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

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

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

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

NATION

Base : All respondents

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

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

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

REGION/ NATION

Base : All respondents

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

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

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

REGION/ NATION

Base : All respondents

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

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

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

LOCATION

Base : All respondents

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

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

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

SOCIO-ECONOMIC GROUP

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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RESPONDENT'S AGE

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

RESPONDENT'S AGE

Base : All respondents

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

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

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

RESPONDENT'S GENDER

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : Those who use a mobile phone

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

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

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

Table 21

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

SUMMARY OF MOBILE PHONE OWNERSHIP

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

Base : All respondents

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

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

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

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

Base : All respondents

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

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

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

Base : All respondents

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

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

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

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

Base : Those with any TV sets in the household

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

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

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

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

Base : Those with any TV sets in the household

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

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

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

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

Base : Those with any TV sets in the household

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

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

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

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

Base : Those with any TV sets in the household

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

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

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

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

Base : Those with any TV sets in the household

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

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

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

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

Base : All respondents

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

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

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

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

SUMMARY OF HOURS AT IN5A/ IN5B/ IN5C

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who do not go online

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who do not go online

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

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

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

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

Base : Those who do not go online

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

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

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017. **Table 44**

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

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

Base : Those who do not go online

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

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

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

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

Base : Those who do not go online

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

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

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

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

Base : Those who do not go online

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

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

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

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

Base : Those who do not go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who have never completed government processes online

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

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

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

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

Base : Those who have never completed government processes online

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

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

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

Base : Those who have ever completed government processes online

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

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

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

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

Base : All respondents

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

Base : All respondents

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

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

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

Base : All respondents

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

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

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

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

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

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

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

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

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

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

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

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

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

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

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

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

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

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

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

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

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

Table 75

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

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

Base : Those who go online

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

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

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

				AGE			AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	j
Unweighted total	1182	139	113	64	49	1182	380	122	1060	1049	129
Effective Weighted Sample	898	108	77	45	35	898	274	72	812	780	102
Total	1031	110	71	46	25	1031	304	80	945	887	140
I wouldn't tend to check the information in the article to see if it was true	241 23%	23 21%	22 31%	** **	** **	241 23%	76 25%	20 25%	223 24%	214 24%	26 19%
I don't see news stories/ articles on social media	69 7%	13 12% e	9 13%	** **	** **	69 7%	20 7%	6 8%	63 7%	61 7%	9 7%
Don't know	28 3%	5 4%	2 3%	** **	** **	28 3%	13 4%	3 4%	24 3%	25 3%	2 2%
ANY ORGANISATIONAL MEASURE	498 48%	44 40%	27 37%	** **	** **	498 48%	128 42%	37 47%	456 48%	421 48%	71 51%
ANY PEER MEASURE	330 32%	37 34%	19 27%	** **	** **	330 32%	85 28%	28 35%	300 32%	274 31%	51 36%

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

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

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

Base : Those who see news content on social media

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

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

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

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

Base : Those who see news content on social media

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

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

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

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

Base : Those who see news content on social media

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	~b	~c	~d	e	f	g	h	i	j
Unweighted total	1062	113	94	52	42	1062	337	107	955	938	121
Effective Weighted Sample	815	90	66	38	30	815	247	64	738	704	95
Total	934	92	60	39	21	934	271	70	858	801	129
ANY ORGANISATIONAL MEASURE	498	44	**	**	**	498	128	37	456	421	71
	53%	48%	**	**	**	53%	47%	53%	53%	53%	55%
ANY PEER MEASURE	330	37	**	**	**	330	85	28	300	274	51
	35%	40%	**	**	**	35%	31%	40%	35%	34%	39%

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those with a social media profile or account

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those with a social media profile or account

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Base : Those who go online

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

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

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

Table 101

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

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

Base : Those who go online

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

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

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

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

Base : Those who say they buy things online

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

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

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

Table 102

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

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

Base : Those who say they buy things online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who say they register their details online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	**65+**	**65-74**	**75+**	**All**	**65+ OR DE**	**REPORTS**	**DOES NOT REPORT**	**WHITE**	**NON-WHITE**
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1462	196	248	132	116	1462	538	167	1295	1315	142
Effective Weighted Sample	1123	161	177	92	91	1123	391	110	1000	992	112
Total	1265	168	161	96	65	1265	413	111	1150	1108	150
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	737 58%	101 60% bd	74 46%	48 49%	26 41%	737 58% bd	219 53%	63 57%	670 58%	648 58%	84 56%
If I'm familiar with the company or brand	635 50%	77 46%	83 52%	48 50%	35 54%	635 50%	194 47%	50 45%	584 51%	562 51%	71 47%
If there is a link to another reputable service like PayPal	498 39%	64 38% bd	43 27%	29 30%	14 22%	498 39% bd	132 32%	38 34%	458 40%	439 40%	52 34%
If there is a guarantee my details won't be shared with anyone else.	451 36%	55 33%	42 26%	27 28%	15 24%	451 36% bd	117 28%	34 30%	416 36%	395 36%	53 36%
If the site is recommended by friends/ family	297 23%	37 22%	44 27%	26 27%	18 28%	297 23%	91 22%	20 18%	274 24%	258 23%	41 27%
If it's the only way to get the service or product I want	156 12%	17 10%	16 10%	9 9%	7 11%	156 12%	36 9%	14 13%	141 12%	129 12%	19 13%

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

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

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

Base : Those who say they register their details online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1462	196	248	132	116	1462	538	167	1295	1315	142
Effective Weighted Sample	1123	161	177	92	91	1123	391	110	1000	992	112
Total	1265	168	161	96	65	1265	413	111	1150	1108	150
If the site is listed by a search engine such as Google or Bing	116 9%	12 7%	8 5%	4 4%	5 7%	116 9%	34 8%	9 8%	108 9%	98 9%	15 10%
UNPROMPTED RESPONSES											
I don't do this/ I never register online/ I don't give out my personal details	34 3%	7 4%	11 7% e	5 5%	7 10% e	34 3%	20 5%	7 7% h	28 2%	32 3%	1 1%
Other	8 1%	1 1%	2 1%	1 1%	1 2%	8 1%	2 *%	1 *%	8 1%	8 1%	- -%
I register my details online whenever they are required	95 8%	15 9%	11 7%	4 4%	7 11%	95 8%	38 9%	5 5%	88 8%	80 7%	18 12%
SUMMARY CODES											
ANY MENTION OF LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER WHENEVER REQUIRED	338 27%	40 24%	33 21%	15 16%	18 28% c	338 27% c	103 25%	26 23%	311 27%	282 25%	50 33%
ANY 'CORRECT' MEASURES TAKEN BUT NOT LISTED BY SEARCH ENGINE/ ONLY WAY TO GET WHAT I WANT/ ENTER DETAILS WHENEVER REQUIRED	893 71%	121 72%	117 72%	77 79% d	40 62%	893 71%	290 70%	78 70%	811 71%	794 72%	99 66%

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

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

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those with a social media profile or account

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Base : Those who go online

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

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

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

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

Base : Those who go online

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

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

Base : All respondents

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

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

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

Table 120

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

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

Base : All respondents

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

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

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

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

Base : Those who use a mobile phone

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

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

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

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

Base : Those who use a mobile phone

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

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

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

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

Base : Those who use a mobile phone

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

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

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

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

Base : Those who use a mobile phone

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

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

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

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

Base : Those who use a mobile phone

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

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

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

Table 122

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

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

Base : Those who have a smartphone

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

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

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

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

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

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

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

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

SUMMARY OF AWARENESS AND USE OF CHECKING DATA ALLOWANCE

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

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

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

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

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

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

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

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

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

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

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

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

Table 133

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

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

Base : Those who have a smartphone

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

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

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

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

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	**65+**	**65-74**	**75+**	**All**	**65+ OR DE**	**REPORTS**	**DOES NOT REPORT**	**WHITE**	**NON-WHITE**
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	j
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
None of these	90	19	26	**	**	90	34	9	81	81	10
	8%	13%	29%	**	**	8%	11%	10%	8%	8%	7%
		e	ae								
Don't know	8	*	1	**	**	8	4	-	8	8	-
	1%	*%	1%	**	**	1%	1%	-%	1%	1%	-%

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

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

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

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	j
Unweighted total	1289	179	145	89	56	1289	406	129	1160	1146	139
Effective Weighted Sample	978	141	102	64	40	978	292	79	886	851	109
Total	1124	143	88	58	30	1124	317	89	1033	973	148
Strongly disagree	73	18	17	**	**	73	36	10	64	66	7
	6%	12%	19%	**	**	6%	11%	12%	6%	7%	5%
		e	e								
Slightly disagree	60	9	8	**	**	60	17	4	56	51	9
	5%	6%	9%	**	**	5%	5%	5%	5%	5%	6%
Neither agree nor disagree	141	12	9	**	**	141	50	11	130	118	23
	13%	9%	10%	**	**	13%	16%	12%	13%	12%	15%
Slightly agree	313	34	20	**	**	313	61	18	294	266	44
	28%	24%	23%	**	**	28%	19%	20%	28%	27%	30%
Strongly agree	492	62	25	**	**	492	134	42	447	432	58
	44%	43%	29%	**	**	44%	42%	47%	43%	44%	39%
		b					b				
Don't know	46	9	9	**	**	46	18	3	42	40	7
	4%	6%	10%	**	**	4%	6%	4%	4%	4%	5%
			e								
SUMMARY CODES											
TOTAL DISAGREE	133	26	25	**	**	133	53	15	119	118	17
	12%	18%	29%	**	**	12%	17%	17%	12%	12%	11%
		e	e								
TOTAL AGREE	805	96	45	**	**	805	195	60	741	698	102
	72%	67%	51%	**	**	72%	62%	67%	72%	72%	69%
		b					b				
TOTAL NEITHER/ DON'T KNOW	186	21	18	**	**	186	69	14	172	158	30
	17%	15%	20%	**	**	17%	22%	16%	17%	16%	20%

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

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

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
On a mobile phone or smartphone (such as an iPhone or Samsung Galaxy)	317	26	12	8	4	317	104	29	283	265	48
	21%	12%	4%	5%	3%	21%	17%	16%	21%	20%	28%
		bcd				abcd					i
On a games console connected to a TV (such as Xbox/ Sony PlayStation/ Nintendo Wii)	227	5	2	1	1	227	65	13	208	194	29
	15%	2%	1%	*%	1%	15%	11%	7%	16%	14%	17%
						abcd			g		
On a tablet computer (such as an iPad)	179	29	23	13	10	179	60	21	156	165	8
	12%	13%	7%	8%	7%	12%	10%	11%	12%	12%	5%
		bd				bd				j	
On a desktop computer, laptop, or netbook	140	17	14	7	8	140	44	22	117	122	12
	9%	8%	5%	4%	5%	9%	7%	12%	9%	9%	7%
						bc					
On a hand-held games console (such as Sony PS Vita/ Nintendo DS or 3DS)	70	3	1	1	-	70	18	5	63	61	7
	5%	1%	*%	1%	-%	5%	3%	3%	5%	5%	4%
						abcd					
Through an app on a smart TV	27	5	1	*	1	27	10	2	23	22	2
	2%	2%	*%	*%	*%	2%	2%	1%	2%	2%	1%
		b				b					
On a virtual reality gaming headset/ device	8	-	1	1	-	8	1	2	6	7	*
	1%	-%	*%	*%	-%	1%	*%	1%	*%	1%	*%

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

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

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Using wearable technology like a smart watch (such as Apple Watch)	2 *%	- -%	1 *%	1 *%	- -%	2 *%	1 *%	- -%	2 *%	2 *%	- -%
TOTAL - ANY GAMING	544 36%	51 23% bd	46 15%	25 16%	20 14%	544 36% abcd	193 32%	55 30%	480 36%	473 35%	67 40%
No, never	974 64%	172 77% e	262 85% ae	137 84% e	125 86% ae	974 64%	414 68%	128 70%	855 64%	873 65%	101 60%

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

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

Table 136

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

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
No, do not have any concerns	1033 68%	135 60%	212 69% a	106 65%	106 73% a	1033 68% a	434 71%	125 68%	911 68%	920 68%	114 68%
Unsuitable for children	183 12%	27 12%	27 9%	16 10%	11 8%	183 12%	52 9%	19 10%	161 12%	158 12%	23 14%
Violent content	161 11%	27 12% bd	21 7%	13 8%	7 5%	161 11% bd	42 7%	18 10%	141 11%	143 11%	16 10%
Encourage children to stay indoors	108 7%	24 11% b	18 6%	10 6%	8 6%	108 7%	36 6%	10 5%	97 7%	96 7%	10 6%
Discourage creative play for children	103 7%	17 8%	20 6%	12 7%	8 5%	103 7%	29 5%	9 5%	93 7%	86 6%	12 7%
Others could become addicted to playing games	98 6%	23 10% e	21 7%	12 7%	9 6%	98 6%	32 5%	12 7%	85 6%	86 6%	7 4%
Bad/ offensive language	77 5%	5 2%	8 3%	5 3%	3 2%	77 5% b	16 3%	4 2%	73 5%	61 4%	15 9% i
Impact on social skills	75 5%	15 7%	11 4%	6 4%	5 4%	75 5%	24 4%	5 3%	69 5%	67 5%	7 4%
Sexual content	75 5%	8 4%	8 2%	6 4%	2 1%	75 5% bd	14 2%	8 4%	67 5%	57 4%	17 10% i

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

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

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Cost of games	71	11	8	2	6	71	23	2	68	60	8
	5%	5%	3%	1%	4%	5% c	4%	1%	5% g	4%	5%
Waste too much time playing games	69	13	14	8	7	69	21	7	63	64	3
	5%	6%	5%	5%	5%	5%	3%	4%	5%	5%	2%
I could become addicted to playing games	61	15	14	9	5	61	25	11	49	56	5
	4%	7%	5%	6%	4%	4%	4%	6%	4%	4%	3%
Contributes to obesity	52	8	4	2	2	52	8	5	47	45	5
	3%	4%	1%	1%	2%	3% b	1%	3%	4%	3%	3%
Health issues	51	6	7	4	2	51	11	4	47	41	9
	3%	3%	2%	3%	2%	3%	2%	2%	4%	3%	5%
Cost of in-game purchases	49	14	6	2	4	49	13	5	43	42	6
	3%	6% bce	2%	1%	3%	3%	2%	3%	3%	3%	3%
Cost of games consoles/ games players	43	5	6	5	2	43	15	1	42	35	6
	3%	2%	2%	3%	1%	3%	3%	1%	3% g	3%	4%
Contact with people I don't personally know/ I've never met in person	26	2	1	*	1	26	5	1	24	20	4
	2%	1%	*%	*%	*%	2%	1%	1%	2%	1%	2%
Gambling/ betting games/ too easy to use them/ get into debt	11	3	8	3	5	11	9	3	9	11	-
	1%	1%	3% e	2%	4% e	1%	1%	1%	1%	1%	-%

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

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

Table 136

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

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Other	23	3	3	2	1	23	7	2	20	20	4
	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%
Don't know	39	7	11	6	5	39	17	6	31	31	7
	3%	3%	4%	4%	3%	3%	3%	4%	2%	2%	4%
SUMMARY CODES											
ANY CONCERNS	447	82	85	51	34	447	157	52	392	395	46
	29%	37%	28%	31%	23%	29%	26%	28%	29%	29%	28%
		bde									
ANY OFFENSIVE CONTENT	278	41	38	24	14	278	80	29	245	238	39
	18%	19%	12%	15%	10%	18%	13%	16%	18%	18%	23%
		bd				bd					
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	183	33	31	17	13	183	58	15	167	157	21
	12%	15%	10%	11%	9%	12%	10%	8%	13%	12%	12%
ANY HEALTH	171	38	36	22	14	171	58	23	149	148	18
	11%	17%	12%	13%	10%	11%	10%	13%	11%	11%	11%
		de									
ANY AFFORDABILITY	102	20	14	6	8	102	35	6	95	88	12
	7%	9%	4%	4%	5%	7%	6%	3%	7%	7%	7%
		bc							g		

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

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

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

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

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
No, do not have any concerns	400 73%	** **	** **	** **	** **	400 73%	143 74%	** **	360 75%	347 73%	** **
Unsuitable for children	63 12%	** **	** **	** **	** **	63 12%	16 8%	** **	52 11%	55 12%	** **
Violent content	51 9%	** **	** **	** **	** **	51 9%	10 5%	** **	45 9%	43 9%	** **
Encourage children to stay indoors	34 6%	** **	** **	** **	** **	34 6%	9 5%	** **	32 7%	28 6%	** **
Others could become addicted to playing games	34 6%	** **	** **	** **	** **	34 6%	10 5%	** **	29 6%	29 6%	** **
Cost of games	31 6%	** **	** **	** **	** **	31 6%	12 6%	** **	30 6%	23 5%	** **
I could become addicted to playing games	28 5%	** **	** **	** **	** **	28 5%	12 6%	** **	22 5%	25 5%	** **
Sexual content	28 5%	** **	** **	** **	** **	28 5%	5 3%	** **	25 5%	20 4%	** **
Waste too much time playing games	27 5%	** **	** **	** **	** **	27 5%	5 3%	** **	26 5%	24 5%	** **
Discourage creative play for children	27 5%	** **	** **	** **	** **	27 5%	3 2%	** **	26 5%	22 5%	** **
Impact on social skills	25 5%	** **	** **	** **	** **	25 5%	6 3%	** **	23 5%	22 5%	** **

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

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

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

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

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
Bad/ offensive language	24	**	**	**	**	24	4	**	23	21	**
	4%	**	**	**	**	4%	2%	**	5%	4%	**
Cost of in-game purchases	24	**	**	**	**	24	8	**	20	20	**
	4%	**	**	**	**	4%	4%	**	4%	4%	**
Cost of games consoles/ games players	20	**	**	**	**	20	6	**	19	14	**
	4%	**	**	**	**	4%	3%	**	4%	3%	**
Health issues	20	**	**	**	**	20	2	**	19	17	**
	4%	**	**	**	**	4%	1%	**	4%	4%	**
Contributes to obesity	16	**	**	**	**	16	1	**	14	13	**
	3%	**	**	**	**	3%	1%	**	3%	3%	**
Contact with people I don't personally know/ I've never met in person	12	**	**	**	**	12	1	**	12	9	**
	2%	**	**	**	**	2%	*%	**	2%	2%	**
Gambling/ betting games/ too easy to use them/ get into debt	2	**	**	**	**	2	3	**	2	2	**
	*%	**	**	**	**	*%	1%	**	*%	*%	**
Other	13	**	**	**	**	13	3	**	9	10	**
	2%	**	**	**	**	2%	2%	**	2%	2%	**
Don't know	3	**	**	**	**	3	1	**	3	3	**
	1%	**	**	**	**	1%	1%	**	1%	1%	**
SUMMARY CODES											
ANY CONCERNS	141	**	**	**	**	141	49	**	118	122	**
	26%	**	**	**	**	26%	25%	**	24%	26%	**

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

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

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
ANY OFFENSIVE CONTENT	89	**	**	**	**	89	26	**	75	74	**
	16%	**	**	**	**	16%	13%	**	16%	16%	**
ANY HEALTH	57	**	**	**	**	57	18	**	48	49	**
	10%	**	**	**	**	10%	9%	**	10%	10%	**
ANY RISKS TO OTHER PEOPLE/ TO SOCIETY	51	**	**	**	**	51	11	**	48	43	**
	9%	**	**	**	**	9%	6%	**	10%	9%	**
ANY AFFORDABILITY	42	**	**	**	**	42	17	**	37	34	**
	8%	**	**	**	**	8%	9%	**	8%	7%	**

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

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

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

Base : Those who play games on any type of gaming device

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	632	61	67	35	32	632	236	86	546	564	66
Effective Weighted Sample	486	49	49	25	25	486	175	58	422	425	53
Total	544	51	46	25	20	544	193	55	480	473	67
Yes - play games online	247	**	**	**	**	247	88	**	222	213	**
	45%	**	**	**	**	45%	46%	**	46%	45%	**
No - do not play games online	297	**	**	**	**	297	105	**	258	260	**
	55%	**	**	**	**	55%	54%	**	54%	55%	**
Don't know whether play games online	1	**	**	**	**	1	-	**	1	-	**
	*%	**	**	**	**	*%	-%	**	*%	-%	**
ALL WHO EVERY PLAY GAMES	544	**	**	**	**	544	193	**	480	473	**
	100%	**	**	**	**	100%	100%	**	100%	100%	**

Columns Tested:　a,b,c,d,e - g,h - i,j

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

Table 139

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

G3. Many games can be played online. Do you ever play games online with or against other people? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes - play games online	247	12	8	2	7	247	88	20	222	213	30
	16%	5%	3%	1%	5%	16%	15%	11%	17%	16%	18%
		c			c	abcd			g		
No - do not play games online	297	39	37	24	13	297	105	35	258	260	36
	20%	18%	12%	15%	9%	20%	17%	19%	19%	19%	22%
		d				bd					
Don't know whether play games online	1	-	-	-	-	1	-	-	1	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
ALL WHO EVERY PLAY GAMES	544	51	46	25	20	544	193	55	480	473	67
	36%	23%	15%	16%	14%	36%	32%	30%	36%	35%	40%
		bd				abcd					
NEVER PLAY GAMES	974	172	262	137	125	974	414	128	855	873	101
	64%	77%	85%	84%	86%	64%	68%	70%	64%	65%	60%
		e	ae	e	ae						

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C1. (SHOWCARD) Please take a look at the options shown on this card and let me know which number applies to you? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1517	223	307	162	145	1517	607	184	1333	1344	167
Married/ Civil partnership	753	135	187	115	71	753	278	85	674	668	87
	50%	61%	61%	71%	49%	50%	46%	46%	51%	50%	52%
		de	de	abde							
Co-habiting	156	16	8	6	1	156	47	12	142	140	11
	10%	7%	3%	4%	1%	10%	8%	6%	11%	10%	7%
		bd				bcd					
Single	402	22	10	6	4	402	144	32	364	340	61
	27%	10%	3%	4%	2%	27%	24%	17%	27%	25%	36%
		bcd				abcd			g		i
Widowed, divorced or separated	206	50	103	34	69	206	139	55	153	196	9
	14%	22%	34%	21%	47%	14%	23%	30%	11%	15%	5%
		e	ace	e	abce			h		j	
Refused	2	1	1	1	-	2	1	-	2	2	-

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C2. How many people are there in your household in total (including yourself)? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
1	258 17%	53 24% e	102 33% ace	38 24% e	64 44% abce	258 17%	155 26%	60 33%	198 15% h	242 18% j	14 8%
2	498 33%	113 51% e	176 57% e	101 62% ade	74 51% e	498 33%	245 40%	73 40%	433 32% h	458 34% j	34 21%
3	313 21%	35 15% bd	22 7% d	19 11% d	4 2%	313 21% bcd	98 16%	23 13%	285 21% g	279 21%	31 19%
4	288 19%	16 7% bcd	7 2%	4 3%	3 2%	288 19% abcd	60 10%	18 10%	270 20% g	252 19%	37 22%
5-6	148 10%	6 3% bc	1 *%	* *%	* *%	148 10% abcd	43 7%	9 5%	137 10% g	104 8%	47 28% i
7-9	13 1%	- -%	- -%	- -%	- -%	13 1%	6 1%	- -%	13 1%	11 1%	4 2%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C3. Do you have any children aged under 16 who live at home with you - where you are their parent or guardian? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
None	972 64%	204 91% e	300 97% ae	155 95% e	145 100% ace	972 64%	453 75%	154 84% h	822 62%	879 65% j	86 51%
1	221 15%	10 4% d	8 2%	7 5% d	* *%	221 15% abcd	65 11%	10 5%	208 16% g	195 15%	25 15%
2	237 16%	8 4% bcd	* *%	- -%	* *%	237 16% abcd	55 9%	16 9%	220 16% g	200 15%	39 23% i
3	75 5%	* *%	- -%	- -%	- -%	75 5% abcd	24 4%	4 2%	70 5%	59 4%	15 9% i
4	11 1%	2 1%	- -%	- -%	- -%	11 1%	8 1%	- -%	11 1%	10 1%	2 1%
5-6	4 *%	- -%	- -%	- -%	- -%	4 *%	2 *%	- -%	4 *%	3 *%	1 1%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C4. And what ages are these children? (MULTI CODE)

Base : Those with children aged under 16 at home

	Total	AGE 55-64 ~a	AGE 65+ ~b	AGE 65-74 ~c	AGE 75+ ~d	AGE All e	AGE/SEG 65+ OR DE f	DISABILITY REPORTS ~g	DISABILITY DOES NOT REPORT h	EMG WHITE i	EMG NON-WHITE ~j
Significance Level: 95%											
Unweighted total	532	19	8	6	2	532	156	39	493	464	67
Effective Weighted Sample	407	15	5	5	2	407	116	22	379	345	55
Total	547	20	8	7	*	547	155	30	513	467	81
Base for %	539	20	8	7	*	539	153	30	505	459	81
Under 1 year old	75	**	**	**	**	75	29	**	72	63	**
	14%	**	**	**	**	14%	19%	**	14%	14%	**
1-4 years old	194	**	**	**	**	194	55	**	184	169	**
	36%	**	**	**	**	36%	36%	**	36%	37%	**
5-7 years old	182	**	**	**	**	182	52	**	170	153	**
	34%	**	**	**	**	34%	34%	**	34%	33%	**
8-11 years old	224	**	**	**	**	224	54	**	212	182	**
	41%	**	**	**	**	41%	35%	**	42%	40%	**
12-15 years old	168	**	**	**	**	168	49	**	156	144	**
	31%	**	**	**	**	31%	32%	**	31%	31%	**
Refused	8	**	**	**	**	8	2	**	8	8	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1516	222	308	163	145	1516	606	184	1332	1344	167
Husband/ Wife/ Partner	895 59%	147 66% de	189 61% d	120 74% bde	69 47%	895 59% d	318 53%	97 53%	802 60%	805 60%	87 52%
Child/ children aged 16 and over	201 13%	42 19% bcde	25 8%	14 9%	10 7%	201 13% bd	67 11%	24 13%	178 13%	168 12%	33 20% i
Mother/ Stepmother/ Partner of Father	159 10%	4 2%	2 1%	2 1%	- -%	159 10% abcd	39 6%	8 4%	149 11% g	120 9%	42 25% i
Father/ Stepfather/ Partner of Mother	84 6%	- -%	- -%	- -%	- -%	84 6% abcd	18 3%	4 2%	77 6% g	68 5%	20 12% i
Brothers/ Sisters/ Stepbrothers/ Stepsisters	82 5%	* *%	1 *%	1 1%	- -%	82 5% abcd	25 4%	4 2%	75 6% g	58 4%	28 17% i
Friend/ other person not related to you aged 16 or over	56 4%	2 1%	- -%	- -%	- -%	56 4% abcd	15 3%	3 2%	52 4%	44 3%	10 6%
Other relative aged 16 or over	36 2%	6 3%	11 4%	3 2%	8 6% e	36 2%	22 4%	5 3%	30 2%	31 2%	6 3%

Columns Tested: a,b,c,d,e - g,h - i,j

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

Table 144

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C5. (SHOWCARD) Which of these adults aged 16 and over live in your household with you, in terms of their relationship to you? (MULTI CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Grandmother	3 *%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	3 *%	3 *%	- -%
Grandfather	3 *%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	3 *%	* *%	2 1% i
None - I am the only adult in the household	330 22%	56 25%	102 33% ace	38 24%	64 44% abce	330 22%	197 32%	62 34% h	268 20%	310 23% j	18 11%
Refused	3	2	-	-	-	3	2	-	3	2	1

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C6. Are you currently working? (SINGLE CODE)

Base : All respondents

	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
		AGE					**AGE/SEG**	**DISABILITY**		**EMG**	
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1518	224	308	163	145	1518	608	184	1335	1345	167
Working full-time (30 hours per week plus)	598 39%	70 31% bcd	10 3% d	9 6% d	1 *%	598 39% abcd	88 15%	14 8%	586 44% g	508 38%	78 47%
Working part-time (Under 30 hours per week)	283 19%	49 22% bcd	18 6% d	17 11% d	1 1%	283 19% bcd	73 12%	29 16%	261 20%	258 19% j	18 10%
Looking for work	45 3%	4 2% b	- -%	- -%	- -%	45 3% bcd	27 4%	3 2%	40 3%	40 3%	8 4%
In full-time education	72 5%	- -%	- -%	- -%	- -%	72 5% abcd	11 2%	2 1%	68 5% g	50 4%	26 16% i
Retired	334 22%	63 28% e	273 89% ace	132 81% ae	141 97% abce	334 22%	283 47%	94 51% h	251 19%	324 24% j	11 7%
Not working	186 12%	38 17% bcde	7 2%	4 3%	2 2%	186 12% bcd	125 21%	42 23% h	128 10%	165 12%	27 16%
Refused	1	-	-	-	-	1	-	-	1	1	-

Columns Tested: a,b,c,d,e - g,h - i,j

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

Table 146

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C7. At what age did you finish your education? IF STILL IN EDUCATION - At what age do you expect to finish your education? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1518	224	308	163	145	1518	608	183	1334	1345	167
Aged 16 or under	524	103	187	86	100	524	353	115	408	507	18
	35%	46%	61%	53%	69%	35%	58%	63%	31%	38%	11%
		e	ae	e	ace			h		j	
Aged 17-18	324	43	47	29	18	324	114	25	297	296	26
	21%	19%	15%	18%	12%	21%	19%	14%	22%	22%	16%
						bd			g		
Aged 19-20	185	15	19	12	8	185	44	12	172	145	40
	12%	7%	6%	7%	5%	12%	7%	7%	13%	11%	24%
						abd			g		i
Aged 21 or over	474	61	55	35	19	474	93	30	447	390	79
	31%	27%	18%	22%	13%	31%	15%	17%	34%	29%	47%
		bd		d		bcd			g		i
Don't know	10	1	-	-	-	10	3	-	10	7	4
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	2%
											i
Refused	1	*	-	-	-	1	*	*	1	1	-

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C8. (SHOWCARD) Which of these options best describes how you feel about your ability to read and write? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Base for %	1519	224	308	163	145	1519	608	184	1335	1346	167
Very confident	1225	184	250	139	111	1225	457	139	1090	1102	114
	81%	82%	81%	85% d	77%	81%	75%	76%	82%	82% j	68%
Fairly confident	251	34	49	21	28	251	125	36	213	208	45
	17%	15%	16%	13%	19%	17%	20%	20%	16%	15%	27% i
Neither confident nor not confident	20	2	6	2	3	20	13	4	15	19	1
	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%
Not very confident	18	2	2	1	2	18	11	3	15	13	7
	1%	1%	1%	*%	1%	1%	2%	1%	1%	1%	4% i
Not at all confident	5	2	1	-	1	5	3	2	2	5	-
	*%	1%	*%	-%	1%	*%	*%	1% h	*%	*%	-%
SUMMARY CODES											
TOTAL CONFIDENT	1476	218	299	160	139	1476	581	175	1303	1310	159
	97%	98%	97%	98%	96%	97%	96%	95%	98%	97%	95%
TOTAL NOT CONFIDENT	22	4	3	1	3	22	14	5	17	17	7
	1%	2%	1%	*%	2%	1%	2%	3%	1%	1%	4% i
TOTAL NEITHER/ DON'T KNOW	20	2	6	2	3	20	13	4	15	19	1
	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%

Columns Tested: a,b,c,d,e - g,h - i,j

OFCOM MEDIA LITERACY TRACKER 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 20th September to 30th October 2017.

Table 148

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C10. (SHOWCARD) Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Up to £199 per week/ Up to £10,399	110 7%	20 9%	27 9%	17 10%	11 7%	110 7%	91 15%	21 12% h	84 6%	100 7%	11 6%
From £200 to £299 per week/ £10,400 to £15,599 per year	149 10%	28 13%	51 17% e	27 17% e	24 17% e	149 10%	97 16%	26 14% h	122 9%	141 10% j	8 5%
From £300 to £499 per week/ £15,600 to £25,999 per year	169 11%	28 13%	37 12%	18 11%	19 13%	169 11%	65 11%	24 13%	147 11%	145 11%	26 15%
From £500 to £699 per week/ £26,000 to £36,399 per year	150 10%	22 10% d	21 7%	17 10% d	4 3%	150 10% d	39 6%	11 6%	141 11% g	136 10%	14 8%
From £700 to £999 per week/ £36,400 to £51,999 per year	123 8%	21 10% bcd	11 4%	7 4%	4 3%	123 8% bd	23 4%	8 5%	115 9%	109 8%	10 6%
£1,000 and above per week / £52,000 and above per year	150 10%	19 9% bd	7 2%	6 4% d	1 *%	150 10% bcd	8 1%	15 8%	138 10%	130 10%	17 10%
Don't know/ Refused	667 44%	85 38%	153 50% ae	71 44%	83 57% ace	667 44%	285 47%	77 42%	589 44%	585 43%	83 49%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C11. Do you have any long-standing illness, disability or infirmity? IF NECESSARY: By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you over a period of time? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Yes	244 16%	45 20%	112 36% ae	50 31% ae	62 43% ace	244 16%	182 30%	184 100% h	61 5%	233 17%	11 7% j
No	1270 84% bcd	177 79%	196 64%	112 69% d	83 57%	1270 84% bcd	425 70%	- -%	1270 95% g	1108 82%	156 93% i
Don't know	4 *%	1 1%	- -%	- -%	- -%	4 *%	1 *%	- -%	4 *%	4 *%	- -%

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C12. Does this illness, disability or infirmity limit your activities in any way? (SINGLE CODE)

Base : Those with a long standing illness/ disability or infirmity

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	f	g	~h	i	~j
Unweighted total	385	72	187	82	105	385	294	293	92	373	12
Effective Weighted Sample	286	55	131	55	76	286	207	192	69	275	10
Total	244	45	112	50	62	244	182	184	61	233	11
Yes	190	**	86	**	50	190	145	184	**	182	**
	78%	**	76%	**	81%	78%	80%	100%	**	78%	**
No	54	**	27	**	12	54	37	-	**	51	**
	22%	**	24%	**	19%	22%	20%	-%	**	22%	**
Don't know	*	**	-	**	-	*	*	-	**	*	**
	*%	**	-%	**	-%	*%	*%	-%	**	*%	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE)

Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		~a	b	~c	~d	e	f	g	~h	i	~j
Unweighted total	307	53	147	60	87	307	241	293	14	297	10
Effective Weighted Sample	227	39	103	40	63	227	169	192	11	217	9
Total	190	33	86	35	50	190	145	184	7	182	9
Base for %	184	32	83	35	48	184	139	184	-	176	6
Cannot walk very far or manage stairs or can only do so with difficulty	76 41%	** **	48 58% e	** **	** **	76 41%	67 48%	80 44%	** **	72 41%	** **
Other illnesses/ health problems which limit daily activities	61 33%	** **	17 21%	** **	** **	61 33% b	36 26%	58 32%	** **	58 33%	** **
Breathlessness or chest pains	46 25%	** **	23 28%	** **	** **	46 25%	37 27%	46 25%	** **	45 25%	** **
Mental health problems or difficulties	36 19%	** **	2 2%	** **	** **	36 19% b	24 17%	29 16%	** **	33 18%	** **
Poor hearing, partial hearing or deafness	20 11%	** **	12 15%	** **	** **	20 11%	14 10%	23 12%	** **	20 12%	** **
Limited ability to reach	18 10%	** **	7 8%	** **	** **	18 10%	14 10%	18 10%	** **	17 9%	** **
Poor vision, partial sight or blindness	18 10%	** **	13 15%	** **	** **	18 10%	16 11%	19 10%	** **	17 9%	** **
Cannot walk at all/ use a wheelchair	17 9%	** **	5 6%	** **	** **	17 9%	11 8%	17 9%	** **	15 8%	** **

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C13. (SHOWCARD) Which of these limit your activities? (MULTI CODE)

Base : Those whose long standing illness/ disability or infirmity limits their activities in any way

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	**65+**	**65-74**	**75+**	**All**	**65+ OR DE**	**REPORTS**	**DOES NOT REPORT**	**WHITE**	**NON-WHITE**
Significance Level: 95%		~a	b	~c	~d	e	f	g	~h	i	~j
Unweighted total	307	53	147	60	87	307	241	293	14	297	10
Effective Weighted Sample	227	39	103	40	63	227	169	192	11	217	9
Total	190	33	86	35	50	190	145	184	7	182	9
Dyslexia	7	**	1	**	**	7	5	4	**	7	**
	4%	**	1%	**	**	4%	4%	2%	**	4%	**
Difficulty in speaking or communicating	6	**	*	**	**	6	2	3	**	4	**
	3%	**	*%	**	**	3%	1%	2%	**	2%	**
Refused	7	**	3	**	**	7	6	-	**	5	**

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C14. (SHOWCARD) Which of these options applies to your home? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Being bought on mortgage	479	45	20	15	5	479	65	21	460	435	38
	32%	20%	6%	9%	3%	32%	11%	12%	34%	32%	23%
		bcd		d		abcd			g	j	
Owned outright by the household	425	114	203	105	98	425	227	71	363	396	33
	28%	51%	66%	65%	67%	28%	37%	38%	27%	29%	20%
		e	ae	ae	ae			h		j	
Rented from Local Authority/ Housing Association/ Trust	329	48	68	35	33	329	205	70	254	283	41
	22%	21%	22%	21%	23%	22%	34%	38%	19%	21%	25%
								h			
Rented from Private Landlord	252	15	11	6	5	252	97	19	227	206	47
	17%	7%	4%	4%	3%	17%	16%	10%	17%	15%	28%
						abcd			g		i
Other	15	*	5	1	4	15	8	2	13	13	1
	1%	*%	2%	1%	3%	1%	1%	1%	1%	1%	1%
					a						
Don't know	19	2	1	1	1	19	5	*	18	13	7
	1%	1%	*%	*%	*%	1%	1%	*%	1%	1%	4%
											i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C15. (SHOWCARD) How would you describe your national identity? (SINGLE CODE)

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
English	840	132	199	97	102	840	370	116	719	822	15
	55%	59%	65%	60%	70%	55%	61%	63%	54%	61%	9%
			e		ace			h		j	
Scottish	127	20	26	14	12	127	51	15	114	127	-
	8%	9%	8%	9%	8%	8%	8%	8%	9%	9%	-%
										j	
Welsh	40	8	11	5	6	40	21	11	29	39	*
	3%	3%	4%	3%	4%	3%	3%	6%	2%	3%	*%
								h			
Northern Irish	17	2	8	6	2	17	12	4	13	17	-
	1%	1%	3%	4%	1%	1%	2%	2%	1%	1%	-%
			e	e							
British	381	55	55	33	22	381	121	30	353	283	98
	25%	25%	18%	20%	15%	25%	20%	16%	26%	21%	59%
		bd				bd			g		i
Other	114	6	8	7	1	114	32	8	107	58	54
	7%	3%	3%	4%	1%	7%	5%	4%	8%	4%	32%
						abd					i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	Total	AGE 55-64	AGE 65+	AGE 65-74	AGE 75+	AGE All	AGE/SEG 65+ OR DE	DISABILITY REPORTS	DISABILITY DOES NOT REPORT	EMG WHITE	EMG NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
WHITE											
British	725	115	142	73	69	725	272	97	630	725	-
	48%	52%	46%	45%	47%	48%	45%	53%	47%	54% j	-%
English	386	63	105	53	52	386	181	52	332	386	-
	25%	28%	34% e	32%	36% e	25%	30%	28%	25%	29% j	-%
Scottish	119	20	25	14	11	119	48	14	107	119	-
	8%	9%	8%	8%	8%	8%	8%	7%	8%	9% j	-%
Welsh	35	6	12	5	7	35	21	10	25	35	-
	2%	3%	4%	3%	5%	2%	3%	6% h	2%	3%	-%
Irish	20	2	9	6	3	20	15	4	16	20	-
	1%	1%	3%	4% e	2%	1%	2%	2%	1%	2%	-%
Any other white background	60	4	4	3	1	60	20	1	59	60	-
	4%	2%	1%	2%	1%	4% bd	3%	*%	4% g	4% j	-%
MIXED											
White and Black Caribbean	13	-	-	-	-	13	4	*	12	-	9
	1%	-%	-%	-%	-%	1%	1%	*%	1%	-%	6% i
White and Black African	6	1	-	-	-	6	2	*	5	-	5
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	3% i
White and Asian	4	-	-	-	-	4	-	-	4	-	3
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	2% i

Columns Tested: a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
Any other mixed background	3	-	2	2	-	3	3	-	3	-	3
	*%	-%	1%	1%	-%	*%	*%	-%	*%	-%	2% i
ASIAN AND BRITISH ASIAN											
Indian	15	2	1	-	1	15	3	-	15	-	22
	1%	1%	*%	-%	1%	1%	1%	-%	1%	-%	13% i
Pakistani	28	2	1	-	1	28	12	-	28	-	44
	2%	1%	*%	-%	*%	2% b	2%	-%	2% g	-%	26% i
Bangladeshi	7	-	-	-	-	7	-	*	7	-	13
	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	8% i
Any other Asian background	10	-	-	-	-	10	3	-	10	-	15
	1%	-%	-%	-%	-%	1%	*%	-%	1%	-%	9% i
BLACK AND BLACK BRITISH											
Caribbean	22	4	2	2	-	22	4	1	21	-	15
	1%	2%	1%	1%	-%	1%	1%	*%	2%	-%	9% i
African	36	2	3	2	1	36	10	1	36	-	25
	2%	1%	1%	1%	1%	2%	2%	*%	3% g	-%	15% i
Any other black background	1	-	-	-	-	1	1	1	-	-	1
	*%	-%	-%	-%	-%	*%	*%	1% h	-%	-%	*% i

Columns Tested:　a,b,c,d,e - g,h - i,j

Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

C16. (SHOWCARD) Which one of these groups best describes your ethnic group or background? (SINGLE CODE)

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1875	296	480	239	241	1875	848	293	1582	1710	159
Effective Weighted Sample	1409	227	342	164	182	1409	605	192	1203	1264	126
Total	1519	224	308	163	145	1519	608	184	1335	1346	167
MIDDLE EAST AND ARABIC ORIGIN											
Iranian	2	-	-	-	-	2	1	-	2	-	1
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	1%
											i
CHINESE OR OTHER ETHNIC GROUP											
Chinese	2	-	-	-	-	2	-	-	2	-	2
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	1%
											i
Any other background	19	2	2	2	-	19	6	2	17	-	11
	1%	1%	1%	1%	-%	1%	1%	1%	1%	-%	6%
											i
Refused	5	*	1	1	*	5	1	-	5	-	-
	*%	*%	*%	1%	*%	*%	*%	-%	*%	-%	-%

Columns Tested: a,b,c,d,e - g,h - i,j