21	16	17	17
	26%	19%	20%	26%

Columns Tested: a,b,c,d

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Unweighted total	438	287	64	351	735	2545	219	642	140	106	122	2017	221	54	47	29	
Effective Weighted Sample	294	164	40	195	472	1757	158	358	78	62	77	1400	152	25	23	22	
Total	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3	
PROMPTED REASONS																	
To obtain free delivery	203	85	**	121	278	1093	107	211	42	41	53	904	102	**	**	**	
	77%	75%	**	77%	74%	77%	71%	75%	71%	70%	77%	77%	77%	**	**	**	
To watch exclusive TV content not available elsewhere/ original series made by the provider	127	47	**	66	158	615	57	124	26	22	32	498	56	**	**	**	
	48%	41%	**	42%	43%	43%	38%	44%	44%	37%	46%	43%	42%	**	**	**	
To watch a specific programme/ series	76	31	**	42	114	411	53	84	20	13	24	341	37	**	**	**	
	29%	27%	**	26%	30%	29%	35%	30%	34%	21%	34%	29%	27%	**	**	**	
To watch at a time that suits	88	45	**	60	124	413	43	100	15	18	30	343	52	**	**	**	
	33%	39%	**	38%	33%	29%	28%	35%	26%	31%	44%	29%	39%	**	**	**	
								l			il						
To watch multiple episodes in a row/ to watch box sets	79	38	**	55	112	389	36	100	19	20	28	308	48	**	**	**	
	30%	33%	**	35%	30%	27%	24%	35%	32%	34%	40%	26%	36%	**	**	**	
								l			l						
To watch something different to the programmes on main TV/ broadcast TV	81	42	**	64	114	376	35	95	18	22	24	307	57	**	**	**	
	31%	37%	**	40%	31%	27%	23%	34%	30%	38%	34%	26%	43%	**	**	**	
				a				l		l							

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Unweighted total	438	287	64	351	735	2545	219	642	140	106	122	2017	221	54	47	29	
Effective Weighted Sample	294	164	40	195	472	1757	158	358	78	62	77	1400	152	25	23	22	
Total	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3	
To access a back catalogue of films	70 26%	32 28%	** **	42 27%	87 23%	366 26%	37 25%	83 29%	16 27%	18 31%	19 28%	295 25%	38 29%	** **	** **	** **	
To take advantage of a free trial or promotional offer	65 25%	28 24%	** **	32 20%	82 22%	345 24%	46 30%	67 24%	14 25%	11 19%	18 26%	284 24%	25 19%	** **	** **	** **	
To access a back catalogue of TV programmes	54 20%	30 26%	** **	39 25%	87 23%	351 25%	32 21%	79 28%	19 32%	13 23%	25 36% l	278 24%	35 26%	** **	** **	** **	
To access new movie releases	58 22%	28 25%	** **	38 24%	88 24%	287 20%	38 25%	70 25%	13 22%	14 23%	20 29%	233 20%	34 26%	** **	** **	** **	
No advertising breaks in the programmes/ shows	42 16%	14 12%	** **	21 13%	45 12%	195 14%	20 13%	44 15%	5 9%	7 12%	12 18%	153 13%	17 13%	** **	** **	** **	
Cheaper than buying DVDs	29 11%	11 10%	** **	16 10%	44 12%	151 11%	14 9%	39 14% l	9 16%	10 17%	9 13%	111 9%	13 10%	** **	** **	** **	
Can watch it when I'm away from home/ abroad/ on holiday	25 9%	11 10%	** **	14 9%	32 9%	147 10%	18 12%	31 11%	6 10%	6 11%	6 9%	118 10%	13 10%	** **	** **	** **	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Significance Level: 95%																	
Unweighted total	438	287	64	351	735	2545	219	642	140	106	122	2017	221	54	47	29	
Effective Weighted Sample	294	164	40	195	472	1757	158	358	78	62	77	1400	152	25	23	22	
Total	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3	
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	19 7%	17 15% a	** **	24 15% a	42 11%	134 9%	16 11%	32 11%	6 10%	9 15%	8 12%	106 9%	21 16%	** **	** **	** **	
Got it to watch during lockdown in 2020	8 3%	10 9% a	** **	18 11% a	31 8%	69 5%	17 11% f	24 9% l	6 11% l	7 12% l	7 10% l	53 5%	17 13%	** **	** **	** **	
Recommendation from a friend/ family member	15 6%	7 6%	** **	12 7%	23 6%	69 5%	17 11% f	18 6%	7 12% l	5 8%	7 10% l	60 5%	11 8%	** **	** **	** **	
I saw it advertised and it looked interesting	5 2%	3 3%	** **	7 4%	15 4%	49 3%	6 4%	8 3%	2 3%	1 2%	3 4%	38 3%	6 4%	** **	** **	** **	
To replace a TV subscription that I/ we cancelled	7 3%	5 4%	** **	6 4%	11 3%	37 3%	9 6% f	13 5%	2 4%	3 6%	4 6%	32 3%	4 3%	** **	** **	** **	
UNPROMPTED REASONS																	
Share subscription with others/ guest login	1 *%	1 1%	** **	1 1%	2 *%	3 *%	- -%	2 1% l	1 1% l	1 1% l	* 1%	1 *%	1 *%	** **	** **	** **	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																	

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Unweighted total	438	287	64	351	735	2545	219	642	140	106	122	2017	221	54	47	29	
Effective Weighted Sample	294	164	40	195	472	1757	158	358	78	62	77	1400	152	25	23	22	
Total	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3	
For children to watch/ children's programmes	-	1	**	1	2	2	-	1	*	-	-	-	1	**	**	**	
	-%	1%	**	~%	~%	~%	-%	~%	1%	-%	-%	-%	~%	**	**	**	
Don't need an aerial/ dish	-	-	**	-	-	1	-	1	-	-	-	-	-	**	**	**	
	-%	-%	**	-%	-%	~%	-%	~%	-%	-%	-%	-%	-%	**	**	**	
Initially a gift	-	-	**	-	*	*	-	-	-	-	-	*	-	**	**	**	
	-%	-%	**	-%	~%	~%	-%	-%	-%	-%	-%	~%	-%	**	**	**	
Other	-	*	**	*	*	*	-	-	-	-	-	*	-	**	**	**	
	-%	~%	**	~%	~%	~%	-%	-%	-%	-%	-%	~%	-%	**	**	**	
Don't know	5	2	**	3	12	36	7	7	1	1	1	27	2	**	**	**	
	2%	1%	**	2%	3%	3%	5%	2%	2%	2%	1%	2%	2%	**	**	**	
NOT ANSWERED [POSTAL ONLY]	-	-	**	-	-	*	-	-	-	-	-	*	-	**	**	**	
	-%	-%	**	-%	-%	~%	-%	-%	-%	-%	-%	~%	-%	**	**	**	
SUMMARY OF PROMPTED REASONS																	
FREE SHIPPING	198	85	**	121	278	1084	107	211	42	41	53	895	102	**	**	**	
	75%	75%	**	77%	74%	76%	71%	75%	71%	70%	77%	76%	77%	**	**	**	
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	160	74	**	108	238	830	87	181	38	38	47	677	92	**	**	**	
	61%	65%	**	68%	64%	59%	57%	64%	64%	65%	67%	58%	69%	**	**	**	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	AGE			AGE/SEG		ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	
Significance Level: 95%	a	b	~c	d	e	f	g	h	i	j	k	l	m	~n	~o	~p	
Unweighted total	438	287	64	351	735	2545	219	642	140	106	122	2017	221	54	47	29	
Effective Weighted Sample	294	164	40	195	472	1757	158	358	78	62	77	1400	152	25	23	22	
Total	263	114	44	158	373	1418	151	284	58	59	70	1172	133	14	7	3	
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	126 48%	69 61% a	** **	99 62% a	199 53%	651 46%	74 49%	163 57% l	31 53%	35 59% l	44 63% l	526 45%	87 65%	** **	** **	** **	
PROMOTION/ MARKETING/ RECOMMENDATION	73 28%	35 31%	** **	43 27%	104 28%	400 28%	56 37% f	81 28%	18 31%	13 23%	23 34%	329 28%	35 26%	** **	** **	** **	
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	39 15%	25 22%	** **	34 22%	72 19%	232 16%	26 17%	61 22% l	13 23%	16 26% l	15 22%	179 15%	30 23%	** **	** **	** **	

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	122	99	138	80
Effective Weighted Sample	80	72	103	51
Total	70	63	76	55
PROMPTED REASONS				
To obtain free delivery	53	**	59	**
	75%	**	77%	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	32	**	37	**
	46%	**	48%	**
To watch a specific programme/ series	20	**	20	**
	29%	**	26%	**
To watch at a time that suits	27	**	28	**
	39%	**	37%	**
To watch multiple episodes in a row/ to watch box sets	26	**	28	**
	38%	**	37%	**
To watch something different to the programmes on main TV/ broadcast TV	32	**	32	**
	46%	**	42%	**
To access a back catalogue of films	26	**	22	**
	37%	**	29%	**
To take advantage of a free trial or promotional offer	17	**	15	**
	24%	**	20%	**

Columns Tested: a,b,c,d

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	122	99	138	80
Effective Weighted Sample	80	72	103	51
Total	70	63	76	55
To access a back catalogue of TV programmes	21	**	21	**
	29%	**	27%	**
To access new movie releases	18	**	16	**
	26%	**	20%	**
No advertising breaks in the programmes/shows	12	**	11	**
	17%	**	14%	**
Cheaper than buying DVDs	8	**	7	**
	11%	**	10%	**
Can watch it when I'm away from home/abroad/ on holiday	6	**	8	**
	9%	**	11%	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	6	**	11	**
	9%	**	14%	**
Got it to watch during lockdown in 2020	7	**	11	**
	10%	**	14%	**
Recommendation from a friend/ family member	6	**	5	**
	8%	**	6%	**

Columns Tested: a,b,c,d

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	122	99	138	80
Effective Weighted Sample	80	72	103	51
Total	70	63	76	55
I saw it advertised and it looked interesting	1	**	3	**
	1%	**	4%	**
To replace a TV subscription that I/ we cancelled	2	**	2	**
	3%	**	3%	**
UNPROMPTED REASONS				
Share subscription with others/ guest login	*	**	1	**
	*%	**	1%	**
For children to watch/ children's programmes	-	**	1	**
	-%	**	1%	**
Don't know	*	**	1	**
	1%	**	2%	**
SUMMARY OF PROMPTED REASONS				
FREE SHIPPING	53	**	59	**
	75%	**	77%	**
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	53	**	55	**
	75%	**	73%	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	48	**	50	**
	69%	**	66%	**

Columns Tested: a,b,c,d

QH84B. Which, if any, of these are reasons why your household took out a subscription to Amazon Prime Video? (MULTI CODE)

Base : Those with Amazon Prime Video

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	c	~d
Unweighted total	122	99	138	80
Effective Weighted Sample	80	72	103	51
Total	70	63	76	55
PROMOTION/ MARKETING/ RECOMMENDATION	21	**	21	**
	29%	**	28%	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	13	**	16	**
	19%	**	21%	**

Columns Tested: a,b,c,d

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Unweighted total	124	47	7	54	299	1307	105	340	79	36	59	1016	34	8	7	5
Effective Weighted Sample	85	27	5	31	211	906	73	188	44	19	37	706	25	5	5	4
Total	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
PROMPTED REASONS																
To watch exclusive TV content not available elsewhere/ original series made by the provider	30	**	**	**	69	334	40	56	**	**	**	274	**	**	**	**
	43%	**	**	**	40%	46%	57%	47%	**	**	**	47%	**	**	**	**
To watch a specific programme/ series	21	**	**	**	60	289	34	48	**	**	**	238	**	**	**	**
	31%	**	**	**	35%	40%	49%	40%	**	**	**	41%	**	**	**	**
To access a back catalogue of films	20	**	**	**	56	277	27	48	**	**	**	216	**	**	**	**
	29%	**	**	**	33%	38%	39%	40%	**	**	**	37%	**	**	**	**
To take advantage of a free trial or promotional offer	24	**	**	**	59	261	21	47	**	**	**	206	**	**	**	**
	34%	**	**	**	34%	36%	30%	39%	**	**	**	36%	**	**	**	**
To access new movie releases	18	**	**	**	53	219	30	42	**	**	**	166	**	**	**	**
	26%	**	**	**	31%	30%	43%	35%	**	**	**	29%	**	**	**	**
To watch at a time that suits	15	**	**	**	50	196	22	40	**	**	**	152	**	**	**	**
	22%	**	**	**	29%	27%	32%	33%	**	**	**	26%	**	**	**	**
To access a back catalogue of TV programmes	11	**	**	**	37	188	23	36	**	**	**	139	**	**	**	**
	16%	**	**	**	22%	26%	34%	30%	**	**	**	24%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	124	47	7	54	299	1307	105	340	79	36	59	1016	34	8	7	5
Effective Weighted Sample	85	27	5	31	211	906	73	188	44	19	37	706	25	5	5	4
Total	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
To watch multiple episodes in a row/ to watch box sets	11 15%	** **	** **	** **	38 22%	157 22%	15 22%	31 26%	** **	** **	** **	110 19%	** **	** **	** **	** **
								I								
To watch something different to the programmes on main TV/ broadcast TV	10 15%	** **	** **	** **	36 21%	148 20%	18 26%	26 22%	** **	** **	** **	115 20%	** **	** **	** **	** **
Got it to watch during lockdown in 2020	10 15%	** **	** **	** **	29 17%	131 18%	22 32%	21 18%	** **	** **	** **	108 19%	** **	** **	** **	** **
							f									
Cheaper than buying DVDs	6 9%	** **	** **	** **	25 14%	101 14%	11 16%	19 16%	** **	** **	** **	67 11%	** **	** **	** **	** **
No advertising breaks in the programmes/ shows	5 7%	** **	** **	** **	24 14%	85 12%	12 18%	21 18%	** **	** **	** **	54 9%	** **	** **	** **	** **
								I								
Can watch it when I'm away from home/ abroad/ on holiday	6 9%	** **	** **	** **	19 11%	82 11%	12 17%	13 11%	** **	** **	** **	62 11%	** **	** **	** **	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	124	47	7	54	299	1307	105	340	79	36	59	1016	34	8	7	5
Effective Weighted Sample	85	27	5	31	211	906	73	188	44	19	37	706	25	5	5	4
Total	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
Recommendation from a friend/ family member	7	**	**	**	16	67	15	12	**	**	**	53	**	**	**	**
	11%	**	**	**	9%	9%	21%	10%	**	**	**	9%	**	**	**	**
							f									
I saw it advertised and it looked interesting	3	**	**	**	14	71	6	15	**	**	**	45	**	**	**	**
	4%	**	**	**	8%	10%	9%	13%	**	**	**	8%	**	**	**	**
								l								
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	4	**	**	**	14	57	11	10	**	**	**	44	**	**	**	**
	6%	**	**	**	8%	8%	16%	8%	**	**	**	8%	**	**	**	**
							f									
To replace a TV subscription that I/ we cancelled	1	**	**	**	4	17	2	2	**	**	**	14	**	**	**	**
	1%	**	**	**	2%	2%	3%	2%	**	**	**	2%	**	**	**	**
UNPROMPTED REASONS																
For children to watch/ children's programmes	1	**	**	**	2	7	-	1	**	**	**	6	**	**	**	**
	1%	**	**	**	1%	1%	-%	1%	**	**	**	1%	**	**	**	**
Share subscription with others/ guest login	*	**	**	**	3	5	*	1	**	**	**	5	**	**	**	**
	1%	**	**	**	2%	1%	1%	1%	**	**	**	1%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	124	47	7	54	299	1307	105	340	79	36	59	1016	34	8	7	5
Effective Weighted Sample	85	27	5	31	211	906	73	188	44	19	37	706	25	5	5	4
Total	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
Came with mobile phone contract	*	**	**	**	1	3	1	1	**	**	**	2	**	**	**	**
	*%	**	**	**	*%	*%	1%	1%	**	**	**	*%	**	**	**	**
Initially a gift	-	**	**	**	*	2	-	1	**	**	**	1	**	**	**	**
	-%	**	**	**	*%	*%	-%	1%	**	**	**	*%	**	**	**	**
Other	-	**	**	**	*	*	-	-	**	**	**	*	**	**	**	**
	-%	**	**	**	*%	*%	-%	-%	**	**	**	*%	**	**	**	**
Don't know	1	**	**	**	7	19	3	1	**	**	**	14	**	**	**	**
	2%	**	**	**	4%	3%	4%	1%	**	**	**	3%	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	1	**	**	**	1	2	-	-	**	**	**	1	**	**	**	**
	1%	**	**	**	1%	*%	-%	-%	**	**	**	*%	**	**	**	**
SUMMARY OF PROMPTED REASONS																
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	41	**	**	**	105	488	52	81	**	**	**	396	**	**	**	**
	60%	**	**	**	61%	68%	76%	67%	**	**	**	68%	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	32	**	**	**	89	409	42	67	**	**	**	324	**	**	**	**
	46%	**	**	**	52%	57%	60%	56%	**	**	**	56%	**	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	32	**	**	**	77	338	33	61	**	**	**	262	**	**	**	**
	46%	**	**	**	45%	47%	47%	51%	**	**	**	45%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	124	47	7	54	299	1307	105	340	79	36	59	1016	34	8	7	5
Effective Weighted Sample	85	27	5	31	211	906	73	188	44	19	37	706	25	5	5	4
Total	69	23	6	29	171	723	69	120	26	15	29	579	26	2	1	1
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	9	**	**	**	33	130	17	23	**	**	**	92	**	**	**	**
	13%	**	**	**	20%	18%	24%	19%	**	**	**	16%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

65+ AGE GROUP ENGLAND

	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d
Significance Level: 95%				
Unweighted total	16	18	19	13
Effective Weighted Sample	11	14	13	10
Total	9	17	13	11

PROMPTED REASONS

To watch exclusive TV content not available elsewhere/ original series made by the provider

**	**	**	**
**	**	**	**

To watch a specific programme/ series

**	**	**	**
**	**	**	**

To access a back catalogue of films

**	**	**	**
**	**	**	**

To take advantage of a free trial or promotional offer

**	**	**	**
**	**	**	**

To access new movie releases

**	**	**	**
**	**	**	**

To watch at a time that suits

**	**	**	**
**	**	**	**

To access a back catalogue of TV programmes

**	**	**	**
**	**	**	**

To watch multiple episodes in a row/ to watch box sets

**	**	**	**
**	**	**	**

Columns Tested: a,b,c,d

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	16	18	19	13
Effective Weighted Sample	11	14	13	10
Total	9	17	13	11
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**
	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**
	**	**	**	**
Cheaper than buying DVDs	**	**	**	**
	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**
	**	**	**	**
Recommendation from a friend/ family member	**	**	**	**
	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**
	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84C. Which, if any, of these are reasons why your household took out a subscription to Disney+? (MULTI CODE)

Base : Those with Disney+

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	16	18	19	13
Effective Weighted Sample	11	14	13	10
Total	9	17	13	11

UNPROMPTED REASONS

For children to watch/ children's programmes	**	**	**	**
	**	**	**	**
Share subscription with others/ guest login	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

SUMMARY OF PROMPTED REASONS

SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**
	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**
	**	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**
	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	68	27	6	33	105	430	25	113	24	14	16	323	21	6	4	2
Effective Weighted Sample	43	18	3	21	77	309	19	64	16	10	12	238	16	3	3	2
Total	38	10	3	14	55	250	18	45	10	6	7	196	12	1	1	*
PROMPTED REASONS																
To watch a specific programme/ series	**	**	**	**	21	106	**	20	**	**	**	84	**	**	**	**
	**	**	**	**	39%	42%	**	45%	**	**	**	43%	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**	18	102	**	20	**	**	**	79	**	**	**	**
	**	**	**	**	32%	41%	**	43%	**	**	**	40%	**	**	**	**
To take advantage of a free trial or promotional offer	**	**	**	**	19	95	**	16	**	**	**	78	**	**	**	**
	**	**	**	**	34%	38%	**	35%	**	**	**	39%	**	**	**	**
To watch at a time that suits	**	**	**	**	18	62	**	14	**	**	**	48	**	**	**	**
	**	**	**	**	32%	25%	**	31%	**	**	**	25%	**	**	**	**
To access new movie releases	**	**	**	**	12	58	**	12	**	**	**	43	**	**	**	**
	**	**	**	**	22%	23%	**	28%	**	**	**	22%	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**	12	57	**	11	**	**	**	42	**	**	**	**
	**	**	**	**	23%	23%	**	25%	**	**	**	21%	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**	12	56	**	14	**	**	**	40	**	**	**	**
	**	**	**	**	22%	23%	**	31%	**	**	**	20%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	68	27	6	33	105	430	25	113	24	14	16	323	21	6	4	2
Effective Weighted Sample	43	18	3	21	77	309	19	64	16	10	12	238	16	3	3	2
Total	38	10	3	14	55	250	18	45	10	6	7	196	12	1	1	*
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**	13	51	**	8	**	**	**	44	**	**	**	**
	**	**	**	**	24%	21%	**	18%	**	**	**	22%	**	**	**	**
To access a back catalogue of films	**	**	**	**	11	53	**	9	**	**	**	41	**	**	**	**
	**	**	**	**	20%	21%	**	19%	**	**	**	21%	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**	11	50	**	6	**	**	**	45	**	**	**	**
	**	**	**	**	20%	20%	**	14%	**	**	**	23%	**	**	**	**
Cheaper than buying DVDs	**	**	**	**	6	28	**	4	**	**	**	23	**	**	**	**
	**	**	**	**	12%	11%	**	8%	**	**	**	12%	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**	5	21	**	4	**	**	**	16	**	**	**	**
	**	**	**	**	10%	8%	**	9%	**	**	**	8%	**	**	**	**
Can watch it when I'm away from home/ abroad/ on holiday	**	**	**	**	4	17	**	2	**	**	**	16	**	**	**	**
	**	**	**	**	7%	7%	**	5%	**	**	**	8%	**	**	**	**
Recommendation from a friend/ family member	**	**	**	**	6	16	**	4	**	**	**	14	**	**	**	**
	**	**	**	**	11%	6%	**	10%	**	**	**	7%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	68	27	6	33	105	430	25	113	24	14	16	323	21	6	4	2
Effective Weighted Sample	43	18	3	21	77	309	19	64	16	10	12	238	16	3	3	2
Total	38	10	3	14	55	250	18	45	10	6	7	196	12	1	1	*
I saw it advertised and it looked interesting	**	**	**	**	5	16	**	3	**	**	**	13	**	**	**	**
	**	**	**	**	9%	6%	**	6%	**	**	**	7%	**	**	**	**
To replace a TV subscription that I/ we cancelled	**	**	**	**	6	16	**	4	**	**	**	12	**	**	**	**
	**	**	**	**	11%	6%	**	8%	**	**	**	6%	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**	2	14	**	2	**	**	**	12	**	**	**	**
	**	**	**	**	4%	5%	**	5%	**	**	**	6%	**	**	**	**
UNPROMPTED REASONS																
Came with TV package	**	**	**	**	*	3	**	1	**	**	**	2	**	**	**	**
	**	**	**	**	1%	1%	**	1%	**	**	**	1%	**	**	**	**
Share subscription with others/ guest login	**	**	**	**	1	1	**	2	**	**	**	-	**	**	**	**
	**	**	**	**	1%	*%	**	4% l	**	**	**	-%	**	**	**	**
Other	**	**	**	**	-	1	**	-	**	**	**	-	**	**	**	**
	**	**	**	**	-%	*%	**	-%	**	**	**	-%	**	**	**	**
Don't know	**	**	**	**	1	10	**	*	**	**	**	8	**	**	**	**
	**	**	**	**	2%	4%	**	1%	**	**	**	4%	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	2	1	**	1	**	**	**	1	**	**	**	**
	**	**	**	**	3%	1%	**	2%	**	**	**	*%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	68	27	6	33	105	430	25	113	24	14	16	323	21	6	4	2
Effective Weighted Sample	43	18	3	21	77	309	19	64	16	10	12	238	16	3	3	2
Total	38	10	3	14	55	250	18	45	10	6	7	196	12	1	1	*
SUMMARY OF PROMPTED REASONS																
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**	31	174	**	31	**	**	**	139	**	**	**	**
	**	**	**	**	57%	69%	**	69%	**	**	**	71%	**	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**	25	112	**	19	**	**	**	93	**	**	**	**
	**	**	**	**	45%	45%	**	43%	**	**	**	47%	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**	24	114	**	24	**	**	**	87	**	**	**	**
	**	**	**	**	44%	46%	**	53%	**	**	**	44%	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**	17	66	**	10	**	**	**	56	**	**	**	**
	**	**	**	**	31%	26%	**	23%	**	**	**	28%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	8	12	9
Effective Weighted Sample	10	6	11	7
Total	7	5	6	6

PROMPTED REASONS

To watch a specific programme/ series	**	**	**	**
	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**
	**	**	**	**
To take advantage of a free trial or promotional offer	**	**	**	**
	**	**	**	**
To watch at a time that suits	**	**	**	**
	**	**	**	**
To access new movie releases	**	**	**	**
	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**
	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**
	**	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	8	12	9
Effective Weighted Sample	10	6	11	7
Total	7	5	6	6
To access a back catalogue of films	**	**	**	**
	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**
	**	**	**	**
Cheaper than buying DVDs	**	**	**	**
	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**
	**	**	**	**
Recommendation from a friend/ family member	**	**	**	**
	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**
	**	**	**	**
To replace a TV subscription that I/ we cancelled	**	**	**	**
	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84D. Which, if any, of these are reasons why your household took out a subscription to NOW TV? (MULTI CODE)

Base : Those with NOW TV

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	13	8	12	9
Effective Weighted Sample	10	6	11	7
Total	7	5	6	6

UNPROMPTED REASONS

Came with TV package	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**

SUMMARY OF PROMPTED REASONS

SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**
	**	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**
	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**
	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	24	10	1	11	36	133	14	50	17	10	13	81	7	2	1	1
Effective Weighted Sample	17	6	1	6	24	91	10	26	10	5	8	57	5	1	1	1
Total	13	5	2	7	21	73	9	20	9	5	5	46	5	2	*	*
PROMPTED REASONS																
To watch a specific programme/ series	**	**	**	**	**	19	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	26%	**	**	**	**	**	**	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**	**	20	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**	**
To watch at a time that suits	**	**	**	**	**	19	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	25%	**	**	**	**	**	**	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**	**	15	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	21%	**	**	**	**	**	**	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**	**	12	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	17%	**	**	**	**	**	**	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**	**	12	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	17%	**	**	**	**	**	**	**	**	**	**
To take advantage of a free trial or promotional offer	**	**	**	**	**	12	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	16%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	24	10	1	11	36	133	14	50	17	10	13	81	7	2	1	1
Effective Weighted Sample	17	6	1	6	24	91	10	26	10	5	8	57	5	1	1	1
Total	13	5	2	7	21	73	9	20	9	5	5	46	5	2	*	*
To access a back catalogue of films	**	**	**	**	**	11	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	15%	**	**	**	**	**	**	**	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**	**	8	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**	**	8	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	10%	**	**	**	**	**	**	**	**	**	**
Can watch it when I'm away from home/ abroad/ on holiday	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	**	**	**	**	**
To access new movie releases	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	10%	**	**	**	**	**	**	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	**	**	**	**	**
Cheaper than buying DVDs	**	**	**	**	**	5	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	24	10	1	11	36	133	14	50	17	10	13	81	7	2	1	1
Effective Weighted Sample	17	6	1	6	24	91	10	26	10	5	8	57	5	1	1	1
Total	13	5	2	7	21	73	9	20	9	5	5	46	5	2	*	*
Recommendation from a friend/ family member	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	5%	**	**	**	**	**	**	**	**	**	**
To replace a TV subscription that I/ we cancelled	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	19	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	25%	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**	**
SUMMARY OF PROMPTED REASONS																
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**	**	39	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	53%	**	**	**	**	**	**	**	**	**	**
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**	**	31	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	43%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	24	10	1	11	36	133	14	50	17	10	13	81	7	2	1	1
Effective Weighted Sample	17	6	1	6	24	91	10	26	10	5	8	57	5	1	1	1
Total	13	5	2	7	21	73	9	20	9	5	5	46	5	2	*	*
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**	**	14	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	19%	**	**	**	**	**	**	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**	**	8	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d
Significance Level: 95%				
Unweighted total	4	3	2	3
Effective Weighted Sample	3	2	2	2
Total	3	2	1	2

PROMPTED REASONS

To watch a specific programme/ series	**	**	**	**
	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**
	**	**	**	**
To watch at a time that suits	**	**	**	**
	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**
	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**
	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**
	**	**	**	**
To take advantage of a free trial or promotional offer	**	**	**	**
	**	**	**	**
To access a back catalogue of films	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH84E. Which, if any, of these are reasons why your household took out a subscription to ITV Hub+? (MULTI CODE)

Base : Those with ITV Hub+

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	4	3	2	3
Effective Weighted Sample	3	2	2	2
Total	3	2	1	2
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**
	**	**	**	**
To access new movie releases	**	**	**	**
	**	**	**	**
Don't know	**	**	**	**
	**	**	**	**

SUMMARY OF PROMPTED REASONSBACK CATALOGUE/ BOX SETS/ WATCH
ON DEMAND/ NO AD'S/ WATCH
ANYWHERE

**	**	**	**
**	**	**	**

SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT
CONTENT

**	**	**	**
**	**	**	**

PROMOTION/ MARKETING/
RECOMMENDATION

**	**	**	**
**	**	**	**

Columns Tested: a,b,c,d

QH84F. Which, if any, of these are reasons why your household took out a subscription to Britbox? (MULTI CODE)

Base : Those with Britbox

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	25	19	5	24	43	123	8	42	11	10	12	78	20	1	3	13	7	12	7
Effective Weighted Sample	17	15	5	19	31	84	6	25	8	8	7	56	17	1	2	11	7	11	6
Total	14	8	3	11	17	67	6	17	6	7	6	48	10	*	*	7	3	5	4
PROMPTED REASONS																			
To take advantage of a free trial or promotional offer	**	**	**	**	**	34	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	51%	**	**	**	**	**	**	**	**	**	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**	**	30	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	45%	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch a specific programme/ series	**	**	**	**	**	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	36%	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**	**	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	33%	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**	**	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**	**	13	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	19%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84F. Which, if any, of these are reasons why your household took out a subscription to Britbox? (MULTI CODE)

Base : Those with Britbox

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	25	19	5	24	43	123	8	42	11	10	12	78	20	1	3	13	7	12	7
Effective Weighted Sample	17	15	5	19	31	84	6	25	8	8	7	56	17	1	2	11	7	11	6
Total	14	8	3	11	17	67	6	17	6	7	6	48	10	*	*	7	3	5	4
To access a back catalogue of films	**	**	**	**	**	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	18%	**	**	**	**	**	**	**	**	**	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**	**	11	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	16%	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch at a time that suits	**	**	**	**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	14%	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**	**	10	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	15%	**	**	**	**	**	**	**	**	**	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**	**	8	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
To access new movie releases	**	**	**	**	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**	**	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84F. Which, if any, of these are reasons why your household took out a subscription to Britbox? (MULTI CODE)

Base : Those with Britbox

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	25	19	5	24	43	123	8	42	11	10	12	78	20	1	3	13	7	12	7
Effective Weighted Sample	17	15	5	19	31	84	6	25	8	8	7	56	17	1	2	11	7	11	6
Total	14	8	3	11	17	67	6	17	6	7	6	48	10	*	*	7	3	5	4
To replace a TV subscription that I/we cancelled	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper than buying DVDs	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Recommendation from a friend/family member	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Can watch it when I'm away from home/ abroad/ on holiday	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY OF PROMPTED REASONS																			
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**	**	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	56%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84F. Which, if any, of these are reasons why your household took out a subscription to Britbox? (MULTI CODE)

Base : Those with Britbox

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	25	19	5	24	43	123	8	42	11	10	12	78	20	1	3	13	7	12	7
Effective Weighted Sample	17	15	5	19	31	84	6	25	8	8	7	56	17	1	2	11	7	11	6
Total	14	8	3	11	17	67	6	17	6	7	6	48	10	*	*	7	3	5	4
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**	**	36	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	53%	**	**	**	**	**	**	**	**	**	**	**	**	**
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**	**	35	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	52%	**	**	**	**	**	**	**	**	**	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**	**	10	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	16%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84G. Which, if any, of these are reasons why your household took out a subscription to All4+? (MULTI CODE)

Base : Those with All4+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	N IRELAND	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	11	9	5	14	31	97	13	34	7	7	9	67	10	2	2	6	4	5	4
Effective Weighted Sample	7	6	4	9	21	66	10	19	6	4	6	47	8	1	2	5	4	4	3
Total	8	2	4	7	17	57	7	14	3	5	4	46	7	*	*	3	4	4	2
PROMPTED REASONS																			
To watch a specific programme/ series	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch at a time that suits	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To access a back catalogue of films	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84G. Which, if any, of these are reasons why your household took out a subscription to All4+? (MULTI CODE)

Base : Those with All4+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	N IRELAND	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	11	9	5	14	31	97	13	34	7	7	9	67	10	2	2	6	4	5	4
Effective Weighted Sample	7	6	4	9	21	66	10	19	6	4	6	47	8	1	2	5	4	4	3
Total	8	2	4	7	17	57	7	14	3	5	4	46	7	*	*	3	4	4	2
To take advantage of a free trial or promotional offer	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To access new movie releases	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Recommendation from a friend/ family member	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Can watch it when I'm away from home/ abroad/ on holiday	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84G. Which, if any, of these are reasons why your household took out a subscription to All4+? (MULTI CODE)

Base : Those with All4+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	N IRELAND	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	11	9	5	14	31	97	13	34	7	7	9	67	10	2	2	6	4	5	4
Effective Weighted Sample	7	6	4	9	21	66	10	19	6	4	6	47	8	1	2	5	4	4	3
Total	8	2	4	7	17	57	7	14	3	5	4	46	7	*	*	3	4	4	2
To replace a TV subscription that I/we cancelled	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper than buying DVDs	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY OF PROMPTED REASONS																			
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84G. Which, if any, of these are reasons why your household took out a subscription to All4+? (MULTI CODE)

Base : Those with All4+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	N IRELAND	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Significance Level: 95%																			
Unweighted total	11	9	5	14	31	97	13	34	7	7	9	67	10	2	2	6	4	5	4
Effective Weighted Sample	7	6	4	9	21	66	10	19	6	4	6	47	8	1	2	5	4	4	3
Total	8	2	4	7	17	57	7	14	3	5	4	46	7	*	*	3	4	4	2
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o - p,q,r,s

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIUOP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	44	23	4	27	64	339	35	82	23	9	13	286	21	4	1	1
Effective Weighted Sample	32	14	3	17	45	244	29	50	14	8	10	210	16	4	1	1
Total	24	10	3	14	34	193	26	34	10	5	8	171	13	*	*	*
PROMPTED REASONS																
To take advantage of a free trial or promotional offer	**	**	**	**	**	118	**	**	**	**	**	102	**	**	**	**
	**	**	**	**	**	61%	**	**	**	**	**	60%	**	**	**	**
Got it free when I bought an Apple device	**	**	**	**	**	51	**	**	**	**	**	48	**	**	**	**
	**	**	**	**	**	26%	**	**	**	**	**	28%	**	**	**	**
To watch exclusive TV content not available elsewhere/ original series made by the provider	**	**	**	**	**	47	**	**	**	**	**	45	**	**	**	**
	**	**	**	**	**	24%	**	**	**	**	**	26%	**	**	**	**
To watch a specific programme/ series	**	**	**	**	**	35	**	**	**	**	**	34	**	**	**	**
	**	**	**	**	**	18%	**	**	**	**	**	20%	**	**	**	**
To watch at a time that suits	**	**	**	**	**	23	**	**	**	**	**	24	**	**	**	**
	**	**	**	**	**	12%	**	**	**	**	**	14%	**	**	**	**
To access a back catalogue of TV programmes	**	**	**	**	**	22	**	**	**	**	**	21	**	**	**	**
	**	**	**	**	**	11%	**	**	**	**	**	12%	**	**	**	**
To access a back catalogue of films	**	**	**	**	**	18	**	**	**	**	**	18	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	11%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	44	23	4	27	64	339	35	82	23	9	13	286	21	4	1	1
Effective Weighted Sample	32	14	3	17	45	244	29	50	14	8	10	210	16	4	1	1
Total	24	10	3	14	34	193	26	34	10	5	8	171	13	*	*	*
To access new movie releases	**	**	**	**	**	18	**	**	**	**	**	18	**	**	**	**
	**	**	**	**	**	10%	**	**	**	**	**	10%	**	**	**	**
To watch multiple episodes in a row/ to watch box sets	**	**	**	**	**	18	**	**	**	**	**	17	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	10%	**	**	**	**
To watch something different to the programmes on main TV/ broadcast TV	**	**	**	**	**	16	**	**	**	**	**	16	**	**	**	**
	**	**	**	**	**	8%	**	**	**	**	**	9%	**	**	**	**
No advertising breaks in the programmes/ shows	**	**	**	**	**	13	**	**	**	**	**	14	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	8%	**	**	**	**
Got it to watch during lockdown in 2020	**	**	**	**	**	12	**	**	**	**	**	10	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	6%	**	**	**	**
Can watch it when I'm away from home/ abroad/ on holiday	**	**	**	**	**	6	**	**	**	**	**	8	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	5%	**	**	**	**
I saw it advertised and it looked interesting	**	**	**	**	**	9	**	**	**	**	**	8	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	5%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	44	23	4	27	64	339	35	82	23	9	13	286	21	4	1	1
Effective Weighted Sample	32	14	3	17	45	244	29	50	14	8	10	210	16	4	1	1
Total	24	10	3	14	34	193	26	34	10	5	8	171	13	*	*	*
Cheaper than buying DVDs	**	**	**	**	**	8	**	**	**	**	**	8	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	5%	**	**	**	**
Recommendation from a friend/ family member	**	**	**	**	**	6	**	**	**	**	**	8	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	5%	**	**	**	**
Cheaper than a subscription to pay TV (e.g. Sky, Virgin, BT TV)	**	**	**	**	**	6	**	**	**	**	**	7	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	4%	**	**	**	**
To replace a TV subscription that I/ we cancelled	**	**	**	**	**	4	**	**	**	**	**	5	**	**	**	**
	**	**	**	**	**	2%	**	**	**	**	**	3%	**	**	**	**
Don't know	**	**	**	**	**	8	**	**	**	**	**	7	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	4%	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**	**	2	**	**	**	**	**	1	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	0%	**	**	**	**
SUMMARY OF PROMPTED REASONS																
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**	**	150	**	**	**	**	**	133	**	**	**	**
	**	**	**	**	**	78%	**	**	**	**	**	78%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p
Significance Level: 95%																
Unweighted total	44	23	4	27	64	339	35	82	23	9	13	286	21	4	1	1
Effective Weighted Sample	32	14	3	17	45	244	29	50	14	8	10	210	16	4	1	1
Total	24	10	3	14	34	193	26	34	10	5	8	171	13	*	*	*
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**	**	62	**	**	**	**	**	58	**	**	**	**
	**	**	**	**	**	32%	**	**	**	**	**	34%	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**	**	39	**	**	**	**	**	37	**	**	**	**
	**	**	**	**	**	20%	**	**	**	**	**	22%	**	**	**	**
CHEAPER THAN ALTERNATIVE/ REPLACED PAY TV	**	**	**	**	**	12	**	**	**	**	**	13	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	8%	**	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	12	9	15	5
Effective Weighted Sample	9	8	12	3
Total	8	5	9	3

PROMPTED REASONS

To take advantage of a free trial or promotional offer

**	**	**	**
**	**	**	**

Got it free when I bought an Apple device

**	**	**	**
**	**	**	**

To watch exclusive TV content not available elsewhere/ original series made by the provider

**	**	**	**
**	**	**	**

To watch a specific programme/ series

**	**	**	**
**	**	**	**

To watch at a time that suits

**	**	**	**
**	**	**	**

To access a back catalogue of films

**	**	**	**
**	**	**	**

To watch something different to the programmes on main TV/ broadcast TV

**	**	**	**
**	**	**	**

No advertising breaks in the programmes/ shows

**	**	**	**
**	**	**	**

Columns Tested: a,b,c,d

QH84H. Which, if any, of these are reasons why your household took out a subscription to Apple TV+? (MULTI CODE)

Base : Those with Apple TV+

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d
Unweighted total	12	9	15	5
Effective Weighted Sample	9	8	12	3
Total	8	5	9	3
Don't know	**	**	**	**
	**	**	**	**
NOT ANSWERED [POSTAL ONLY]	**	**	**	**
	**	**	**	**
SUMMARY OF PROMPTED REASONS				
PROMOTION/ MARKETING/ RECOMMENDATION	**	**	**	**
	**	**	**	**
SPECIFIC/ EXCLUSIVE/ NEW/ DIFFERENT CONTENT	**	**	**	**
	**	**	**	**
BACK CATALOGUE/ BOX SETS/ WATCH ON DEMAND/ NO AD'S/ WATCH ANYWHERE	**	**	**	**
	**	**	**	**

Columns Tested: a,b,c,d

QH62. Are any of your TV sets 'Smart TVs'? It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV. (SINGLE CODE)

Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUPO	ANY	VISION	HEAR-ING	MOBI-LITY	NO	ENGLAND	SCOT-LAND	WALES	IRELAND	N
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p	
Significance Level: 95%																	
Unweighted total	843	719	323	1042	1833	4321	408	1178	244	270	290	3320	675	120	152		95
Effective Weighted Sample	552	417	179	525	1065	2894	295	604	119	154	157	2279	408	54	67		65
Total	501	305	270	575	1016	2408	278	652	142	203	203	1921	487	40	33		15
Yes, and the TV is connected to the home broadband	370	193	118	311	582	1662	168	384	79	105	102	1369	265	20	18		**
	74%	63%	43%	54%	57%	69%	60%	59%	56%	52%	50%	71%	54%	50%	55%		**
	bcd	cd		c		g						hijk					
Yes, but the TV is not connected to home broadband	25	19	29	48	84	128	20	53	10	16	20	93	43	1	2		**
	5%	6%	11%	8%	8%	5%	7%	8%	7%	8%	10%	5%	9%	1%	7%		**
			ab	a				l			l		n				
No, do not have a smart TV	92	80	100	179	282	511	63	172	47	67	64	383	148	18	9		**
	18%	26%	37%	31%	28%	21%	23%	26%	33%	33%	32%	20%	30%	45%	27%		**
		a	ab	a				l	l	l	l			mo			
Don't know	13	11	18	29	59	93	27	32	6	12	13	72	25	1	2		**
	3%	4%	7%	5%	6%	4%	10%	5%	4%	6%	6%	4%	5%	2%	7%		**
			a	a			f										
NOT ANSWERED [POSTAL ONLY]	1	2	6	8	8	15	-	12	-	3	5	3	5	1	1		**
	*%	1%	2%	1%	1%	1%	-%	2%	-%	1%	2%	*%	1%	2%	4%		**
			a	a				l		l	l				m		

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH62. Are any of your TV sets 'Smart TVs'? It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV. (SINGLE CODE)

Base : Those with any working TV sets used by anyone in the household to watch TV programmes or films

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	351	323	360	289
Effective Weighted Sample	226	198	236	190
Total	210	276	236	205
Yes, and the TV is connected to the home broadband	121 58%	143 52%	142 60%	107 52%
Yes, but the TV is not connected to home broadband	19 9%	24 9%	13 5%	29 14% c
No, do not have a smart TV	62 30%	86 31%	72 30%	55 27%
Don't know	5 3%	20 7% a	10 4%	9 4%
NOT ANSWERED [POSTAL ONLY]	2 1%	3 1%	- -%	5 2% c

Columns Tested: a,b,c,d

QH95. Which of these do you or does anyone in your household use to watch programmes, sport or films? This could be live TV or on-demand or streaming services. (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
TV set	481 92%	287 93%	256 93%	543 93%	911 84%	2209 86%	202 62%	598 87%	133 89%	187 89%	188 89%	1755 86%	461 94%	37 89%	31 91%	14 85%
Laptop/ computer/ netbook	177 34% bcd	69 22% cd	31 11%	100 17%	243 22%	882 34%	150 46% f	183 27%	35 23%	42 20%	41 20%	785 38% hijk	86 17%	6 15%	5 15%	3 18%
Smartphone	131 25% bcd	29 9%	19 7%	48 8%	230 21%	841 33%	142 44% f	172 25% jk	36 24% j	28 13%	35 17%	722 35% hijk	40 8%	5 12%	3 8%	1 6%
Tablet computer (e.g. iPad)	153 29% bcd	69 22% c	42 15%	110 19%	218 20%	733 29% g	74 23%	157 23%	29 19%	38 18%	37 18%	628 31% hijk	89 18%	13 32% mo	5 14%	3 20%
None of these	20 4%	10 3%	13 5%	23 4%	75 7%	140 5%	35 11% f	37 5%	5 4%	11 5%	9 4%	96 5%	17 3%	2 6%	2 7%	2 12% m
Don't know	5 1%	4 1%	4 1%	8 1%	27 3%	44 2%	20 6% f	12 2%	2 1%	7 3%	5 3%	29 1%	7 1%	* 1%	* 1%	* 2%
NOT ANSWERED [POSTAL ONLY]	* *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH95. Which of these do you or does anyone in your household use to watch programmes, sport or films? This could be live TV or on-demand or streaming services. (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
TV set	201 94%	260 93%	226 95%	191 92%
Laptop/ computer/ netbook	40 19% d	46 17%	65 27% abd	21 10%
Smartphone	24 11% b	16 6%	22 9%	17 8%
Tablet computer (e.g. iPad)	45 21%	44 16%	58 24% bd	29 14%
None of these	7 3%	9 3%	5 2%	10 5%
Don't know	2 1%	5 2%	2 1%	5 2%

Columns Tested: a,b,c,d

QH96. Do you or does anyone in your household use any of these ways to watch live TV or on demand or streaming services via your TV screen? (MULTI CODE)

Base : Those in a household where a TV set is used to watch programmes, sport or films (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	734	565	186	751	1354	3603	277	897	190	186	206	2839	484	89	109	69
Effective Weighted Sample	499	332	119	425	859	2468	198	495	100	110	117	1969	336	36	42	52
Total	441	228	135	364	700	1986	193	445	98	125	126	1643	304	28	23	9
Using TV apps or services on your smart TV's home screen to stream programmes	178	70	42	112	244	886	92	175	37	50	44	749	100	**	5	**
	40%	31%	31%	31%	35%	45%	48%	39%	38%	40%	35%	46%	33%	**	23%	**
	bd											hk				
A set-top box connected to your TV (such as Sky Plus/Q, Virgin Media Tivo/ V6, BT TV, YouView) to access streaming services	171	84	32	116	233	721	57	150	37	42	45	576	95	**	8	**
	39%	37%	24%	32%	33%	36%	30%	34%	37%	34%	36%	35%	31%	**	37%	**
	cd	c														
A streaming box or stick (such as Amazon Fire TV, NOW TV, Google Chromecast, Roku, Apple TV) connected to your TV	121	52	20	72	163	596	50	130	25	20	34	475	60	**	4	**
	27%	23%	15%	20%	23%	30%	26%	29%	26%	16%	27%	29%	20%	**	17%	**
	cd							j			j	j				
A laptop/ computer/ netbook connected to your TV	51	22	8	30	73	274	49	50	13	10	11	250	26	**	2	**
	12%	10%	6%	8%	10%	14%	25%	11%	13%	8%	9%	15%	9%	**	7%	**
							f					hj				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH96. Do you or does anyone in your household use any of these ways to watch live TV or on demand or streaming services via your TV screen? (MULTI CODE)

Base : Those in a household where a TV set is used to watch programmes, sport or films (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	734	565	186	751	1354	3603	277	897	190	186	206	2839	484	89	109	69
Effective Weighted Sample	499	332	119	425	859	2468	198	495	100	110	117	1969	336	36	42	52
Total	441	228	135	364	700	1986	193	445	98	125	126	1643	304	28	23	9
A smartphone connected to your TV	37	11	9	19	66	262	41	57	12	6	15	216	18	**	1	**
	8%	5%	7%	5%	9%	13%	21%	13%	12%	5%	12%	13%	6%	**	4%	**
	b						f	j	j		j	j				
Games console connected to your TV	17	4	1	4	61	253	23	51	10	7	16	181	4	**	-	**
	4%	2%	1%	1%	9%	13%	12%	12%	11%	5%	12%	11%	1%	**	-%	**
	d															
A tablet computer (e.g. iPad) connected to your TV	31	12	8	21	46	167	18	32	6	8	8	140	19	**	1	**
	7%	5%	6%	6%	7%	8%	9%	7%	6%	6%	6%	8%	6%	**	4%	**
None of these	94	55	58	113	170	333	34	102	27	37	34	272	89	**	9	**
	21%	24%	43%	31%	24%	17%	18%	23%	28%	29%	27%	17%	29%	**	42%	**
			abd	ab				l	l	l	l					
Don't know	18	15	7	22	35	73	6	17	2	9	4	61	19	**	1	**
	4%	7%	5%	6%	5%	4%	3%	4%	2%	7%	3%	4%	6%	**	5%	**
										l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH96. Do you or does anyone in your household use any of these ways to watch live TV or on demand or streaming services via your TV screen? (MULTI CODE)

Base : Those in a household where a TV set is used to watch programmes, sport or films (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	265	218	289	184
Effective Weighted Sample	182	158	212	119
Total	145	159	171	122
Using TV apps or services on your smart TV's home screen to stream programmes	54 37%	46 29%	60 35%	39 32%
A set-top box connected to your TV (such as Sky Plus/Q, Virgin Media Tivo/V6, BT TV, YouView) to access streaming services	53 37% b	42 26%	53 31%	38 31%
A streaming box or stick (such as Amazon Fire TV, NOW TV, Google Chromecast, Roku, Apple TV) connected to your TV	34 23%	26 16%	28 16%	32 26% c
A laptop/ computer/ netbook connected to your TV	11 8%	15 9%	20 12% d	6 5%
A smartphone connected to your TV	11 8% c	6 4%	5 3%	12 10% c
Games console connected to your TV	2 2%	2 1%	1 1%	3 2%

Columns Tested: a,b,c,d

QH96. Do you or does anyone in your household use any of these ways to watch live TV or on demand or streaming services via your TV screen? (MULTI CODE)

Base : Those in a household where a TV set is used to watch programmes, sport or films (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	265	218	289	184
Effective Weighted Sample	182	158	212	119
Total	145	159	171	122
A tablet computer (e.g. iPad) connected to your TV	9	10	9	9
	6%	6%	5%	8%
None of these	38	51	51	34
	26%	32%	30%	28%
Don't know	5	14	13	5
	4%	9%	8%	4%
		a		

Columns Tested: a,b,c,d

QH65A. How frequently, if at all, do you watch each of these channels - RTE 1 (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	
Significance Level: 95%													
Unweighted total	92	55	19	74	166	527	13	122	26	31	37	388	74
Effective Weighted Sample	75	43	15	53	135	436	9	84	16	22	27	328	53
Total	13	6	4	10	26	70	2	16	4	6	7	50	10
Every day	**	**	**	**	1	5	**	1	**	**	**	4	**
	**	**	**	**	5%	7%	**	7%	**	**	**	8%	**
At least weekly	**	**	**	**	4	9	**	2	**	**	**	6	**
	**	**	**	**	14%	13%	**	15%	**	**	**	12%	**
At least monthly	**	**	**	**	1	5	**	2	**	**	**	3	**
	**	**	**	**	5%	8%	**	11%	**	**	**	7%	**
Less often than monthly	**	**	**	**	6	12	**	3	**	**	**	8	**
	**	**	**	**	21%	17%	**	21%	**	**	**	17%	**
Never	**	**	**	**	14	37	**	8	**	**	**	26	**
	**	**	**	**	52%	52%	**	47%	**	**	**	52%	**
Don't know	**	**	**	**	1	2	**	-	**	**	**	2	**
	**	**	**	**	3%	2%	**	-%	**	**	**	3%	**
AT LEAST MONTHLY	**	**	**	**	6	19	**	5	**	**	**	13	**
	**	**	**	**	24%	28%	**	32%	**	**	**	27%	**
EVER WATCH	**	**	**	**	12	32	**	9	**	**	**	22	**
	**	**	**	**	45%	45%	**	53%	**	**	**	44%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

QH65b. How frequently, if at all, do you watch each of these channels - RTE 2? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	
Unweighted total	92	55	19	74	166	527	13	122	26	31	37	388	74
Effective Weighted Sample	75	43	15	53	135	436	9	84	16	22	27	328	53
Total	13	6	4	10	26	70	2	16	4	6	7	50	10
Every day	**	**	**	**	1	3	**	1	**	**	**	2	**
	**	**	**	**	2%	4%	**	5%	**	**	**	4%	**
At least weekly	**	**	**	**	3	9	**	2	**	**	**	6	**
	**	**	**	**	12%	12%	**	13%	**	**	**	13%	**
At least monthly	**	**	**	**	2	6	**	2	**	**	**	3	**
	**	**	**	**	6%	8%	**	11%	**	**	**	6%	**
Less often than monthly	**	**	**	**	6	12	**	4	**	**	**	9	**
	**	**	**	**	22%	18%	**	21%	**	**	**	17%	**
Never	**	**	**	**	14	39	**	8	**	**	**	28	**
	**	**	**	**	54%	55%	**	49%	**	**	**	56%	**
Don't know	**	**	**	**	1	2	**	*	**	**	**	1	**
	**	**	**	**	5%	2%	**	1%	**	**	**	3%	**
AT LEAST MONTHLY	**	**	**	**	5	17	**	5	**	**	**	12	**
	**	**	**	**	20%	24%	**	29%	**	**	**	23%	**
EVER WATCH	**	**	**	**	11	30	**	8	**	**	**	20	**
	**	**	**	**	42%	42%	**	50%	**	**	**	41%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

QH65C. How frequently, if at all, do you watch each of these channels - Virgin Media One? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	
Significance Level: 95%													
Unweighted total	92	55	19	74	166	527	13	122	26	31	37	388	74
Effective Weighted Sample	75	43	15	53	135	436	9	84	16	22	27	328	53
Total	13	6	4	10	26	70	2	16	4	6	7	50	10
Every day	**	**	**	**	1	2	**	1	**	**	**	2	**
	**	**	**	**	3%	3%	**	5%	**	**	**	3%	**
At least weekly	**	**	**	**	*	2	**	1	**	**	**	2	**
	**	**	**	**	1%	3%	**	3%	**	**	**	3%	**
At least monthly	**	**	**	**	1	2	**	1	**	**	**	1	**
	**	**	**	**	2%	3%	**	3%	**	**	**	2%	**
Less often than monthly	**	**	**	**	1	4	**	1	**	**	**	2	**
	**	**	**	**	3%	6%	**	5%	**	**	**	5%	**
Never	**	**	**	**	22	57	**	13	**	**	**	40	**
	**	**	**	**	86%	80%	**	80%	**	**	**	81%	**
Don't know	**	**	**	**	1	3	**	1	**	**	**	2	**
	**	**	**	**	5%	5%	**	4%	**	**	**	5%	**
AT LEAST MONTHLY	**	**	**	**	2	6	**	2	**	**	**	4	**
	**	**	**	**	7%	9%	**	11%	**	**	**	8%	**
EVER WATCH	**	**	**	**	2	10	**	3	**	**	**	7	**
	**	**	**	**	9%	15%	**	16%	**	**	**	13%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

QH65D. How frequently, if at all, do you watch each of these channels - TG4? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GROUP	ANY	VISION	HEAR-ING	MOBI-LITY	NO	N IRELAND
	~a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	
Significance Level: 95%													
Unweighted total	92	55	19	74	166	527	13	122	26	31	37	388	74
Effective Weighted Sample	75	43	15	53	135	436	9	84	16	22	27	328	53
Total	13	6	4	10	26	70	2	16	4	6	7	50	10
Every day	**	**	**	**	*	1	**	*	**	**	**	1	**
	**	**	**	**	1%	2%	**	2%	**	**	**	2%	**
At least weekly	**	**	**	**	2	4	**	1	**	**	**	3	**
	**	**	**	**	8%	6%	**	6%	**	**	**	6%	**
At least monthly	**	**	**	**	2	5	**	3	**	**	**	3	**
	**	**	**	**	7%	7%	**	16%	**	**	**	5%	**
								l					
Less often than monthly	**	**	**	**	2	8	**	2	**	**	**	5	**
	**	**	**	**	9%	11%	**	12%	**	**	**	10%	**
Never	**	**	**	**	18	49	**	11	**	**	**	35	**
	**	**	**	**	70%	70%	**	65%	**	**	**	71%	**
Don't know	**	**	**	**	1	3	**	-	**	**	**	2	**
	**	**	**	**	4%	4%	**	-%	**	**	**	4%	**
												h	
AT LEAST MONTHLY	**	**	**	**	4	11	**	4	**	**	**	7	**
	**	**	**	**	17%	15%	**	23%	**	**	**	14%	**
								l					
EVER WATCH	**	**	**	**	7	18	**	6	**	**	**	12	**
	**	**	**	**	26%	26%	**	35%	**	**	**	24%	**
								l					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
I have specific programmes I watch regularly	349 66%	198 64%	203 74% b	402 69%	691 64%	1686 66% g	171 53%	448 65%	93 62%	133 63%	142 67%	1343 66%	344 70%	27 65%	21 60%	11 67%
I browse through the channels to see what's available	372 71%	224 73%	179 65%	403 69%	665 62%	1661 65% g	180 55%	452 66%	101 67%	150 71%	149 71%	1343 66%	345 70%	26 63%	21 61%	11 72%
Friends or family recommend things to me	280 53% cd	155 50%	119 43%	274 47%	497 46%	1413 55% g	146 45%	337 49%	62 42%	92 43%	91 43%	1155 56% hijk	229 47%	20 49%	15 43%	9 59%
I see it promoted in trailers or adverts or notifications	183 35% cd	99 32% c	67 24%	166 28%	300 28%	861 34% g	74 23%	212 31%	45 30%	52 25%	54 26%	690 34% jk	140 28%	13 32%	8 22%	5 34%
I browse through the options on the on-demand service(s) to see what's available	147 28% bcd	66 21% c	31 11%	97 17%	227 21%	819 32%	90 28%	159 23% k	29 20%	35 16%	34 16%	680 33% hijk	82 17%	5 11%	9 27% mnp	1 9%
Mentions on social media	56 11% bcd	13 4%	4 2%	17 3%	128 12%	521 20%	79 24%	89 13% j	20 14% j	13 6%	21 10%	447 22% hijk	16 3%	* 1%	* 1%	1 6%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
It's discussed or reviewed on TV, radio or in newspapers or magazines	116 22%	82 26%	71 26%	152 26%	204 19%	471 18%	41 13%	120 17%	20 13%	40 19%	28 13%	408 20%	130 26%	11 27%	7 20%	4 26%
I look in newspapers or magazines	115 22%	117 38%	147 53%	264 45%	319 30%	482 19%	19 6%	172 25%	34 23%	72 34%	50 24%	366 18%	228 46%	15 37%	14 42%	7 43%
If it's in the 'recommended for you' section on the on-demand service	38 7% bd	11 4%	10 4%	21 4%	83 8%	374 15%	49 15%	67 10% j	16 11% j	8 4%	17 8%	311 15% hjk	18 4%	1 2%	2 6%	* 1%
If it's in the 'recommended for you' section at the top of the on-screen TV guide	53 10% bcd	17 6%	15 5%	32 6%	101 9%	301 12%	41 13%	62 9%	9 6%	12 6%	16 8%	251 12% hij	27 5%	4 9%	1 4%	1 6%
Starts playing automatically/ autoplay	3 1%	2 1%	- -%	2 *%	11 1%	42 2%	9 3%	9 1%	2 2%	2 1%	1 1%	39 2%	1 *%	* *%	* *%	* 1%
Other	7 1%	4 1%	1 *%	5 1%	12 1%	21 1%	5 1%	7 1%	2 1%	3 1%	1 1%	17 1%	3 1%	1 2%	1 3%	* 3%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	576	425	184	535	1139	3062	346	644	129	162	166	2419	413	56	69	70
Total	526	308	276	584	1080	2563	326	687	150	211	211	2048	493	41	34	16
Don't know	15 3%	7 2%	6 2%	13 2%	65 6%	122 5%	47 15% f	31 5%	6 4%	10 5%	12 6%	82 4%	8 2%	3 7% m	1 4%	* 1%
NOT ANSWERED [POSTAL ONLY]	1 *%	- -%	3 1% b	3 1%	4 *%	8 *%	- -%	2 *%	1 *%	2 1% l	1 *%	4 *%	3 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
I have specific programmes I watch regularly	142	202	192	117
	66%	72%	80%	56%
	d	d	abd	
I browse through the channels to see what's available	160	184	167	143
	75%	66%	70%	68%
	b			
Friends or family recommend things to me	87	142	123	87
	41%	51%	52%	42%
		a	ad	
I see it promoted in trailers or adverts or notifications	50	90	82	47
	23%	32%	34%	23%
		ad	ad	
I browse through the options on the on-demand service(s) to see what's available	41	40	50	27
	19%	14%	21%	13%
			d	
Mentions on social media	5	10	10	5
	2%	4%	4%	3%
It's discussed or reviewed on TV, radio or in newspapers or magazines	50	80	87	31
	23%	29%	36%	15%
	d	d	ad	

Columns Tested: a,b,c,d

QH85. Which of these describe how you choose what programmes, channels or films to watch – on live TV or on-demand services like Netflix? (MULTI CODE)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	228	201	239	193
Total	214	279	238	209
I look in newspapers or magazines	83 39%	144 52% ad	127 53% ad	72 34%
If it's in the 'recommended for you' section on the on-demand service	8 4%	10 4%	12 5%	5 2%
If it's in the 'recommended for you' section at the top of the on-screen TV guide	8 4%	18 7%	16 7%	9 4%
Starts playing automatically/ autoplay	1 *%	* *%	1 *%	* *%
Other	* *%	3 1%	1 *%	1 *%
Don't know	4 2%	5 2%	* *%	7 3% c
NOT ANSWERED [POSTAL ONLY]	3 2%	- -%	- -%	3 2%

Columns Tested: a,b,c,d

QZ18A. Who makes any of the decisions about the landline phone for your household? (MULTI CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	816	703	320	1023	1728	3942	362	1056	225	263	271	3020	657	123	145	98
Effective Weighted Sample	533	406	175	513	982	2628	257	551	111	149	147	2064	398	55	63	67
Total	481	298	263	561	944	2178	244	606	132	196	189	1733	474	40	32	15
I do	337	207	183	390	609	1404	123	406	85	127	122	1112	332	29	18	**
	70%	69%	70%	69%	65%	64%	50%	67%	64%	65%	65%	64%	70%	72%	56%	**
						g							o			
Husband/ male partner	115	75	47	123	210	505	40	126	24	36	38	411	104	9	7	**
	24%	25%	18%	22%	22%	23%	16%	21%	18%	18%	20%	24%	22%	21%	21%	**
						g										
Wife/ female partner	81	54	32	86	129	332	27	80	19	32	30	275	72	7	7	**
	17%	18%	12%	15%	14%	15%	11%	13%	14%	16%	16%	16%	15%	18%	21%	**
Father	3	2	-	2	11	59	21	9	1	2	*	61	1	-	*	**
	1%	1%	-%	*%	1%	3%	9%	2%	1%	1%	*%	4%	*%	-%	1%	**
						f						hk				
Mother	4	1	-	1	21	50	21	8	1	1	1	47	1	-	-	**
	1%	*%	-%	*%	2%	2%	9%	1%	*%	*%	*%	3%	*%	-%	-%	**
						f										
Son	6	5	15	19	25	26	10	18	4	7	8	17	18	-	*	**
	1%	2%	6%	3%	3%	1%	4%	3%	3%	4%	4%	1%	4%	-%	1%	**
			ab	a		f		l	l	l	l					
Daughter	4	2	4	7	10	14	9	11	2	2	5	8	6	*	*	**
	1%	1%	2%	1%	1%	1%	4%	2%	1%	1%	3%	*%	1%	*%	2%	**
						f		l			l					
Male housemate	*	1	-	1	5	12	5	7	1	2	1	6	1	-	*	**
	*%	*%	-%	*%	1%	1%	2%	1%	1%	1%	1%	*%	*%	-%	*%	**
						f		l								
Female housemate	-	1	1	3	5	12	2	7	1	3	3	7	3	-	-	**
	-%	*%	1%	*%	1%	1%	1%	1%	1%	2%	1%	*%	1%	-%	-%	**
								l		l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18A. Who makes any of the decisions about the landline phone for your household? (MULTI CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	816	703	320	1023	1728	3942	362	1056	225	263	271	3020	657	123	145	98
Effective Weighted Sample	533	406	175	513	982	2628	257	551	111	149	147	2064	398	55	63	67
Total	481	298	263	561	944	2178	244	606	132	196	189	1733	474	40	32	15
Someone else in the household	*	2	1	3	12	22	5	9	3	2	4	14	2	-	-	**
	*%	1%	*%	*%	1%	1%	2%	1%	3%	1%	2%	1%	1%	-%	-%	**
Someone else outside of the household	1	1	4	6	9	13	3	9	5	5	6	9	6	-	-	**
	*%	*%	2%	1%	1%	1%	1%	1%	4%	3%	3%	1%	1%	-%	-%	**
			a					l	l	l	l					
Don't know	6	4	1	5	21	62	20	15	4	5	2	50	5	-	*	**
	1%	1%	*%	1%	2%	3%	8%	2%	3%	3%	1%	3%	1%	-%	1%	**
							f									
Prefer not to say	28	13	13	27	54	126	16	22	6	6	7	80	20	1	5	**
	6%	4%	5%	5%	6%	6%	6%	4%	5%	3%	4%	5%	4%	4%	15%	**
															mn	
NOT ANSWERED [POSTAL ONLY]	1	2	5	7	8	9	1	4	1	1	*	4	6	1	*	**
	*%	1%	2%	1%	1%	*%	*%	1%	*%	*%	*%	*%	1%	2%	1%	**
			a													

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18A. Who makes any of the decisions about the landline phone for your household? (MULTI CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	341	315	355	277
Effective Weighted Sample	222	193	235	182
Total	203	271	234	196
I do	148	184	174	123
	73%	68%	75%	63%
	d		d	
Husband/ male partner	11	93	56	43
	5%	35%	24%	22%
		acd	a	a
Wife/ female partner	68	4	40	32
	33%	1%	17%	16%
	bcd		b	b
Father	1	1	-	1
	*%	*%	-%	1%
Mother	-	1	-	1
	-%	*%	-%	*%
Son	7	11	4	14
	3%	4%	2%	7%
				c
Daughter	2	4	1	4
	1%	1%	1%	2%
Male housemate	*	1	*	1
	*%	*%	*%	*%
Female housemate	*	2	2	1
	*%	1%	1%	*%
Someone else in the household	*	2	1	2
	*%	1%	*%	1%
Someone else outside of the household	*	5	*	5
	*%	2%	*%	3%
				ac

Columns Tested: a,b,c,d

QZ18A. Who makes any of the decisions about the landline phone for your household? (MULTI CODE)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	341	315	355	277
Effective Weighted Sample	222	193	235	182
Total	203	271	234	196
Don't know	3	2	1	2
	1%	1%	1%	1%
Prefer not to say	9	11	12	4
	4%	4%	5%	2%
NOT ANSWERED [POSTAL ONLY]	3	3	-	5
	2%	1%	-%	3%
				c

Columns Tested: a,b,c,d

QZ18B. Who makes any of the decisions about the mobile phone for your household? (MULTI CODE)

Base : Those in a household with any mobile phones

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	875	726	313	1039	1912	4533	483	1236	256	275	295	3520	665	123	153	98
Effective Weighted Sample	569	417	183	547	1156	3037	341	639	126	158	161	2408	423	55	67	71
Total	518	303	247	551	1039	2511	322	659	136	197	204	2032	462	40	33	15
I do	413	230	170	400	752	1947	219	487	91	141	141	1601	339	31	19	**
	80%	76%	69%	73%	72%	78%	68%	74%	67%	71%	69%	79%	73%	77%	57%	**
	cd					g						hijk	o	o		
Husband/ male partner	87	58	38	96	188	453	55	110	19	28	32	377	83	5	5	**
	17%	19%	15%	17%	18%	18%	17%	17%	14%	14%	16%	19%	18%	13%	16%	**
Wife/ female partner	88	47	41	88	138	348	48	87	20	24	32	302	73	7	7	**
	17%	15%	17%	16%	13%	14%	15%	13%	15%	12%	16%	15%	16%	17%	20%	**
Father	1	1	-	1	12	53	23	9	1	3	1	49	1	-	-	**
	*%	*%	-%	*%	1%	2%	7%	1%	1%	1%	1%	2%	*%	-%	-%	**
							f									
Mother	5	1	-	1	25	56	27	12	3	1	3	49	1	-	*	**
	1%	*%	-%	*%	2%	2%	8%	2%	2%	1%	1%	2%	*%	-%	*%	**
							f									
Son	21	6	13	20	39	58	24	23	6	10	8	51	17	*	1	**
	4%	2%	5%	4%	4%	2%	7%	3%	4%	5%	4%	2%	4%	1%	3%	**
			b				f			l						
Daughter	17	3	6	9	25	49	15	20	5	5	9	34	6	1	2	**
	3%	1%	2%	2%	2%	2%	5%	3%	4%	2%	5%	2%	1%	2%	5%	**
	b						f	l			l				m	
Male housemate	*	-	-	-	8	19	9	6	1	*	*	15	-	-	-	**
	*%	-%	-%	-%	1%	1%	3%	1%	*%	*%	*%	1%	-%	-%	-%	**
							f									
Female housemate	1	1	1	1	10	21	6	4	1	1	1	14	1	-	*	**
	*%	*%	*%	*%	1%	1%	2%	1%	1%	*%	*%	1%	*%	-%	1%	**
							f									

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18B. Who makes any of the decisions about the mobile phone for your household? (MULTI CODE)

Base : Those in a household with any mobile phones

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	875	726	313	1039	1912	4533	483	1236	256	275	295	3520	665	123	153	98
Effective Weighted Sample	569	417	183	547	1156	3037	341	639	126	158	161	2408	423	55	67	71
Total	518	303	247	551	1039	2511	322	659	136	197	204	2032	462	40	33	15
Someone else in the household	1 *%	* *%	1 *%	1 *%	11 1%	21 1%	9 3% f	8 1%	3 2%	2 1%	3 2%	18 1%	1 *%	- -%	* 1%	** **
Someone else outside of the household	3 1%	1 *%	3 1%	4 1%	13 1%	17 1%	5 2% f	9 1% l	4 3% l	4 2% l	5 2% l	9 *% 1%	4 1%	* *%	- -%	** **
Don't know	4 1%	4 1%	1 *%	5 1%	15 1%	36 1%	8 3%	13 2%	3 2%	6 3% l	2 1%	25 1%	5 1%	- -%	* 1%	** **
Prefer not to say	29 6%	13 4%	14 6%	27 5%	59 6%	133 5%	25 8%	25 4%	5 4%	6 3%	6 3%	87 4%	20 4%	1 3%	6 18% mn	** **
NOT ANSWERED [POSTAL ONLY]	2 *%	4 1%	3 1%	7 1%	8 1%	10 *%	1 *%	5 1%	1 1%	3 1% l	1 1%	6 *%	6 1%	1 1%	1 2%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18B. Who makes any of the decisions about the mobile phone for your household? (MULTI CODE)

Base : Those in a household with any mobile phones

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	347	317	361	282
Effective Weighted Sample	223	209	240	186
Total	205	257	235	194
I do	155	184	177	139
	76%	71%	75%	71%
Husband/ male partner	14	69	48	30
	7%	27%	20%	16%
		ad	a	a
Wife/ female partner	64	9	43	29
	31%	4%	18%	15%
	bcd		b	b
Father	1	-	1	1
	1%	-%	*%	*%
Mother	1	*	1	*
	*%	*%	*%	*%
Son	7	10	6	11
	3%	4%	3%	5%
Daughter	2	4	2	4
	1%	2%	1%	2%
Female housemate	1	-	1	-
	*%	-%	*%	-%
Someone else in the household	-	1	-	1
	-%	*%	-%	*%
Someone else outside of the household	-	4	1	3
	-%	2%	1%	1%
Don't know	2	2	1	2
	1%	1%	1%	1%
Prefer not to say	9	11	12	5
	4%	4%	5%	3%

Columns Tested: a,b,c,d

QZ18B. Who makes any of the decisions about the mobile phone for your household? (MULTI CODE)

Base : Those in a household with any mobile phones

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	347	317	361	282
Effective Weighted Sample	223	209	240	186
Total	205	257	235	194
NOT ANSWERED [POSTAL ONLY]	3	3	3	2
	1%	1%	1%	1%

Columns Tested: a,b,c,d

QZ18C. Who makes any of the decisions about the fixed broadband for your household? (MULTI CODE)

Base : Those in a household with a fixed broadband service - and all completing a paper questionnaire

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	830	697	308	1005	1754	4230	407	1125	237	261	264	3304	649	116	145	95
Effective Weighted Sample	543	403	169	504	1013	2848	288	584	117	152	147	2277	391	52	80	66
Total	492	295	253	549	964	2348	271	615	130	187	180	1898	465	39	30	15
I do	323	193	140	333	569	1477	144	387	68	107	100	1193	283	26	15	**
	66%	66%	55%	61%	59%	63%	53%	63%	53%	57%	55%	63%	61%	66%	50%	**
	c	c				g		i				i				
Husband/ male partner	127	68	36	104	205	566	54	121	19	30	34	481	89	7	5	**
	26%	23%	14%	19%	21%	24%	20%	20%	15%	16%	19%	25%	19%	17%	16%	**
	cd	c										hij				
Wife/ female partner	72	44	20	65	111	316	31	68	15	18	21	269	52	6	6	**
	15%	15%	8%	12%	11%	13%	11%	11%	12%	10%	12%	14%	11%	16%	18%	**
	c	c										h				
Father	3	2	*	3	17	71	25	10	3	3	1	72	3	-	-	**
	1%	1%	*%	*%	2%	3%	9%	2%	2%	2%	1%	4%	1%	-%	-%	**
							f					hk				
Mother	2	-	-	-	20	54	25	9	1	1	1	48	-	-	-	**
	*%	-%	-%	-%	2%	2%	9%	2%	1%	*%	1%	3%	-%	-%	-%	**
							f									
Son	13	2	10	13	23	24	15	14	4	4	6	20	11	-	*	**
	3%	1%	4%	2%	2%	1%	5%	2%	3%	2%	3%	1%	2%	-%	1%	**
	b		b				f	l			l					
Daughter	6	1	1	2	11	17	6	7	2	3	2	12	1	*	*	**
	1%	*%	*%	*%	1%	1%	2%	1%	2%	2%	1%	1%	*%	1%	*%	**
							f									
Male housemate	1	*	-	*	5	18	7	5	*	2	1	15	*	-	-	**
	*%	*%	-%	*%	*%	1%	2%	1%	*%	1%	*%	1%	*%	-%	-%	**
							f									
Female housemate	-	-	*	*	4	19	5	5	1	2	1	16	-	-	*	**
	-%	-%	*%	*%	*%	1%	2%	1%	1%	1%	1%	1%	-%	-%	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18C. Who makes any of the decisions about the fixed broadband for your household? (MULTI CODE)

Base : Those in a household with a fixed broadband service - and all completing a paper questionnaire

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Significance Level: 95%																
Unweighted total	830	697	308	1005	1754	4230	407	1125	237	261	264	3304	649	116	145	95
Effective Weighted Sample	543	403	169	504	1013	2848	288	584	117	152	147	2277	391	52	80	66
Total	492	295	253	549	964	2348	271	615	130	187	180	1898	465	39	30	15
Someone else in the household	1 *%	1 *%	1 *%	2 *%	12 1%	28 1%	7 3%	8 1%	4 3%	2 1%	4 2%	21 1%	1 *%	* 1%	* 1%	** **
Someone else outside of the household	1 *%	2 1%	2 1%	4 1%	12 1%	25 1%	6 2%	6 1%	2 2%	2 1%	3 2%	19 1%	3 1%	* *%	- -%	** **
Don't know	4 1%	5 2%	1 *%	6 1%	12 1%	26 1%	8 3% f	10 2%	2 1%	5 3%	1 1%	22 1%	5 1%	* 1%	* 1%	** **
Prefer not to say	28 6%	13 4%	10 4%	23 4%	41 4%	116 5%	18 6%	16 3%	4 3%	4 2%	2 1%	81 4% k	19 4%	1 3%	3 11% m	** **
NOT ANSWERED [POSTAL ONLY]	12 2%	13 5%	57 23% abd	71 13% ab	86 9%	81 3%	4 1%	61 10% l	22 17% hl	29 16% hl	32 18% hl	38 2%	63 14%	3 7%	4 14%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QZ18C. Who makes any of the decisions about the fixed broadband for your household? (MULTI CODE)

Base : Those in a household with a fixed broadband service - and all completing a paper questionnaire

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	339	309	353	272
Effective Weighted Sample	218	188	232	179
Total	203	261	233	189
I do	135	148	149	108
	67%	56%	64%	57%
	b			
Husband/ male partner	10	79	53	34
	5%	30%	23%	18%
		ad	a	a
Wife/ female partner	48	4	28	23
	23%	2%	12%	12%
	bcd		b	b
Father	3	-	*	2
	1%	-%	*%	1%
Son	2	9	4	7
	1%	3%	2%	4%
Daughter	*	1	-	1
	*%	*%	-%	1%
Male housemate	*	-	-	*
	*%	-%	-%	*%
Someone else in the household	-	1	*	1
	-%	*%	*%	*%
Someone else outside of the household	*	3	1	2
	*%	1%	1%	1%
Don't know	2	2	1	2
	1%	1%	1%	1%
Prefer not to say	7	12	11	5
	4%	4%	5%	2%

Columns Tested: a,b,c,d

QZ18C. Who makes any of the decisions about the fixed broadband for your household? (MULTI CODE)

Base : Those in a household with a fixed broadband service - and all completing a paper questionnaire

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	339	309	353	272
Effective Weighted Sample	218	188	232	179
Total	203	261	233	189
NOT ANSWERED [POSTAL ONLY]	27	37	24	27
	13%	14%	10%	15%

Columns Tested: a,b,c,d

QZ18D. Who makes any of the decisions about the Pay TV service for your household? (MULTI CODE)

Base : Those in a household with a paid TV or on-demand service

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	738	533	178	711	1420	3880	396	1023	221	195	230	3056	455	83	109	64
Effective Weighted Sample	482	304	109	395	900	2620	279	539	119	118	131	2106	309	34	45	43
Total	446	225	127	351	745	2141	261	502	104	121	139	1757	294	24	24	9
I do	284	142	66	208	419	1357	128	304	61	70	81	1121	175	**	12	**
	64%	63%	53%	59%	56%	63%	49%	60%	59%	58%	58%	64%	59%	**	49%	**
	c					g										
Husband/ male partner	107	50	20	70	164	518	45	104	17	28	26	430	60	**	5	**
	24%	22%	16%	20%	22%	24%	17%	21%	16%	23%	19%	24%	20%	**	22%	**
						g						i				
Wife/ female partner	70	37	16	53	97	326	30	65	16	15	16	276	42	**	5	**
	16%	16%	13%	15%	13%	15%	11%	13%	16%	12%	12%	16%	14%	**	23%	**
Father	2	*	-	*	11	62	21	6	1	*	1	62	-	**	-	**
	*%	*%	-%	*%	1%	3%	8%	1%	1%	*%	*%	4%	-%	**	-%	**
						f						h				
Mother	1	-	*	*	22	65	25	12	2	1	2	56	*	**	-	**
	*%	-%	*%	*%	3%	3%	10%	2%	2%	*%	1%	3%	*%	**	-%	**
						f										
Son	16	1	4	5	17	36	8	11	3	2	5	29	4	**	*	**
	4%	1%	3%	1%	2%	2%	3%	2%	3%	2%	4%	2%	1%	**	1%	**
	bd															
Daughter	13	2	3	5	13	35	5	12	4	3	5	24	3	**	1	**
	3%	1%	2%	1%	2%	2%	2%	2%	4%	2%	4%	1%	1%	**	3%	**
									l		l					
Male housemate	-	*	-	*	5	19	5	4	1	*	1	12	-	**	*	**
	-%	*%	-%	*%	1%	1%	2%	1%	1%	*%	1%	1%	-%	**	1%	**
Female housemate	-	*	*	*	2	19	1	3	1	1	*	13	-	**	*	**
	-%	*%	*%	*%	*%	1%	*%	1%	1%	*%	*%	1%	-%	**	1%	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

QZ18D. Who makes any of the decisions about the Pay TV service for your household? (MULTI CODE)

Base : Those in a household with a paid TV or on-demand service

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	738	533	178	711	1420	3880	396	1023	221	195	230	3056	455	83	109	64
Effective Weighted Sample	482	304	109	395	900	2620	279	539	119	118	131	2106	309	34	45	43
Total	446	225	127	351	745	2141	261	502	104	121	139	1757	294	24	24	9
Someone else in the household	1 *%	* *%	1 1%	1 *%	10 1%	27 1%	6 2%	7 1%	3 3%	2 1%	3 2%	22 1%	1 *%	** **	* *%	** **
Someone else outside of the household	3 1%	1 1%	- -%	1 *%	10 1%	18 1%	3 1%	3 1%	- -%	* *%	1 *%	14 1%	1 *%	** **	* *%	** **
Don't know	19 4%	13 6%	4 3%	17 5%	39 5%	78 4%	22 9% f	26 5%	5 5%	9 8% l	4 3%	62 4%	15 5%	** **	1 5%	** **
Prefer not to say	32 7%	14 6%	7 5%	20 6%	41 5%	126 6%	21 8%	21 4%	4 4%	3 2%	6 4%	91 5%	14 5%	** **	4 19% m	** **
NOT ANSWERED [POSTAL ONLY]	3 1%	6 3% a	20 16% abd	26 7% ab	29 4%	26 1%	1 *%	31 6% l	8 7% l	8 7% l	14 10% l	7 *%	24 8%	** **	1 4%	** **

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

QZ18D. Who makes any of the decisions about the Pay TV service for your household? (MULTI CODE)

Base : Those in a household with a paid TV or on-demand service

65+ AGE GROUP ENGLAND

	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	237	217	245	195
Effective Weighted Sample	156	155	179	131
Total	135	159	144	132
I do	93 69% bc	81 51%	84 58%	81 61%
Husband/ male partner	6 5%	54 34% acd	31 21% a	27 21% a
Wife/ female partner	40 29% bcd	2 1%	21 15% b	20 16% b
Mother	* *%	- -%	- -%	* *%
Son	1 *%	3 2%	1 *%	3 3%
Daughter	* *%	3 2%	1 1%	2 1%
Someone else in the household	- -%	1 *%	- -%	1 1%
Someone else outside of the household	- -%	1 1%	1 1%	- -%
Don't know	6 4%	9 6%	10 7%	3 2%
Prefer not to say	6 4%	9 5%	10 7% d	3 2%
NOT ANSWERED [POSTAL ONLY]	10 7%	15 9%	10 7%	9 7%

Columns Tested: a,b,c,d

FINANCIAL VULNERABILITY

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

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	633	489	216	705	1294	3310	306	904	188	198	202	2615	455	82	95	73
Effective Weighted Sample	412	284	122	344	734	2226	219	458	90	107	105	1807	270	36	37	51
Total	367	198	195	392	713	1839	203	493	106	143	139	1508	333	27	21	10
Most Financially Vulnerable	45	20	30	50	178	288	53	108	27	30	32	212	43	**	**	**
	12%	10%	15%	13%	25%	16%	26%	22%	26%	21%	23%	14%	13%	**	**	**
							f	l	l	l	l					
Potentially Financially Vulnerable	180	123	125	249	417	804	87	289	59	80	95	588	210	**	**	**
	49%	62%	64%	63%	58%	44%	43%	59%	56%	56%	68%	39%	63%	**	**	**
		a	a	a				l	l	l	l					
Least Financially Vulnerable	142	54	40	94	118	747	64	96	19	33	12	709	81	**	**	**
	39%	27%	20%	24%	17%	41%	31%	20%	18%	23%	9%	47%	24%	**	**	**
	bcd					g		k		k		hijk				

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

FINANCIAL VULNERABILITY

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

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	255	200	258	186
Effective Weighted Sample	164	119	163	123
Total	156	177	172	137
Most Financially Vulnerable	16	27	4	34
	10%	15%	3%	25%
	c	c		abc
Potentially Financially Vulnerable	98	112	98	91
	63%	63%	57%	66%
Least Financially Vulnerable	42	39	69	12
	27%	22%	40%	8%
	d	d	abd	

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
Base for %	523	274	199	474	975	2517	333	605	136	175	178	2058	394	35	31	13
LANDLINE AND BROADBAND	172	117	60	177	337	930	115	212	45	56	50	786	143	17	11	6
	33%	43%	30%	37%	35%	37%	35%	35%	33%	32%	28%	38%	36%	47%	36%	46%
		ac										k				
LANDLINE, BROADBAND AND PAY TV	165	66	26	92	214	623	53	124	31	32	32	505	80	5	6	1
	32%	24%	13%	19%	22%	25%	16%	20%	23%	18%	18%	25%	20%	14%	19%	11%
	bcd	c				g						h				
LANDLINE, MOBILE AND BROADBAND	61	28	23	51	81	186	16	44	3	11	10	147	45	2	2	1
	12%	10%	12%	11%	8%	7%	5%	7%	3%	6%	6%	7%	11%	7%	7%	11%
LANDLINE, BROADBAND, MOBILE AND PAY TV	38	22	11	33	53	142	18	40	7	18	5	113	27	4	2	1
	7%	8%	6%	7%	5%	6%	5%	7%	5%	10%	3%	6%	7%	11%	6%	4%
										kl						
BROADBAND AND PAY TV	6	4	*	4	22	73	11	16	2	3	5	60	4	-	*	*
	1%	1%	1%	1%	2%	3%	3%	3%	2%	2%	3%	3%	1%	1%	1%	4%
MOBILE AND BROADBAND	9	6	5	11	23	59	14	15	4	4	6	52	8	3	*	-
	2%	2%	2%	2%	2%	2%	4%	3%	3%	2%	3%	3%	2%	8%	2%	1%
							f							m		
LANDLINE AND PAY TV	6	7	5	12	21	39	5	20	6	4	11	28	9	2	*	1
	1%	3%	3%	3%	2%	2%	1%	3%	4%	3%	6%	1%	2%	6%	1%	5%
								l	l		l					
MOBILE AND PAY TV	8	2	2	4	10	22	3	6	2	-	5	19	3	*	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Significance Level: 95%																
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
LANDLINE AND MOBILE	1	2	5	6	11	8	5	5	1	4	1	9	5	1	*	-
	*%	1%	2%	1%	1%	*%	2%	1%	1%	2%	1%	*%	1%	3%	*%	-%
			a				f			l						
MOBILE, BROADBAND AND PAY TV	4	*	-	*	1	12	-	2	-	-	1	10	-	-	*	-
	1%	*%	-%	*%	*%	*%	-%	*%	-%	-%	1%	*%	-%	-%	1%	-%
LANDLINE, MOBILE AND PAY TV	1	*	-	*	3	7	*	4	-	-	1	3	*	*	-	-
	*%	*%	-%	*%	*%	*%	*%	1%	-%	-%	*%	*%	*%	*%	-%	-%
NO BUNDLE	59	26	68	95	220	450	97	128	36	46	54	353	80	4	9	2
	11%	10%	34%	20%	23%	18%	29%	21%	27%	26%	31%	17%	20%	10%	28%	18%
			abd	ab		f		l	l	l	hl				n	
DON'T KNOW FOR ANY PROVIDER	1	3	1	4	11	35	6	8	2	1	1	26	4	-	*	-

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	185	210	205	164
LANDLINE AND BROADBAND	68	75	82	57
	37%	36%	40%	34%
LANDLINE, BROADBAND AND PAY TV	37	42	42	34
	20%	20%	21%	21%
LANDLINE, MOBILE AND BROADBAND	22	23	31	14
	12%	11%	15%	9%
LANDLINE, BROADBAND, MOBILE AND PAY TV	14	13	14	10
	8%	6%	7%	6%
BROADBAND AND PAY TV	3	1	3	1
	2%	*%	1%	1%
MOBILE AND BROADBAND	3	5	3	5
	2%	2%	2%	3%
LANDLINE AND PAY TV	5	4	5	4
	3%	2%	2%	3%
MOBILE AND PAY TV	2	1	1	2
	1%	1%	1%	1%
LANDLINE AND MOBILE	-	5	1	-
	-%	3%	1%	-%
		a		
LANDLINE, MOBILE AND PAY TV	*	-	*	-
	*%	-%	*%	-%

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
NO BUNDLE	32	48	26	40
	17%	23%	13%	24%
		c		c
DON'T KNOW FOR ANY PROVIDER	*	4	3	1

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP				
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102	
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55	
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13	
Base for %	523	274	199	474	975	2517	333	605	136	175	178	2058	394	35	31	13	
DOUBLE PLAY	194	134	76	209	413	1104	151	267	58	70	74	932	169	20	12	7	
	37%	49%	38%	44%	42%	44%	45%	44%	42%	40%	42%	45%	43%	58%	40%	56%	
		ac		a													
TRIPLE PLAY	231	95	49	144	299	828	69	174	35	43	44	666	125	7	8	3	
	44%	34%	25%	30%	31%	33%	21%	29%	26%	25%	25%	32%	32%	21%	27%	22%	
	bcd	c				g											
QUAD PLAY	38	22	11	33	53	142	18	40	7	18	5	113	27	4	2	1	
	7%	8%	6%	7%	5%	6%	5%	7%	5%	10%	3%	6%	7%	11%	6%	4%	
										kl							
NO BUNDLE	59	26	68	95	220	450	97	128	36	46	54	353	80	4	9	2	
	11%	10%	34%	20%	23%	18%	29%	21%	27%	26%	31%	17%	20%	10%	28%	18%	
			abd	ab		f		l	l	l	hl				n		
DON'T KNOW FOR ANY PROVIDER	1	3	1	4	11	35	6	8	2	1	1	26	4	-	*	-	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																	

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	185	210	205	164
DOUBLE PLAY	80 43%	89 43%	93 45%	67 41%
TRIPLE PLAY	59 32%	65 31%	74 36%	48 29%
QUAD PLAY	14 8%	13 6%	14 7%	10 6%
NO BUNDLE	32 17%	48 23%	26 13%	40 24%
		c		c
DON'T KNOW FOR ANY PROVIDER	*	4	3	1

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	766	611	217	828	1479	3673	323	952	205	214	220	2861	530	100	119	79
Effective Weighted Sample	492	335	108	417	869	2410	226	492	106	116	110	1918	322	40	57	52
Total	464	251	135	386	764	2073	239	481	100	131	123	1711	321	32	22	11
Base for %	464	251	135	386	764	2073	239	481	100	131	123	1711	321	32	22	11
LANDLINE AND BROADBAND	172	117	60	177	337	930	115	212	45	56	50	786	143	17	11	**
	37%	47%	44%	46%	44%	45%	48%	44%	45%	43%	41%	46%	45%	53%	50%	**
	a	a		a												
LANDLINE, BROADBAND AND PAY TV	165	66	26	92	214	623	53	124	31	32	32	505	80	5	6	**
	36%	26%	19%	24%	28%	30%	22%	26%	32%	24%	26%	30%	25%	15%	26%	**
	bcd					g										
LANDLINE, MOBILE AND BROADBAND	61	28	23	51	81	186	16	44	3	11	10	147	45	2	2	**
	13%	11%	17%	13%	11%	9%	7%	9%	3%	9%	9%	9%	14%	7%	10%	**
LANDLINE, BROADBAND, MOBILE AND PAY TV	38	22	11	33	53	142	18	40	7	18	5	113	27	4	2	**
	8%	9%	8%	9%	7%	7%	8%	8%	7%	13%	4%	7%	8%	13%	8%	**
										kl						
BROADBAND AND PAY TV	6	4	*	4	22	73	11	16	2	3	5	60	4	-	*	**
	1%	2%	*%	1%	3%	4%	5%	3%	2%	2%	4%	3%	1%	-%	1%	**
MOBILE AND BROADBAND	9	6	5	11	23	59	14	15	4	4	6	52	8	3	*	**
	2%	3%	4%	3%	3%	3%	6%	3%	4%	3%	5%	3%	2%	8%	2%	**
							f									
LANDLINE AND PAY TV	6	7	5	12	21	39	5	20	6	4	11	28	9	2	*	**
	1%	3%	4%	3%	3%	2%	2%	4%	6%	3%	9%	2%	3%	7%	2%	**
								l	l		hl					
MOBILE AND PAY TV	8	2	2	4	10	22	3	6	2	-	5	19	3	*	-	**
	2%	1%	1%	1%	1%	1%	1%	1%	2%	-%	4%	1%	1%	1%	-%	**
											jl					

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	766	611	217	828	1479	3673	323	952	205	214	220	2861	530	100	119	79
Effective Weighted Sample	492	335	108	417	869	2410	226	492	106	116	110	1918	322	40	57	52
Total	464	251	135	386	764	2073	239	481	100	131	123	1711	321	32	22	11
LANDLINE AND MOBILE	1	2	5	6	11	8	5	5	1	4	1	9	5	1	*	**
	*%	1%	4%	2%	1%	*%	2%	1%	1%	3%	1%	1%	2%	3%	*%	**
			ab	a			f			l						
MOBILE, BROADBAND AND PAY TV	4	*	-	*	1	12	-	2	-	-	1	10	-	-	*	**
	1%	*%	-%	*%	*%	1%	-%	*%	-%	-%	1%	1%	-%	-%	2%	**
															m	
LANDLINE, MOBILE AND PAY TV	1	*	-	*	3	7	*	4	-	-	1	3	*	*	-	**
	*%	*%	-%	*%	*%	*%	*%	1%	-%	-%	*%	*%	*%	*%	-%	**
NO BUNDLE	-	2	4	7	10	6	2	4	*	2	-	5	6	-	*	**
	-%	1%	3%	2%	1%	*%	1%	1%	*%	2%	-%	*%	2%	-%	1%	**
		a	a	a						l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	285	244	298	218
Effective Weighted Sample	173	152	202	121
Total	153	168	181	125
Base for %	153	168	181	125
LANDLINE AND BROADBAND	68	75	82	57
	44%	45%	45%	45%
LANDLINE, BROADBAND AND PAY TV	37	42	42	34
	24%	25%	23%	27%
LANDLINE, MOBILE AND BROADBAND	22	23	31	14
	15%	14%	17%	11%
LANDLINE, BROADBAND, MOBILE AND PAY TV	14	13	14	10
	9%	8%	8%	8%
BROADBAND AND PAY TV	3	1	3	1
	2%	1%	1%	1%
MOBILE AND BROADBAND	3	5	3	5
	2%	3%	2%	4%
LANDLINE AND PAY TV	5	4	5	4
	3%	2%	3%	3%
MOBILE AND PAY TV	2	1	1	2
	2%	1%	1%	2%
LANDLINE AND MOBILE	-	5	1	-
	-%	3%	1%	-%
		ad		
LANDLINE, MOBILE AND PAY TV	*	-	*	-
	*%	-%	*%	-%

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	285	244	298	218
Effective Weighted Sample	173	152	202	121
Total	153	168	181	125
NO BUNDLE	-	6	1	1
	-%	4%	1%	1%
		ac		

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : Those using the same supplier for two or more services

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	766	611	217	828	1479	3673	323	952	205	214	220	2861	530	100	119	79
Effective Weighted Sample	492	335	108	417	869	2410	226	492	106	116	110	1918	322	40	57	52
Total	464	251	135	386	764	2073	239	481	100	131	123	1711	321	32	22	11
Base for %	464	251	135	386	764	2073	239	481	100	131	123	1711	321	32	22	11
DOUBLE PLAY	194	134	76	209	413	1104	151	267	58	70	74	932	169	20	12	**
	42%	53%	56%	54%	54%	53%	63%	55%	58%	54%	60%	54%	53%	64%	55%	**
		a	a	a			f									
TRIPLE PLAY	231	95	49	144	299	828	69	174	35	43	44	666	125	7	8	**
	50%	38%	36%	37%	39%	40%	29%	36%	35%	33%	36%	39%	39%	23%	37%	**
	bcd					g										
QUAD PLAY	38	22	11	33	53	142	18	40	7	18	5	113	27	4	2	**
	8%	9%	8%	9%	7%	7%	8%	8%	7%	13%	4%	7%	8%	13%	8%	**
										kl						
NO BUNDLE	-	2	4	7	10	6	2	4	*	2	-	5	6	-	*	**
	-%	1%	3%	2%	1%	*%	1%	1%	*%	2%	-%	*%	2%	-%	1%	**
		a	a	a						l						

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : Those using the same supplier for two or more services

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	285	244	298	218
Effective Weighted Sample	173	152	202	121
Total	153	168	181	125
Base for %	153	168	181	125
DOUBLE PLAY	80	89	93	67
	52%	53%	52%	54%
TRIPLE PLAY	59	65	74	48
	39%	39%	41%	38%
QUAD PLAY	14	13	14	10
	9%	8%	8%	8%
NO BUNDLE	-	6	1	1
	-%	4%	1%	1%
		ac		

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	~n	o	~p
Unweighted total	753	574	180	754	1438	3835	388	957	204	196	198	3085	481	93	107	73
Effective Weighted Sample	509	339	117	438	927	2633	274	529	113	119	113	2144	339	39	57	55
Total	478	250	133	383	789	2250	280	483	100	129	118	1899	318	32	23	10
Base for %	474	248	130	378	778	2209	272	475	98	127	117	1863	313	32	23	10
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	26 5% b	6 2% b	9 7% b	15 4%	62 8%	225 10%	52 19% f	38 8%	7 7%	7 5%	10 9%	217 12% hj	12 4%	** **	1 4%	** **
SAME PROVIDER FOR ANY OTHER SERVICE	448 95%	242 98% ac	121 93%	363 96%	715 92%	1984 90% g	220 81%	437 92% l	91 93%	120 95% l	107 91%	1647 88%	301 96%	** **	22 96%	** **
DON'T KNOW AT ANY SERVICE	4	2	3	5	11	41	8	8	2	2	1	36	5	**	*	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : Those with fixed broadband at home (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	262	218	290	181
Effective Weighted Sample	181	161	213	120
Total	151	166	187	120
Base for %	151	162	183	120
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	7 5%	5 3%	10 5%	3 2%
SAME PROVIDER FOR ANY OTHER SERVICE	144 95%	157 97%	173 95%	117 98%
DON'T KNOW AT ANY SERVICE	*	5	4	1

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
Base for %	520	275	198	473	975	2511	331	606	136	174	178	2049	393	35	31	13
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	26 5% b	6 2%	9 4%	15 3%	62 6%	225 9%	52 16% f	38 6%	7 5%	7 4%	10 6%	217 11% hj	12 3%	1 3%	1 3%	* 4%
SAME PROVIDER FOR ANY OTHER SERVICE	448 86% cd	242 88% cd	121 61%	363 77% c	715 73%	1984 79% g	220 67%	437 72% k	91 67%	120 69%	107 60%	1647 80% hijk	301 76%	31 87%	22 71%	10 75%
DON'T KNOW AT ANY SERVICE	4	2	3	5	11	41	8	8	2	2	1	36	5	-	*	-

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	185	209	205	164
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	7 4%	5 2%	10 5%	3 2%
SAME PROVIDER FOR ANY OTHER SERVICE	144 78%	157 75%	173 85% bd	117 71%
DON'T KNOW AT ANY SERVICE	*	5	4	1

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	816	703	320	1023	1728	3942	362	1056	225	263	271	3020	657	123	145	98
Effective Weighted Sample	513	349	126	425	887	2461	248	496	102	119	117	1956	328	44	48	53
Total	484	267	190	457	852	2155	255	536	121	163	158	1759	383	34	28	12
Base for %	479	262	176	438	821	2093	244	516	117	155	149	1715	365	33	28	12
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	30 6%	12 5%	26 15% ab	38 9% b	63 8%	99 5%	24 10% f	41 8% l	9 8%	21 13% l	25 17% hil	85 5%	31 8%	2 5%	4 14%	** **
SAME PROVIDER FOR ANY OTHER SERVICE	442 92% cd	243 92% cd	128 73%	371 85% c	715 87%	1928 92% g	209 86%	444 86% k	94 81%	123 79%	110 73%	1587 93% hijk	308 84%	31 94% o	21 76%	** **
DON'T KNOW AT ANY SERVICE	5	5	14	19	31	62	11	20	4	8	9	44	17	1	*	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	341	315	355	277
Effective Weighted Sample	185	153	202	137
Total	176	207	204	155
Base for %	165	200	197	145
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	12 7%	19 9%	15 8%	15 10%
SAME PROVIDER FOR ANY OTHER SERVICE	146 88%	162 81%	175 89% b	119 82%
DON'T KNOW AT ANY SERVICE	10	7	7	10
Columns Tested: a,b,c,d				

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
Base for %	518	272	187	459	955	2490	328	593	134	168	170	2040	381	34	31	13
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	30 6%	12 5%	26 14% ab	38 8% b	63 7%	99 4%	24 7% f	41 7% l	9 7%	21 12% hl	25 15% hil	85 4%	31 8%	2 5%	4 13%	2 13%
SAME PROVIDER FOR ANY OTHER SERVICE	442 85% c	243 89% cd	128 69%	371 81% c	715 75%	1928 77% g	209 64%	444 75% k	94 70%	123 73%	110 64%	1587 78% k	308 81%	31 91% o	21 69%	10 81%
DON'T KNOW AT ANY SERVICE	5	5	14	19	31	62	11	20	4	8	9	44	17	1	*	1

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QC32)

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	175	206	202	155
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	12 7%	19 9%	15 8%	15 9%
SAME PROVIDER FOR ANY OTHER SERVICE	146 83%	162 79%	175 87% bd	119 76%
DON'T KNOW AT ANY SERVICE	10	7	7	10
Columns Tested: a,b,c,d				

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	~p
Unweighted total	869	711	285	996	1859	4464	479	1203	246	262	277	3494	641	120	142	93
Effective Weighted Sample	542	356	121	440	1026	2839	326	575	116	122	125	2292	337	43	65	53
Total	513	269	165	433	927	2476	331	566	119	153	157	2059	361	34	27	11
Base for %	506	264	159	423	902	2406	316	549	115	150	152	2005	351	34	27	11
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	385 76%	204 77%	114 72%	318 75%	722 80%	1973 82%	260 82%	435 79%	98 85%	113 76%	124 82%	1651 82%	264 75%	23 69%	22 82%	** **
SAME PROVIDER FOR ANY OTHER SERVICE	121 24%	61 23%	44 28%	105 25%	180 20%	432 18%	56 18%	114 21%	17 15%	36 24%	28 18%	353 18%	88 25%	10 31%	5 18%	** **
DON'T KNOW AT ANY SERVICE	7	4	6	10	25	70	15	17	4	3	5	54	10	*	*	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : Those who personally use a mobile phone

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	336	304	352	268
Effective Weighted Sample	185	157	205	131
Total	170	190	202	141
Base for %	168	183	198	136
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	127 76%	136 74%	147 74%	106 78%
SAME PROVIDER FOR ANY OTHER SERVICE	41 24%	47 26%	51 26%	30 22%
DON'T KNOW AT ANY SERVICE	2	7	4	5

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
Base for %	517	273	195	468	961	2482	324	597	135	173	174	2030	389	35	31	13
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	385 74% cd	204 75% cd	114 59% c	318 68% c	722 75%	1973 79%	260 80%	435 73%	98 73%	113 66%	124 71%	1651 81% hijk	264 68%	23 66%	22 72%	9 69%
SAME PROVIDER FOR ANY OTHER SERVICE	121 23%	61 22%	44 23%	105 23%	180 19%	432 17%	56 17%	114 19%	17 13%	36 21%	28 16%	353 17%	88 23%	10 30%	5 16%	2 16%
DON'T KNOW AT ANY SERVICE	7	4	6	10	25	70	15	17	4	3	5	54	10	*	*	-

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	183	206	205	160
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	127 70%	136 66%	147 72%	106 66%
SAME PROVIDER FOR ANY OTHER SERVICE	41 22%	47 23%	51 25%	30 19%
DON'T KNOW AT ANY SERVICE	2	7	4	5

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : Those with a Pay TV service

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	487	353	126	479	889	2227	194	591	131	132	164	1704	303	60	72	44
Effective Weighted Sample	310	169	56	220	502	1410	134	298	65	66	78	1110	169	18	33	21
Total	301	137	63	200	441	1237	138	287	61	73	86	1003	164	17	14	5
Base for %	298	137	59	196	434	1218	134	280	60	72	84	989	160	17	14	5
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	72 24%	35 26%	18 30%	53 27%	115 26%	311 26%	46 34% f	73 26%	12 20%	17 23%	27 32%	257 26%	40 25%	** **	** **	** **
SAME PROVIDER FOR ANY OTHER SERVICE	226 76%	102 74%	41 70%	143 73%	319 74%	907 74% g	88 66%	208 74%	48 80%	55 77%	57 68%	732 74%	120 75%	** **	** **	** **
DON'T KNOW AT ANY SERVICE	3	1	4	4	7	19	4	7	1	1	2	14	4	**	**	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : Those with a Pay TV service

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	159	143	153	137
Effective Weighted Sample	83	85	98	66
Total	81	83	82	72
Base for %	79	81	81	70
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	19	21	18	19
	25%	25%	22%	28%
SAME PROVIDER FOR ANY OTHER SERVICE	59	60	63	51
	75%	75%	78%	72%
DON'T KNOW AT ANY SERVICE	2	2	1	3

Columns Tested: a,b,c,d

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : All respondents

	AGE				AGE/SEG	ETHNICITY		IMPACTING/ LIMITING CONDITIONS					65+ AGE GROUP			
	55-64	65-74	75+	65+	65+ OR DE	WHITE (WHITE BRITISH AND WHITE OTHER)	ETHNIC MINORITY GRIROUP	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	885	735	331	1066	1951	4591	489	1258	266	285	303	3543	683	125	156	102
Effective Weighted Sample	553	366	132	443	1032	2881	333	585	119	130	134	2303	339	46	54	55
Total	524	277	201	478	986	2552	340	613	138	176	179	2084	399	35	31	13
Base for %	520	277	197	474	979	2533	336	606	137	175	177	2071	395	35	31	13
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	72 14%	35 13%	18 9%	53 11%	115 12%	311 12%	46 14%	73 12%	12 9%	17 10%	27 15%	257 12%	40 10%	6 16%	5 18%	2 14%
SAME PROVIDER FOR ANY OTHER SERVICE	226 43% bcd	102 37% cd	41 21%	143 30% c	319 33%	907 36% g	88 26%	208 34%	48 35%	55 31%	57 32%	732 35%	120 30%	11 32%	8 27%	3 25%
DON'T KNOW AT ANY SERVICE	3	1	4	4	7	19	4	7	1	1	2	14	4	-	*	-
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p																

Weighting is modified for reporting on bundled services to allow for missing data on paper questionnaires

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : All respondents

	65+ AGE GROUP ENGLAND			
	MALE	FEMALE	ABC1	C2DE
	a	b	c	d
Significance Level: 95%				
Unweighted total	355	327	363	294
Effective Weighted Sample	189	159	205	145
Total	185	213	209	165
Base for %	183	211	207	163
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	19	21	18	19
	11%	10%	9%	12%
SAME PROVIDER FOR ANY OTHER SERVICE	59	60	63	51
	32%	29%	30%	31%
DON'T KNOW AT ANY SERVICE	2	2	1	3
Columns Tested: a,b,c,d				