OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

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

NATION

Base : All respondents

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
England	1195 85%	176 84%	237 83%	126 84%	111 83%	1195 85%	475 85%	126 82%	1069 85%	1067 84%	123 97% i
Scotland	126 9%	20 10%	28 10%	13 9%	14 11%	126 9%	50 9%	11 7%	115 9%	125 10% j	1 1%
Wales	56 4%	9 4%	13 5%	8 5%	6 4%	56 4%	24 4%	14 9% h	43 3%	55 4%	2 1%
Northern Ireland	28 2%	4 2%	6 2%	3 2%	3 2%	28 2%	12 2%	3 2%	25 2%	28 2%	* *%

Columns Tested:　a,b,c,d,e - g,h - i,j

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

LOCATION

Base : All respondents

				AGE			AGE/SEG	DISABILITY		EMG	
	Total	**55-64**	**65+**	**65-74**	**75+**	**All**	**65+ OR DE**	**REPORTS**	**DOES NOT REPORT**	**WHITE**	**NON-WHITE**
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Urban	1217 87%	185 89%	238 84%	126 84%	113 84%	1217 87%	490 87%	129 84%	1089 87%	1087 85%	125 99% i
Rural	188 13%	24 11%	45 16%	24 16%	21 16%	188 13%	71 13%	25 16%	162 13%	187 15% j	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
London	194 14%	17 8%	23 8%	11 7%	12 9%	194 14% abcd	58 10%	5 3%	187 15% g	126 10%	67 53% i
South East	181 13%	28 13%	43 15%	23 15%	20 15%	181 13%	66 12%	15 10%	165 13%	168 13%	12 9%
South West	122 9%	18 9%	25 9%	15 10%	10 8%	122 9%	44 8%	9 6%	114 9%	120 9% j	1 1%
Eastern	132 9%	17 8%	30 11%	15 10%	16 12%	132 9%	51 9%	26 17% h	109 9%	124 10%	9 7%
East Midlands	107 8%	18 9%	23 8%	11 7%	12 9%	107 8%	50 9%	15 10%	91 7%	101 8%	5 4%
West Midlands	125 9%	20 10%	25 9%	13 9%	11 8%	125 9%	51 9%	12 8%	112 9%	113 9%	12 10%
Wales	56 4%	9 4%	13 5%	8 5%	6 4%	56 4%	24 4%	14 9% h	43 3%	55 4%	2 1%
Yorkshire & Humber	113 8%	21 10%	23 8%	11 7%	12 9%	113 8%	46 8%	17 11%	96 8%	101 8%	10 8%
North East	58 4%	13 6%	13 5%	7 4%	6 5%	58 4%	35 6%	10 7% h	49 4%	58 5% j	- -%
North West	163 12%	24 12%	31 11%	20 14%	11 8%	163 12%	73 13%	17 11%	146 12%	156 12% j	6 5%
Scotland	126 9%	20 10%	28 10%	13 9%	14 11%	126 9%	50 9%	11 7%	115 9%	125 10% j	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Northern Ireland	28	4	6	3	3	28	12	3	25	28	*
	2%	2%	2%	2%	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.

SOCIO ECONOMIC GROUP

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
A	37	11	7	5	2	37	7	1	36	34	3
	3%	5% bde	2%	3%	2%	3%	1%	1%	3%	3%	2%
B	339	45	61	32	29	339	61	30	313	317	22
	24%	22%	22%	22%	22%	24%	11%	20%	25%	25%	17%
C1	376	54	64	35	29	376	64	31	347	333	48
	27%	26%	23%	23%	22%	27%	11%	20%	28% g	26%	38% i
C2	306	47	62	35	27	306	62	32	278	281	19
	22%	23%	22%	23%	20%	22%	11%	21%	22%	22%	15%
D	183	27	31	18	12	183	189	20	161	154	24
	13%	13%	11%	12%	9%	13%	34%	13%	13%	12%	19% i
E	165	24	59	25	34	165	177	39	116	155	10
	12%	12%	21% ae	17% e	25% ace	12%	32%	25% h	9%	12%	8%
SUMMARY CODES											
AB	376	56	68	37	31	376	68	32	349	351	25
	27%	27%	24%	25%	23%	27%	12%	21%	28% g	28%	20%
DE	348	51	90	43	46	348	367	59	277	309	34
	25%	24%	32% ae	29%	35% ae	25%	65%	38% h	22%	24%	27%
ABC1	751	110	132	71	60	751	132	63	696	684	72
	53%	53%	46%	48%	45%	53% bd	23%	41%	56% g	54%	57%
C2DE	654	98	152	78	74	654	429	91	555	590	53
	47%	47%	54% e	52%	55% e	47%	77%	59% h	44%	46%	43%

Columns Tested:　a,b,c,d,e - g,h - i,j

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

Table 15

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

RESPONDENT'S AGE

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
16 - 17	29 2%	- -%	- -%	- -%	- -%	29 2% abcd	11 2%	1 *%	28 2%	25 2%	4 4%
18 - 24	147 10%	- -%	- -%	- -%	- -%	147 10% abcd	40 7%	6 4%	142 11% g	120 9%	29 23% i
25 - 34	259 18%	- -%	- -%	- -%	- -%	259 18% abcd	61 11%	7 5%	248 20% g	227 18%	28 22%
35 - 44	255 18%	- -%	- -%	- -%	- -%	255 18% abcd	62 11%	17 11%	240 19% g	221 17%	33 26% i
45 - 54	222 16%	- -%	- -%	- -%	- -%	222 16% abcd	52 9%	17 11%	206 16% g	205 16%	16 12%
55 - 64	208 15% bcde	208 100% bcde	- -%	- -%	- -%	208 15% bcd	51 9%	30 19% h	179 14%	197 15%	12 9%
65 - 74	150 11%	- -%	150 53% ade	150 100% abde	- -%	150 11% ad	150 27%	28 18% h	124 10%	148 12% j	2 1%
75 - 79	77 6%	- -%	82 29% ace	- -%	82 61% abce	77 6% ac	82 15%	23 15% h	54 4%	75 6%	3 2%
80+	57 4%	- -%	52 18% ace	- -%	52 39% abce	57 4% ac	52 9%	26 17% h	31 2%	57 4% 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 AGE

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%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
SUMMARY CODES											
16 - 24	177 13%	- -%	- -%	- -%	- -%	177 13% abcd	51 9%	7 4%	171 14% g	145 11%	34 27% i
25 - 44	514 37%	- -%	- -%	- -%	- -%	514 37% abcd	123 22%	24 15%	488 39% g	448 35%	60 48% i
45 - 64	431 31%	208 100% bcde	- -%	- -%	- -%	431 31% bcd	103 18%	47 30%	384 31%	402 32% j	27 22%
55+	492 35%	208 100% e	283 100% e	150 100% e	134 100% e	492 35%	334 60%	107 69% h	387 31%	477 37% j	16 13%
65+	283 20%	- -%	283 100% ae	150 100% ae	134 100% ae	283 20% a	283 51%	77 50% h	208 17%	279 22% j	5 4%
75+	134 10%	- -%	134 47% ace	- -%	134 100% abce	134 10% ac	134 24%	49 32% h	84 7%	131 10% j	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.

RESPONDENT'S GENDER

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Male	689 49%	108 52% bd	125 44%	72 48%	54 40%	689 49%	246 44% d	69 45%	627 50%	619 49%	63 50%
Female	717 51%	100 48%	158 56% a	78 52%	80 60% ae	717 51%	314 56%	85 55%	624 50%	656 51%	63 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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Mobile phone or Smartphone	1318 94% bcd	194 93%	228 81% d	131 87% bd	98 73%	1318 94% bcd	495 88%	125 81%	1195 96% g	1191 93%	122 97%
Standard TV set	1054 75%	165 79%	240 85% ce	117 78%	124 92% abce	1054 75%	452 81%	130 84% h	925 74%	967 76% j	85 67%
Computer - laptop, desktop or netbook computer (PC or Mac)	999 71%	159 77% bcd	153 54% d	99 66% bd	54 40%	999 71% bd	299 53%	82 53%	919 73% g	906 71%	94 75%
Tablet (like an iPad, Kindle Fire or Google Nexus)	888 63%	134 64% bcd	117 41% d	76 51% bd	41 30%	888 63% bcd	276 49%	80 52%	811 65% g	820 64% j	65 52%
Radio set (either DAB or AM/ FM)	847 60%	147 71% e	218 77% e	114 76% e	105 78% ae	847 60%	347 62%	108 70% h	742 59%	809 63% j	37 30%
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	715 51%	123 59% bde	131 46%	78 52% d	53 39%	715 51% d	244 44%	66 42%	648 52% g	673 53% j	43 35%
Games console or handheld games player	552 39%	60 29% bcd	22 8%	16 11% d	5 4%	552 39% abcd	146 26%	40 26%	514 41% g	507 40%	43 34%

Columns Tested:　a,b,c,d,e - g,h - i,j

Any break column with 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Smart TV set (a TV set that connects directly to the internet)	537	77	58	40	18	537	151	36	501	491	44
	38%	37%	21%	27%	14%	38%	27%	23%	40%	39%	35%
		bcd	d	d		bcd			g		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	293	37	19	14	5	293	74	19	274	278	15
	21%	18%	7%	9%	4%	21%	13%	13%	22%	22%	12%
		bcd		d		bcd			g	j	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	152	17	7	6	1	152	27	11	142	146	6
	11%	8%	2%	4%	1%	11%	5%	7%	11%	11%	5%
		bcd		d		bcd				j	
ANY TV	1364	207	278	144	134	1364	549	153	1212	1242	118
	97%	99%	98%	96%	100%	97%	98%	99%	97%	97%	94%
		c			bce			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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Mobile phone or Smartphone	1260 90%	183 88% bcd	193 68% d	112 75% d	80 60%	1260 90% bcd	453 81%	109 71%	1152 92% g	1137 89%	118 93%
Standard TV set	978 70%	157 75%	233 82% ace	111 74%	122 91% abce	978 70%	428 76%	127 82% h	852 68%	904 71% j	74 59%
Computer - laptop, desktop or netbook computer (PC or Mac)	925 66%	147 71% bcd	132 47% d	85 57% bd	47 35%	925 66% bcd	263 47%	73 47%	855 68% g	839 66%	85 68%
Tablet (like an iPad, Kindle Fire or Google Nexus)	780 56%	118 57% bcd	97 34%	60 40% d	36 27%	780 56% bcd	233 42%	68 44%	713 57% g	719 56% j	58 46%
Radio set (either DAB or AM/ FM)	724 51%	132 64% e	192 68% e	103 69% e	90 67% e	724 51%	303 54%	94 61% h	633 51%	695 55% j	28 22%
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	613 44%	104 50% bd	104 37% d	65 43% d	39 29%	613 44% bd	202 36%	55 36%	557 45% g	576 45% j	39 31%
Smart TV set (a TV set that connects directly to the internet)	512 36%	76 37% bcd	56 20% d	40 27% bd	16 12%	512 36% bcd	141 25%	35 23%	476 38% g	467 37%	43 34%

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

Any break column with 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Games console or handheld games player	333	21	9	6	2	333	91	26	310	304	29
	24%	10%	3%	4%	2%	24%	16%	17%	25%	24%	23%
		bcd				abcd			g		
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	248	32	17	13	4	248	63	17	230	237	10
	18%	15%	6%	9%	3%	18%	11%	11%	18%	19%	8%
		bcd		d		bcd			g	j	
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	99	12	2	1	1	99	13	6	95	98	1
	7%	6%	1%	1%	1%	7%	2%	4%	8%	8%	1%
		bcd				bcd			g	j	
ANY TV	1313	203	273	140	132	1313	527	153	1161	1201	111
	93%	97%	96%	94%	99%	93%	94%	99%	93%	94%	88%
		e	e		bce			h		j	
None of these	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Mobile phone or Smartphone	576 41%	41 20% bd	36 13% d	30 20% bd	6 4%	576 41% abcd	179 32%	34 22%	545 44% g	495 39%	79 63% i
Standard TV set	321 23%	68 32% e	143 50% ace	58 39% e	84 63% abce	321 23%	207 37%	61 39% h	257 21%	305 24% j	16 13%
Computer - laptop, desktop or netbook computer (PC or Mac)	156 11%	32 15% bde	28 10%	20 13% d	9 7%	156 11% d	44 8%	13 8%	145 12%	143 11%	12 9%
Smart TV set (a TV set that connects directly to the internet)	131 9%	31 15% bde	24 8%	16 11% d	8 6%	131 9%	45 8%	10 7%	120 10%	119 9%	12 10%
Tablet (like an iPad, Kindle Fire or Google Nexus)	101 7%	19 9% d	19 7%	13 9% d	6 4%	101 7%	29 5%	12 8%	90 7%	100 8% j	1 1%
Radio set (either DAB or AM/ FM)	45 3%	7 4%	23 8% ae	8 5%	15 11% ace	45 3%	27 5%	14 9% h	32 3%	44 3%	2 1%
Digital video recorder/ DVR (like Sky Plus, TiVo/ V Plus or Freeview Plus)	26 2%	5 2%	5 2%	1 1%	4 3%	26 2%	7 1%	2 1%	24 2%	25 2%	1 1%
Games console or handheld games player	20 1%	1 *%	1 *%	- -%	1 1%	20 1%	7 1%	4 3% h	15 1%	18 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	5 *%	- -%	1 *%	1 *%	- -%	5 *%	3 1%	2 1% h	2 *%	5 *%	- -%
Wearable technology like a smartwatch (like an Apple Watch) or a fitness tracker (like a Fitbit)	1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%
ANY TV	453 32%	99 47% e	167 59% ace	75 50% e	92 69% abce	453 32%	252 45%	71 46% h	377 30%	424 33% j	29 23%
None of these	24 2%	4 2%	4 1%	3 2%	2 1%	24 2%	12 2%	2 1%	21 2%	21 2%	2 1%

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

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

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	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
Yes	1008	123	78	58	20	1008	281	65	944	900	104
	80%	67%	41%	52%	25%	80%	62%	59%	82%	79%	88%
		bcd	d	bd		abcd			g		i
No	230	55	113	54	59	230	161	43	187	215	13
	18%	30%	59%	48%	73%	18%	36%	39%	16%	19%	11%
		e	ace	ae	abce			h		j	
Don't know	23	5	2	-	2	23	10	2	21	22	1
	2%	3%	1%	-%	2%	2%	2%	2%	2%	2%	1%
		c									

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

Any break column with 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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
SMARTPHONE	1008 72%	123 59% bcd	78 28% d	58 39% bd	20 15%	1008 72% abcd	281 50%	65 42%	944 75% g	900 71%	104 82% i
NOT A SMARTPHONE	230 16%	55 26% e	113 40% ae	54 36% ae	59 44% ae	230 16%	161 29%	43 28%	187 15% h	215 17%	13 10%
UNSURE WHETHER SMARTPHONE	23 2%	5 2% bc	2 1%	- -%	2 1%	23 2%	10 2%	2 1%	21 2%	22 2%	1 1%
USES A MOBILE PHONE	1260 90%	183 88% bcd	193 68% d	112 75% d	80 60%	1260 90% bcd	453 81%	109 71%	1152 92% g	1137 89%	118 93%
DOES NOT USE A MOBILE PHONE	145 10%	26 12%	91 32% ae	37 25% ae	54 40% abce	145 10%	108 19%	45 29% h	99 8%	138 11%	8 7%

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

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

T1. (SHOWCARD) Which, if any, of these types of television does your household receive at the moment? (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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Virgin Media (Cable TV)	213	33	32	17	15	213	74	18	194	193	16
	15%	16%	11%	11%	11%	15% b	13%	12%	15%	15%	13%
Sky Satellite TV	534	83	77	44	34	534	166	39	497	475	58
	38%	40% bcd	27%	29%	25%	38% bcd	30%	26%	40% g	37%	46%
Freesat Satellite TV	78	15	20	15	6	78	36	11	67	71	6
	6%	7%	7%	10% de	4%	6%	6%	7%	5%	6%	5%
Other Satellite TV	31	1	-	-	-	31	4	1	30	28	2
	2%	1%	-%	-%	-%	2% bcd	1%	1%	2%	2%	2%
Freeview (through a set-top box or television set)	546	89	153	70	83	546	269	81	465	517	31
	39%	43%	54% ae	47% e	62% abce	39%	48%	53% h	37%	41% j	25%
BT TV (formerly BT Vision)	74	8	19	13	6	74	30	11	63	71	3
	5%	4%	7%	8% ae	5%	5%	5%	7%	5%	6%	2%
Talk Talk TV	45	7	12	8	4	45	22	4	42	39	6
	3%	4%	4%	5%	3%	3%	4%	2%	3%	3%	5%
EE TV	8	2	1	1	-	8	3	1	8	8	-
	1%	1%	*%	1%	-%	1%	1%	*%	1%	1%	-%
No TV in the household	41	2	5	5	-	41	12	1	39	32	8
	3%	1%	2% d	4% ad	-%	3% d	2%	1%	3% g	3%	6% i
Don't know	18	-	6	3	3	18	12	2	16	17	1
	1%	-%	2% a	2% a	2% a	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	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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
SUMMARY CODES											
ANY SATELLITE	629	97	95	57	38	629	202	50	580	561	66
	45%	46%	34%	38%	29%	45%	36%	33%	46%	44%	52%
		bd		d		bd			g		
ANY TV SETS IN THE HOUSEHOLD	1346	207	272	142	130	1346	537	151	1196	1225	117
	96%	99%	96%	95%	98%	96%	96%	98%	96%	96%	93%
		bce									

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

Any break column with 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 on-demand? By on-demand we mean watching TV programmes or films via online services such as BBC iPlayer, Netflix, Amazon Prime, Sky Go etc. This could be through your television service or on any device you use to go online (SINGLE CODE)

Base : All respondents

	Total	| AGE 55-64 a	65+ b	65-74 c	75+ d	All e	AGE/SEG 65+ OR DE f	DISABILITY REPORTS g	DOES NOT REPORT h	EMG WHITE i	NON-WHITE j
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Yes	710	93	71	48	23	710	205	50	661	665	45
	51%	44%	25%	32%	17%	51%	37%	32%	53%	52%	36%
		bcd	d	d		bcd			g	j	
No	694	116	211	102	109	694	354	104	589	608	81
	49%	56%	74%	68%	81%	49%	63%	67%	47%	48%	64%
			ae	ae	abce			h			i
Don't know	1	-	1	-	1	1	2	*	1	1	-
	*%	-%	1%	-%	1%	*%	*%	*%	*%	*%	-%
			e		e						

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

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

T3. (SHOWCARD) How do you choose what TV programmes or films to watch on-demand? (MULTI CODE)

Base : Those who watch TV programmes or films on-demand

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	~j
Unweighted total	891	112	117	69	48	891	282	78	813	845	46
Effective Weighted Sample	699	94	83	51	35	699	212	45	641	656	41
Total	710	93	71	48	23	710	205	50	661	665	45
PROMPTED RESPONSES											
If it's something I missed when it was shown/ originally broadcast	452	58	50	**	**	452	133	**	421	427	**
	64%	62%	71%	**	**	64%	65%	**	64%	64%	**
Friends or family tell me about them/ recommend them	351	41	19	**	**	351	84	**	331	324	**
	49%	44%	26%	**	**	49%	41%	**	50%	49%	**
		b				b					
Trailers or adverts on TV/ radio	245	34	12	**	**	245	55	**	231	226	**
	34%	37%	17%	**	**	34%	27%	**	35%	34%	**
		b				b					
I see it recommended or highlighted by the 'on demand' service (newly added/ most popular/ you might enjoy sections)	151	21	10	**	**	151	34	**	137	138	**
	21%	23%	14%	**	**	21%	17%	**	21%	21%	**
It's discussed or reviewed on TV, radio or in newspapers or magazines	124	21	9	**	**	124	26	**	119	108	**
	18%	22%	12%	**	**	18%	13%	**	18%	16%	**
		b									
Somebody mentions it on social media	124	10	3	**	**	124	30	**	116	113	**
	18%	11%	5%	**	**	18%	14%	**	18%	17%	**
						b					

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

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

T3. (SHOWCARD) How do you choose what TV programmes or films to watch on-demand? (MULTI CODE)

Base : Those who watch TV programmes or films on-demand

	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	891	112	117	69	48	891	282	78	813	845	46
Effective Weighted Sample	699	94	83	51	35	699	212	45	641	656	41
Total	710	93	71	48	23	710	205	50	661	665	45
UNPROMPTED RESPONSES											
I look through the guide/ planner	17	4	3	**	**	17	9	**	14	17	**
	2%	4%	4%	**	**	2%	5%	**	2%	3%	**
Other	19	5	5	**	**	19	10	**	15	18	**
	3%	6%	7%	**	**	3%	5%	**	2%	3%	**
			e								
Don't know	4	-	3	**	**	4	3	**	4	4	**
	1%	-%	4%	**	**	1%	1%	**	1%	1%	**
			ae								

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

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

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Licence fee/ by the public	1138 81%	195 93% de	253 89% e	136 91% e	117 88% e	1138 81%	465 83%	127 82%	1011 81%	1053 83% j	84 66%
Advertising	48 3%	1 *%	6 2% ad	6 4% ad	- -%	48 3% ad	18 3%	3 2%	44 4%	35 3%	13 10% i
By the government	37 3%	3 2%	12 4%	4 3%	8 6% ae	37 3%	18 3%	3 2%	34 3%	33 3%	5 4%
Programme sponsorship	10 1%	- -%	- -%	- -%	- -%	10 1%	5 1%	1 1%	9 1%	8 1%	2 2%
Magazine/ book/ video/ DVD sales	2 *%	1 *%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	1 *%	1 1% i
Sales of programmes and/or services to other channels/countries	1 *%	- -%	1 *%	1 1%	- -%	1 *%	1 *%	3 2% h	- -%	1 *%	- -%
Other	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	2 *%	- -%
Don't know	167 12%	9 4%	11 4%	3 2% c	8 6%	167 12% abcd	55 10%	18 11%	149 12%	142 11%	21 17% 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Advertising	1026 73%	169 81% e	240 85% e	128 86% e	112 83% e	1026 73%	419 75%	120 78%	910 73%	961 75% j	62 49%
Licence fee/ by the public	97 7%	13 6%	12 4%	7 5%	4 3%	97 7% bd	39 7%	9 6%	87 7%	76 6%	21 16% i
Programme sponsorship	45 3%	5 3%	5 2%	4 2%	1 1%	45 3% d	11 2%	2 2%	43 3%	35 3%	10 8% i
Sales of programmes and services to other channels/countries	17 1%	1 *%	3 1%	2 1%	1 1%	17 1%	6 1%	1 1%	15 1%	12 1%	4 3% i
By the government	14 1%	1 *%	1 1%	* *%	1 1%	14 1%	6 1%	1 1%	12 1%	10 1%	4 3% i
Magazine/ book/ video/ DVD sales	1 *%	- -%	* *%	- -%	* *%	1 *%	* *%	- -%	1 *%	1 *%	- -%
Other	8 1%	- -%	1 *%	- -%	1 1%	8 1%	4 1%	1 1%	8 1%	5 *%	3 2% i
Don't know	199 14%	19 9%	21 7%	8 6%	13 10%	199 14% abcd	74 13%	20 13%	177 14%	173 14%	23 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.

T6. How is the Sky or Virgin Media TV service 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Those with Sky or Virgin Media pay for it/ subscriptions to Sky or Virgin	733 52%	109 52% d	134 47% d	83 55% d	51 38%	733 52% d	272 49%	84 54%	653 52%	683 54% j	47 38%
Advertising	347 25%	64 31% e	76 27%	38 26%	37 28%	347 25%	136 24%	32 21%	315 25%	313 25%	34 27%
Programme sponsorship	45 3%	9 5% bc	5 2%	2 1%	3 2%	45 3%	16 3%	2 2%	42 3%	37 3%	7 6%
Licence fee/ by the public	39 3%	6 3% c	3 1%	* *%	3 2%	39 3% bc	15 3%	2 1%	36 3%	33 3%	5 4%
Sales of programmes and/or services to other channels/countries	30 2%	1 1%	5 2%	5 3% a	1 1%	30 2%	10 2%	* *%	30 2% g	24 2%	7 5% i
By the government	8 1%	* *%	1 *%	1 1%	* *%	8 1%	3 1%	- -%	8 1%	3 *%	4 3% i
Other	5 *%	* *%	2 1%	- -%	2 1% e	5 *%	3 1%	3 2% h	2 *%	5 *%	- -%
Don't know	198 14%	19 9%	58 20% ace	21 14%	37 28% abce	198 14% a	105 19%	31 20% h	165 13%	176 14%	22 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
No, do not have any concerns	895 64%	123 59% bd	134 47%	80 54% d	54 40%	895 64% bcd	328 59%	69 45%	821 66% g	812 64%	80 64%
Violence (in general)	146 10%	27 13%	53 19% e	23 16% e	29 22% ae	146 10%	77 14%	29 19% h	121 10%	131 10%	15 12%
Bad/ offensive language (spoken or song lyrics)	115 8%	18 9%	44 15% ae	18 12% e	26 19% ace	115 8%	60 11%	21 14% h	95 8%	102 8%	14 11%
Too many repeats	97 7%	12 6%	35 12% ae	16 10%	19 14% ae	97 7%	54 10%	19 12% h	82 7%	91 7%	7 5%
Sex/ nakedness (in general)	88 6%	13 6%	31 11% ae	13 9%	17 13% ae	88 6%	46 8%	12 8%	74 6%	75 6%	13 10% i
Poor quality programmes	88 6%	13 6%	29 10% e	15 10% e	14 10% e	88 6%	47 8%	14 9% h	73 6%	84 7%	3 3%
Too many reality TV programmes	82 6%	17 8%	26 9% e	15 10% e	12 9%	82 6%	40 7%	9 6%	73 6%	74 6%	7 5%
Inappropriate programmes shown before the watershed	64 5%	9 4%	15 5%	9 6%	7 5%	64 5%	24 4%	8 5%	56 5%	61 5%	3 2%
Too many/ too long advertising breaks	64 5%	9 4%	19 7% e	9 6%	10 8% e	64 5%	32 6%	8 5%	55 4%	53 4%	9 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Lack of originality/ programmes are too similar	58 4%	10 5%	17 6%	9 6%	8 6%	58 4%	30 5%	11 7% h	48 4%	55 4%	4 3%
Too many programmes with celebrities	43 3%	6 3%	11 4%	4 3%	6 5%	43 3%	22 4%	5 3%	38 3%	36 3%	7 5%
People behaving badly	42 3%	7 4%	12 4%	6 4%	6 5%	42 3%	23 4%	3 2%	38 3%	35 3%	6 5%
Bad taste/ shock tactics	40 3%	6 3%	14 5% e	6 4%	8 6% e	40 3%	20 4%	6 4%	34 3%	40 3%	* *%
Too many American programmes	27 2%	2 1%	15 5% ae	5 3%	10 7% ae	27 2%	16 3%	7 5% h	21 2%	27 2%	1 1%
Drug use/ drug references	27 2%	2 1%	8 3%	3 2%	5 3%	27 2%	12 2%	3 2%	24 2%	24 2%	4 3%
Intrusive/ confrontational	26 2%	3 1%	7 2%	3 2%	4 3%	26 2%	12 2%	5 3%	22 2%	22 2%	3 3%
Religion - Discriminatory treatment or portrayal of people based on religion	22 2%	5 2%	4 2%	3 2%	2 1%	22 2%	8 1%	2 2%	20 2%	15 1%	6 5% i
Inappropriate content in the advertisements	19 1%	2 1%	4 1%	1 1%	2 2%	19 1%	9 2%	2 1%	18 1%	16 1%	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Race - Discriminatory treatment or portrayal of people based on race	19	3	3	1	2	19	6	2	18	12	5
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	4% i
Not enough programmes for my age group	19	4	6	2	5	19	10	4	15	17	2
	1%	2%	2%	1%	3% e	1%	2%	2%	1%	1%	1%
Too much sport	19	3	7	5	2	19	14	4	14	18	1
	1%	1%	2%	3% e	1%	1%	2%	3%	1%	1%	1%
Irritating/ annoying sponsorship messages	18	4	3	2	1	18	5	1	18	15	3
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Inaccurate/ biased information broadcast	18	3	3	1	2	18	6	2	16	17	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*%
Age - Discriminatory treatment or portrayal of people based on age	15	2	5	3	3	15	7	1	14	13	2
	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	14	*	2	2	*	14	5	1	13	12	3
	1%	*%	1%	1%	*%	1%	1%	*%	1%	1%	2%

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Disability - Discriminatory treatment or portrayal of people based on disability	13 1%	2 1%	3 1%	1 *%	2 2%	13 1%	3 1%	2 1%	12 1%	12 1%	1 1%
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	13 1%	2 1%	3 1%	2 1%	1 1%	13 1%	4 1%	2 1%	12 1%	11 1%	3 2%
Not enough racial diversity	13 1%	2 1%	1 *%	* *%	1 1%	13 1%	5 1%	1 1%	13 1%	9 1%	3 2%
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	13 1%	2 1%	4 1%	1 1%	2 2%	13 1%	6 1%	1 1%	12 1%	12 1%	1 1%
Phone-in competitions that are fixed/ faked	11 1%	5 2% e	2 1%	1 1%	1 1%	11 1%	6 1%	2 1%	9 1%	10 1%	1 1%
Beliefs other than religion - Discriminatory treatment or portrayal of people based on beliefs other than religion	9 1%	3 1%	1 *%	1 1%	* *%	9 1%	4 1%	1 1%	8 1%	8 1%	1 *%
Programmes cancelled by the broadcasters to save money	6 *%	2 1%	* *%	* *%	* *%	6 *%	2 *%	- -%	6 *%	5 *%	1 1%
Product placement	3 *%	- -%	1 *%	1 *%	- -%	3 *%	2 *%	- -%	3 *%	2 *%	1 1%

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Don't trust the broadcasters/ broadcasters not respecting audiences	2 *%	1 *%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	2 *%	2 *%	- -%
Other	53 4%	7 3%	19 7% ae	6 4%	13 10% ace	53 4%	26 5%	16 10% h	40 3%	53 4% j	- -%
SUMMARY CODES											
ANY CONCERNS	488 35%	83 40%	147 52% ae	67 45% e	80 60% abce	488 35%	226 40%	84 55% h	409 33%	442 35%	44 35%
ANY HARMFUL/ OFFENSIVE CONTENT	276 20%	51 25%	89 32% ae	38 25% e	51 38% ace	276 20%	137 24%	48 31% h	231 18%	245 19%	29 23%
ANY QUALITY OF CONTENT/ REPEATS	220 16%	37 18%	66 23% e	33 22% e	33 24% e	220 16%	108 19%	36 23% h	185 15%	204 16%	16 13%
ANY ADVERTISING/ SPONSORSHIP	87 6%	11 5%	22 8%	10 7%	11 8%	87 6%	37 7%	11 7%	76 6%	71 6%	15 12% i
ANY DIVERSITY OF CONTENT	67 5%	13 6%	17 6%	7 5%	10 7%	67 5%	29 5%	7 5%	60 5%	50 4%	16 13% i
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	27 2%	8 4% ce	5 2%	1 1%	4 3%	27 2%	10 2%	4 2%	23 2%	25 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.

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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Don't know	22	3	2	2	-	22	7	1	21	20	2
	2%	1%	1%	2%	-%	2%	1%	1%	2%	2%	2%
				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.

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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
No, do not have any concerns	865 63%	123 59% bd	130 47%	77 53% d	54 40%	865 63% bcd	320 58%	69 45%	791 65% g	789 64%	73 62%
Violence (in general)	143 10%	26 13%	51 18% ae	22 15% e	29 22% ae	143 10%	74 14%	29 19% h	119 10%	129 10%	15 12%
Bad/ offensive language (spoken or song lyrics)	113 8%	18 9%	42 15% ae	17 12%	26 19% ace	113 8%	59 11%	21 14% h	93 8%	100 8%	14 12%
Too many repeats	96 7%	12 6%	35 13% ae	16 11% e	19 14% ae	96 7%	54 10%	19 12% h	80 7%	90 7%	7 6%
Poor quality programmes	86 6%	13 6%	29 10% e	15 10% e	14 10% e	86 6%	47 9%	14 9% h	71 6%	83 7%	3 3%
Sex/ nakedness (in general)	86 6%	12 6%	30 11% ae	13 9%	17 13% ae	86 6%	44 8%	12 8%	73 6%	73 6%	13 11% i
Too many reality TV programmes	81 6%	17 8%	26 9% e	15 10% e	12 9%	81 6%	40 7%	9 6%	72 6%	74 6%	7 6%
Too many/ too long advertising breaks	64 5%	9 5%	19 7% e	9 6%	10 8%	64 5%	32 6%	8 5%	55 5%	53 4%	9 8%
Inappropriate programmes shown before the watershed	63 5%	8 4%	14 5%	8 5%	7 5%	63 5%	23 4%	8 5%	55 5%	59 5%	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 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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
Lack of originality/ programmes are too similar	58 4%	10 5%	17 6%	9 6%	8 6%	58 4%	30 5%	11 7% h	48 4%	55 4%	4 3%
Too many programmes with celebrities	43 3%	6 3%	11 4%	4 3%	6 5%	43 3%	22 4%	5 3%	38 3%	36 3%	7 6%
People behaving badly	41 3%	7 4%	12 4%	5 4%	6 5%	41 3%	22 4%	3 2%	37 3%	34 3%	6 5%
Bad taste/ shock tactics	39 3%	6 3%	13 5%	5 3%	8 6% e	39 3%	19 4%	6 4%	33 3%	39 3%	* *%
Too many American programmes	27 2%	2 1%	15 5% ae	5 3%	10 7% ae	27 2%	16 3%	7 5% h	21 2%	27 2%	1 1%
Drug use/ drug references	27 2%	2 1%	8 3%	3 2%	5 3%	27 2%	12 2%	3 2%	24 2%	24 2%	4 3%
Intrusive/ confrontational	25 2%	3 1%	6 2%	2 1%	4 3%	25 2%	11 2%	5 3%	21 2%	22 2%	3 3%
Religion - Discriminatory treatment or portrayal of people based on religion	22 2%	5 2%	4 2%	3 2%	2 1%	22 2%	8 1%	2 2%	20 2%	15 1%	6 5% i
Inappropriate content in the advertisements	19 1%	2 1%	4 1%	1 1%	2 2%	19 1%	9 2%	2 1%	18 1%	16 1%	4 3% i

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

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

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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
Race - Discriminatory treatment or portrayal of people based on race	19	3	3	1	2	19	6	2	18	12	5
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	4% i
Not enough programmes for my age group	19	4	6	2	5	19	10	4	15	17	2
	1%	2%	2%	1%	3% e	1%	2%	3%	1%	1%	1%
Too much sport	19	3	7	5	2	19	14	4	14	18	1
	1%	1%	2%	4% e	1%	1%	2%	3%	1%	1%	1%
Irritating/ annoying sponsorship messages	18	4	3	2	1	18	5	1	18	15	3
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Inaccurate/ biased information broadcast	17	2	3	1	2	17	6	2	15	16	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Age - Discriminatory treatment or portrayal of people based on age	15	2	5	3	3	15	7	1	14	13	2
	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%
Disability - Discriminatory treatment or portrayal of people based on disability	13	2	3	1	2	13	3	2	12	12	1
	1%	1%	1%	*%	2%	1%	1%	1%	1%	1%	1%
Sexual orientation - Discriminatory treatment or portrayal of people based on sexual orientation	13	2	3	2	1	13	4	2	12	11	3
	1%	1%	1%	1%	1%	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.

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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
Not enough racial diversity	13	2	1	*	1	13	5	1	13	9	3
	1%	1%	*%	*%	1%	1%	1%	1%	1%	1%	2%
Commercial messages appearing in programme content/ excessive merchandising/ marketing to children within a television programme	13	*	2	2	*	13	5	1	12	11	3
	1%	*%	1%	1%	*%	1%	1%	*%	1%	1%	2%
Gender - Discriminatory treatment or portrayal of people based on gender (e.g. sexism)	13	2	4	1	2	13	6	1	12	12	1
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Phone-in competitions that are fixed/ faked	11	5	2	1	1	11	6	2	9	10	1
	1%	2% e	1%	1%	1%	1%	1%	1%	1%	1%	1%
Beliefs other than religion - Discriminatory treatment or portrayal of people based on beliefs other than religion	9	3	1	1	*	9	4	1	8	8	1
	1%	1%	*%	1%	*%	1%	1%	1%	1%	1%	1%
Programmes cancelled by the broadcasters to save money	6	2	*	*	*	6	2	-	6	5	1
	*%	1%	*%	*%	*%	*%	*%	-%	1%	*%	1%
Product placement	3	-	1	1	-	3	2	-	3	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.

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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
Don't trust the broadcasters/ broadcasters not respecting audiences	2 *%	1 *%	1 *%	1 *%	1 *%	2 *%	1 *%	1 *%	2 *%	2 *%	- -%
Other	52 4%	6 3%	19 7% ae	6 4%	13 10% ace	52 4%	24 4%	15 10% h	40 3%	52 4% j	- -%
SUMMARY CODES											
ANY CONCERNS	480 35%	81 39%	145 52% ae	65 45% e	80 60% ace	480 35%	222 41%	83 54% h	403 33%	435 35%	44 37%
ANY HARMFUL/ OFFENSIVE CONTENT	273 20%	50 24%	88 32% ae	37 25%	51 38% ace	273 20%	135 25%	48 31% h	228 19%	242 20%	29 25%
ANY QUALITY OF CONTENT/ REPEATS	218 16%	37 18%	66 24% e	33 23% e	33 24% e	218 16%	108 20%	36 23% h	183 15%	202 16%	16 14%
ANY ADVERTISING/ SPONSORSHIP	87 6%	11 5%	22 8%	10 7%	11 8%	87 6%	37 7%	11 7%	76 6%	71 6%	15 13% i
ANY DIVERSITY OF CONTENT	67 5%	13 6%	17 6%	7 5%	10 7%	67 5%	29 5%	7 5%	60 5%	50 4%	16 14% i
ANY DON'T TRUST/ FIXED/ FAKE/ BIASED/ INACCURATE	26 2%	7 3% c	5 2%	1 1%	4 3%	26 2%	10 2%	4 2%	22 2%	25 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.

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	1801	268	466	211	255	1801	816	248	1553	1677	121
Effective Weighted Sample	1388	214	328	155	176	1388	596	153	1207	1276	109
Total	1364	207	278	144	134	1364	549	153	1212	1242	118
Don't know	19	3	2	2	-	19	7	1	18	18	1
	1%	1%	1%	2%	-%	1%	1%	*%	2%	1%	1%
				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? 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Yes	1206	172	155	97	58	1206	388	98	1111	1089	112
	86%	82%	55%	65%	44%	86%	69%	63%	89%	85%	89%
		bcd	d	bd		bcd			g		
No	199	37	128	53	75	199	173	56	140	185	14
	14%	18%	45%	35%	56%	14%	31%	37%	11%	15%	11%
			ace	ae	abce			h			

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

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

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Smartphone (like an iPhone or Samsung Galaxy)	923 77%	100 58% bcd	48 31% d	39 41% bd	8 14%	923 77% abcd	242 62%	58 59%	867 78% g	816 75%	104 93% i
Computer - laptop, desktop or netbook computer (PC or Mac)	872 72%	136 79% e	122 79% e	78 81% e	44 75%	872 72%	245 63%	66 67%	808 73%	790 73%	81 72%
Tablet (like an iPad, Kindle Fire or Google Nexus)	684 57%	101 59%	85 55%	53 55%	31 54%	684 57%	197 51%	59 60%	626 56%	631 58% j	51 46%
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)	202 17%	19 11% bd	10 6%	8 8%	2 4%	202 17% abcd	34 9%	11 11%	194 17% g	184 17%	18 16%
Games console or handheld games player	151 12%	3 2%	1 1%	1 1%	1 1%	151 12% abcd	34 9%	8 8%	143 13%	137 13%	14 13%
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	121 10%	10 6%	10 6%	8 8% d	2 3%	121 10% abd	28 7%	7 8%	115 10%	116 11%	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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Wearable technology like a smartwatch (like an Apple Watch)	36 3%	2 1%	2 1%	2 2%	- -%	36 3% d	6 1%	3 3%	35 3%	34 3%	2 2%
Other type of device	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%
GOES ONLINE	1206 100%	172 100%	155 100%	97 100%	58 100%	1206 100%	388 100%	98 100%	1111 100%	1089 100%	112 100%
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1059 88% bd	134 78%	101 65%	68 70% d	33 57%	1059 88% abcd	313 81%	77 79%	983 88% g	950 87%	107 95% i
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	334 28%	36 21%	33 21%	19 19%	14 25%	334 28% abc	143 37%	32 33%	303 27%	299 27%	31 28%
ONLY USE A SMARTPHONE TO GO ONLINE	114 9%	4 2%	1 1%	1 1%	* *%	114 9% abcd	47 12%	6 6%	107 10%	96 9%	16 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Smartphone (like an iPhone or Samsung Galaxy)	923 66%	100 48% bcd	48 17% d	39 26% bd	8 6%	923 66% abcd	242 43%	58 38%	867 69% g	816 64%	104 83% i
Computer - laptop, desktop or netbook computer (PC or Mac)	872 62%	136 65% bcd	122 43% d	78 52% bd	44 33%	872 62% bcd	245 44%	66 43%	808 65% g	790 62%	81 64%
Tablet (like an iPad, Kindle Fire or Google Nexus)	684 49%	101 49% bcd	85 30%	53 36% d	31 23%	684 49% bcd	197 35%	59 38%	626 50% g	631 50% j	51 41%
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)	202 14%	19 9% bd	10 3%	8 5% d	2 2%	202 14% abcd	34 6%	11 7%	194 15% g	184 14%	18 15%
Games console or handheld games player	151 11%	3 1%	1 1%	1 1%	1 *%	151 11% abcd	34 6%	8 5%	143 11% g	137 11%	14 11%
Streaming media player (like Apple TV, Now TV box, Amazon Fire TV, Chromecast, Roku)	121 9%	10 5% d	10 3%	8 5% d	2 1%	121 9% abd	28 5%	7 5%	115 9% g	116 9%	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Wearable technology like a smartwatch (like an Apple Watch)	36	2	2	2	-	36	6	3	35	34	2
	3%	1%	1%	1%	-%	3% bd	1%	2%	3%	3%	1%
Other type of device	1	-	-	-	-	1	-	-	1	1	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
GOES ONLINE	1206	172	155	97	58	1206	388	98	1111	1089	112
	86%	82% bcd	55% d	65% bd	44%	86% bcd	69%	63%	89% g	85%	89%
DOES NOT GO ONLINE	199	37	128	53	75	199	173	56	140	185	14
	14%	18%	45% ace	35% ae	56% abce	14%	31%	37% h	11%	15%	11%
ANY USE OF DEVICES OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK	1059	134	101	68	33	1059	313	77	983	950	107
	75%	64% bcd	36% d	45% bd	25%	75% abcd	56%	50%	79% g	75%	85% i
ONLY USE A DEVICE OTHER THAN A DESKTOP COMPUTER/ LAPTOP/ NETBOOK TO GO ONLINE AT HOME	334	36	33	19	14	334	143	32	303	299	31
	24%	17% bd	12%	12%	11%	24% abcd	26%	21%	24%	23%	25%
ONLY USE A SMARTPHONE TO GO ONLINE	114	4	1	1	*	114	47	6	107	96	16
	8%	2% bd	*%	1%	*%	8% abcd	8%	4%	9% g	8%	13% 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
PC/ LAPTOP/ NETBOOK AND NOT ALTERNATIVE DEVICE	147 10%	38 18% e	54 19% e	29 19% e	25 19% e	147 10%	75 13%	21 13%	128 10%	139 11% j	5 4%
PC/ LAPTOP/ NETBOOK AND ALTERNATIVE DEVICE	725 52% bcd	98 47% d	68 24%	49 33% bd	19 14%	725 52% bcd	170 30%	45 29%	680 54% g	651 51%	75 60%
ALTERNATIVE DEVICE AND NOT PC/ LAPTOP/ NETBOOK	334 24% bd	36 17%	33 12%	19 12%	14 11%	334 24% abcd	143 26%	32 21%	303 24%	299 23%	31 25%
NONE USED	199 14%	37 18%	128 45% ace	53 35% ae	75 56% abce	199 14%	173 31%	56 37% h	140 11%	185 15%	14 11%
ANY USE OF ALTERNATIVE DEVICE TO GO ONLINE	1059 75% bcd	134 64% d	101 36%	68 45% bd	33 25%	1059 75% abcd	313 56%	77 50%	983 79% g	950 75%	107 85% 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

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Base for %	1168	169	153	95	58	1168	374	97	1074	1052	111
In the past year	13 1%	2 1%	4 3% e	2 2%	2 4% e	13 1%	8 2%	2 2%	12 1%	12 1%	1 1%
In the past 2 years	25 2%	5 3%	10 7% e	5 5% e	5 9% ae	25 2%	18 5%	6 6% h	19 2%	24 2%	1 1%
IN THE PAST 1-2 YEARS	39 3%	7 4%	15 10% ae	7 7% e	8 13% ae	39 3%	26 7%	8 8% h	30 3%	37 3%	2 2%
In the past 3-4 years	71 6%	8 5%	9 6%	5 5%	5 8%	71 6%	28 7%	4 4%	67 6%	57 5%	12 11% i
IN THE PAST 1-4 YEARS	110 9%	15 9%	24 16% ae	12 12%	12 21% ace	110 9%	54 14%	12 13%	97 9%	94 9%	14 12%
In the past 5-9 years	231 20%	29 17%	30 19%	17 18%	13 23%	231 20%	88 24%	24 24%	208 19%	204 19%	28 26%
Ten years ago or more	827 71% bd	124 74%	99 65%	67 70% d	32 56%	827 71% bd	232 62%	61 63%	769 72% g	754 72% j	69 62%
FIVE YEARS AGO OR MORE	1058 91% bd	153 91%	129 84%	83 88% d	45 79%	1058 91% bd	320 86%	85 87%	977 91%	958 91%	97 88%
Can't remember	38	3	2	2	1	38	14	1	37	37	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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
PROMPTED RESPONSES											
Ask a friend or family member to help	700	118	117	70	47	700	253	73	632	638	58
	58%	69%	76%	73%	80%	58%	65%	74%	57%	59%	51%
		e	e	e	ae			h			
Figure it out myself	516	59	39	26	12	516	129	27	488	452	59
	43%	34%	25%	27%	21%	43%	33%	27%	44%	41%	53%
		bd				abcd			g		i
Watch 'how to' videos on websites like YouTube or the BBC	217	30	12	11	1	217	60	17	198	196	20
	18%	18%	8%	11%	1%	18%	16%	17%	18%	18%	18%
		bd	d	d		bcd					
Give up or get someone else to do it for me	92	15	14	9	5	92	33	8	84	83	8
	8%	9%	9%	10%	8%	8%	9%	9%	8%	8%	8%
Phone a helpline to get someone to talk me through it	88	18	12	9	3	88	24	11	80	79	8
	7%	11%	8%	10%	5%	7%	6%	11%	7%	7%	7%
Look for help from online courses like 'learn my way', Digital Unite, Age UK or BBC	45	6	4	3	1	45	13	7	40	41	6
	4%	3%	3%	3%	1%	4%	3%	7%	4%	4%	5%
								h			
Go to the local library for help	28	8	5	2	3	28	11	3	25	21	7
	2%	4%	3%	2%	6%	2%	3%	3%	2%	2%	6%
					e						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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Go to a local community group for help	11	3	1	-	1	11	4	2	8	8	3
	1%	2%	*%	-%	1%	1%	1%	2%	1%	1%	3%
											i
UNPROMPTED RESPONSES											
Google it/ use a search engine	49	7	4	3	1	49	17	6	44	47	2
	4%	4%	3%	3%	2%	4%	4%	6%	4%	4%	2%
Other	17	1	4	2	1	17	4	1	16	17	-
	1%	1%	2%	2%	3%	1%	1%	1%	1%	2%	-%
ANY OF THESE	1131	164	148	92	56	1131	367	95	1038	1020	104
	94%	96%	96%	95%	97%	94%	95%	97%	93%	94%	93%
None of these/ I don't tend to get stuck when online	74	8	7	5	2	74	20	3	72	67	8
	6%	4%	4%	5%	3%	6%	5%	3%	6%	6%	7%
Don't know	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

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
None	14	2	2	1	2	14	8	2	11	12	2
	1%	1%	2%	1%	3% e	1%	2%	2%	1%	1%	1%
Up to 1 hour	63	13	19	11	8	63	34	8	55	59	4
	5%	8%	12% e	12% e	13% e	5%	9%	8%	5%	5%	4%
Up to 5 hours	267	53	44	23	21	267	96	21	246	240	26
	22%	31% e	29% e	24%	36% ce	22%	25%	22%	22%	22%	23%
Up to 10 hours	297	35	44	25	19	297	92	17	281	272	24
	25%	20%	29% a	26%	32% ae	25%	24%	18%	25% g	25%	21%
Up to 15 hours	191	38	18	13	5	191	49	16	175	171	19
	16%	22% bcde	11%	13%	8%	16% d	13%	16%	16%	16%	17%
Up to 20 hours	122	10	6	5	1	122	23	4	118	103	19
	10%	6%	4%	5%	2%	10% bcd	6%	4%	11% g	9%	17% i
Up to 30 hours	138	14	13	11	3	138	43	17	123	129	9
	11%	8%	9%	11% d	5%	11% d	11%	18% h	11%	12%	8%
Up to 40 hours	62	4	3	3	-	62	19	7	54	55	4
	5%	3%	2%	3% d	-%	5% bd	5%	8%	5%	5%	4%
Up to 50 hours	28	1	5	4	*	28	16	6	23	27	1
	2%	1%	3% a	5% a	1%	2%	4%	6% h	2%	2%	1%
Over 50 hours	26	1	*	*	-	26	7	-	26	21	5
	2%	1%	*%	*%	-%	2% b	2%	-%	2%	2%	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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Mean number of hours per week	14.8	10.5	10.3	12.4	6.9	14.8	14.2	15.2	14.8	14.7	15.4
		d	d	d		abd					
Standard deviation	15.21	9.47	11.11	12.38	7.54	15.21	16.50	13.02	15.39	15.28	14.82
Standard error	.39	.64	.66	1.04	.64	.39	.69	1.04	.41	.40	1.39

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.

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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
None	620	107	138	82	56	620	314	77	541	570	46
	51%	62%	89%	85%	97%	51%	81%	78%	49%	52%	41%
		e	ae	ae	abce			h		j	
Up to 1 hour	80	9	4	2	1	80	19	6	75	70	8
	7%	5%	2%	3%	2%	7%	5%	6%	7%	6%	7%
						bd					
Up to 5 hours	184	13	4	3	*	184	25	7	178	165	18
	15%	8%	2%	4%	1%	15%	7%	7%	16%	15%	16%
		bd				abcd			g		
Up to 10 hours	117	12	3	3	*	117	12	4	115	106	12
	10%	7%	2%	3%	1%	10%	3%	4%	10%	10%	11%
		bd				bcd			g		
Up to 15 hours	46	8	-	-	-	46	5	1	45	37	9
	4%	5%	-%	-%	-%	4%	1%	1%	4%	3%	8%
		bcd				bcd			g		i
Up to 20 hours	59	7	5	5	*	59	5	3	57	51	9
	5%	4%	3%	5%	*%	5%	1%	3%	5%	5%	8%
		d	d	d		d					
Up to 30 hours	47	9	-	-	-	47	1	*	47	45	2
	4%	5%	-%	-%	-%	4%	*%	*%	4%	4%	2%
		bcd				bcd			g		
Up to 40 hours	41	4	1	1	-	41	6	*	40	35	6
	3%	2%	1%	1%	-%	3%	2%	*%	4%	3%	5%
						bd			g		
Up to 50 hours	7	1	-	-	-	7	1	-	7	5	2
	1%	1%	-%	-%	-%	1%	*%	-%	1%	*%	2%
											i
Over 50 hours	6	1	-	-	-	6	-	-	6	6	-
	*%	1%	-%	-%	-%	*%	-%	-%	1%	1%	-%

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

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

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

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Mean number of hours per week	5.9	6.0 bcd	1.2 d	1.8 d	.1	5.9 bcd	1.8	1.7	6.3 g	5.8	7.7
Standard deviation	11.54	15.75	4.88	6.05	1.10	11.54	6.23	4.87	11.88	11.55	11.26
Standard error	.29	1.06	.29	.51	.09	.29	.26	.39	.32	.30	1.05

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

Any break column with 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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
None	643 53%	128 74% e	122 79% e	72 75% e	50 86% ace	643 53%	252 65%	65 67% h	580 52%	593 54%	47 42% j
Up to 1 hour	174 14%	25 14%	20 13%	14 14%	6 11%	174 14%	51 13%	11 11%	163 15%	160 15%	14 13%
Up to 5 hours	271 22%	16 9% d	11 7% d	10 10% d	1 1%	271 22% abcd	60 15%	18 18%	254 23%	234 21%	36 32% i
Up to 10 hours	84 7%	3 2%	2 1%	1 1%	1 2%	84 7% abcd	14 4%	3 3%	81 7% g	74 7%	11 10%
Up to 15 hours	11 1%	- -%	- -%	- -%	- -%	11 1%	4 1%	- -%	11 1%	11 1%	- -%
Up to 20 hours	8 1%	- -%	* *%	- -%	* *%	8 1%	5 1%	- -%	8 1%	6 1%	3 2% i
Up to 30 hours	6 1%	- -%	- -%	- -%	- -%	6 1%	- -%	1 1%	5 *%	5 *%	- -%
Up to 40 hours	5 *%	- -%	- -%	- -%	- -%	5 *%	2 *%	- -%	5 *%	4 *%	1 1%
Up to 50 hours	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%
Over 50 hours	2 *%	- -%	- -%	- -%	- -%	2 *%	1 *%	- -%	2 *%	2 *%	- -%
Mean number of hours per week	2.1	.6 d	.5	.6	.3	2.1 abcd	1.6	1.1	2.2 g	2.0	2.7
Standard deviation	5.14	1.61	1.46	1.51	1.36	5.14	4.69	2.54	5.28	5.10	5.07
Standard error	.13	.11	.09	.13	.12	.13	.20	.20	.14	.13	.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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
None	4 *%	- -%	2 1%	1 1%	1 2% ae	4 *%	3 1%	1 1%	3 *%	3 *%	1 1%
Up to 1 hour	44 4%	10 6%	17 11% ae	9 10% e	8 13% ae	44 4%	30 8%	7 7% h	36 3%	41 4%	3 3%
Up to 5 hours	195 16%	37 21%	42 27% e	21 21%	21 36% ace	195 16%	87 22%	17 17%	178 16%	179 16%	15 13%
Up to 10 hours	194 16%	35 20%	38 25% e	20 21%	18 30% ae	194 16%	75 19%	20 21%	175 16%	179 16%	14 12%
Up to 15 hours	166 14%	26 15%	20 13%	14 15%	6 10%	166 14%	51 13%	8 8%	157 14% g	153 14%	11 10%
Up to 20 hours	107 9%	16 9% d	11 7%	9 10% d	2 3%	107 9%	30 8% d	6 6%	101 9%	90 8%	15 13%
Up to 30 hours	185 15%	19 11% d	10 7%	8 9%	2 4%	185 15%	47 12%	20 21%	168 15%	159 15%	28 25% i
Up to 40 hours	122 10%	11 7% d	6 4%	5 5%	1 1%	122 10% bd	27 7%	10 10%	111 10%	112 10%	10 9%
Up to 50 hours	78 6%	11 6% d	5 3%	5 5% d	* 1%	78 6% bd	18 5%	8 8%	72 6%	74 7%	4 3%
Over 50 hours	113 9%	7 4% d	4 3%	4 4% d	- -%	113 9% abcd	21 5%	1 1%	111 10% g	99 9%	12 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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Mean number of hours per week	22.9	17.1	12.0	14.8	7.4	22.9	17.5	18.0	23.3	22.5	25.8
		bd	d	bd		abcd			g		
Standard deviation	22.98	19.91	12.94	14.50	7.99	22.98	20.42	14.28	23.52	22.82	24.17
Standard error	.58	1.34	.77	1.22	.68	.58	.85	1.14	.63	.60	2.26

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.

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY: By 'strong' passwords we mean passwords that use combinations of uppercase and lowercase letters, numbers and other symbols 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 (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Use security software such as an anti-virus or anti-spyware package (e.g. Norton, McAfee, Bitdefender, Kaspersky)	782 65%	128 74% de	103 66%	68 70%	35 60%	782 65%	225 58%	61 63%	721 65%	716 66% j	63 56%
Use strong passwords on devices that can be used to go online	652 54%	87 51%	72 46%	44 45%	28 49%	652 54% bc	190 49%	51 52%	603 54%	602 55% j	50 45%
Use strong passwords for online services like email, social media, PayPal etc.	558 46%	85 49% bcd	46 29%	28 29%	18 31%	558 46% bcd	152 39%	53 54% h	506 46%	521 48% j	38 34%
Use a firewall	521 43%	87 51% bde	62 40% d	46 47% d	17 29%	521 43% d	139 36%	39 40%	480 43%	492 45% j	24 21%
Download the latest software updates onto devices when prompted	472 39%	75 44% bcd	42 27%	29 30%	13 22%	472 39% bcd	117 30%	49 50% h	429 39%	438 40%	37 33%
Routinely back-up the information on your devices	406 34%	64 37% bcd	36 23%	24 25%	12 20%	406 34% bcd	89 23%	29 30%	377 34%	372 34%	33 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.

IN6. (SHOWCARD) Which, if any of these things do you or someone in your household do at home? IF NECESSARY: By 'strong' passwords we mean passwords that use combinations of uppercase and lowercase letters, numbers and other symbols
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 (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Delete cookies from your web browser (Google Chrome/ Internet Explorer/ Firefox/ Mozilla/ Safari/ Opera etc.)	401 33%	63 37% bcd	34 22%	25 26%	9 15%	401 33% bd	101 26%	34 35%	370 33%	374 34% j	27 24%
Use email filters or software that can block unwanted or spam emails	391 32%	66 38% bcd	38 24%	27 28%	10 18%	391 32% bd	92 24%	37 38%	354 32%	364 33% j	25 22%
Use ad blocking filters or software to stop seeing some types of online adverts	348 29%	52 30% bcd	24 16%	17 18%	7 13%	348 29% bcd	82 21%	33 34%	315 28%	321 29%	25 22%
ANY OF THESE	1067 88%	156 91% bd	128 82%	82 84%	46 79%	1067 88% bd	311 80%	84 86%	985 89%	967 89%	96 86%
None of these	100 8%	10 6%	19 12% ae	10 10%	9 16% ae	100 8%	53 14%	10 10%	89 8%	87 8%	12 11%
Don't know	40 3%	6 3%	9 6%	5 6%	3 6%	40 3%	24 6%	4 4%	36 3%	35 3%	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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
A computer virus on any device you use to go online	187 15%	33 19%	26 16%	16 17%	9 16%	187 15%	59 15%	25 25% h	162 15%	160 15%	25 23% i
Your email account was hacked (someone accessing or sending emails from your account without your permission)	91 8%	9 5%	8 5%	5 5%	3 5%	91 8%	30 8%	8 8%	84 8%	82 8%	11 10%
Lost money online (i.e. got scammed or ripped off)	49 4%	3 2%	5 3%	4 5% d	* 1%	49 4% d	18 5%	6 6%	44 4%	45 4%	4 3%
Your social media account was hacked (someone accessing or posting things from your account without your permission)	48 4%	6 3%	2 1%	* *%	1 2%	48 4% bc	11 3%	1 1%	46 4% g	46 4%	1 1%
Your financial or other personal information being stolen and used online without your permission or knowledge	47 4%	5 3%	4 3%	4 4%	1 1%	47 4%	12 3%	9 9% h	42 4%	45 4%	2 2%
Data or files were lost from your device as a result of a virus or other scam	39 3%	2 1%	5 3%	5 5% ad	* 1%	39 3%	14 3%	5 5%	35 3%	34 3%	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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Been 'trolled' online - an anonymous person making hurtful or harmful comments to you	17 1%	* *%	1 1%	1 1%	- -%	17 1%	3 1%	1 1%	16 1%	17 2%	- -%
ANY OF THESE	324 27%	45 26%	33 21%	21 22%	11 20%	324 27%	99 26%	40 41% h	286 26%	288 26%	34 31%
None of these	874 73%	126 73%	120 77%	74 77%	46 78%	874 73%	284 73%	57 58%	818 74% g	793 73%	77 69%
Don't know	8 1%	* *%	2 1%	1 1%	1 2% a	8 1%	4 1%	1 1%	7 1%	8 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.

IN8. (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 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	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
PROMPTED RESPONSES											
It's just not for people for like me/ I don't see the need	86	**	60	**	34	86	77	**	62	79	**
	43%	**	47%	**	45%	43%	44%	**	45%	43%	**
It's too complicated	38	**	27	**	15	38	32	**	26	35	**
	19%	**	21%	**	19%	19%	19%	**	18%	19%	**
It's not worth the money/ it's too expensive	21	**	9	**	6	21	20	**	16	19	**
	11%	**	7%	**	8%	11%	11%	**	12%	11%	**
I don't trust the internet/ being online is not safe/secure	17	**	10	**	8	17	13	**	11	17	**
	8%	**	8%	**	10%	8%	7%	**	8%	9%	**
I don't have the right equipment	11	**	6	**	4	11	9	**	5	11	**
	5%	**	4%	**	5%	5%	5%	**	3%	6%	**
I don't have the right help to know how to start	9	**	5	**	3	9	8	**	5	8	**
	4%	**	4%	**	4%	4%	5%	**	4%	4%	**
UNPROMPTED RESPONSES											
I'm not interested/ I don't have the time	5	**	2	**	1	5	3	**	5	4	**
	3%	**	2%	**	2%	3%	2%	**	4%	2%	**
I don't need to - other family member uses it/ does things for me	3	**	2	**	1	3	3	**	3	3	**
	2%	**	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.

IN8. (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 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	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
I'm too old now to use it	2	**	2	**	2	2	2	**	-	2	**
	1%	**	2%	**	3%	1%	1%	**	-%	1%	**
Poor eyesight/ dyslexia prevents me	2	**	-	**	-	2	2	**	1	2	**
	1%	**	-%	**	-%	1%	1%	**	1%	1%	**
Other	4	**	3	**	1	4	3	**	3	4	**
	2%	**	3%	**	1%	2%	2%	**	2%	2%	**
Don't know	2	**	1	**	1	2	1	**	2	2	**
	1%	**	1%	**	2%	1%	1%	**	2%	1%	**

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

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

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	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
PROMPTED RESPONSES											
To buy something/ for shopping	50	**	30	**	15	50	42	**	35	48	**
	25%	**	24%	**	20%	25%	25%	**	25%	26%	**
To access other information	26	**	15	**	8	26	22	**	18	24	**
	13%	**	11%	**	11%	13%	13%	**	13%	13%	**
To access public services provided by the Government or council (e.g. doctor or hospital appointments, apply for a bus pass, get advice about tax etc.)	14	**	9	**	4	14	15	**	12	10	**
	7%	**	7%	**	5%	7%	9%	**	9%	5%	**
To get in touch with someone	4	**	3	**	-	4	4	**	2	2	**
	2%	**	2%	**	-%	2%	2%	**	2%	1%	**
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	3	**	2	**	*	3	4	**	3	1	**
	2%	**	1%	**	*%	2%	2%	**	2%	1%	**
UNPROMPTED RESPONSES											
Book a flight/ holiday/ travel	2	**	2	**	1	2	2	**	2	2	**
	1%	**	2%	**	1%	1%	1%	**	1%	1%	**
Other	3	**	1	**	*	3	1	**	3	3	**
	2%	**	1%	**	1%	2%	1%	**	2%	2%	**
TOTAL - YES	77	**	43	**	23	77	64	**	56	70	**
	38%	**	34%	**	31%	38%	37%	**	40%	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.

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	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
No	123	**	85	**	52	123	109	**	84	116	**
	62%	**	66%	**	69%	62%	63%	**	60%	62%	**
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.

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	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
PROMPTED RESPONSES											
To buy something/ for shopping	19	**	8	**	1	19	17	**	13	17	**
	9%	**	6%	**	2%	9%	10%	**	10%	9%	**
			d			d					
If I had someone to help me or to show me how to do it	11	**	5	**	1	11	10	**	8	11	**
	5%	**	4%	**	2%	5%	6%	**	6%	6%	**
To access other information	8	**	2	**	1	8	6	**	6	8	**
	4%	**	1%	**	1%	4%	3%	**	4%	4%	**
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.)	5	**	3	**	1	5	5	**	4	3	**
	2%	**	3%	**	1%	2%	3%	**	3%	2%	**
To get in touch with someone	3	**	*	**	*	3	3	**	2	3	**
	2%	**	*%	**	*%	2%	2%	**	2%	1%	**
To apply or claim for some type of benefit (e.g. Universal Credit, housing, health, employment etc.)	3	**	4	**	-	3	5	**	2	3	**
	2%	**	3%	**	-%	2%	3%	**	2%	2%	**
If I had better equipment or better access to the internet	2	**	1	**	-	2	2	**	2	1	**
	1%	**	1%	**	-%	1%	1%	**	1%	*%	**

Columns Tested:　a,b,c,d,e - g,h - i,j

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

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

Base : Those who do not go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	b	~c	d	e	f	~g	h	i	~j
Unweighted total	293	50	194	77	117	293	254	93	200	278	15
Effective Weighted Sample	235	41	141	57	84	235	190	66	161	221	14
Total	199	37	128	53	75	199	173	56	140	185	14
UNPROMPTED RESPONSES											
If I could afford it/ if I had more money	3	**	-	**	-	3	3	**	3	2	**
	2%	**	-%	**	-%	2%	2%	**	2%	1%	**
Other	5	**	4	**	3	5	4	**	4	5	**
	3%	**	3%	**	4%	3%	2%	**	3%	3%	**
WOULD BE PROMPTED TO GO ONLINE IN THE NEXT 12 MONTHS	43	**	19	**	7	43	38	**	32	39	**
	22%	**	15%	**	9%	22%	22%	**	23%	21%	**
						d					
Nothing would prompt me to go online in the next 12 months	149	**	103	**	65	149	126	**	102	138	**
	75%	**	80%	**	86%	75%	73%	**	73%	75%	**
					e						
Don't know	8	**	7	**	4	8	8	**	6	8	**
	4%	**	5%	**	5%	4%	5%	**	5%	4%	**

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

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

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

Base : Those who go online

	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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Very confident	622 52%	63 37% bd	41 26%	28 29%	13 22%	622 52% abcd	147 38%	39 39%	584 53% g	558 51%	63 56%
Fairly confident	446 37%	78 45% e	67 43%	40 41%	27 46% e	446 37%	167 43%	36 37%	412 37%	402 37%	41 37%
TOTAL CONFIDENT	1068 89%	141 82% bcd	108 69%	68 71%	39 67%	1068 89% abcd	314 81%	74 76%	996 90% g	960 88%	104 93%
Neither/ nor	56 5%	14 8% e	14 9% e	9 9% e	6 10% e	56 5%	28 7%	9 9% h	48 4%	50 5%	5 4%
Not very confident	65 5%	13 8%	26 17% ae	16 16% ae	10 18% ae	65 5%	36 9%	11 11% h	53 5%	63 6%	3 3%
Not at all confident	17 1%	4 2%	7 4% e	4 4% e	3 5% e	17 1%	10 3%	3 3% h	14 1%	17 2%	1 1%
TOTAL NOT CONFIDENT	82 7%	17 10%	33 21% ae	20 20% ae	13 23% ae	82 7%	46 12%	14 15% h	66 6%	79 7%	3 3%
TOTAL NEITHER/ DON'T KNOW	56 5%	14 8% e	14 9% e	9 9% e	6 10% e	56 5%	28 7%	9 9% h	48 4%	50 5%	5 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.

IN11B. (SHOWCARD) How confident are you using the internet to do things like making blogs, sharing photos online or uploading short videos to the internet? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Very confident	492	42	30	25	5	492	127	29	463	439	49
	41%	24%	20%	26%	9%	41%	33%	29%	42%	40%	44%
		d	d	d		abcd			g		
Fairly confident	333	35	33	21	13	333	99	18	314	297	35
	28%	20%	21%	21%	22%	28%	25%	18%	28%	27%	31%
						ab			g		
TOTAL CONFIDENT	825	77	64	46	18	825	225	47	777	736	84
	68%	45%	41%	47%	31%	68%	58%	48%	70%	68%	75%
		d	d	d		abcd			g		
Neither/ nor	105	25	13	8	5	105	31	7	98	96	9
	9%	15%	8%	8%	9%	9%	8%	7%	9%	9%	8%
		be									
Not very confident	102	26	21	10	11	102	44	10	93	94	9
	8%	15%	14%	10%	20%	8%	11%	11%	8%	9%	8%
		e	e		ce						
Not at all confident	144	34	50	29	21	144	75	29	119	136	6
	12%	20%	32%	30%	37%	12%	19%	29%	11%	13%	5%
		e	ae	ae	ae			h		j	
TOTAL NOT CONFIDENT	246	60	72	39	33	246	118	39	212	230	16
	20%	35%	46%	40%	56%	20%	31%	40%	19%	21%	14%
		e	ae	e	ace			h			
Don't know	30	10	7	5	2	30	13	6	24	27	3
	2%	6%	4%	5%	4%	2%	3%	6%	2%	2%	3%
		e						h			
TOTAL NEITHER/ DON'T KNOW	135	35	20	13	7	135	44	12	122	123	12
	11%	20%	13%	13%	13%	11%	11%	12%	11%	11%	11%
		be									

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

Any break column with 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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Very confident	484 40%	49 28%	39 25%	25 26%	13 23%	484 40% abcd	130 34%	44 45%	444 40%	424 39%	55 49% i
Fairly confident	385 32%	54 32%	46 30%	28 29%	17 30%	385 32%	123 32%	21 21%	362 33% g	353 32%	31 28%
TOTAL CONFIDENT	869 72%	103 60%	85 55%	54 56%	31 53%	869 72% abcd	253 65%	65 66%	807 73%	778 71%	86 77%
Neither/ nor	112 9%	17 10%	15 10%	8 8%	7 11%	112 9%	36 9%	9 9%	103 9%	103 9%	8 7%
Not very confident	119 10%	30 17% e	24 15% e	15 15% e	9 16% e	119 10%	45 12%	12 12%	107 10%	110 10%	10 9%
Not at all confident	95 8%	21 12% e	27 18% e	17 18% e	10 17% e	95 8%	48 12%	12 12% h	84 8%	89 8%	7 7%
TOTAL NOT CONFIDENT	215 18%	51 29% e	51 33% e	32 33% e	19 33% e	215 18%	93 24%	24 24% h	192 17%	199 18%	17 15%
Don't know	11 1%	1 1%	4 3% e	2 2%	2 3% e	11 1%	6 2%	1 1%	10 1%	10 1%	1 1%
TOTAL NEITHER/ DON'T KNOW	122 10%	18 11%	19 12%	11 11%	8 14%	122 10%	42 11%	9 10%	113 10%	113 10%	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.

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

Base : Those who go online

	Total	AGE 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Very confident	546 45%	56 32% d	50 32% d	37 38% d	13 22%	546 45% abd	136 35%	33 34%	515 46% g	485 45%	55 49%
Fairly confident	465 39%	77 45% c	58 38%	33 34%	25 43%	465 39%	164 42%	29 30%	434 39% g	425 39%	39 35%
TOTAL CONFIDENT	1011 84%	133 78% bd	108 70%	70 73%	38 65%	1011 84% abcd	300 77%	62 63%	949 85% g	910 84%	94 84%
Neither/ nor	94 8%	16 10%	19 12% e	11 12%	7 13% e	94 8%	38 10%	15 16% h	80 7%	87 8%	9 8%
Not very confident	68 6%	18 11% e	18 11% e	11 11% e	7 12% e	68 6%	29 7%	13 14% h	56 5%	63 6%	6 6%
Not at all confident	21 2%	2 1%	7 5% ae	4 4%	4 6% ae	21 2%	10 3%	2 2%	19 2%	20 2%	1 1%
TOTAL NOT CONFIDENT	89 7%	21 12% e	25 16% e	15 15% e	11 18% e	89 7%	39 10%	15 15% h	75 7%	82 8%	8 7%
Don't know	12 1%	2 1%	3 2%	1 1%	3 4% ace	12 1%	10 3%	5 6% h	7 1%	10 1%	1 1%
TOTAL NEITHER/ DON'T KNOW	106 9%	18 11%	22 14% e	12 12%	10 17% e	106 9%	49 13%	21 21% h	87 8%	97 9%	10 9%

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

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

IN12. In most weeks, when you go online, do you usually... (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Only use websites or apps that you've used before	546 45%	92 53% e	83 53% e	49 50%	34 58% e	546 45%	197 51%	52 53%	498 45%	500 46%	44 39%
Use maybe one or two websites or apps that you haven't used before	433 36%	56 33%	51 33%	32 33%	19 32%	433 36%	130 34%	39 40%	393 35%	404 37% j	30 27%
Use lots of websites or apps that you haven't used before	216 18% d	22 13% d	19 12% d	16 16% d	3 6%	216 18% bd	54 14%	7 7%	208 19% g	177 16%	35 32% i
Don't know	12 1%	2 1%	3 2%	* *%	2 4% ce	12 1%	6 2%	- -%	12 1%	7 1%	3 3% i

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

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

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

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Find information online for your leisure time including cinema and live music	870 72%	123 72% bcd	75 48%	50 52%	24 41%	870 72% bcd	230 59%	57 58%	813 73% g	791 73%	77 69%
Compare products or services online such as looking at reviews or doing price comparison searches	816 68%	123 71% bcd	84 54%	57 59% d	27 46%	816 68% bcd	228 59%	62 63%	758 68%	747 69%	68 61%
Access news websites or websites about politics or current affairs	806 67%	118 68% bd	84 54%	57 59% d	26 45%	806 67% bd	205 53%	61 62%	746 67%	730 67%	74 66%
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	727 60%	117 68% bcde	74 48% d	54 56% d	20 34%	727 60% bd	183 47%	52 53%	678 61% g	676 62% j	50 45%
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc.	716 59%	117 68% bde	84 54%	57 59% d	27 46%	716 59% d	179 46%	48 49%	668 60% g	655 60%	58 52%

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

Any break column with 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Look online at job opportunities or apply for a job online	641	78	13	10	3	641	145	40	604	578	61
	53%	45%	8%	10%	5%	53%	37%	41%	54%	53%	55%
		bcd				abcd			g		
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	560	83	41	30	11	560	119	35	527	501	56
	46%	48%	26%	31%	19%	46%	31%	36%	47%	46%	50%
		bcd		d		bcd			g		
Sign an online petition or used a campaigning website such as change.org	518	77	53	38	14	518	140	46	474	484	33
	43%	45%	34%	40%	25%	43%	36%	47%	43%	44%	29%
		bd		d		bd				j	
None of these	53	5	20	8	12	53	37	6	48	44	8
	4%	3%	13%	8%	20%	4%	9%	6%	4%	4%	7%
			ae	ae	ace						
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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Access news websites or websites about politics or current affairs	527 44%	83 49% bcd	49 32%	33 34%	16 27%	527 44% bcd	118 30%	37 37%	492 44%	480 44%	45 40%
Find information online for your leisure time including cinema and live music	448 37%	53 31% bd	31 20%	22 23%	9 15%	448 37% bcd	100 26%	23 24%	425 38% g	404 37%	44 40%
Compare products or services online such as looking at reviews or doing price comparison searches	427 35%	65 38% bd	45 29%	33 34% d	12 20%	427 35% bd	113 29%	30 31%	399 36%	385 35%	42 37%
Look online at job opportunities or apply for a job online	189 16%	23 13% bcd	2 1%	1 2%	1 1%	189 16% bcd	50 13%	12 13%	178 16%	161 15%	25 23% i
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	178 15%	32 19% bd	18 12% d	15 16% d	3 6%	178 15% d	49 13%	20 20%	160 14%	158 15%	17 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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Pay online for your council tax or for another local council service (parking ticket, congestion charge etc.)	135 11%	21 12% bcd	6 4%	5 5%	1 1%	135 11% bcd	35 9%	9 9%	127 11%	114 10%	20 18% i
Complete Government processes online - such as update Universal Credit, renew a driving licence or passport etc.	119 10%	16 9%	14 9%	11 11%	4 6%	119 10%	32 8%	11 11%	109 10%	101 9%	16 14%
Sign an online petition or used a campaigning website such as change.org	95 8%	18 11%	13 8%	9 10%	3 6%	95 8%	29 7%	12 12% h	83 7%	88 8%	7 6%
None of these	286 24%	41 24%	65 42% ae	36 37% ae	29 50% ace	286 24%	127 33%	27 27%	258 23%	262 24%	21 19%
Don't know	10 1%	* *%	1 *%	1 1%	- -%	10 1%	2 1%	* *%	9 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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	527	83	49	33	16	527	118	37	492	480	45
	44%	49%	32%	34%	27%	44%	30%	37%	44%	44%	40%
		bcd				bcd					
DONE THIS BUT NOT IN THE LAST WEEK	280	34	35	24	10	280	87	24	254	249	29
	23%	20%	22%	25%	18%	23%	22%	25%	23%	23%	26%
EVER DONE THIS	806	118	84	57	26	806	205	61	746	730	74
	67%	68%	54%	59%	45%	67%	53%	62%	67%	67%	66%
		bd		d		bd					
NEVER DONE THIS	400	54	71	39	32	400	183	37	365	359	38
	33%	32%	46%	41%	55%	33%	47%	38%	33%	33%	34%
			ae		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 - Sign an online petition or used a campaigning website such as change.org

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	95 8%	18 11%	13 8%	9 10%	3 6%	95 8%	29 7%	12 12% h	83 7%	88 8%	7 6%
DONE THIS BUT NOT IN THE LAST WEEK	424 35%	58 34% bd	40 26%	29 30% d	11 19%	424 35% bd	111 29%	34 35%	391 35%	396 36% j	26 24%
EVER DONE THIS	518 43%	77 45% bd	53 34%	38 40% d	14 25%	518 43% bd	140 36%	46 47%	474 43%	484 44% j	33 29%
NEVER DONE THIS	688 57%	95 55%	102 66% ae	58 60%	44 75% ace	688 57%	248 64%	52 53%	637 57%	605 56%	79 71% 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 - 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	119 10%	16 9%	14 9%	11 11%	4 6%	119 10%	32 8%	11 11%	109 10%	101 9%	16 14%
DONE THIS BUT NOT IN THE LAST WEEK	597 50%	101 59% bcde	69 45%	46 48%	23 40%	597 50%	147 38% d	38 39%	558 50% g	554 51% j	42 38%
EVER DONE THIS	716 59%	117 68% bde	84 54%	57 59% d	27 46%	716 59% d	179 46%	48 49%	668 60% g	655 60%	58 52%
NEVER DONE THIS	490 41%	55 32%	71 46% a	40 41%	31 54% ace	490 41% a	209 54%	49 51% h	443 40%	434 40%	54 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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	135	21	6	5	1	135	35	9	127	114	20
	11%	12%	4%	5%	1%	11%	9%	9%	11%	10%	18%
		bcd				bcd					i
DONE THIS BUT NOT IN THE LAST WEEK	425	62	35	25	10	425	84	26	400	387	36
	35%	36%	22%	26%	17%	35%	22%	26%	36%	35%	33%
		bcd				bcd			g		
EVER DONE THIS	560	83	41	30	11	560	119	35	527	501	56
	46%	48%	26%	31%	19%	46%	31%	36%	47%	46%	50%
		bcd		d		bcd			g		
NEVER DONE THIS	646	89	114	67	47	646	269	63	584	588	56
	54%	52%	74%	69%	81%	54%	69%	64%	53%	54%	50%
			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 - 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	178	32	18	15	3	178	49	20	160	158	17
	15%	19%	12%	16%	6%	15%	13%	20%	14%	15%	15%
		bd	d	d		d					
DONE THIS BUT NOT IN THE LAST WEEK	549	85	56	39	17	549	134	32	518	517	33
	46%	49%	36%	41%	28%	46%	35%	33%	47%	48%	30%
		bd		d		bd			g	j	
EVER DONE THIS	727	117	74	54	20	727	183	52	678	676	50
	60%	68%	48%	56%	34%	60%	47%	53%	61%	62%	45%
		bcde	d	d		bd			g	j	
NEVER DONE THIS	479	55	81	42	39	479	205	46	433	413	62
	40%	32%	52%	44%	66%	40%	53%	47%	39%	38%	55%
			ae	a	abce	a		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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	189	23	2	1	1	189	50	12	178	161	25
	16%	13%	1%	2%	1%	16%	13%	13%	16%	15%	23%
		bcd				bcd					i
DONE THIS BUT NOT IN THE LAST WEEK	453	55	11	9	2	453	95	28	426	417	36
	38%	32%	7%	9%	4%	38%	24%	28%	38%	38%	32%
		bcd				bcd			g		
EVER DONE THIS	641	78	13	10	3	641	145	40	604	578	61
	53%	45%	8%	10%	5%	53%	37%	41%	54%	53%	55%
		bcd				abcd			g		
NEVER DONE THIS	565	94	142	87	56	565	243	58	507	510	51
	47%	55%	92%	90%	95%	47%	63%	59%	46%	47%	45%
		e	ae	ae	ae			h			

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

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

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

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	448 37%	53 31% bd	31 20%	22 23%	9 15%	448 37% bcd	100 26%	23 24%	425 38% g	404 37%	44 40%
DONE THIS BUT NOT IN THE LAST WEEK	421 35%	70 41% bcd	44 28%	28 29%	16 27%	421 35% bd	130 34%	34 34%	387 35%	387 36%	32 29%
EVER DONE THIS	870 72%	123 72% bcd	75 48%	50 52%	24 41%	870 72% bcd	230 59%	57 58%	813 73% g	791 73%	77 69%
NEVER DONE THIS	336 28%	48 28%	81 52% ae	46 48% ae	34 59% ae	336 28%	158 41%	41 42% h	298 27%	298 27%	35 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.

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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
DONE THIS IN THE LAST WEEK	427 35%	65 38% bd	45 29%	33 34% d	12 20%	427 35% bd	113 29%	30 31%	399 36%	385 35%	42 37%
DONE THIS BUT NOT IN THE LAST WEEK	389 32%	58 34% b	39 25%	23 24%	15 26%	389 32% b	115 30%	31 32%	359 32%	361 33% j	27 24%
EVER DONE THIS	816 68%	123 71% bcd	84 54%	57 59% d	27 46%	816 68% bcd	228 59%	62 63%	758 68%	747 69%	68 61%
NEVER DONE THIS	390 32%	49 29%	71 46% ae	40 41% ae	31 54% ace	390 32%	159 41%	36 37%	353 32%	342 31%	44 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.

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	670	84	135	57	78	670	308	78	592	613	55
Effective Weighted Sample	502	62	90	41	57	502	222	43	447	451	49
Total	490	55	71	40	31	490	209	49	443	434	54
PROMPTED RESPONSES											
I prefer to use pen and paper/ fill out a form/ use the post	147	**	27	**	**	147	65	**	134	121	**
	30%	**	38%	**	**	30%	31%	**	30%	28%	**
I don't need to complete these government processes	113	**	13	**	**	113	49	**	105	106	**
	23%	**	19%	**	**	23%	24%	**	24%	24%	**
I prefer to talk with someone in person to do these things	95	**	18	**	**	95	52	**	83	87	**
	19%	**	25%	**	**	19%	25%	**	19%	20%	**
I prefer to make a phone call to do these things	81	**	18	**	**	81	38	**	71	78	**
	16%	**	26% e	**	**	16%	18%	**	16%	18%	**
I don't believe it is safe to give my information online to do these things	43	**	7	**	**	43	17	**	37	40	**
	9%	**	10%	**	**	9%	8%	**	8%	9%	**
I wasn't aware you could do this online	43	**	4	**	**	43	18	**	41	36	**
	9%	**	6%	**	**	9%	9%	**	9%	8%	**
The websites or apps are difficult to use or take too long to use	19	**	*	**	**	19	6	**	17	18	**
	4%	**	*%	**	**	4% b	3%	**	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.

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	670	84	135	57	78	670	308	78	592	613	55
Effective Weighted Sample	502	62	90	41	57	502	222	43	447	451	49
Total	490	55	71	40	31	490	209	49	443	434	54
It's only possible to do these things in person or by phone, they can't be done online	5	**	*	**	**	5	1	**	4	5	**
	1%	**	*%	**	**	1%	1%	**	1%	1%	**
UNPROMPTED RESPONSES											
I'm not responsible for this in the household/ someone else does this for me	11	**	2	**	**	11	3	**	8	11	**
	2%	**	3%	**	**	2%	2%	**	2%	3%	**
Lack confidence online/ don't feel comfortable doing it	4	**	1	**	**	4	2	**	2	4	**
	1%	**	2%	**	**	1%	1%	**	*%	1%	**
Other reasons	8	**	2	**	**	8	4	**	7	8	**
	2%	**	3%	**	**	2%	2%	**	2%	2%	**
PREFER VERBAL CONTACT	144	**	27	**	**	144	72	**	127	135	**
	29%	**	37%	**	**	29%	34%	**	29%	31%	**
NO NEED/ NOT RESPONSIBLE FOR THIS	124	**	16	**	**	124	52	**	113	117	**
	25%	**	22%	**	**	25%	25%	**	25%	27%	**
Don't know	33	**	1	**	**	33	9	**	32	27	**
	7%	**	2%	**	**	7%	5%	**	7%	6%	**
						b					

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

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

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	883	136	144	84	60	883	267	80	803	822	59
Effective Weighted Sample	695	115	103	62	45	695	194	48	638	640	52
Total	716	117	84	57	27	716	179	48	668	655	58
A computer - laptop, desktop or netbook computer (PC or Mac)	427	85	60	**	**	427	101	**	399	393	**
	60%	73%	72%	**	**	60%	56%	**	60%	60%	**
		e	e								
A tablet	161	26	22	**	**	161	42	**	150	154	**
	22%	22%	26%	**	**	22%	24%	**	22%	24%	**
A smartphone	123	5	1	**	**	123	35	**	115	103	**
	17%	4%	1%	**	**	17%	20%	**	17%	16%	**
						ab					
A games console or handheld games player	3	-	1	**	**	3	1	**	3	3	**
	*%	-%	1%	**	**	*%	1%	**	*%	*%	**
A smart TV	1	1	-	**	**	1	-	**	-	1	**
	*%	1%	-%	**	**	*%	-%	**	-%	*%	**
Some other device	*	-	-	**	**	*	-	**	-	*	**
	*%	-%	-%	**	**	*%	-%	**	-%	*%	**
Don't know	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.

IN17. Do you ever watch videos on sites or apps like YouTube, Vimeo or Vine? IF NECESSARY: By 'videos' we 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	926	117	70	55	15	926	257	64	864	826	97
	77%	68%	45%	57%	25%	77%	66%	66%	78%	76%	87%
		bcd	d	bd		abcd			g		i
No	279	55	85	41	44	279	131	34	246	262	15
	23%	32%	55%	43%	75%	23%	34%	34%	22%	24%	13%
		e	ace	ae	abce			h		j	
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.

IN18. (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

	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	1114	137	110	76	34	1114	336	92	1022	1016	96
Effective Weighted Sample	884	116	78	56	24	884	256	52	816	795	87
Total	926	117	70	55	15	926	257	64	864	826	97
Short entertainment videos (music, film trailers, clips from TV programmes or highlights).	584 63%	72 62%	30 43% b	** **	** **	584 63% b	152 59%	** **	551 64%	519 63%	** **
Funny videos/ jokes/ pranks/ challenges	517 56%	47 40%	27 38%	** **	** **	517 56% ab	139 54%	** **	479 55%	454 55%	** **
'How-to' videos, tips or tutorials about things that I want to do	504 54%	62 53%	40 57%	** **	** **	504 54%	130 51%	** **	469 54%	455 55%	** **
Reviews about things I may want to buy	343 37%	51 43%	26 37%	** **	** **	343 37%	80 31%	** **	323 37%	311 38%	** **
News/ current affairs/ documentaries	287 31%	36 31%	18 25%	** **	** **	287 31%	55 21%	** **	267 31%	244 30%	** **
Longer entertainment videos (whole TV programmes or films)	244 26%	32 27% b	11 15%	** **	** **	244 26% b	56 22%	** **	227 26%	214 26%	** **
Political speeches or campaigns	116 13%	15 13%	7 11%	** **	** **	116 13%	27 11%	** **	109 13%	95 12%	** **
Vlogs from vloggers (like Zoella or PewDiePie)	86 9%	3 2%	2 2%	** **	** **	86 9% ab	22 9%	** **	80 9%	71 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.

IN18. (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

	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	1114	137	110	76	34	1114	336	92	1022	1016	96
Effective Weighted Sample	884	116	78	56	24	884	256	52	816	795	87
Total	926	117	70	55	15	926	257	64	864	826	97
Religious speeches or events	41	5	2	**	**	41	12	**	38	22	**
	4%	5%	2%	**	**	4%	5%	**	4%	3%	**
Other types of videos	23	6	2	**	**	23	7	**	23	21	**
	2%	5%	2%	**	**	2%	3%	**	3%	2%	**
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.

IN18. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Short entertainment videos (music, film trailers, clips from TV programmes or highlights).	584 48%	72 42% bcd	30 19% d	25 26% d	5 8%	584 48% bcd	152 39%	36 36%	551 50% g	519 48%	65 58% i
Funny videos/ jokes/ pranks/ challenges	517 43%	47 27% bd	27 17% d	22 23% d	5 8%	517 43% abcd	139 36%	40 41%	479 43%	454 42%	60 54% i
'How-to' videos, tips or tutorials about things that I want to do	504 42%	62 36% bd	40 26% d	35 36% bd	5 9%	504 42% bd	130 34%	36 36%	469 42%	455 42%	49 44%
Reviews about things I may want to buy	343 28%	51 30% bcd	26 17%	19 20%	7 12%	343 28% bcd	80 21%	21 21%	323 29% g	311 29%	31 28%
News/ current affairs/ documentaries	287 24%	36 21% bd	18 11%	14 15% d	3 6%	287 24% bcd	55 14%	23 24%	267 24%	244 22%	44 39% i
Longer entertainment videos (whole TV programmes or films)	244 20%	32 18% bcd	11 7%	8 9%	2 4%	244 20% bcd	56 14%	19 19%	227 20%	214 20%	28 25%
Political speeches or campaigns	116 10%	15 9% d	7 5% d	7 7% d	1 1%	116 10% bd	27 7%	7 7%	109 10%	95 9%	21 19% i
Columns Tested: a,b,c,d,e - g,h - i,j											

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IN18. (SHOWCARD) And what types of videos do you tend to watch on these sites and apps? (MULTI CODE)

Base : Those who go online

	Total	AGE 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Vlogs from vloggers (like Zoella or PewDiePie)	86	3	2	1	1	86	22	5	80	71	15
	7%	2%	1%	1%	1%	7%	6%	5%	7%	7%	14%
						abcd					i
Religious speeches or events	41	5	2	1	1	41	12	2	38	22	19
	3%	3%	1%	1%	2%	3%	3%	2%	3%	2%	17%
						b					i
Other types of videos	23	6	2	1	*	23	7	-	23	21	2
	2%	3%	1%	1%	*%	2%	2%	-%	2%	2%	2%
Don't know	1	-	*	*	-	1	*	-	1	1	-
	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%	-%
DO NOT WATCH VIDEOS ON SITES LIKE YOUTUBE/ VIMEO/ VINE	280	55	85	41	44	280	131	34	247	263	15
	23%	32%	55%	43%	75%	23%	34%	34%	22%	24%	13%
		e	ace	ae	abce			h		j	

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

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IN19. (SHOWCARD) Which of these ways describe how you find videos to watch on these sites or apps? (MULTI CODE)

Base : Those who ever watch videos on sites or apps like YouTube

	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	1114	137	110	76	34	1114	336	92	1022	1016	96
Effective Weighted Sample	884	116	78	56	24	884	256	52	816	795	87
Total	926	117	70	55	15	926	257	64	864	826	97
Friends or family tell me/ email me about them	570 62%	68 58%	40 58%	** **	** **	570 62%	151 59%	** **	536 62%	500 60%	** **
From my search engine results	416 45%	61 52%	30 42%	** **	** **	416 45%	92 36%	** **	390 45%	370 45%	** **
Links from social media sites	352 38%	26 22%	12 17%	** **	** **	352 38% ab	83 32%	** **	333 39%	314 38%	** **
Recommended/ Trending/ Most popular section on the site/ app	292 32%	19 16%	8 11%	** **	** **	292 32% ab	64 25%	** **	276 32%	252 30%	** **
My subscription section on the site/ app	130 14%	11 9%	3 4%	** **	** **	130 14% b	32 12%	** **	123 14%	110 13%	** **
From articles or adverts in newspapers or magazines (online or paper)	111 12%	13 11%	9 13%	** **	** **	111 12%	29 11%	** **	105 12%	94 11%	** **
Clicking on an online advert	60 6%	8 7%	2 2%	** **	** **	60 6%	10 4%	** **	54 6%	54 6%	** **
Other	19 2%	1 *%	1 1%	** **	** **	19 2%	6 2%	** **	17 2%	19 2%	** **
Don't know	10 1%	3 3%	2 3%	** **	** **	10 1%	3 1%	** **	7 1%	10 1%	** **

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

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IN20. 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	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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
No, do not have any concerns	699 50%	87 42%	136 48%	74 49%	62 46%	699 50% a	284 51%	72 47%	628 50%	625 49%	69 55%
Unsuitable content for children	263 19%	47 22% bd	42 15%	26 17%	16 12%	263 19% bd	87 16%	31 20%	233 19%	249 20% j	14 11%
Strangers contacting children	225 16%	42 20%	42 15%	23 15%	19 14%	225 16%	86 15%	27 17%	195 16%	213 17% j	12 9%
Sexual content/ pornography	216 15%	43 21% bde	41 14%	27 18% d	14 10%	216 15% d	78 14%	31 20% h	188 15%	200 16%	17 13%
Fraud	151 11%	26 13%	27 10%	14 9%	13 10%	151 11%	51 9%	11 7%	139 11%	138 11%	13 11%
Violent content	148 11%	24 12% d	27 9%	19 12% d	8 6%	148 11% d	51 9%	19 12%	131 11%	135 11%	13 10%
Identity theft	140 10%	30 15% bde	27 10%	16 11%	11 8%	140 10%	47 8%	14 9%	126 10%	131 10%	11 8%
People masquerading as younger people online	137 10%	27 13% bd	22 8%	12 8%	10 8%	137 10%	51 9%	18 12%	116 9%	131 10% j	5 4%
Others getting access to my personal details	113 8%	26 12% e	25 9%	13 9%	12 9%	113 8%	43 8%	13 9%	97 8%	107 8%	6 5%

Columns Tested:　a,b,c,d,e - g,h - i,j

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IN20. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Websites showing indecent images of children	101 7%	18 8% d	16 6%	10 7%	5 4%	101 7%	37 7%	13 8%	87 7%	98 8% j	3 2%
Racist/ far right websites	95 7%	21 10% bcd	11 4%	7 5%	5 3%	95 7%	26 5%	8 5%	86 7%	90 7%	5 4%
Websites promoting radicalisation/ instructing how to be a terrorist	92 7%	21 10% bcde	11 4%	8 5%	3 2%	92 7%	22 4%	11 7%	81 6%	88 7%	4 3%
Strong/ offensive language/ swearing	91 6%	18 9% d	18 7%	13 8%	6 4%	91 6%	32 6%	9 6%	82 7%	82 6%	9 8%
Religious hate material/ websites	90 6%	20 10% bcd	10 4%	6 4%	4 3%	90 6%	22 4%	7 5%	82 7%	82 6%	7 6%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	85 6%	23 11% bcde	12 4%	8 5%	5 4%	85 6%	23 4%	7 5%	78 6%	81 6%	4 3%
Viruses/ trojans/ worms/ spyware/ malicious software	82 6%	16 8% bd	10 3%	6 4%	4 3%	82 6%	26 5%	4 2%	78 6% g	75 6%	7 6%

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

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IN20. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
General concerns about online privacy (unspecified)	80 6%	11 5%	17 6%	11 8%	6 5%	80 6%	29 5%	7 4%	71 6%	70 5%	11 9%
Content encouraging violence or crime	80 6%	15 7% d	11 4%	7 5%	4 3%	80 6%	23 4%	6 4%	72 6%	75 6%	6 5%
Spam/ unwanted emails	77 5%	13 6%	14 5%	10 7%	4 3%	77 5%	24 4%	9 6%	68 5%	71 6%	6 5%
Websites instructing how to commit suicide/ self-harm	73 5%	16 8% bd	12 4%	7 5%	4 3%	73 5%	23 4%	9 6%	64 5%	72 6% j	2 1%
Unsecure sites	72 5%	14 7% bd	7 3%	6 4%	1 1%	72 5% bd	17 3%	5 3%	66 5%	68 5%	4 3%
Not controlled/ regulated/ anything can be shown on it/ fake news/ misleading information online	70 5%	13 6% bd	8 3%	6 4%	2 2%	70 5% bd	20 4%	7 5%	62 5%	63 5%	7 5%
Claims for money/ phishing emails	69 5%	17 8% bde	12 4%	7 5%	5 4%	69 5%	23 4%	8 5%	61 5%	66 5%	4 3%
People gambling online	68 5%	16 8% bd	10 4%	7 5%	3 3%	68 5%	22 4%	5 3%	62 5%	60 5%	6 5%

Columns Tested:　a,b,c,d,e - g,h - i,j

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IN20. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Personal information that companies may hold about me	67 5%	12 6%	11 4%	7 4%	4 3%	67 5%	24 4%	6 4%	61 5%	63 5%	4 3%
Homophobic material/ websites	65 5%	12 6% d	10 4%	9 6% d	2 1%	65 5% d	18 3%	5 3%	60 5%	61 5%	4 4%
Third parties having access to/ using your personal data without informing you	65 5%	12 6% d	9 3%	6 4%	3 2%	65 5%	18 3%	4 3%	60 5%	60 5%	5 4%
Illegal goods for sale online	59 4%	13 6% b	8 3%	5 3%	4 3%	59 4%	15 3%	4 3%	54 4%	55 4%	4 3%
Body image/websites with information about excessive dieting/ eating disorders	57 4%	11 5%	8 3%	5 3%	3 2%	57 4%	15 3%	7 4%	51 4%	52 4%	6 5%
Inappropriate advertising/ selling	57 4%	11 6% bd	7 2%	6 4% d	1 1%	57 4% d	14 2%	5 3%	51 4%	52 4%	5 4%
Pop-up adverts/ too many adverts	55 4%	12 6% bd	5 2%	3 2%	1 1%	55 4% bd	14 3%	5 3%	49 4%	50 4%	5 4%

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

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IN20. 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	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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Personal information that the government may hold about me	42 3%	7 4%	6 2%	4 3%	2 1%	42 3%	13 2%	3 2%	39 3%	40 3%	1 1%
My behaviour online being recorded/ tracked by websites	40 3%	6 3% d	4 1%	3 2%	1 1%	40 3% d	13 2%	4 3%	35 3%	36 3%	4 3%
Receiving advertising that is personally targeted	39 3%	6 3% d	3 1%	3 2%	* *%	39 3% bd	12 2%	3 2%	35 3%	35 3%	4 3%
Social media sites/ Facebook/ issues with content posted/ trolling on social media sites	12 1%	2 1%	4 1%	1 1%	3 2%	12 1%	6 1%	* *%	12 1%	11 1%	1 1%
Spending too much time online/ waste of time/ anti-social	8 1%	2 1%	5 2% e	- -%	5 3% ce	8 1%	6 1%	1 1%	6 1%	6 *%	2 1%
Bullying/ children being bullied online	7 1%	1 *%	3 1%	2 1%	1 1%	7 1%	5 1%	3 2% h	5 *%	7 1%	- -%
Other	34 2%	7 3% b	3 1%	1 1%	2 1%	34 2%	6 1%	7 4%	28 2%	33 3%	- -%

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

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IN20. 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	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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
SUMMARY CODES											
ANY CONCERNS	682	119	133	73	61	682	258	73	608	628	53
	49%	57%	47%	49%	45%	49%	46%	48%	49%	49%	42%
		bde									
OFFENSIVE/ ILLEGAL CONTENT	494	86	81	52	29	494	166	54	441	453	41
	35%	41%	29%	35%	22%	35%	30%	35%	35%	36%	33%
		bd			d		bd				
RISKS TO OTHERS/ SOCIETY	303	58	55	30	25	303	119	35	262	281	22
	22%	28%	19%	20%	18%	22%	21%	23%	21%	22%	18%
		bcde									
SECURITY/ FRAUD	274	54	58	31	28	274	104	32	242	253	22
	20%	26%	21%	20%	21%	20%	18%	21%	19%	20%	18%
		e									
PERSONAL PRIVACY	115	18	24	13	11	115	41	10	104	105	11
	8%	9%	9%	9%	8%	8%	7%	6%	8%	8%	9%
ADVERTISING	89	19	8	6	2	89	21	8	79	82	7
	6%	9%	3%	4%	1%	6%	4%	5%	6%	6%	5%
		bcd				bd					
Don't know	24	2	15	3	11	24	18	9	15	21	3
	2%	1%	5%	2%	8%	2%	3%	6%	1%	2%	3%
			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.

IN20. 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
No, do not have any concerns	587 49%	66 39%	65 42%	41 43%	24 41%	587 49% ab	187 48%	45 46%	545 49%	523 48%	60 54%
Unsuitable content for children	245 20%	39 23%	34 22%	20 21%	13 23%	245 20%	73 19%	26 26%	220 20%	230 21%	14 12% j
Sexual content/ pornography	200 17%	40 23% e	31 20%	22 22%	9 16%	200 17%	65 17%	24 24% h	180 16%	184 17%	16 14%
Strangers contacting children	197 16%	37 22%	25 16%	15 15%	10 17%	197 16%	62 16%	16 17%	179 16%	186 17%	11 10% j
Violent content	143 12%	24 14%	22 14%	16 17%	6 11%	143 12%	45 12%	18 18% h	128 12%	131 12%	12 11%
Fraud	131 11%	25 15%	15 10%	8 9%	7 12%	131 11%	36 9%	7 7%	123 11%	120 11%	12 10%
People masquerading as younger people online	122 10%	25 14% c	14 9%	6 6%	8 13%	122 10%	39 10%	13 13%	107 10%	116 11% j	4 4%
Identity theft	121 10%	28 16% be	14 9%	9 9%	5 9%	121 10%	32 8%	6 7%	114 10%	113 10%	10 9%
Websites showing indecent images of children	95 8%	15 9%	12 8%	8 8%	4 7%	95 8%	31 8%	10 10%	84 8%	92 8% j	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.

IN20. 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Others getting access to my personal details	95 8%	22 13% bde	12 8%	9 9%	3 5%	95 8%	26 7%	7 7%	87 8%	90 8%	5 5%
Racist/ far right websites	92 8%	19 11%	11 7%	7 7%	4 7%	92 8%	26 7%	8 9%	83 7%	87 8%	5 5%
Websites promoting radicalisation/ instructing how to be a terrorist	88 7%	21 12% bde	9 6%	7 7%	3 4%	88 7%	20 5%	9 9%	79 7%	85 8%	4 4%
Religious hate material/ websites	88 7%	19 11%	9 6%	5 6%	4 7%	88 7%	21 5%	7 7%	80 7%	80 7%	7 7%
Strong/ offensive language/ swearing	86 7%	18 10%	14 9%	10 10%	5 8%	86 7%	27 7%	9 9%	77 7%	78 7%	9 8%
Viruses/ trojans/ worms/ spyware/ malicious software	81 7%	15 9%	9 6%	6 6%	3 6%	81 7%	25 6%	4 4%	77 7%	74 7%	7 7%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	80 7%	21 12% bde	10 7%	7 8%	3 5%	80 7%	19 5%	6 6%	74 7%	77 7%	4 3%
Content encouraging violence or crime	76 6%	14 8% d	8 5%	7 7%	1 2%	76 6%	19 5%	5 5%	71 6%	72 7%	5 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.

IN20. 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Spam/ unwanted emails	75 6%	13 7%	13 8%	9 9%	4 7%	75 6%	23 6%	8 9%	67 6%	69 6%	6 6%
General concerns about online privacy (unspecified)	74 6%	9 5%	13 9%	10 11% ae	3 5%	74 6%	23 6%	6 6%	67 6%	65 6%	10 9%
Unsecure sites	71 6%	14 8% d	7 5%	6 6%	1 3%	71 6%	17 4%	5 5%	65 6%	67 6%	4 3%
Websites instructing how to commit suicide/ self-harm	69 6%	16 9% e	9 6%	6 7%	2 4%	69 6%	19 5%	8 8%	61 6%	67 6% j	2 2%
Homophobic material/ websites	65 5%	12 7%	10 7%	9 9% d	2 3%	65 5%	18 5%	5 5%	59 5%	60 6%	4 4%
Claims for money/ phishing emails	64 5%	17 10% e	9 6%	6 6%	3 5%	64 5%	19 5%	5 6%	58 5%	61 6%	4 3%
Not controlled/ regulated/ anything can be shown on it/ fake news/ misleading information online	64 5%	12 7%	5 4%	4 4%	1 2%	64 5%	14 4%	6 7%	57 5%	58 5%	6 5%
Third parties having access to/ using your personal data without informing you	63 5%	11 7%	7 5%	6 6%	1 2%	63 5%	17 4%	4 5%	58 5%	57 5%	5 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.

IN20. 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
People gambling online	63 5%	14 8% e	9 6%	7 7%	2 3%	63 5%	19 5%	4 4%	59 5%	56 5%	5 5%
Personal information that companies may hold about me	62 5%	12 7% d	6 4%	6 6% d	1 1%	62 5% d	19 5%	5 5%	56 5%	58 5%	4 4%
Illegal goods for sale online	58 5%	12 7%	7 4%	5 5%	2 4%	58 5%	14 4%	4 4%	53 5%	54 5%	4 4%
Body image/websites with information about excessive dieting/ eating disorders	55 5%	10 6%	6 4%	4 4%	2 3%	55 5%	13 3%	5 5%	50 5%	49 5%	6 5%
Inappropriate advertising/ selling	55 5%	11 6% d	6 4%	4 5%	1 2%	55 5%	13 3%	5 5%	50 4%	50 5%	5 4%
Pop-up adverts/ too many adverts	53 4%	11 7% bd	5 3%	3 3%	1 2%	53 4%	13 3%	5 5%	49 4%	49 4%	5 4%
My behaviour online being recorded/ tracked by websites	39 3%	5 3%	3 2%	3 3%	1 1%	39 3%	12 3%	4 4%	35 3%	35 3%	4 4%
Personal information that the government may hold about me	39 3%	7 4%	4 2%	3 3%	1 2%	39 3%	11 3%	2 2%	37 3%	37 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.

IN20. 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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Receiving advertising that is personally targeted	38 3%	6 3%	3 2%	2 2%	* 1%	38 3%	11 3%	3 3%	35 3%	34 3%	4 4%
Social media sites/ Facebook/ issues with content posted/ trolling on social media sites	8 1%	* *%	1 1%	- -%	1 2% e	8 1%	3 1%	- -%	8 1%	7 1%	1 1%
Spending too much time online/ waste of time/ anti-social	5 *%	1 1%	1 1%	- -%	1 2%	5 *%	1 *%	1 1%	4 *%	4 *%	1 1%
Bullying/ children being bullied online	5 *%	1 1%	1 *%	- -%	1 1%	5 *%	2 1%	2 2% h	3 *%	5 *%	- -%
Other	33 3%	7 4%	2 1%	1 1%	1 2%	33 3%	5 1%	6 6% h	28 3%	32 3%	- -%
SUMMARY CODES											
ANY CONCERNS	607 50%	104 61% e	85 55%	53 55%	31 54%	607 50%	192 50%	52 53%	555 50%	556 51%	50 45%
OFFENSIVE/ ILLEGAL CONTENT	458 38%	75 44%	62 40%	42 43%	20 34%	458 38%	137 35%	42 43%	417 38%	418 38%	40 36%
RISKS TO OTHERS/ SOCIETY	270 22%	53 31% bce	34 22%	21 21%	14 24%	270 22%	90 23%	22 23%	244 22%	249 23%	21 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.

IN20. 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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
SECURITY/ FRAUD	237 20%	49 28% e	34 22%	20 21%	13 23%	237 20%	72 19%	18 18%	219 20%	218 20%	20 18%
PERSONAL PRIVACY	105 9%	16 9%	16 10%	12 12%	4 7%	105 9%	31 8%	8 8%	96 9%	95 9%	10 9%
ADVERTISING	86 7%	19 11% bde	7 5%	5 5%	2 3%	86 7%	19 5%	8 8%	77 7%	80 7%	7 6%
Don't know	12 1%	1 1%	5 4% ae	2 2%	3 6% ae	12 1%	8 2%	1 1%	11 1%	10 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.

IN21. I'd now like to ask you some questions about social media - so using websites or apps like Facebook, Twitter, Instagram, SnapChat and YouTube. Do you have a social media profile or account on any 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	915	101	70	46	24	915	267	69	848	822	88
	76%	59%	45%	48%	41%	76%	69%	71%	76%	76%	79%
		bcd				abcd					
No	289	69	85	50	34	289	120	29	260	265	22
	24%	40%	55%	52%	59%	24%	31%	29%	23%	24%	20%
		e	ae	ae	ae						
Don't know	2	1	-	-	-	2	-	-	2	1	1
	*%	1%	-%	-%	-%	*%	-%	-%	*%	*%	1%
											i

Columns Tested:　a,b,c,d,e - g,h - i,j

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

IN22. (SHOWCARD) Which 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 on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Facebook	865	95	67	**	**	865	255	67	800	784	**
	95%	93%	95%	**	**	95%	96%	97%	94%	95%	**
WhatsApp	408	32	12	**	**	408	101	29	380	352	**
	45%	31%	17%	**	**	45%	38%	43%	45%	43%	**
		b				ab					
Instagram	280	7	4	**	**	280	66	18	262	252	**
	31%	7%	5%	**	**	31%	25%	26%	31%	31%	**
						ab					
YouTube	272	23	13	**	**	272	76	21	250	236	**
	30%	23%	18%	**	**	30%	28%	30%	29%	29%	**
						b					
Twitter	242	14	7	**	**	242	57	18	225	225	**
	26%	14%	10%	**	**	26%	21%	26%	27%	27%	**
						ab					
SnapChat	213	6	1	**	**	213	56	15	200	184	**
	23%	6%	1%	**	**	23%	21%	21%	24%	22%	**
		b				ab					
LinkedIn	155	20	8	**	**	155	19	6	150	139	**
	17%	20%	12%	**	**	17%	7%	8%	18%	17%	**
									g		
Google+ (inc. Google Hangouts)	150	20	8	**	**	150	40	18	132	136	**
	16%	20%	11%	**	**	16%	15%	26%	16%	17%	**
								h			
Pinterest	113	7	6	**	**	113	27	12	100	105	**
	12%	7%	8%	**	**	12%	10%	18%	12%	13%	**
Tumblr	31	2	1	**	**	31	7	2	30	29	**
	3%	2%	2%	**	**	3%	2%	2%	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.

IN22. (SHOWCARD) Which 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 on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Other	7	1	2	**	**	7	2	6	3	7	**
	1%	1%	3%	**	**	1%	1%	9%	*%	1%	**
			e					h			
Don't know	2	1	*	**	**	2	*	-	2	2	**
	*%	1%	1%	**	**	*%	*%	-%	*%	*%	**
		e									
FACEBOOK ONLY	293	42	41	**	**	293	108	19	274	266	**
	32%	41%	58%	**	**	32%	40%	28%	32%	32%	**
		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.

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

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Facebook	727 80%	83 82%	61 87%	** **	** **	727 80%	227 85%	56 80%	675 80%	667 81%	** **
WhatsApp	60 7%	6 6%	4 6%	** **	** **	60 7%	9 3%	3 4%	57 7%	45 5%	** **
Twitter	32 4%	4 4% b	- -%	** **	** **	32 4% b	5 2%	- -%	32 4% g	31 4%	** **
Instagram	26 3%	* *%	- -%	** **	** **	26 3%	4 2%	2 3%	23 3%	21 3%	** **
YouTube	22 2%	- -%	1 1%	** **	** **	22 2%	7 3%	2 2%	20 2%	21 2%	** **
SnapChat	16 2%	- -%	- -%	** **	** **	16 2%	7 3%	1 1%	16 2%	10 1%	** **
LinkedIn	10 1%	3 3%	1 1%	** **	** **	10 1%	1 *%	- -%	10 1%	8 1%	** **
Google+ (inc. Google Hangouts)	8 1%	2 2%	1 1%	** **	** **	8 1%	1 1%	1 2%	6 1%	8 1%	** **
Pinterest	5 1%	- -%	1 1%	** **	** **	5 1%	4 2%	1 2% h	3 *%	5 1%	** **
Tumblr	1 *%	- -%	- -%	** **	** **	1 *%	- -%	- -%	1 *%	1 *%	** **
Other	1 *%	- -%	1 1% e	** **	** **	1 *%	1 *%	3 5% h	- -%	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.

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

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Don't know	5	2	1	**	**	5	1	*	5	5	**
	1%	2%	1%	**	**	1%	*%	*%	1%	1%	**
		e									

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

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

IN24. (SHOWCARD) Do you ever do any of these things on social media sites or apps? (MULTI CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
PROMPTED RESPONSES											
Post my own comments or share my own videos or photos	714	66	47	**	**	714	208	54	662	638	**
	78%	65%	67%	**	**	78%	78%	78%	78%	78%	**
						ab					
Like, share or comment on things that other people have shared	696	72	43	**	**	696	200	61	640	637	**
	76%	71%	61%	**	**	76%	75%	88%	75%	77%	**
						b		h			
Look at posts without commenting, liking or sharing	651	65	44	**	**	651	187	49	603	595	**
	71%	64%	62%	**	**	71%	70%	71%	71%	72%	**
						b					
Post comments in private group discussions	387	36	9	**	**	387	83	20	366	352	**
	42%	35%	13%	**	**	42%	31%	28%	43%	43%	**
		b				b			g		
'Check in' at locations that I visit	289	23	7	**	**	289	74	28	267	261	**
	32%	23%	10%	**	**	32%	28%	40%	31%	32%	**
		b				ab					
Like, share or comment to try and win prizes	230	22	8	**	**	230	76	23	207	202	**
	25%	22%	11%	**	**	25%	28%	33%	24%	25%	**
		b				b					
Create groups/ plan events	221	11	6	**	**	221	42	13	208	204	**
	24%	11%	9%	**	**	24%	16%	19%	24%	25%	**
						ab					

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

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

Table 71

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

IN24. (SHOWCARD) Do you ever do any of these things on social media sites or apps? (MULTI CODE)

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Post comments in public groups with people I don't know personally	215 24%	19 19%	7 10%	** **	** **	215 24% b	44 16%	18 25%	199 24%	190 23%	** **
Contact companies or organisations to make a complaint	174 19%	14 13%	8 12%	** **	** **	174 19%	40 15%	11 16%	163 19%	149 18%	** **
Click on the ads that appear in my newsfeed	106 12% b	10 10%	* *%	** **	** **	106 12% b	27 10%	14 21% h	95 11%	99 12%	** **
UNPROMPTED RESPONSES											
Do not do any of these things/ rarely use social media	6 1%	- -%	1 2%	** **	** **	6 1%	1 *%	1 1%	5 1%	6 1%	** **
Other	7 1%	- -%	* *%	** **	** **	7 1%	* *%	1 1%	5 1%	7 1%	** **
Don't know	16 2%	4 4%	2 2%	** **	** **	16 2%	4 1%	* *%	16 2%	15 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.

IN25A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA SITES - The potential for abusive comments or responses puts me off making comments or posting things on social media (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Strongly disagree	200	18	18	**	**	200	60	9	190	176	**
	22%	18%	25%	**	**	22%	23%	13%	22%	21%	**
									g		
Slightly disagree	145	14	5	**	**	145	37	7	138	137	**
	16%	14%	7%	**	**	16%	14%	10%	16%	17%	**
							b				
TOTAL DISAGREE	346	32	23	**	**	346	97	16	329	312	**
	38%	31%	32%	**	**	38%	36%	23%	39%	38%	**
									g		
Neither/ nor	160	15	14	**	**	160	49	11	150	142	**
	18%	15%	20%	**	**	18%	18%	16%	18%	17%	**
Slightly agree	215	24	16	**	**	215	57	22	195	191	**
	23%	24%	22%	**	**	23%	21%	32%	23%	23%	**
								h			
Strongly agree	188	30	17	**	**	188	61	19	169	173	**
	21%	29%	25%	**	**	21%	23%	28%	20%	21%	**
		e									
TOTAL AGREE	403	54	33	**	**	403	118	42	364	364	**
	44%	53%	47%	**	**	44%	44%	60%	43%	44%	**
		e						h			
Don't know	6	*	1	**	**	6	3	*	6	4	**
	1%	*%	1%	**	**	1%	1%	*%	1%	1%	**
TOTAL NEITHER/ DON'T KNOW	166	16	15	**	**	166	52	11	155	146	**
	18%	15%	21%	**	**	18%	20%	16%	18%	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.

IN25B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA SITES - I often feel excluded when I use social media (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Strongly disagree	521	55	43	**	**	521	152	39	484	478	**
	57%	54%	62%	**	**	57%	57%	57%	57%	58%	**
Slightly disagree	149	15	5	**	**	149	37	7	139	129	**
	16%	15%	7%	**	**	16%	14%	10%	16%	16%	**
		b				b					
TOTAL DISAGREE	669	71	48	**	**	669	189	46	623	607	**
	73%	70%	69%	**	**	73%	71%	67%	74%	74%	**
Neither/ nor	140	18	16	**	**	140	46	17	124	123	**
	15%	18%	23%	**	**	15%	17%	25%	15%	15%	**
			e					h			
Slightly agree	71	6	3	**	**	71	21	4	68	63	**
	8%	6%	4%	**	**	8%	8%	6%	8%	8%	**
Strongly agree	19	2	1	**	**	19	7	1	18	16	**
	2%	2%	2%	**	**	2%	3%	1%	2%	2%	**
TOTAL AGREE	91	8	5	**	**	91	29	5	86	78	**
	10%	8%	7%	**	**	10%	11%	7%	10%	10%	**
Don't know	16	4	1	**	**	16	4	1	15	13	**
	2%	4%	1%	**	**	2%	1%	1%	2%	2%	**
		e									
TOTAL NEITHER/ DON'T KNOW	155	22	17	**	**	155	49	18	139	137	**
	17%	22%	24%	**	**	17%	18%	26%	16%	17%	**
			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.

IN25C. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT SOCIAL MEDIA SITES - I feel more creative when I use social media (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Strongly disagree	230	39	26	**	**	230	62	14	215	218	**
	25%	38%	38%	**	**	25%	23%	21%	25%	27%	**
		e	e								
Slightly disagree	96	11	6	**	**	96	26	7	90	85	**
	11%	11%	8%	**	**	11%	10%	10%	11%	10%	**
TOTAL DISAGREE	326	49	32	**	**	326	89	21	305	303	**
	36%	49%	46%	**	**	36%	33%	30%	36%	37%	**
		e	e								
Neither/ nor	306	30	17	**	**	306	82	22	287	280	**
	33%	30%	24%	**	**	33%	31%	32%	34%	34%	**
						b					
Slightly agree	184	12	15	**	**	184	66	18	164	160	**
	20%	12%	22%	**	**	20%	25%	26%	19%	19%	**
			a			a					
Strongly agree	87	9	3	**	**	87	25	4	84	70	**
	10%	8%	4%	**	**	10%	9%	6%	10%	8%	**
						b					
TOTAL AGREE	271	20	18	**	**	271	91	22	248	229	**
	30%	20%	26%	**	**	30%	34%	32%	29%	28%	**
						a					
Don't know	12	1	3	**	**	12	6	4	9	11	**
	1%	1%	5%	**	**	1%	2%	6%	1%	1%	**
			e					h			
TOTAL NEITHER/ DON'T KNOW	318	32	20	**	**	318	88	26	295	290	**
	35%	31%	29%	**	**	35%	33%	38%	35%	35%	**

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

Any break column with 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. Do you ever share links to articles on Twitter or Facebook? (SINGLE CODE)

Base : Those with a social media profile or account on Twitter 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	1097	123	118	67	51	1097	359	97	1000	1015	80
Effective Weighted Sample	853	99	81	46	39	853	263	54	781	777	74
Total	882	96	68	45	23	882	258	67	817	796	81
Yes	524	51	24	**	**	524	131	**	483	481	**
	59%	53%	35%	**	**	59%	51%	**	59%	60%	**
		b				b					
No	356	45	44	**	**	356	128	**	333	314	**
	40%	47%	65%	**	**	40%	49%	**	41%	39%	**
			ae								
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.

IN27. (SHOWCARD) AGREEMENT WITH STATEMENT - I often share links to articles on Twitter or Facebook without fully reading the content first (SINGLE CODE)

Base : Those who share links to articles on Twitter or Facebook

	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	662	65	45	32	13	662	187	60	602	619	43
Effective Weighted Sample	510	53	28	21	9	510	132	34	464	471	39
Total	524	51	24	19	4	524	131	44	483	481	43
Strongly disagree	228	**	**	**	**	228	69	**	204	210	**
	43%	**	**	**	**	43%	52%	**	42%	44%	**
Slightly disagree	89	**	**	**	**	89	14	**	87	82	**
	17%	**	**	**	**	17%	11%	**	18%	17%	**
TOTAL DISAGREE	317	**	**	**	**	317	83	**	291	292	**
	60%	**	**	**	**	60%	63%	**	60%	61%	**
Neither/ nor	47	**	**	**	**	47	10	**	44	42	**
	9%	**	**	**	**	9%	7%	**	9%	9%	**
Slightly agree	109	**	**	**	**	109	24	**	101	102	**
	21%	**	**	**	**	21%	18%	**	21%	21%	**
Strongly agree	48	**	**	**	**	48	15	**	43	42	**
	9%	**	**	**	**	9%	11%	**	9%	9%	**
TOTAL AGREE	157	**	**	**	**	157	39	**	144	144	**
	30%	**	**	**	**	30%	29%	**	30%	30%	**
Don't know	4	**	**	**	**	4	-	**	4	4	**
	1%	**	**	**	**	1%	-%	**	1%	1%	**
TOTAL NEITHER/ DON'T KNOW	50	**	**	**	**	50	10	**	48	45	**
	10%	**	**	**	**	10%	7%	**	10%	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.

IN28. (SHOWCARD) AGREEMENT WITH STATEMENT - When I visit social media websites or apps I tend to trust what I read or see (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Strongly disagree	228	31	24	**	**	228	73	17	212	210	**
	25%	30%	34%	**	**	25%	27%	25%	25%	26%	**
			e								
Slightly disagree	230	26	12	**	**	230	57	19	211	208	**
	25%	26%	17%	**	**	25%	21%	28%	25%	25%	**
						b					
TOTAL DISAGREE	458	57	36	**	**	458	130	36	423	418	**
	50%	56%	51%	**	**	50%	48%	52%	50%	51%	**
Neither/ nor	241	24	16	**	**	241	68	16	224	217	**
	26%	23%	23%	**	**	26%	26%	23%	26%	26%	**
Slightly agree	173	18	15	**	**	173	52	12	161	149	**
	19%	18%	21%	**	**	19%	20%	18%	19%	18%	**
Strongly agree	40	3	4	**	**	40	15	5	36	37	**
	4%	3%	5%	**	**	4%	6%	7%	4%	5%	**
TOTAL AGREE	214	21	18	**	**	214	68	17	197	186	**
	23%	21%	26%	**	**	23%	25%	25%	23%	23%	**
Don't know	3	-	*	**	**	3	2	-	3	2	**
	*%	-%	*%	**	**	*%	1%	-%	*%	*%	**
TOTAL NEITHER/ DON'T KNOW	243	24	16	**	**	243	70	16	227	219	**
	27%	23%	23%	**	**	27%	26%	23%	27%	27%	**

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

Any break column with 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. Do you ever share your opinions on social media sites with people you don't know? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Yes	290	26	19	**	**	290	77	19	270	262	**
	32%	25%	27%	**	**	32%	29%	27%	32%	32%	**
No	617	76	51	**	**	617	186	51	570	556	**
	67%	75%	73%	**	**	67%	70%	73%	67%	68%	**
Don't know	8	-	-	**	**	8	3	-	8	4	**
	1%	-%	-%	**	**	1%	1%	-%	1%	1%	**

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

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

IN30. Where you have the choice are you happy to share these opinions using your real name? (SINGLE CODE)

Base : Those who share opinions on social media with people they do not know

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	346	29	34	25	9	346	105	32	314	320	26
Effective Weighted Sample	277	26	24	18	7	277	78	21	254	253	24
Total	290	26	19	16	3	290	77	19	270	262	27
Yes	254	**	**	**	**	254	65	**	236	229	**
	88%	**	**	**	**	88%	85%	**	87%	87%	**
No	29	**	**	**	**	29	9	**	28	28	**
	10%	**	**	**	**	10%	12%	**	10%	11%	**
Don't know	7	**	**	**	**	7	3	**	6	5	**
	2%	**	**	**	**	2%	4%	**	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.

IN31. (SHOWCARD) And which, if any, of the following explain why you would not be happy to share opinions on social media using your real name? (MULTI CODE)

Base : Those who share opinions on social media with people they do not know that are not happy to do so using their real name

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j
Unweighted total	33	6	3	3	-	33	12	3	30	31	2
Effective Weighted Sample	28	5	1	1	-	28	9	3	25	26	2
Total	29	6	2	2	-	29	9	1	28	28	2
I'd be concerned about who would see my comments	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I'd be concerned about how people might respond to my comments	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
I'd be concerned about how long the comments would remain online	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
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.

IN32A. (SHOWCARD) How often do you consider any privacy or data security implications when you post photos you have taken? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Always	378	39	23	**	**	378	103	22	357	340	**
	41%	38%	32%	**	**	41%	39%	32%	42%	41%	**
									g		
Sometimes	257	22	10	**	**	257	62	19	238	232	**
	28%	22%	15%	**	**	28%	23%	27%	28%	28%	**
						b					
Rarely	105	8	6	**	**	105	39	8	96	96	**
	11%	8%	9%	**	**	11%	15%	12%	11%	12%	**
TOTAL EVER	740	68	39	**	**	740	204	49	691	668	**
	81%	68%	56%	**	**	81%	76%	71%	82%	81%	**
						ab			g		
Never	77	15	5	**	**	77	21	8	70	64	**
	8%	15%	7%	**	**	8%	8%	12%	8%	8%	**
		e									
I don't do this	97	18	25	**	**	97	41	12	86	89	**
	11%	17%	35%	**	**	11%	15%	17%	10%	11%	**
		e	ae					h			
Don't know	1	-	1	**	**	1	1	-	1	1	**
	*%	-%	1%	**	**	*%	*%	-%	*%	*%	**
			e								

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

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

IN32A. (SHOWCARD) How often do you consider any privacy or data security implications when you post photos you have taken? (SINGLE CODE)

Base : Those with a social media profile or account who say they do this

	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	1001	106	77	49	28	1001	305	83	918	919	80
Effective Weighted Sample	780	86	51	35	20	780	226	47	719	705	73
Total	818	84	45	34	11	818	227	57	762	733	81
Always	378	39	**	**	**	378	103	**	357	340	**
	46%	46%	**	**	**	46%	46%	**	47%	46%	**
Sometimes	257	22	**	**	**	257	62	**	238	232	**
	31%	26%	**	**	**	31%	27%	**	31%	32%	**
Rarely	105	8	**	**	**	105	39	**	96	96	**
	13%	9%	**	**	**	13%	17%	**	13%	13%	**
TOTAL EVER	740	68	**	**	**	740	204	**	691	668	**
	90%	82%	**	**	**	90% a	90%	**	91%	91%	**
Never	77	15	**	**	**	77	21	**	70	64	**
	9%	18% e	**	**	**	9%	9%	**	9%	9%	**
Don't know	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.

IN32B. (SHOWCARD) How often do you consider any privacy or data security implications when you tag other people in photos you post? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Always	312	30	16	**	**	312	91	16	295	277	**
	34%	30%	23%	**	**	34%	34%	23%	35%	34%	**
						b			g		
Sometimes	245	16	8	**	**	245	52	12	231	216	**
	27%	15%	12%	**	**	27%	20%	18%	27%	26%	**
						ab			g		
Rarely	118	13	6	**	**	118	40	8	110	112	**
	13%	13%	8%	**	**	13%	15%	12%	13%	14%	**
TOTAL EVER	674	58	30	**	**	674	183	36	636	605	**
	74%	58%	42%	**	**	74%	68%	52%	75%	74%	**
		b				ab			g		
Never	99	12	10	**	**	99	33	9	90	86	**
	11%	12%	14%	**	**	11%	12%	13%	11%	11%	**
I don't do this	138	31	30	**	**	138	51	24	119	128	**
	15%	31%	43%	**	**	15%	19%	34%	14%	16%	**
		e	ae					h			
Don't know	3	-	1	**	**	3	1	-	3	3	**
	*%	-%	1%	**	**	*%	*%	-%	*%	*%	**

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

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

IN32B. (SHOWCARD) How often do you consider any privacy or data security implications when you tag other people in photos you post? (SINGLE CODE)

Base : Those with a social media profile or account who say they do this

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	945	88	66	40	26	945	287	71	874	866	77
Effective Weighted Sample	738	71	44	29	18	738	213	44	685	665	71
Total	776	70	40	30	10	776	217	46	729	695	79
Always	312	**	**	**	**	312	91	**	295	277	**
	40%	**	**	**	**	40%	42%	**	40%	40%	**
Sometimes	245	**	**	**	**	245	52	**	231	216	**
	32%	**	**	**	**	32%	24%	**	32%	31%	**
Rarely	118	**	**	**	**	118	40	**	110	112	**
	15%	**	**	**	**	15%	18%	**	15%	16%	**
TOTAL EVER	674	**	**	**	**	674	183	**	636	605	**
	87%	**	**	**	**	87%	84%	**	87%	87%	**
Never	99	**	**	**	**	99	33	**	90	86	**
	13%	**	**	**	**	13%	15%	**	12%	12%	**
Don't know	3	**	**	**	**	3	1	**	3	3	**
	*%	**	**	**	**	*%	*%	**	*%	*%	**

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

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

IN32C. (SHOWCARD) How often do you consider any privacy or data security implications when you post comments? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Always	306	38	20	**	**	306	88	14	291	272	**
	33%	38%	28%	**	**	33%	33%	21%	34%	33%	**
									g		
Sometimes	274	22	13	**	**	274	63	24	253	243	**
	30%	22%	18%	**	**	30%	23%	35%	30%	30%	**
						b					
Rarely	138	15	9	**	**	138	46	11	130	130	**
	15%	15%	13%	**	**	15%	17%	16%	15%	16%	**
TOTAL EVER	718	75	41	**	**	718	197	50	673	644	**
	79%	74%	59%	**	**	79%	74%	72%	79%	78%	**
		b				b					
Never	123	15	11	**	**	123	44	13	109	109	**
	13%	15%	16%	**	**	13%	16%	19%	13%	13%	**
I don't do this	70	11	17	**	**	70	25	6	62	66	**
	8%	11%	25%	**	**	8%	9%	9%	7%	8%	**
			ae								
Don't know	4	-	*	**	**	4	1	-	4	4	**
	*%	-%	*%	**	**	*%	1%	-%	*%	*%	**

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

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

IN32C. (SHOWCARD) How often do you consider any privacy or data security implications when you post comments? (SINGLE CODE)

Base : Those with a social media profile or account who say they do this

	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	1040	113	92	54	38	1040	330	91	949	955	83
Effective Weighted Sample	811	92	63	38	28	811	243	49	745	732	76
Total	845	90	53	37	16	845	242	63	786	757	84
Always	306	38	**	**	**	306	88	**	291	272	**
	36%	42%	**	**	**	36%	36%	**	37%	36%	**
Sometimes	274	22	**	**	**	274	63	**	253	243	**
	32%	25%	**	**	**	32%	26%	**	32%	32%	**
Rarely	138	15	**	**	**	138	46	**	130	130	**
	16%	16%	**	**	**	16%	19%	**	17%	17%	**
TOTAL EVER	718	75	**	**	**	718	197	**	673	644	**
	85%	83%	**	**	**	85%	81%	**	86%	85%	**
Never	123	15	**	**	**	123	44	**	109	109	**
	15%	17%	**	**	**	15%	18%	**	14%	14%	**
Don't know	4	-	**	**	**	4	1	**	4	4	**
	*%	-%	**	**	**	*%	1%	**	*%	*%	**

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

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

IN32D. (SHOWCARD) How often do you consider any privacy implications when you 'check-in' at locations you visit? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	g	h	i	~j
Unweighted total	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Always	242	25	15	**	**	242	77	9	232	210	**
	26%	24%	21%	**	**	26%	29%	14%	27%	26%	**
									g		
Sometimes	213	17	11	**	**	213	54	15	198	183	**
	23%	17%	16%	**	**	23%	20%	22%	23%	22%	**
Rarely	95	9	4	**	**	95	23	8	88	91	**
	10%	8%	6%	**	**	10%	9%	11%	10%	11%	**
TOTAL EVER	550	50	30	**	**	550	155	33	518	484	**
	60%	49%	43%	**	**	60%	58%	47%	61%	59%	**
						ab			g		
Never	118	16	8	**	**	118	34	8	111	105	**
	13%	16%	12%	**	**	13%	13%	12%	13%	13%	**
I don't do this	241	35	31	**	**	241	76	25	214	228	**
	26%	35%	44%	**	**	26%	29%	36%	25%	28%	**
		e	e					h			
Don't know	7	-	1	**	**	7	2	3	5	6	**
	1%	-%	1%	**	**	1%	1%	5%	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.

IN32D. (SHOWCARD) How often do you consider any privacy implications when you 'check-in' at locations you visit? (SINGLE CODE)

Base : Those with a social media profile or account who say they do this

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	830	81	65	41	24	830	255	58	772	754	74
Effective Weighted Sample	644	67	42	29	16	644	188	32	601	575	68
Total	674	66	39	30	9	674	191	44	634	595	76
Always	242	**	**	**	**	242	77	**	232	210	**
	36%	**	**	**	**	36%	41%	**	37%	35%	**
Sometimes	213	**	**	**	**	213	54	**	198	183	**
	32%	**	**	**	**	32%	29%	**	31%	31%	**
Rarely	95	**	**	**	**	95	23	**	88	91	**
	14%	**	**	**	**	14%	12%	**	14%	15%	**
TOTAL EVER	550	**	**	**	**	550	155	**	518	484	**
	82%	**	**	**	**	82%	81%	**	82%	81%	**
Never	118	**	**	**	**	118	34	**	111	105	**
	17%	**	**	**	**	17%	18%	**	17%	18%	**
Don't know	7	**	**	**	**	7	2	**	5	6	**
	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.

IN33. (SHOWCARD) When you use social media, which one of these best applies? (SINGLE CODE)

Base : Those with a social media profile or account on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
I often see views that I disagree with	267	28	24	**	**	267	84	14	251	248	**
	29%	28%	34%	**	**	29%	31%	20%	30%	30%	**
									g		
I sometimes see views that I disagree with	510	57	29	**	**	510	134	45	468	455	**
	56%	56%	41%	**	**	56%	50%	66%	55%	55%	**
		b				b		h			
I rarely see views that I disagree with	112	15	14	**	**	112	38	10	103	98	**
	12%	15%	20%	**	**	12%	14%	15%	12%	12%	**
			e								
Don't know	26	2	3	**	**	26	12	*	26	22	**
	3%	2%	5%	**	**	3%	4%	*%	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.

IN34. How do you think the BBC's website 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Licence fee/ by the public	886 63%	149 71% bde	169 60%	96 64% d	73 55%	886 63%	326 58%	87 56%	801 64% g	817 64% j	70 55%
Advertising on the website	80 6%	7 3%	12 4%	9 6% d	3 2%	80 6%	23 4%	6 4%	76 6%	66 5%	11 9%
By the government	46 3%	2 1%	4 1%	1 1%	2 2%	46 3% b	17 3%	1 1%	44 4% g	38 3%	7 6%
Advertisers pay to prioritise their entry on the list/ be first on the list	15 1%	3 1%	1 *%	1 *%	- -%	15 1%	3 1%	1 *%	14 1%	12 1%	2 2%
Sales of programmes and services to other channels/countries	10 1%	2 1% b	- -%	- -%	- -%	10 1%	2 *%	- -%	10 1%	9 1%	1 1%
Advertisers pay when users click through from sponsored links to their website	6 *%	- -%	1 *%	1 1%	* *%	6 *%	3 *%	- -%	6 *%	5 *%	1 1%
Other	7 *%	- -%	3 1%	1 *%	2 1%	7 *%	4 1%	2 1%	5 *%	7 1%	- -%
Never heard of it	15 1%	4 2%	8 3% e	5 4% e	3 2%	15 1%	10 2%	4 3% h	11 1%	15 1%	- -%
Don't' know	341 24%	41 20%	86 30% ae	36 24%	50 38% abce	341 24%	173 31%	53 35% h	284 23%	305 24%	34 27%

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

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

IN35. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Advertising on the website	660 47% bcd	99 48% bcd	81 29%	46 31%	35 26%	660 47% bcd	198 35%	42 28%	619 49% g	600 47%	54 43%
Advertisers pay to prioritise their entry on the list/ be first on the list	105 7%	11 5%	15 5%	12 8% d	3 2%	105 7% d	27 5%	10 6%	98 8%	95 7%	9 7%
Advertisers pay when users click through from sponsored links to their website	88 6% bd	15 7% bd	9 3%	6 4%	3 2%	88 6% bd	23 4%	5 3%	82 7% g	75 6%	14 11% i
Licence fee/ by the public	64 5%	9 5%	12 4%	6 4%	7 5%	64 5%	32 6%	6 4%	58 5%	55 4%	7 5%
By the government	17 1%	1 *%	1 *%	* *%	* *%	17 1% b	4 1%	3 2%	15 1%	16 1%	2 1%
Selling content to other channels or countries	15 1%	1 *%	5 2%	4 2%	1 1%	15 1%	6 1%	1 *%	14 1%	11 1%	5 4% i
Other	28 2%	4 2%	7 3%	5 4%	2 2%	28 2%	17 3%	8 5% h	21 2%	25 2%	3 2%
Never heard of it	27 2%	2 1%	24 9% ae	9 6% ae	15 11% ace	27 2%	27 5%	11 7% h	15 1%	27 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.

IN35. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Don't' know	402	66	129	62	68	402	226	68	328	371	32
	29%	32%	46%	41%	51%	29%	40%	44%	26%	29%	25%
			ae	ae	ace			h			
SUMMARY CODES											
CORRECT RESPONSES	748	114	90	52	38	748	222	48	701	675	69
	53%	55%	32%	35%	28%	53%	40%	31%	56%	53%	55%
		bcd				bcd			g		
INCORRECT RESPONSES	229	26	40	27	13	229	86	27	207	201	26
	16%	13%	14%	18%	10%	16%	15%	18%	17%	16%	20%
				d		d					
DON'T KNOW/ NEVER HEARD OF IT	429	68	154	71	83	429	253	79	344	398	32
	31%	33%	54%	47%	62%	31%	45%	51%	27%	31%	25%
			ae	ae	abce			h			

Columns Tested:　a,b,c,d,e - g,h - i,j

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

IN36. How do you think the BBC's iPlayer service 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%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Licence fee/ by the public	754 54%	132 63% bcde	124 44% d	76 50% d	48 36%	754 54% bd	262 47%	65 42%	688 55% g	701 55% j	52 41%
Advertising on the website	116 8%	7 3%	12 4%	8 5%	4 3%	116 8% abd	31 5%	4 3%	112 9% g	96 8%	19 15% i
By the government	28 2%	1 1%	3 1%	- -%	3 2% c	28 2% c	8 1%	2 1%	27 2%	23 2%	5 4%
Advertisers pay to prioritise their entry on the list/ be first on the list	16 1%	3 1%	1 *%	- -%	1 1%	16 1%	3 1%	2 1%	15 1%	14 1%	2 2%
Advertisers pay when users click through from sponsored links to their website	16 1%	1 *%	1 *%	1 1%	* *%	16 1%	3 1%	2 1%	15 1%	16 1%	- -%
Sales of programmes and services to other channels/countries	15 1%	- -%	3 1%	2 2% a	1 1%	15 1%	10 2%	2 2%	13 1%	10 1%	5 4% i
Other	9 1%	1 *%	3 1%	1 1%	2 2%	9 1%	5 1%	1 1%	8 1%	9 1%	- -%
Never heard of it	21 1%	2 1%	17 6% ae	4 3%	12 9% ace	21 1%	19 3%	11 7% h	9 1%	21 2%	- -%
Don't' know	431 31%	62 30%	119 42% ae	57 38% e	62 46% ae	431 31%	219 39%	65 42% h	365 29%	384 30%	42 33%

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

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

IN37. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Advertising on the website	614	89	65	42	24	614	165	47	573	556	53
	44%	43%	23%	28%	18%	44%	29%	30%	46%	44%	43%
		bcd		d		bcd			g		
Advertisers pay when users click through from sponsored links to their website	100	11	8	6	2	100	24	8	91	88	14
	7%	5%	3%	4%	1%	7%	4%	5%	7%	7%	11%
		d				bd					
Advertisers pay to prioritise their entry on the list/ be first on the list	63	7	9	7	2	63	25	2	60	59	4
	4%	3%	3%	5%	2%	4%	4%	2%	5%	5%	3%
				d		d			g		
Licence fee/ by the public	38	4	5	2	2	38	20	3	34	27	10
	3%	2%	2%	2%	2%	3%	4%	2%	3%	2%	8%
											i
Selling content to other channels or countries	16	1	2	1	1	16	3	*	16	12	4
	1%	1%	1%	1%	*%	1%	1%	*%	1%	1%	3%
											i
By the government	11	-	*	-	*	11	2	-	11	6	4
	1%	-%	*%	-%	*%	1%	*%	-%	1%	1%	3%
											i
Other	24	3	6	3	3	24	12	6	21	24	1
	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	1%
								h			
Never heard of it	24	*	24	8	16	24	25	10	12	24	-
	2%	*%	9%	5%	12%	2%	4%	7%	1%	2%	-%
			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.

IN37. 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Don't' know	515	92	164	80	84	515	284	77	433	478	36
	37%	44%	58%	54%	63%	37%	51%	50%	35%	37%	29%
		e	ae	ae	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.

IN38A. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Strongly disagree	65	7	9	8	1	65	22	4	61	60	4
	5%	4%	6%	8%	2%	5%	6%	4%	5%	5%	3%
				d							
Slightly disagree	66	7	9	6	2	66	11	2	65	61	5
	5%	4%	6%	7%	4%	5%	3%	2%	6%	6%	5%
									g		
TOTAL DISAGREE	131	15	17	14	4	131	33	5	126	120	9
	11%	9%	11%	14%	6%	11%	9%	5%	11%	11%	8%
				d					g		
Neither/ nor	146	22	10	7	3	146	37	6	138	129	15
	12%	13%	7%	7%	6%	12%	10%	6%	12%	12%	14%
		bd				bd			g		
Slightly agree	239	22	21	14	7	239	73	12	228	212	27
	20%	13%	14%	15%	12%	20%	19%	13%	20%	19%	24%
						abd			g		
Strongly agree	678	113	106	62	44	678	240	72	610	618	58
	56%	65%	68%	64%	75%	56%	62%	74%	55%	57%	52%
		e	e		ce			h			
TOTAL AGREE	917	134	127	76	51	917	313	84	837	830	85
	76%	78%	82%	78%	87%	76%	81%	86%	75%	76%	76%
			e		ae			h			
Don't know	12	1	1	-	1	12	4	2	10	10	3
	1%	1%	1%	-%	1%	1%	1%	2%	1%	1%	2%
TOTAL NEITHER/ DON'T KNOW	158	23	11	7	4	158	41	8	148	139	18
	13%	13%	7%	7%	7%	13%	11%	8%	13%	13%	16%
		b				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.

IN38B. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Strongly disagree	234 19%	40 23%	30 20%	18 18%	13 22%	234 19%	80 21%	17 18%	215 19%	214 20%	22 20%
Slightly disagree	213 18%	27 16%	23 15%	17 18%	6 10%	213 18% d	56 15%	19 19%	194 17%	202 19% j	12 10%
TOTAL DISAGREE	447 37%	66 39%	53 34%	35 36%	19 32%	447 37%	136 35%	36 37%	410 37%	416 38%	34 30%
Neither/ nor	235 19%	36 21%	28 18%	18 19%	10 17%	235 19%	73 19%	17 17%	219 20%	215 20%	18 17%
Slightly agree	265 22%	37 21%	34 22%	20 21%	14 24%	265 22%	85 22%	20 20%	246 22%	235 22%	29 26%
Strongly agree	210 17%	25 14%	31 20%	21 22%	10 18%	210 17%	75 19%	17 17%	193 17%	182 17%	24 21%
TOTAL AGREE	475 39%	61 36%	66 42%	41 42%	24 42%	475 39%	160 41%	37 38%	439 40%	417 38%	53 47%
Don't know	49 4%	8 5%	8 5%	3 3%	5 9% ce	49 4%	19 5%	8 8% h	43 4%	41 4%	7 6%
TOTAL NEITHER/ DON'T KNOW	284 24%	44 26%	36 23%	21 22%	15 26%	284 24%	92 24%	25 26%	262 24%	255 23%	25 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.

IN39. (SHOWCARD) When you find factual information online, perhaps on social media or on search engines like Google do you ever check the accuracy of the information in any of these ways? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Check different websites to see if the same information appears on them all	539	79	42	30	12	539	123	34	503	483	50
	45%	46%	27%	31%	20%	45%	32%	35%	45%	44%	45%
		bcd		d		bcd			g		
Check that the website address looks genuine	390	56	28	16	12	390	89	28	362	340	47
	32%	32%	18%	17%	21%	32%	23%	29%	33%	31%	42%
		bcd				bcd					i
Check the credibility of the information (authors name or link to original publication)	300	56	21	15	6	300	60	21	279	265	32
	25%	32%	14%	15%	11%	25%	15%	22%	25%	24%	28%
		bcde				bcd					
Check whether the site looks professional	256	41	21	14	7	256	64	21	235	222	33
	21%	24%	13%	14%	12%	21%	17%	22%	21%	20%	29%
		bcd				bcd					i
Check whether people I trust use the site or sites	249	36	21	15	6	249	70	18	229	223	25
	21%	21%	14%	15%	11%	21%	18%	18%	21%	21%	23%
		bd				bd					
Check whether the site is regularly updated	198	30	15	10	5	198	36	14	185	167	31
	16%	18%	10%	11%	9%	16%	9%	14%	17%	15%	27%
		bd				bd					i
ANY OF THESE CHECKS MADE	810	120	77	52	26	810	211	59	751	727	78
	67%	70%	50%	53%	44%	67%	54%	60%	68%	67%	69%
		bcd				bcd					

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

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

IN39. (SHOWCARD) When you find factual information online, perhaps on social media or on search engines like Google do you ever check the accuracy of the information in any of these ways? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
I don't make any of these checks	371	52	74	43	30	371	165	34	339	342	30
	31%	30%	48%	45%	52%	31%	43%	34%	30%	31%	27%
			ae	ae	ae						
Don't know	25	*	4	2	2	25	12	6	21	20	4
	2%	*%	3%	2%	4%	2%	3%	6%	2%	2%	4%
			a		a	a		h			

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

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

IN40. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
If the site looks secure (has the padlock symbol or uses 'https')	686 57%	104 60% bcd	66 42%	44 45%	22 37%	686 57% bcd	182 47%	57 59%	632 57%	617 57%	69 62%
If I'm familiar with the company or brand	576 48%	86 50% bd	62 40%	40 41%	22 38%	576 48% bd	151 39%	50 51%	530 48%	532 49% j	43 39%
If there is a link to another reputable service like PayPal	541 45%	83 48% bd	51 33% d	37 39% d	13 23%	541 45% bd	138 36%	45 46%	499 45%	491 45%	46 41%
If there is a guarantee my details won't be shared with anyone else.	342 28%	50 29% bc	31 20%	18 19%	13 22%	342 28% bc	99 26%	30 31%	315 28%	305 28%	35 31%
If the site is recommended by friends/ family	247 20%	34 20%	28 18%	18 18%	10 18%	247 20%	71 18%	19 20%	228 21%	221 20%	26 23%
If the site is listed by a search engine such as Google or Bing	149 12%	20 12%	17 11%	13 13% d	4 6%	149 12% d	40 10%	17 17%	134 12%	134 12%	15 14%
If it's the only way to get the service or product I want	111 9%	16 10% b	7 5%	4 4%	3 5%	111 9% bc	26 7%	6 6%	104 9%	90 8%	21 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.

IN40. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Other	12	3	3	3	1	12	4	2	10	12	-
	1%	2%	2%	3%	1%	1%	1%	2%	1%	1%	-%
TOTAL - ANY OF THESE	964	147	110	75	35	964	278	75	894	878	85
	80%	86%	71%	78%	60%	80%	72%	76%	80%	81%	76%
		bcde	d	d		bd					
I enter my credit or debit card details online whenever they are required	46	3	4	3	1	46	16	4	42	43	3
	4%	2%	2%	3%	1%	4%	4%	4%	4%	4%	3%
I don't buy things online	182	21	41	19	23	182	91	19	162	156	23
	15%	12%	27%	19%	39%	15%	23%	20%	15%	14%	21%
			ae		abce						
ANY LISTED BY SEARCH ENGINE/ ONLY WAY TO GET THE SERVICE I WANT	204	25	19	13	5	204	53	20	185	178	25
	17%	15%	12%	14%	9%	17%	14%	20%	17%	16%	23%
						bd					
Don't know	15	-	*	-	*	15	4	-	15	13	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.

IN40. (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	1309	188	197	111	86	1309	434	119	1190	1218	89
Effective Weighted Sample	1008	152	136	81	64	1008	311	67	921	926	79
Total	1024	151	114	78	36	1024	297	79	949	933	89
If the site looks secure (has the padlock symbol or uses 'https')	686	104	66	44	**	686	182	57	632	617	**
	67%	69%	58%	56%	**	67%	61%	73%	67%	66%	**
		bc				bc					
If I'm familiar with the company or brand	576	86	62	40	**	576	151	50	530	532	**
	56%	57%	55%	51%	**	56%	51%	64%	56%	57%	**
If there is a link to another reputable service like PayPal	541	83	51	37	**	541	138	45	499	491	**
	53%	55%	45%	48%	**	53%	47%	57%	53%	53%	**
		b				b					
If there is a guarantee my details won't be shared with anyone else.	342	50	31	18	**	342	99	30	315	305	**
	33%	33%	27%	24%	**	33%	33%	38%	33%	33%	**
						c					
If the site is recommended by friends/ family	247	34	28	18	**	247	71	19	228	221	**
	24%	22%	24%	22%	**	24%	24%	24%	24%	24%	**
If the site is listed by a search engine such as Google or Bing	149	20	17	13	**	149	40	17	134	134	**
	15%	13%	15%	17%	**	15%	14%	22%	14%	14%	**
								h			
If it's the only way to get the service or product I want	111	16	7	4	**	111	26	6	104	90	**
	11%	11%	6%	5%	**	11%	9%	8%	11%	10%	**

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

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

IN40. (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 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	1309	188	197	111	86	1309	434	119	1190	1218	89
Effective Weighted Sample	1008	152	136	81	64	1008	311	67	921	926	79
Total	1024	151	114	78	36	1024	297	79	949	933	89
Other	12	3	3	3	**	12	4	2	10	12	**
	1%	2%	3%	4%	**	1%	1%	3%	1%	1%	**
			e	e							
TOTAL - ANY OF THESE	964	147	110	75	**	964	278	75	894	878	**
	94%	98%	97%	96%	**	94%	94%	95%	94%	94%	**
		e									
I enter my credit or debit card details online whenever they are required	46	3	4	3	**	46	16	4	42	43	**
	5%	2%	3%	4%	**	5%	5%	5%	4%	5%	**
ANY LISTED BY SEARCH ENGINE/ ONLY WAY TO GET THE SERVICE I WANT	204	25	19	13	**	204	53	20	185	178	**
	20%	17%	17%	17%	**	20%	18%	25%	19%	19%	**
Don't know	15	-	*	-	**	15	4	-	15	13	**
	1%	-%	*%	-%	**	1%	1%	-%	2%	1%	**

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

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

IN41. (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? I look to see.... **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. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	688	106	62	40	22	688	185	48	642	618	70
	57%	62%	40%	41%	37%	57%	48%	49%	58%	57%	62%
		bcd				bcd			g		
If I'm familiar with the company or brand	554	85	62	40	22	554	154	47	507	509	43
	46%	49%	40%	41%	38%	46%	40%	48%	46%	47%	38%
		bd									
If there is a link to another reputable service like PayPal	447	72	43	30	13	447	124	37	410	406	39
	37%	42%	28%	31%	22%	37%	32%	38%	37%	37%	35%
		bcd				bd					
If there is a guarantee my details won't be shared with anyone else.	404	58	32	23	9	404	108	30	377	369	33
	33%	34%	21%	24%	16%	33%	28%	31%	34%	34%	29%
		bcd				bcd					
If the site is recommended by friends/ family	272	35	32	19	12	272	92	23	250	240	31
	23%	20%	20%	20%	21%	23%	24%	24%	23%	22%	28%
If it's the only way to get the service or product I want	124	16	13	10	3	124	28	11	115	105	18
	10%	9%	9%	10%	6%	10%	7%	11%	10%	10%	16%
											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.

IN41. (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? I look to see....   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. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
If the site is listed by a search engine such as Google or Bing	112 9%	18 11%	16 10%	11 12%	5 8%	112 9%	42 11%	16 16% h	98 9%	102 9%	11 9%
UNPROMPTED RESPONSES											
I don't do this/ I never register online/ I don't give out my personal details	26 2%	4 2%	8 5% e	3 3%	5 9% ace	26 2%	16 4%	4 4% h	21 2%	25 2%	1 1%
Other	14 1%	2 1%	4 2%	2 2%	1 2%	14 1%	4 1%	3 3%	11 1%	14 1%	- -%
I register my details online whenever they are required	93 8%	6 4%	10 6%	7 7%	3 5%	93 8% a	28 7%	5 5%	88 8%	76 7%	14 13% i
ANY LISTED BY SEARCH ENGINE/ ONLY WAY TO GET THE SERVICE I WANT	190 16%	29 17%	24 16%	17 18%	7 12%	190 16%	55 14%	23 23% h	170 15%	165 15%	24 21%
Don't know	78 6%	6 4%	22 14% ae	11 12% ae	11 18% ae	78 6%	38 10%	7 7%	70 6%	70 6%	7 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.

IN41. (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? I look to see.... **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. (MULTI CODE)**

Base : Those who say they register online

	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	1516	215	262	137	125	1516	549	149	1367	1399	113
Effective Weighted Sample	1168	172	182	99	93	1168	397	85	1063	1064	101
Total	1180	168	147	94	53	1180	372	94	1090	1064	111
PROMPTED RESPONSES											
If the site looks secure (has the padlock symbol or uses 'https')	688	106	62	40	22	688	185	48	642	618	70
	58%	63%	42%	43%	41%	58%	50%	51%	59%	58%	63%
		bcd				bcd					
If I'm familiar with the company or brand	554	85	62	40	22	554	154	47	507	509	43
	47%	51%	42%	43%	41%	47%	41%	50%	47%	48%	39%
If there is a link to another reputable service like PayPal	447	72	43	30	13	447	124	37	410	406	39
	38%	43%	29%	32%	24%	38%	33%	40%	38%	38%	35%
		bcd				bd					
If there is a guarantee my details won't be shared with anyone else.	404	58	32	23	9	404	108	30	377	369	33
	34%	34%	22%	24%	18%	34%	29%	32%	35%	35%	29%
		bd				bcd					
If the site is recommended by friends/ family	272	35	32	19	12	272	92	23	250	240	31
	23%	21%	21%	20%	23%	23%	25%	25%	23%	23%	28%
If it's the only way to get the service or product I want	124	16	13	10	3	124	28	11	115	105	18
	11%	10%	9%	11%	6%	11%	8%	12%	11%	10%	17%
											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.

IN41. (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? I look to see....   **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. (MULTI CODE)**

Base : Those who say they register 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	1516	215	262	137	125	1516	549	149	1367	1399	113
Effective Weighted Sample	1168	172	182	99	93	1168	397	85	1063	1064	101
Total	1180	168	147	94	53	1180	372	94	1090	1064	111
If the site is listed by a search engine such as Google or Bing	112 10%	18 11%	16 11%	11 12%	5 9%	112 10%	42 11%	16 17% h	98 9%	102 10%	11 10%
UNPROMPTED RESPONSES											
Other	14 1%	2 1%	4 2%	2 2%	1 2%	14 1%	4 1%	3 3% h	11 1%	14 1%	- -%
I register my details online whenever they are required	93 8%	6 4%	10 7%	7 7%	3 6%	93 8% a	28 8%	5 5%	88 8%	76 7%	14 13% i
ANY LISTED BY SEARCH ENGINE/ ONLY WAY TO GET THE SERVICE I WANT	190 16%	29 17%	24 17%	17 19%	7 13%	190 16%	55 15%	23 24% h	170 16%	165 15%	24 22%
Don't know	78 7%	6 4%	22 15% ae	11 12% ae	11 20% ae	78 7%	38 10%	7 8%	70 6%	70 7%	7 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.

IN42A. (SHOWCARD) AGREEMENT WITH STATEMENT - I give out inaccurate or false details on some websites to protect my personal identity online (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Strongly disagree	565 47%	106 62% e	94 61% e	57 59% e	37 64% e	565 47%	210 54%	60 61% h	509 46%	531 49% j	33 29%
Slightly disagree	161 13%	20 11%	21 14%	14 14%	7 12%	161 13%	47 12%	8 8%	152 14%	140 13%	19 17%
TOTAL DISAGREE	726 60%	126 73% e	115 74% e	71 73% e	45 76% e	726 60%	257 66%	68 69% h	660 59%	671 62% j	52 46%
Neither/ nor	135 11%	14 8%	13 9%	6 7%	7 12%	135 11%	36 9%	6 6%	129 12% g	116 11%	20 18% i
Slightly agree	197 16%	17 10% d	11 7%	9 9%	2 4%	197 16% abcd	48 12%	14 15%	183 16%	172 16%	26 23% i
Strongly agree	123 10%	13 8%	10 7%	8 8%	2 4%	123 10% d	33 8%	8 9%	115 10%	112 10%	10 9%
TOTAL AGREE	320 27%	30 18% d	21 14%	17 17% d	5 8%	320 27% abcd	81 21%	23 23%	298 27%	283 26%	36 32%
Don't know	26 2%	1 1%	5 3%	3 3%	2 4% a	26 2%	14 3%	2 2%	24 2%	19 2%	5 4%
TOTAL NEITHER/ DON'T KNOW	160 13%	16 9%	19 12%	9 10%	9 16%	160 13%	50 13%	8 8%	153 14% g	135 12%	24 22% 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.

IN42B. (SHOWCARD) AGREEMENT WITH STATEMENT - I am happy to provide personal information online as long as I get what I want. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Strongly disagree	364	60	69	42	26	364	143	48	320	334	29
	30%	35%	44%	44%	45%	30%	37%	49%	29%	31%	26%
			ae	e	e			h			
Slightly disagree	195	24	20	12	8	195	45	16	179	179	15
	16%	14%	13%	12%	14%	16%	12%	17%	16%	16%	13%
TOTAL DISAGREE	558	84	89	54	34	558	188	65	499	514	44
	46%	49%	57%	56%	59%	46%	48%	66%	45%	47%	39%
			e	e	e			h			
Neither/ nor	215	32	21	10	11	215	72	11	203	187	28
	18%	18%	13%	10%	19%	18%	19%	11%	18%	17%	25%
		c			c	c			g		i
Slightly agree	284	37	28	19	9	284	78	11	269	249	31
	24%	22%	18%	20%	15%	24%	20%	12%	24%	23%	28%
						bd			g		
Strongly agree	139	18	15	12	3	139	44	8	132	132	7
	12%	11%	10%	13%	6%	12%	11%	8%	12%	12%	6%
				d		d					
TOTAL AGREE	423	56	43	31	12	423	122	20	401	381	38
	35%	32%	28%	32%	21%	35%	32%	20%	36%	35%	34%
		d		d		bd			g		
Don't know	10	1	3	2	1	10	6	2	8	8	2
	1%	*%	2%	2%	1%	1%	1%	3%	1%	1%	2%
								h			
TOTAL NEITHER/ DON'T KNOW	225	32	23	12	12	225	78	14	211	195	31
	19%	19%	15%	12%	20%	19%	20%	14%	19%	18%	27%
						c					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.

IN43. (SHOWCARD) Which one of the following options best applies to the following statement: When I come across a news or current affairs story that I am interested in I go to different websites or apps to get a range of points of view (SINGLE CODE)

Base : Those who go online to look at news or current affair websites

	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	999	145	153	88	65	999	291	95	904	923	73
Effective Weighted Sample	785	120	105	64	44	785	215	59	715	716	66
Total	806	118	84	57	26	806	205	61	746	730	74
I always do this	157	16	18	**	**	157	41	**	148	141	**
	20%	13%	22%	**	**	20%	20%	**	20%	19%	**
I sometimes do this	352	42	26	**	**	352	83	**	331	313	**
	44%	36%	31%	**	**	44% b	41%	**	44%	43%	**
ALWAYS/SOMETIMES	510	58	44	**	**	510	125	**	479	454	**
	63%	49%	53%	**	**	63% ab	61%	**	64%	62%	**
I rarely do this	152	35	17	**	**	152	35	**	136	136	**
	19%	29% e	20%	**	**	19%	17%	**	18%	19%	**
EVER DO THIS	661	93	61	**	**	661	159	**	615	590	**
	82%	79%	73%	**	**	82% b	78%	**	82%	81%	**
I never do this	145	25	23	**	**	145	46	**	131	140	**
	18%	21%	27% e	**	**	18%	22%	**	18%	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.

IN44. Do you ever go online to look for information relating to your work, college, school or to do other official tasks online (e.g. passport applications, tax returns etc.) (SINGLE CODE)

Base : Those who go online

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	822	111	73	56	17	822	203	47	779	732	86
	68%	65%	47%	58%	29%	68%	52%	48%	70%	67%	77%
		bd	d	bd		bcd			g		i
No	380	59	82	41	41	380	183	51	329	353	26
	32%	34%	53%	42%	71%	32%	47%	52%	30%	32%	23%
			ace	e	abce			h		j	
Don't know	4	2	*	-	*	4	2	*	3	4	-
	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	-%

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

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

IN45. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Search engines - such as Google	1164 97%	165 96%	143 92%	92 95% d	51 88%	1164 97% bd	367 95%	96 98%	1071 96%	1052 97%	106 95%
The Wikipedia website	493 41%	76 44% bcd	45 29%	32 33%	13 23%	493 41% bd	124 32%	38 38%	456 41%	454 42% j	35 31%
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	480 40%	77 45% bd	50 32%	35 36%	15 26%	480 40% bd	116 30%	41 41%	440 40%	447 41% j	32 28%
The BBC website	476 40%	78 46% d	57 37%	40 41%	18 30%	476 40% d	112 29%	39 40%	439 39%	439 40%	37 33%
A Government or local council website	446 37%	77 45% bde	51 33%	36 38% d	14 25%	446 37% d	116 30%	39 40%	407 37%	424 39% j	22 20%
The YouTube website	377 31%	55 32% bcd	24 15%	18 18%	6 11%	377 31% bcd	90 23%	29 29%	347 31%	339 31%	39 35%
Social media websites or apps (like Facebook, Twitter, Instagram),	316 26%	28 16% d	16 11%	12 13%	4 7%	316 26% abcd	78 20%	23 24%	289 26%	291 27%	25 22%
Online articles	302 25%	42 25% bcd	22 14%	14 15%	8 14%	302 25% bcd	58 15%	18 18%	283 25% g	269 25%	32 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.

IN45. (SHOWCARD) Please think about when you want to look for information about something online. Which, if any of these sources have you ever used to look for information online? (MULTI CODE)

Base : Those who go online

		AGE					AGE/SEG	DISABILITY		EMG	
		55-64	**65+**	**65-74**	**75+**	**All**	**65+ OR DE**	**REPORTS**	**DOES NOT REPORT**	**WHITE**	**NON-WHITE**
	Total	a	b	c	d	e	f	g	h	i	j
Significance Level: 95%											
Unweighted total	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
ANY OF THESE	1181 98%	167 97%	148 95%	93 96%	55 94%	1181 98% bd	375 97%	97 99%	1087 98%	1068 98%	108 96%
None of these	25 2%	5 3%	7 5% e	4 4%	3 6% e	25 2%	13 3%	1 1%	24 2%	21 2%	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.

IN46A. (SHOWCARD) Please use this card to say which one of the following online sources you are most likely to use for finding information for work, college, school or some other official task (SINGLE CODE)

Base : Those who go online to look for information relating to work or college of for other official tasks

	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	1016	129	121	80	41	1016	278	71	945	928	85
Effective Weighted Sample	794	107	83	58	30	794	206	38	745	713	77
Total	822	111	73	56	17	822	203	47	779	732	86
Search engines - such as Google	652 79%	85 77%	54 74%	** **	** **	652 79%	163 80%	** **	618 79%	580 79%	** **
A Government or local council website	65 8%	8 7%	11 15% e	** **	** **	65 8%	20 10%	** **	60 8%	61 8%	** **
The Wikipedia website	25 3%	6 5%	1 1%	** **	** **	25 3%	5 3%	** **	23 3%	23 3%	** **
The BBC website	18 2%	6 6% e	2 2%	** **	** **	18 2%	2 1%	** **	17 2%	17 2%	** **
Online articles	17 2%	1 1%	* 1%	** **	** **	17 2%	* *%	** **	17 2%	14 2%	** **
Social media websites or apps (like Facebook, Twitter, Instagram),	11 1%	- -%	- -%	** **	** **	11 1%	5 2%	** **	11 1%	6 1%	** **
The YouTube website	11 1%	2 2%	- -%	** **	** **	11 1%	- -%	** **	11 1%	11 2%	** **
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	2 *%	- -%	- -%	** **	** **	2 *%	* *%	** **	2 *%	2 *%	** **
ANY OF THESE	803 98%	109 98% b	67 92%	** **	** **	803 98% b	196 96%	** **	760 98%	714 98%	** **

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

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

IN46A. (SHOWCARD) Please use this card to say which one of the following online sources you are most likely to use for finding information for work, college, school or some other official task (SINGLE CODE)

Base : Those who go online to look for information relating to work or college of for other official tasks

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	~j
Unweighted total	1016	129	121	80	41	1016	278	71	945	928	85
Effective Weighted Sample	794	107	83	58	30	794	206	38	745	713	77
Total	822	111	73	56	17	822	203	47	779	732	86
None of these	19	2	6	**	**	19	7	**	19	18	**
	2%	2%	8%	**	**	2%	4%	**	2%	2%	**
			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.

IN46B. (SHOWCARD) You said earlier you looked at news websites or websites about politics or current affairs. Please use this card to say which one of the following online sources you are most likely to use for finding out about news, current affairs or world events? (SINGLE CODE)

Base : Those who go online to look at news or current affair websites

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	~j
Unweighted total	999	145	153	88	65	999	291	95	904	923	73
Effective Weighted Sample	785	120	105	64	44	785	215	59	715	716	66
Total	806	118	84	57	26	806	205	61	746	730	74
Search engines - such as Google	426	51	41	**	**	426	110	**	398	381	**
	53%	43%	49%	**	**	53% a	54%	**	53%	52%	**
The BBC website	265	52	32	**	**	265	67	**	242	247	**
	33%	45% e	38%	**	**	33%	33%	**	32%	34%	**
Online articles	25	*	1	**	**	25	3	**	24	21	**
	3%	*%	1%	**	**	3% a	1%	**	3%	3%	**
Social media websites or apps (like Facebook, Twitter, Instagram),	20	1	2	**	**	20	6	**	18	20	**
	2%	1%	2%	**	**	2%	3%	**	2%	3%	**
A Government or local council website	12	1	*	**	**	12	*	**	12	10	**
	1%	1%	*%	**	**	1%	*%	**	2%	1%	**
The Wikipedia website	11	3	*	**	**	11	4	**	10	11	**
	1%	3%	1%	**	**	1%	2%	**	1%	1%	**
The YouTube website	8	-	2	**	**	8	2	**	7	5	**
	1%	-%	2%	**	**	1%	1%	**	1%	1%	**
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	6	*	-	**	**	6	*	**	6	4	**
	1%	*%	-%	**	**	1%	*%	**	1%	1%	**
ANY OF THESE	773	109	78	**	**	773	193	**	716	699	**
	96%	92%	93%	**	**	96%	94%	**	96%	96%	**

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

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

IN46B. (SHOWCARD) You said earlier you looked at news websites or websites about politics or current affairs. Please use this card to say which one of the following online sources you are most likely to use for finding out about news, current affairs or world events? (SINGLE CODE)

Base : Those who go online to look at news or current affair websites

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	~j
Unweighted total	999	145	153	88	65	999	291	95	904	923	73
Effective Weighted Sample	785	120	105	64	44	785	215	59	715	716	66
Total	806	118	84	57	26	806	205	61	746	730	74
None of these	33	9	6	**	**	33	12	**	29	30	**
	4%	8%	7%	**	**	4%	6%	**	4%	4%	**

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

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

IN46C. (SHOWCARD)   You said earlier you went online to find information for your leisure time. Please use this card to say which one of the following online sources you are most likely to use for finding out information about your leisure time or for hobbies or entertainment purposes? (SINGLE CODE)

Base : Those who go online to look for information for their leisure time

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	~j
Unweighted total	1083	148	135	75	60	1083	324	91	992	1005	77
Effective Weighted Sample	846	123	92	54	43	846	238	54	782	776	69
Total	870	123	75	50	24	870	230	57	813	791	77
Search engines - such as Google	696	92	59	**	**	696	186	**	649	635	**
	80%	75%	79%	**	**	80%	81%	**	80%	80%	**
Websites with user reviews, such as Amazon, TripAdvisor or OpenTable	50	11	4	**	**	50	8	**	49	47	**
	6%	9%	5%	**	**	6%	3%	**	6%	6%	**
The YouTube website	38	3	2	**	**	38	7	**	36	31	**
	4%	2%	3%	**	**	4%	3%	**	4%	4%	**
Social media websites or apps (like Facebook, Twitter, Instagram),	30	3	*	**	**	30	10	**	25	26	**
	3%	2%	*%	**	**	3%	4%	**	3%	3%	**
A Government or local council website	13	2	2	**	**	13	5	**	12	13	**
	2%	2%	2%	**	**	2%	2%	**	2%	2%	**
The BBC website	10	4	3	**	**	10	4	**	10	10	**
	1%	3%	4% e	**	**	1%	2%	**	1%	1%	**
Online articles	9	1	1	**	**	9	3	**	9	9	**
	1%	1%	2%	**	**	1%	1%	**	1%	1%	**
The Wikipedia website	5	3	-	**	**	5	-	**	5	5	**
	1%	3% e	-%	**	**	1%	-%	**	1%	1%	**
ANY OF THESE	851	119	72	**	**	851	223	**	795	775	**
	98%	97%	96%	**	**	98%	97%	**	98%	98%	**
None of these	18	4	3	**	**	18	7	**	17	15	**
	2%	3%	4%	**	**	2%	3%	**	2%	2%	**

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

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

Table 109

Any break column with 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. Before you decide to purchase a product or use a service, do you read reviews that other members of the public have written or posted online about that product or service? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	923	141	104	72	33	923	274	81	845	853	67
	77%	82%	67%	74%	56%	77%	71%	83%	76%	78%	59%
		bd	d	d		bd				j	
No	264	28	46	24	23	264	104	15	249	221	42
	22%	16%	30%	25%	39%	22%	27%	15%	22%	20%	38%
			ae		ace				g		i
Don't know	19	3	4	1	3	19	9	2	17	15	3
	2%	2%	3%	1%	5%	2%	2%	2%	2%	1%	3%
					ce						

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

Any break column with 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. After purchasing a product or using a service, do you write online reviews for other people to read about that product or service?   (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	487	74	66	50	16	487	155	44	442	456	30
	40%	43%	43%	52%	27%	40%	40%	45%	40%	42%	27%
		d	d	de		d				j	
No	700	93	87	45	42	700	223	53	651	619	78
	58%	54%	56%	46%	71%	58%	58%	54%	59%	57%	70%
					abce	c					i
Don't know	19	5	2	2	1	19	9	1	17	15	4
	2%	3%	2%	2%	2%	2%	2%	1%	2%	1%	3%

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

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

IN49. Do you ever use search engines such as Google or Bing? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Yes	1183	169	151	96	55	1183	378	95	1090	1069	109
	98%	99%	97%	99%	93%	98%	98%	97%	98%	98%	97%
		d		d		d					
No	23	2	4	1	3	23	9	2	21	19	3
	2%	1%	3%	1%	6%	2%	2%	2%	2%	2%	3%
					ace						
Don't know	1	-	*	-	*	1	*	1	*	1	-
	*%	-%	*%	-%	1%	*%	*%	1%	*%	*%	-%
					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) 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 use search engines

	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	1516	216	264	138	126	1516	554	152	1364	1402	110
Effective Weighted Sample	1170	173	185	102	93	1170	404	87	1062	1067	99
Total	1183	169	151	96	55	1183	378	95	1090	1069	109
I think that if they have been listed by the search engine, these websites will have accurate and unbiased information	248 21%	36 21%	25 17%	16 16%	10 17%	248 21%	84 22%	21 22%	226 21%	213 20%	34 31% i
I think that some of the websites will be accurate or unbiased and some won't be	685 58%	105 62% b	79 52%	50 52%	28 52%	685 58%	190 50%	51 54%	636 58%	633 59% j	51 46%
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	190 16%	26 15%	31 20%	22 23% e	8 15%	190 16%	65 17%	14 15%	175 16%	170 16%	19 17%
Don't know	60 5%	3 2%	16 11% ae	8 8% a	8 15% ae	60 5% a	39 10%	9 9% h	53 5%	53 5%	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.

IN51. (SHOWCARD) Here's an image from a Google search for 'walking boots'. Do any of these apply to the first four results that are shown on the left? (MULTI CODE)

Base : Those who use search engines

	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	1516	216	264	138	126	1516	554	152	1364	1402	110
Effective Weighted Sample	1170	173	185	102	93	1170	404	87	1062	1067	99
Total	1183	169	151	96	55	1183	378	95	1090	1069	109
These are adverts/ sponsored links/ paid to appear here	679 57%	95 56%	82 55%	57 59% d	25 46%	679 57% d	198 52%	55 57%	629 58%	616 58%	56 51%
These are most popular results used by other people	277 23%	36 21%	29 19%	18 18%	12 22%	277 23%	80 21%	23 25%	253 23%	248 23%	29 27%
These are the best results/ the most relevant results	253 21%	34 20%	24 16%	12 13%	12 21%	253 21% bc	81 21%	18 19%	232 21%	217 20%	36 33% i
Something else	4 *%	1 *%	3 2% e	3 3% ae	- -%	4 *%	4 1%	- -%	4 *%	4 *%	- -%
Don't know	141 12%	23 14%	31 20% e	16 17%	15 27% ace	141 12%	61 16%	11 12%	129 12%	127 12%	14 13%
ONLY SELECTED THE CORRECT RESPONSE - ADVERTS/ SPONSORED LINKS/ PAID TO APPEAR	566 48% d	84 49%	71 47%	50 52% d	21 38%	566 48% d	169 45%	47 49%	524 48%	521 49% j	38 35%

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

Any break column with 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) If 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 shown? (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Some people might see different adverts to the ones that I see	673	84	55	39	16	673	172	47	631	599	71
	56%	49%	35%	40%	28%	56%	44%	48%	57%	55%	63%
		bd		d		abcd			g		
Everyone will see exactly the same adverts as me	323	55	45	27	18	323	122	29	292	291	30
	27%	32%	29%	28%	31%	27%	32%	30%	26%	27%	27%
Don't know	209	34	55	32	24	209	93	22	188	198	11
	17%	20%	36%	33%	41%	17%	24%	23%	17%	18%	10%
			ae	ae	ae					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.

IN53. (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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
I don't mind seeing any online ads	390	53	38	21	17	390	124	28	361	337	49
	32%	31%	24%	21%	29%	32%	32%	28%	32%	31%	44%
						bc					i
I don't mind seeing online ads as long as they are for things I'm interested in	385	52	38	26	12	385	102	28	359	357	28
	32%	30%	25%	27%	21%	32%	26%	28%	32%	33%	25%
						bd					
I dislike all online ads	405	62	70	44	26	405	147	40	366	370	33
	34%	36%	45%	46%	44%	34%	38%	41%	33%	34%	29%
			ae	e	e			h			
Don't know	27	5	9	6	3	27	15	2	25	24	2
	2%	3%	6%	6%	6%	2%	4%	2%	2%	2%	2%
			e	e	e						

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

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

IN54. (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 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Say no/ don't tick the box allowing companies to send me 'information on offers and news'	394 33%	65 38% bd	40 26%	29 30% d	11 18%	394 33% bd	95 24%	32 32%	364 33%	360 33%	35 31%
Used ad-blocking filters or software (software that prevents some types of ads appearing)	329 27%	44 25% bd	28 18% d	22 23% d	6 10%	329 27% bd	90 23%	26 27%	304 27%	300 28%	28 25%
Used false information when registering for things online to avoid spam/ junk email	106 9%	11 6% d	4 3%	4 4%	1 1%	106 9% bcd	17 4%	9 10%	97 9%	93 9%	12 10%
Only visit ad-free sites (like the BBC)	93 8%	15 8% bd	5 3%	4 4%	1 1%	93 8% bd	18 5%	7 7%	88 8%	82 8%	11 10%
Other	14 1%	2 1%	3 2%	1 1%	2 3%	14 1%	6 2%	* *%	13 1%	12 1%	- -%
ANY OF THESE STEPS TAKEN	575 48%	84 49% bd	59 38% d	42 44% d	16 28%	575 48% bd	154 40%	46 47%	531 48%	526 48%	50 45%
I haven't take any steps to avoid seeing online ads	605 50%	86 50%	89 57% e	49 51%	40 68% abce	605 50%	221 57%	50 51%	556 50%	540 50%	59 52%

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

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

IN54. (SHOWCARD)   Which, if any, of the following 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	1553	220	279	141	138	1553	575	158	1395	1435	114
Effective Weighted Sample	1196	176	194	103	102	1196	416	91	1084	1090	102
Total	1206	172	155	97	58	1206	388	98	1111	1089	112
Don't know	26	2	8	5	3	26	13	2	24	23	3
	2%	1%	5%	5%	5%	2%	3%	2%	2%	2%	3%
			ae	ae	a						

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

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

IN55. (SHOWCARD) On sites like YouTube some vloggers with lots of followers like Zoella, Thatcher Joe or PewDiePie, 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

	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	1114	137	110	76	34	1114	336	92	1022	1016	96
Effective Weighted Sample	884	116	78	56	24	884	256	52	816	795	87
Total	926	117	70	55	15	926	257	64	864	826	97
They are being paid by the company or brand to say this	667 72%	85 73%	46 66%	** **	** **	667 72%	176 69%	** **	621 72%	604 73%	** **
They think this information will be of interest or use to their followers	274 30%	26 22%	16 22%	** **	** **	274 30%	65 25%	** **	252 29%	242 29%	** **
They like to use those particular products or brands because of their quality or value	184 20%	27 23%	12 18%	** **	** **	184 20%	38 15%	** **	172 20%	163 20%	** **
Other	2 *%	* *%	* *%	** **	** **	2 *%	2 1%	** **	2 *%	2 *%	** **
Don't know	109 12%	17 14%	13 18%	** **	** **	109 12%	44 17%	** **	104 12%	92 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.

IN56. 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 on any sites or apps

	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	1136	130	122	69	53	1136	371	102	1034	1047	87
Effective Weighted Sample	885	104	83	47	41	885	272	56	810	803	80
Total	915	101	70	46	24	915	267	69	848	822	88
Yes, once or twice	234 26%	16 16%	11 16%	** **	** **	234 26% ab	65 24%	15 22%	219 26%	221 27%	** **
Yes, more frequently	155 17%	12 12%	5 8% b	** **	** **	155 17%	48 18%	22 31% h	135 16%	145 18%	** **
TOTAL - YES	389 43%	28 28%	17 24%	** **	** **	389 43% ab	113 42%	37 53% h	354 42%	366 45%	** **
No	512 56%	71 70% e	51 72% e	** **	** **	512 56%	148 55%	32 46%	481 57% g	444 54%	** **
Don't know	13 1%	2 2%	3 4% e	** **	** **	13 1%	7 2%	* 1%	13 2%	12 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.

IN57. (SHOWCARD) Did you take any of the following actions as a result of seeing this upsetting or offensive content? (MULTI CODE)

Base : Those who have seen something upsetting or offensive on the social media sites they use in the past 12 months

	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	454	33	30	21	9	454	148	48	406	432	22
Effective Weighted Sample	367	28	21	15	6	367	112	29	330	347	20
Total	389	28	17	13	4	389	113	37	354	366	23
I reported it through the report function or the block content function on the website	154	**	**	**	**	154	53	**	141	150	**
	40%	**	**	**	**	40%	47%	**	40%	41%	**
I blocked the person who shared the content or made the comments	107	**	**	**	**	107	31	**	99	103	**
	28%	**	**	**	**	28%	27%	**	28%	28%	**
I responded publicly to the person who shared the content or made the comments	37	**	**	**	**	37	17	**	31	34	**
	10%	**	**	**	**	10%	15%	**	9%	9%	**
I shared it to highlight the issue to others	31	**	**	**	**	31	10	**	29	27	**
	8%	**	**	**	**	8%	9%	**	8%	7%	**
I responded privately to the person who shared the content or made the comments	25	**	**	**	**	25	6	**	22	24	**
	6%	**	**	**	**	6%	5%	**	6%	6%	**
I stopped using that social media site	18	**	**	**	**	18	7	**	14	18	**
	5%	**	**	**	**	5%	6%	**	4%	5%	**
TOOK ANY OF THESE ACTIONS	240	**	**	**	**	240	75	**	217	230	**
	62%	**	**	**	**	62%	66%	**	61%	63%	**
I didn't take any of these actions	146	**	**	**	**	146	38	**	134	133	**
	38%	**	**	**	**	38%	34%	**	38%	36%	**
Don't know	3	**	**	**	**	3	-	**	3	3	**
	1%	**	**	**	**	1%	-%	**	1%	1%	**

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

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

IN58. (SHOWCARD) Could you please look at this list and tell me whether the content you found upsetting or offensive fell into any of these categories? (MULTI CODE)

Base : Those who have seen something upsetting or offensive on the social media sites they use in the past 12 months

	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	454	33	30	21	9	454	148	48	406	432	22
Effective Weighted Sample	367	28	21	15	6	367	112	29	330	347	20
Total	389	28	17	13	4	389	113	37	354	366	23
PROMPTED RESPONSES											
Reports or images of cruelty, violence, war or death	167	**	**	**	**	167	54	**	146	157	**
	43%	**	**	**	**	43%	48%	**	41%	43%	**
Discriminatory content (based on race, gender, religion, sexuality or gender identity)	131	**	**	**	**	131	26	**	118	120	**
	34%	**	**	**	**	34%	23%	**	33%	33%	**
Extremist views or extremist content	130	**	**	**	**	130	26	**	118	123	**
	33%	**	**	**	**	33%	23%	**	33%	34%	**
Someone making nasty or aggressive comments about someone else	127	**	**	**	**	127	38	**	115	119	**
	33%	**	**	**	**	33%	33%	**	33%	33%	**
Receiving unwanted comments, photos or videos of a sexual nature from someone	68	**	**	**	**	68	27	**	61	59	**
	18%	**	**	**	**	18%	24%	**	17%	16%	**
Criminal or illegal activity (e.g. drug-taking).	67	**	**	**	**	67	17	**	56	63	**
	17%	**	**	**	**	17%	15%	**	16%	17%	**
Other content of a sexual nature	65	**	**	**	**	65	22	**	55	59	**
	17%	**	**	**	**	17%	19%	**	16%	16%	**
Someone making nasty or aggressive comments about me	56	**	**	**	**	56	21	**	50	52	**
	14%	**	**	**	**	14%	19%	**	14%	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.

IN58. (SHOWCARD) Could you please look at this list and tell me whether the content you found upsetting or offensive fell into any of these categories? (MULTI CODE)

Base : Those who have seen something upsetting or offensive on the social media sites they use 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	454	33	30	21	9	454	148	48	406	432	22
Effective Weighted Sample	367	28	21	15	6	367	112	29	330	347	20
Total	389	28	17	13	4	389	113	37	354	366	23
Indecent images of children	32	**	**	**	**	32	12	**	26	30	**
	8%	**	**	**	**	8%	11%	**	7%	8%	**
UNPROMPTED RESPONSES											
Cruelty to animals	20	**	**	**	**	20	5	**	17	18	**
	5%	**	**	**	**	5%	5%	**	5%	5%	**
Bullying/ videos of bullies	2	**	**	**	**	2	1	**	2	2	**
	*%	**	**	**	**	*%	1%	**	*%	*%	**
Other	12	**	**	**	**	12	4	**	11	12	**
	3%	**	**	**	**	3%	4%	**	3%	3%	**
Prefer not to say/ Refused	8	**	**	**	**	8	3	**	8	8	**
	2%	**	**	**	**	2%	2%	**	2%	2%	**
Don't know	9	**	**	**	**	9	3	**	8	9	**
	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.

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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
No, do not have any concerns	972 69%	127 61%	188 66%	98 66%	90 67%	972 69% a	397 71%	96 62%	874 70% g	872 68%	95 76%
People driving while using mobile phones	106 8%	22 11%	26 9%	15 10%	11 8%	106 8%	44 8%	17 11% h	90 7%	101 8% j	4 3%
Intrusion into other people's space/ public space	70 5%	16 8%	23 8% e	13 9% e	10 8%	70 5%	30 5%	11 7%	60 5%	68 5%	3 2%
Junk/ spam text messages	70 5%	13 6%	10 4%	7 4%	4 3%	70 5%	21 4%	9 6%	62 5%	66 5%	3 2%
Children having phones at a young age	66 5%	13 6%	11 4%	7 5%	4 3%	66 5%	26 5%	6 4%	61 5%	57 4%	9 7%
Health concerns - using handset	63 4%	7 3%	14 5%	8 6%	6 4%	63 4%	24 4%	7 4%	55 4%	55 4%	8 6%
Cost of calls - generally	55 4%	9 5%	11 4%	6 4%	5 4%	55 4%	24 4%	5 3%	49 4%	48 4%	7 6%
Cost of calls when abroad	51 4% bd	12 6% bd	6 2%	5 3% d	1 *%	51 4% d	13 2%	1 1%	49 4% g	48 4%	3 2%
Strangers contacting children	51 4%	9 4%	9 3%	7 4%	3 2%	51 4%	17 3%	6 4%	46 4%	51 4% 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Unsolicited text messages that charge a premium rate to respond	47 3%	11 5% bd	7 3%	6 4% d	1 1%	47 3%	15 3%	1 1%	45 4% g	45 4%	1 1%
People using phones in quiet spaces	47 3%	10 5%	17 6% e	11 8% e	5 4%	47 3%	19 3%	5 3%	42 3%	45 4%	1 1%
Target for stealing mobile phone	42 3%	9 4% d	7 3%	6 4% d	1 1%	42 3%	14 2%	3 2%	38 3%	36 3%	6 5%
Cost of new handsets	33 2%	6 3% bd	2 1%	1 1%	1 1%	33 2% b	9 2%	1 *%	32 3% g	27 2%	6 5%
Incurring unexpected additional charges through using apps/ applications	29 2%	8 4%	7 2%	5 3%	2 1%	29 2%	10 2%	2 1%	27 2%	27 2%	3 2%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft	28 2%	4 2%	4 2%	3 2%	1 1%	28 2%	7 1%	5 3%	24 2%	25 2%	3 2%
Health concerns - masts	28 2%	9 4% e	6 2%	2 2%	3 3%	28 2%	11 2%	5 3%	22 2%	27 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Receiving targeted advertising based on my location	28 2%	6 3%	4 1%	2 1%	2 1%	28 2%	6 1%	* *%	27 2% g	25 2%	1 1%
Getting viruses, trojans or malware installed on the phone	28 2%	8 4% bde	4 1%	3 2%	1 1%	28 2%	8 1%	4 2%	25 2%	27 2%	* *%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	27 2%	10 5% bde	3 1%	3 2%	1 *%	27 2%	8 1%	* *%	27 2% g	26 2%	2 1%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	26 2%	7 3%	4 1%	1 1%	3 2%	26 2%	5 1%	4 3%	22 2%	24 2%	1 1%
Incurring unexpected costs due to exceeding the data plan/ going online too much	25 2% bd	4 2%	1 *%	1 1%	- -%	25 2% bd	5 1%	1 1%	24 2%	21 2%	4 3%
Signal/ Poor reception	25 2%	8 4% e	5 2%	2 1%	3 3%	25 2%	9 2%	2 2%	22 2%	25 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Cost of using the phone to get online/ visit websites/ Data usage	23 2%	4 2%	4 1%	2 2%	1 1%	23 2%	5 1%	3 2%	22 2%	23 2%	* *%
Cost of premium rate text messages	23 2%	4 2%	3 1%	2 2%	* *%	23 2%	6 1%	* *%	22 2%	22 2%	1 *%
Use of phone to film anti- social or inappropriate behaviour	21 1%	4 2%	3 1%	2 2%	* *%	21 1%	6 1%	* *%	20 2%	20 2%	1 1%
Being tracked through them/ people listening in to calls	16 1%	1 *%	1 *%	1 *%	- -%	16 1%	3 1%	4 3% h	13 1%	14 1%	2 2%
Unsolicited calls on the phone/ cold calling	9 1%	3 2%	4 1%	3 2%	1 1%	9 1%	4 1%	2 1%	7 1%	8 1%	1 *%
App(s)/ applications being recalled by the provider due to security issues	5 *%	2 1%	1 1%	1 1%	- -%	5 *%	2 *%	- -%	5 *%	5 *%	- -%
Other	30 2%	4 2%	11 4% e	4 3%	7 5% ae	30 2%	14 2%	3 2%	28 2%	29 2%	1 *%
SUMMARY CODES											
ANY CONCERNS	422 30%	81 39% be	90 32%	48 32%	42 31%	422 30%	156 28%	55 36% h	369 29%	393 31%	29 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.

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

Base : All respondents

			AGE				AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	151	30	31	17	14	151	61	25	129	138	13
	11%	14%	11%	11%	10%	11%	11%	16%	10%	11%	10%
								h			
AFFORDABILITY	134	27	20	11	8	134	44	10	123	123	12
	10%	13%	7%	8%	6%	10%	8%	6%	10%	10%	10%
		bd									
SECURITY/ FRAUD	109	25	15	9	5	109	32	12	99	104	5
	8%	12%	5%	6%	4%	8%	6%	8%	8%	8%	4%
		bcde				d					
PRIVACY	103	22	31	18	13	103	40	12	91	100	3
	7%	11%	11%	12%	10%	7%	7%	8%	7%	8%	2%
			e	e						j	
HEALTH	74	12	16	8	7	74	27	10	62	65	8
	5%	6%	6%	6%	5%	5%	5%	7%	5%	5%	6%
Don't know	11	*	6	4	2	11	8	2	8	10	1
	1%	*%	2%	2%	2%	1%	1%	2%	1%	1%	1%
			ae	ae							

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

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

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.

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 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	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
No, do not have any concerns	868 69%	111 60%	122 63%	68 61%	54 67%	868 69% ac	318 70%	67 61%	802 70% g	775 68%	88 75%
People driving while using mobile phones	89 7%	18 10%	17 9%	11 10%	6 8%	89 7%	34 7%	9 8%	82 7%	86 8% j	3 2%
Junk/ spam text messages	66 5%	11 6%	8 4%	7 6%	2 2%	66 5%	19 4%	8 7%	59 5%	63 6%	3 3%
Health concerns - using handset	61 5%	7 4%	13 7%	8 8%	4 5%	61 5%	23 5%	5 4%	55 5%	53 5%	8 7%
Intrusion into other people's space/ public space	58 5% e	14 8% e	15 8% e	11 10% e	4 4%	58 5%	20 4%	6 5%	53 5%	56 5%	3 2%
Children having phones at a young age	58 5%	11 6% d	7 4%	6 5%	1 2%	58 5%	21 5%	3 3%	55 5%	49 4%	9 7%
Cost of calls - generally	50 4%	7 4%	10 5%	6 5%	4 5%	50 4%	21 5%	3 3%	46 4%	44 4%	6 6%
Cost of calls when abroad	49 4%	10 5% d	5 3% d	5 5% d	* *%	49 4% d	13 3%	1 1%	46 4%	46 4%	3 2%
Strangers contacting children	45 4%	8 4%	6 3%	4 4%	2 2%	45 4%	13 3%	3 3%	43 4%	45 4% 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.

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	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
Unsolicited text messages that charge a premium rate to respond	45 4%	10 6% d	6 3% d	6 5% d	* *%	45 4%	14 3% d	1 1%	43 4%	43 4%	1 1%
People using phones in quiet spaces	39 3%	8 5%	11 6% e	9 8% de	2 2%	39 3%	13 3%	2 2%	37 3%	38 3%	1 1%
Target for stealing mobile phone	39 3%	9 5% d	4 2%	4 4% d	* *%	39 3%	11 2% d	1 1%	37 3%	33 3%	6 5%
Cost of new handsets	32 3%	6 3%	2 1%	1 1%	1 1%	32 3%	9 2%	1 1%	31 3%	27 2%	6 5%
Incurring unexpected additional charges through using apps/ applications	29 2%	8 4%	6 3%	5 4%	1 1%	29 2%	9 2%	2 1%	27 2%	27 2%	3 2%
Being hacked through phone/ not safe or secure to use/ people can access your information/ identity theft	28 2%	4 2%	4 2%	3 3%	1 1%	28 2%	7 2%	5 4%	24 2%	25 2%	3 2%
Loss of data/ information/ files from having to clean up and restore software/ hardware after a virus or other scam	27 2%	10 6% bde	3 2%	3 2%	* *%	27 2%	7 2%	* *%	27 2%	26 2%	2 1%

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

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

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	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
Receiving targeted advertising based on my location	27 2%	5 3%	3 2%	2 2%	1 2%	27 2%	5 1%	* *%	26 2%	24 2%	1 1%
Getting viruses, trojans or malware installed on the phone	26 2%	7 4%	4 2%	3 2%	1 1%	26 2%	7 2%	4 3%	24 2%	25 2%	* *%
Health concerns - masts	25 2%	8 4% e	5 3%	2 2%	3 3%	25 2%	10 2%	3 3%	21 2%	24 2%	1 1%
Incurring unexpected costs due to exceeding the data plan/ going online too much	25 2%	4 2%	1 1%	1 1%	- -%	25 2%	5 1%	1 1%	24 2%	21 2%	4 3%
Cost of using the phone to get online/ visit websites/ Data usage	23 2%	4 2%	3 2%	2 2%	1 1%	23 2%	5 1%	3 3%	21 2%	23 2%	* *%
Signal/ Poor reception	22 2%	7 4%	4 2%	1 1%	3 4% ce	22 2%	8 2%	2 2%	19 2%	22 2%	- -%
Over reliance on phones/ addictive/ cannot put down/ less social interaction/ impact on social skills	22 2%	5 3%	2 1%	1 1%	1 1%	22 2%	4 1%	2 2%	20 2%	21 2%	1 1%
Cost of premium rate text messages	21 2%	3 1%	3 1%	2 2%	* *%	21 2%	6 1%	* *%	21 2%	20 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.

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	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
Use of phone to film anti- social or inappropriate behaviour	20 2%	4 2%	2 1%	2 1%	* *%	20 2%	5 1%	* *%	19 2%	19 2%	1 1%
Being tracked through them/ people listening in to calls	16 1%	1 *%	1 *%	1 1%	- -%	16 1%	3 1%	4 4% h	13 1%	14 1%	2 2%
Unsolicited calls on the phone/ cold calling	7 1%	3 2% e	2 1%	1 1%	1 1%	7 1%	2 *%	1 *%	6 1%	6 1%	1 *%
App(s)/ applications being recalled by the provider due to security issues	5 *%	2 1%	1 1%	1 1%	- -%	5 *%	2 *%	- -%	5 *%	5 *%	- -%
Other	26 2%	3 2%	8 4% e	4 3%	4 6% ae	26 2%	10 2%	2 2%	24 2%	25 2%	1 1%
SUMMARY CODES											
ANY CONCERNS	383 30%	72 39% e	67 35%	41 36%	26 32%	383 30%	130 29%	41 38% h	342 30%	354 31%	28 24%
RISKS TO OTHER PEOPLE/ RISKS TO SOCIETY	131 10%	25 14%	21 11%	13 11%	8 10%	131 10%	49 11%	15 14%	119 10%	119 11%	12 10%
AFFORDABILITY	126 10%	23 13%	17 9%	11 10%	6 8%	126 10%	39 9%	9 8%	117 10%	116 10%	11 10%

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

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

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

Base : Those who use a mobile phone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1625	235	324	161	163	1625	655	178	1447	1501	120
Effective Weighted Sample	1256	189	225	120	108	1256	480	103	1129	1144	107
Total	1260	183	193	112	80	1260	453	109	1152	1137	118
SECURITY/ FRAUD	105	24	12	9	2	105	29	11	95	100	5
	8%	13%	6%	8%	3%	8%	7%	10%	8%	9%	4%
		bde		d		d					
PRIVACY	89	20	21	15	6	89	28	7	82	86	3
	7%	11%	11%	13%	7%	7%	6%	6%	7%	8%	3%
		e	e	e						j	
HEALTH	69	11	14	8	5	69	25	7	61	61	8
	6%	6%	7%	8%	7%	6%	6%	6%	5%	5%	7%
Don't know	9	*	4	3	*	9	6	1	8	8	1
	1%	*%	2%	3%	*%	1%	1%	1%	1%	1%	1%
			ae	ae							

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

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

M2. Do you ever 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Yes	498	49	28	**	**	498	134	**	470	432	62
	49%	40%	35%	**	**	49%	47%	**	50%	48%	60%
						ab					i
No	506	74	51	**	**	506	146	**	471	464	42
	50%	60%	65%	**	**	50%	52%	**	50%	52%	40%
		e	e							j	
Don't know	4	*	-	**	**	4	2	**	3	4	-
	*%	*%	-%	**	**	*%	1%	**	*%	*%	-%

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

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

M3. Do you ever use up your data allowance on your mobile 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Yes, very often/ most months	112	6	2	**	**	112	29	**	109	93	18
	11%	5%	3%	**	**	11% ab	10%	**	12%	10%	17% i
Yes, often/ not every month	74	9	3	**	**	74	24	**	68	63	11
	7%	7%	4%	**	**	7%	9%	**	7%	7%	10%
Yes, sometimes/ a couple of times a year	181	17	6	**	**	181	38	**	171	168	14
	18%	14%	7%	**	**	18% b	13%	**	18%	19%	13%
TOTAL - YES	367	33	11	**	**	367	91	**	349	323	42
	36%	26% b	14%	**	**	36% ab	33%	**	37%	36%	41%
No, I never run out of data	631	89	63	**	**	631	185	**	589	567	61
	63%	72% e	81% e	**	**	63%	66%	**	62%	63%	59%
Don't know	10	1	4	**	**	10	5	**	6	10	-
	1%	1%	5% e	**	**	1%	2%	**	1%	1%	-%

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

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

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 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	423	35	18	12	6	423	116	25	398	381	40
Effective Weighted Sample	345	31	12	8	4	345	90	14	326	306	36
Total	367	33	11	8	3	367	91	21	349	323	42
Only go online when you can use Wi-Fi	195 53%	** **	** **	** **	** **	195 53%	38 41%	** **	190 54%	168 52%	** **
Use the phone less for going online so you can save your data	173 47%	** **	** **	** **	** **	173 47%	40 44%	** **	166 48%	146 45%	** **
Turn off or restrict automatic downloads of upgrades or automatic updates for apps	77 21%	** **	** **	** **	** **	77 21%	14 15%	** **	71 20%	63 20%	** **
Avoid doing 'data-hungry' activities like playing videos or playing games	74 20%	** **	** **	** **	** **	74 20%	12 13%	** **	68 20%	66 20%	** **
Buy extra data	68 19%	** **	** **	** **	** **	68 19%	16 18%	** **	64 18%	62 19%	** **
Go to fewer sites or apps than you would usually/ use your browser less	62 17%	** **	** **	** **	** **	62 17%	9 10%	** **	56 16%	53 16%	** **
Other	8 2%	** **	** **	** **	** **	8 2%	1 1%	** **	6 2%	7 2%	** **
Don't know	11 3%	** **	** **	** **	** **	11 3%	4 4%	** **	9 3%	11 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.

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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Yes	678	76	41	**	**	678	173	**	639	622	53
	67%	62%	53%	**	**	67%	61%	**	68%	69%	51%
						b				j	
No	323	45	36	**	**	323	106	**	299	273	49
	32%	37%	46%	**	**	32%	38%	**	32%	30%	48%
			e								i
Don't know	6	2	1	**	**	6	2	**	6	5	1
	1%	2%	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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Strongly disagree	85	5	8	**	**	85	31	**	80	75	10
	8%	4%	10%	**	**	8%	11%	**	8%	8%	10%
			a								
Slightly disagree	72	3	4	**	**	72	20	**	69	54	16
	7%	3%	6%	**	**	7%	7%	**	7%	6%	15%
						a					i
TOTAL DISAGREE	157	9	12	**	**	157	51	**	149	129	26
	16%	7%	16%	**	**	16%	18%	**	16%	14%	25%
			a			a					i
Neither/ nor	121	10	4	**	**	121	33	**	117	99	22
	12%	8%	5%	**	**	12%	12%	**	12%	11%	22%
						b					i
Slightly agree	227	17	8	**	**	227	52	**	216	209	20
	23%	14%	11%	**	**	23%	19%	**	23%	23%	19%
						ab					
Strongly agree	463	81	40	**	**	463	119	**	427	423	35
	46%	66%	52%	**	**	46%	42%	**	45%	47%	34%
		be								j	
TOTAL AGREE	690	98	49	**	**	690	172	**	642	632	55
	69%	80%	63%	**	**	69%	61%	**	68%	70%	53%
		be								j	
Don't know	40	7	13	**	**	40	25	**	35	40	-
	4%	6%	16%	**	**	4%	9%	**	4%	4%	-%
			ae							j	
TOTAL NEITHER/ DON'T KNOW	160	16	17	**	**	160	58	**	153	139	22
	16%	13%	22%	**	**	16%	21%	**	16%	15%	22%

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

Any break column with 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) HOW OFTEN USE SMARTPHONE TO - Complete a form or an application for something on my phone (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	~c	~d	e	f	~g	h	i	j
Unweighted total	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	36	2	*	**	**	36	10	**	36	25	10
	4%	1%	1%	**	**	4%	4%	**	4%	3%	10%
											i
Once or twice a week	86	3	3	**	**	86	21	**	81	78	6
	9%	2%	4%	**	**	9%	8%	**	9%	9%	5%
						a					
At least every 3 months	167	6	6	**	**	167	42	**	158	151	16
	17%	5%	8%	**	**	17%	15%	**	17%	17%	16%
						ab					
Less often	350	40	13	**	**	350	80	**	332	295	53
	35%	32%	17%	**	**	35%	29%	**	35%	33%	51%
		b				b					i
EVER DO THIS	638	50	23	**	**	638	155	**	608	550	85
	63%	41%	29%	**	**	63%	55%	**	64%	61%	82%
		b				ab					i
Never	369	73	55	**	**	369	127	**	336	350	19
	37%	59%	71%	**	**	37%	45%	**	36%	39%	18%
		e	ae							j	
AT LEAST WEEKLY	121	4	3	**	**	121	32	**	117	104	15
	12%	4%	4%	**	**	12%	11%	**	12%	12%	15%
						ab					
AT LEAST QUARTERLY	289	10	9	**	**	289	74	**	275	255	32
	29%	8%	12%	**	**	29%	26%	**	29%	28%	30%
						ab					
DO THIS LESS FREQUENTLY THAN WEEKLY	517	46	19	**	**	517	123	**	490	446	70
	51%	37%	25%	**	**	51%	44%	**	52%	50%	67%
		b				ab					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.

M7B. (SHOWCARD) HOW OFTEN USE SMARTPHONE TO - Take photos or videos (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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	341	13	10	**	**	341	90	**	324	298	41
	34%	11%	13%	**	**	34% ab	32%	**	34%	33%	39%
Once or twice a week	349	43	24	**	**	349	84	**	324	314	36
	35%	35%	31%	**	**	35%	30%	**	34%	35%	35%
At least every 3 months	167	32	29	**	**	167	61	**	159	155	11
	17%	26% e	37% e	**	**	17%	22%	**	17%	17%	11%
Less often	118	24	10	**	**	118	35	**	107	102	14
	12%	19% e	13%	**	**	12%	12%	**	11%	11%	14%
EVER DO THIS	976	112	73	**	**	976	270	**	915	870	102
	97%	91%	94%	**	**	97% a	96%	**	97%	97%	99%
Never	32	11	5	**	**	32	12	**	29	30	1
	3%	9% e	6%	**	**	3%	4%	**	3%	3%	1%
AT LEAST WEEKLY	691	56	34	**	**	691	174	**	649	613	77
	69%	46%	44%	**	**	69% ab	62%	**	69%	68%	74%
AT LEAST QUARTERLY	858	89	63	**	**	858	235	**	808	767	88
	85%	72%	80%	**	**	85% a	84%	**	86%	85%	85%
DO THIS LESS FREQUENTLY THAN WEEKLY	285	56	39	**	**	285	95	**	266	257	26
	28%	45% e	50% e	**	**	28%	34%	**	28%	29%	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.

M7C. (SHOWCARD) HOW OFTEN USE SMARTPHONE TO - Edit photos or videos (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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	167	10	4	**	**	167	43	**	159	145	22
	17%	8%	5%	**	**	17% ab	15%	**	17%	16%	21%
Once or twice a week	210	15	10	**	**	210	52	**	196	179	30
	21%	12%	12%	**	**	21% ab	18%	**	21%	20%	29% i
At least every 3 months	151	13	13	**	**	151	43	**	143	134	16
	15%	11%	17%	**	**	15%	15%	**	15%	15%	15%
Less often	202	21	11	**	**	202	43	**	193	179	24
	20%	17%	14%	**	**	20%	15%	**	20%	20%	23%
EVER DO THIS	730	59	37	**	**	730	180	**	692	637	92
	72%	48%	47%	**	**	72% ab	64%	**	73%	71%	88% i
Never	277	64	41	**	**	277	102	**	252	263	12
	28%	52% e	53% e	**	**	28%	36%	**	27%	29% j	12%
AT LEAST WEEKLY	377	25	13	**	**	377	94	**	355	324	52
	37%	20%	17%	**	**	37% ab	34%	**	38%	36%	50% i
AT LEAST QUARTERLY	528	38	26	**	**	528	137	**	499	458	68
	52%	31%	34%	**	**	52% ab	49%	**	53%	51%	65% i
DO THIS LESS FREQUENTLY THAN WEEKLY	353	34	24	**	**	353	85	**	336	313	40
	35%	28%	30%	**	**	35%	30%	**	36%	35%	38%

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

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

M7D.(SHOWCARD) HOW OFTEN USE SMARTPHONE TO - Use features such as maps or satellite navigation to get to where you want to go/ plot a route to your destination (SINGLE CODE)

Base : Those who have a smartphone

	Total	AGE 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	153 15%	13 10%	5 6%	** **	** **	153 15% b	32 11%	** **	149 16%	123 14%	26 25% i
Once or twice a week	269 27%	24 19% b	8 10%	** **	** **	269 27% ab	62 22%	** **	247 26%	240 27%	30 29%
At least every 3 months	231 23%	27 22%	20 26%	** **	** **	231 23%	64 23%	** **	222 24%	210 23%	19 18%
Less often	164 16%	21 17%	9 12%	** **	** **	164 16%	43 15%	** **	155 16%	143 16%	21 20%
EVER DO THIS	816 81%	85 69% b	42 54%	** **	** **	816 81% ab	201 71%	** **	772 82%	717 80%	96 92% i
Never	191 19%	38 31% e	36 46% ae	** **	** **	191 19%	81 29%	** **	171 18%	183 20%	8 8% j
AT LEAST WEEKLY	421 42%	37 30% b	13 16%	** **	** **	421 42% ab	94 33%	** **	396 42%	363 40%	56 54% i
AT LEAST QUARTERLY	653 65%	64 52%	33 42%	** **	** **	653 65% ab	158 56%	** **	618 65%	574 64%	75 72%
DO THIS LESS FREQUENTLY THAN WEEKLY	395 39%	48 39%	30 38%	** **	** **	395 39%	107 38%	** **	377 40%	353 39%	40 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.

M7E. (SHOWCARD) HOW OFTEN USE SMARTPHONE TO - Use your phone to make a contactless payment in shops or cafes using services like Apple Pay or Android Pay (SINGLE CODE)

Base : Those who have a smartphone

	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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	61 6%	4 3% b	- -%	** **	** **	61 6% b	18 6%	** **	59 6%	52 6%	8 7%
Once or twice a week	82 8%	6 5% b	* 1%	** **	** **	82 8% b	12 4%	** **	79 8%	64 7%	19 18% i
At least every 3 months	38 4%	3 2%	4 5%	** **	** **	38 4%	12 4%	** **	36 4%	31 3%	6 6%
Less often	106 10%	9 7%	5 7%	** **	** **	106 10%	23 8%	** **	101 11%	82 9%	20 20% i
EVER DO THIS	287 28%	22 18%	10 12%	** **	** **	287 28% ab	65 23%	** **	275 29%	229 25%	53 51% i
Never	721 72%	101 82% e	68 88% e	** **	** **	721 72%	216 77%	** **	669 71%	671 75% j	51 49%
AT LEAST WEEKLY	143 14%	10 8% b	* 1%	** **	** **	143 14% ab	30 11%	** **	138 15%	116 13%	26 25% i
AT LEAST QUARTERLY	181 18%	13 11%	4 6%	** **	** **	181 18% ab	42 15%	** **	174 18%	146 16%	33 31% i
DO THIS LESS FREQUENTLY THAN WEEKLY	143 14%	12 9%	9 12%	** **	** **	143 14%	35 13%	** **	137 15%	113 13%	27 26% 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.

M7F. (SHOWCARD) HOW OFTEN USE SMARTPHONE TO - 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Most days	24	2	*	**	**	24	4	**	22	17	5
	2%	2%	*%	**	**	2%	2%	**	2%	2%	5% i
Once or twice a week	25	1	-	**	**	25	5	**	24	16	8
	2%	1%	-%	**	**	2%	2%	**	3%	2%	8% i
At least every 3 months	119	7	6	**	**	119	21	**	113	110	8
	12%	5%	8%	**	**	12% a	7%	**	12%	12%	7%
Less often	245	20	8	**	**	245	47	**	237	218	25
	24%	16%	10%	**	**	24% ab	17%	**	25%	24%	25%
EVER DO THIS	412	30	14	**	**	412	77	**	397	361	47
	41%	24%	18%	**	**	41% ab	27%	**	42%	40%	45%
Never	596	93	64	**	**	596	204	**	547	539	57
	59%	76% e	82% e	**	**	59%	73%	**	58%	60%	55%
AT LEAST WEEKLY	48	3	*	**	**	48	9	**	47	33	14
	5%	2%	*%	**	**	5% b	3%	**	5%	4%	13% i
AT LEAST QUARTERLY	167	10	6	**	**	167	30	**	160	143	22
	17%	8%	8%	**	**	17% ab	11%	**	17%	16%	21%
DO THIS LESS FREQUENTLY THAN WEEKLY	364	27	14	**	**	364	68	**	350	328	33
	36%	22%	18%	**	**	36% ab	24%	**	37%	36%	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.

M8. (SHOWCARD) 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 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
Phoning or texting	699 69%	96 78% e	65 83% e	** **	** **	699 69%	198 70%	** **	651 69%	631 70%	65 63%
Checking social media/ messaging people	121 12%	7 5% b	* *%	** **	** **	121 12% ab	32 11%	** **	113 12%	107 12%	15 14%
Checking email	67 7%	9 7%	5 6%	** **	** **	67 7%	16 6%	** **	64 7%	55 6%	11 10%
Taking videos or photos	24 2%	- -%	1 2%	** **	** **	24 2%	6 2%	** **	24 3%	21 2%	4 3%
Playing games	21 2%	2 2%	- -%	** **	** **	21 2%	10 4%	** **	20 2%	20 2%	1 1%
Using maps or other location-based services	21 2%	- -%	3 4% a	** **	** **	21 2%	4 1%	** **	21 2%	17 2%	3 3%
Checking news, travel or weather updates	8 1%	1 1%	- -%	** **	** **	8 1%	2 1%	** **	8 1%	5 1%	3 3% i
Using the calendar or diary	7 1%	- -%	- -%	** **	** **	7 1%	2 1%	** **	7 1%	7 1%	- -%
Watching TV or video content	6 1%	2 2%	- -%	** **	** **	6 1%	1 *%	** **	6 1%	4 *%	1 1%
Making Skype or Facetime calls	5 1%	- -%	- -%	** **	** **	5 1%	- -%	** **	5 1%	5 1%	- -%

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

OFCOM MEDIA LITERACY TRACKER 2016 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 1st November to 9th December 2016.

Table 134

Any break column with 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) 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 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	1249	157	126	81	45	1249	380	96	1153	1142	104
Effective Weighted Sample	974	127	87	59	31	974	283	56	902	877	93
Total	1008	123	78	58	20	1008	281	65	944	900	104
ANY OF THESE	979	116	74	**	**	979	271	**	919	872	102
	97%	94%	95%	**	**	97%	96%	**	97%	97%	99%
None of these	24	7	4	**	**	24	10	**	21	23	1
	2%	6%	5%	**	**	2%	3%	**	2%	3%	1%
		e									
Don't know	4	-	-	**	**	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
On a mobile phone or smartphone (such as an iPhone or Samsung Galaxy)	271	13	7	6	2	271	77	22	252	241	30
	19%	6%	3%	4%	1%	19%	14%	14%	20%	19%	24%
		bd				abcd			g		
On a games console connected to a TV (such as Xbox/ Sony PlayStation/ Nintendo Wii)	215	10	4	3	1	215	54	11	206	199	16
	15%	5%	1%	2%	1%	15%	10%	7%	16%	16%	13%
		bd				abcd			g		
On a tablet computer (such as an iPad)	166	21	25	18	7	166	51	25	144	156	10
	12%	10%	9%	12%	5%	12%	9%	16%	12%	12%	8%
		d		d		d		h			
On a desktop computer, laptop, or netbook	150	21	21	13	8	150	45	17	135	134	17
	11%	10%	7%	9%	6%	11%	8%	11%	11%	11%	14%
						bd					
On a hand-held games console (such as Sony PS Vita/ Nintendo DS or 3DS)	70	4	3	1	2	70	20	8	63	60	11
	5%	2%	1%	1%	2%	5%	4%	5%	5%	5%	9%
						abcd					i
Through an app on a smart TV	12	-	*	*	-	12	3	*	11	11	1
	1%	-%	*%	*%	-%	1%	1%	*%	1%	1%	1%
On a virtual reality gaming headset/ device	6	-	-	-	-	6	-	-	6	6	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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Using wearable technology like a smart watch (such as Apple Watch)	5 *%	- -%	* *%	- -%	* *%	5 *%	2 *%	2 1% h	4 *%	5 *%	- -%
TOTAL - ANY GAMING	513 37%	48 23% d	49 17%	32 21% d	17 13%	513 37% abcd	167 30%	48 31%	468 37% g	468 37%	45 36%
No, never	892 63%	161 77% e	234 83% e	118 79% e	116 87% ace	892 63%	394 70%	107 69% h	783 63%	806 63%	80 64%

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

Any break column with 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
No, do not have any concerns	974 69%	127 61%	177 62%	95 64%	82 61%	974 69% abd	388 69%	94 61%	880 70% g	879 69%	91 73%
Violent content	146 10%	29 14%	29 10%	15 10%	14 10%	146 10%	53 9%	21 14%	127 10%	137 11%	9 7%
Unsuitable for children	137 10%	26 13%	24 9%	14 9%	10 8%	137 10%	54 10%	14 9%	121 10%	129 10%	9 7%
Others could become addicted to playing games	89 6%	22 11% e	22 8%	10 6%	13 9%	89 6%	31 6%	12 8%	78 6%	83 6%	7 5%
Encourage children to stay indoors	80 6%	21 10% bce	14 5%	5 4%	9 7%	80 6%	24 4%	7 4%	74 6%	73 6%	6 5%
Discourage creative play for children	69 5%	17 8% e	16 6%	7 4%	10 7%	69 5%	24 4%	6 4%	63 5%	62 5%	7 6%
Waste too much time playing games	67 5%	13 6%	10 4%	5 4%	5 4%	67 5%	19 3%	8 5%	59 5%	59 5%	7 6%
Impact on social skills	60 4%	17 8% bcde	9 3%	5 3%	5 4%	60 4%	14 2%	4 3%	56 4%	52 4%	7 5%
Cost of games	54 4%	10 5%	8 3%	4 3%	4 3%	54 4%	20 4%	6 4%	48 4%	46 4%	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.

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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Bad/ offensive language	54 4%	8 4%	7 2%	5 3%	2 2%	54 4%	17 3%	4 3%	50 4%	48 4%	7 5%
I could become addicted to playing games	49 4%	6 3%	14 5%	9 6%	5 4%	49 4%	21 4%	5 3%	44 4%	45 4%	4 3%
Sexual content	49 3%	8 4%	5 2%	3 2%	2 1%	49 3% b	14 3%	3 2%	46 4%	47 4%	2 1%
Cost of in-game purchases	43 3%	8 4%	8 3%	7 4% d	2 1%	43 3%	15 3%	3 2%	39 3%	40 3%	2 2%
Contributes to obesity	40 3%	8 4% b	5 2%	2 2%	2 2%	40 3%	8 1%	1 *%	40 3% g	36 3%	4 3%
Cost of games consoles/ games players	38 3%	7 4%	7 2%	4 2%	3 2%	38 3%	14 2%	2 1%	37 3%	34 3%	4 3%
Health issues	30 2%	5 2%	5 2%	4 3%	2 1%	30 2%	10 2%	1 1%	29 2%	23 2%	7 5% i
Contact with people I don't personally know/ I've never met in person	24 2%	5 2% bd	2 1%	2 1%	* *%	24 2% d	6 1%	1 1%	23 2%	23 2%	1 1%
Gambling/ betting games/ too easy to use them/ get into debt	13 1%	4 2%	6 2% e	4 2%	3 2%	13 1%	8 1%	5 3% h	8 1%	13 1%	- -%

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

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

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

Base : 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Other	26 2%	4 2%	5 2%	3 2%	2 2%	26 2%	9 2%	2 1%	22 2%	23 2%	2 2%
SUMMARY CODES											
ANY CONCERNS	393 28%	76 36% e	89 32%	45 30%	44 33%	393 28%	150 27%	55 36% h	338 27%	361 28%	31 25%
OFFENSIVE CONTENT	224 16%	43 20%	43 15%	23 15%	20 15%	224 16%	81 15%	30 19%	194 15%	205 16%	18 15%
HEALTH	143 10%	28 14%	37 13%	18 12%	19 14%	143 10%	54 10%	19 12%	126 10%	131 10%	12 9%
RISKS TO OTHER PEOPLE/ TO SOCIETY	135 10%	31 15% bce	25 9%	10 7%	15 11%	135 10%	45 8%	14 9%	123 10%	121 10%	13 11%
AFFORDABILITY	80 6%	15 7%	15 5%	10 6%	6 4%	80 6%	32 6%	8 5%	71 6%	71 6%	8 6%
Don't know	38 3%	6 3%	17 6% ae	9 6% e	8 6% e	38 3%	23 4%	6 4%	33 3%	35 3%	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.

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	605	58	73	42	31	605	214	68	537	562	42
Effective Weighted Sample	493	49	54	32	24	493	166	39	442	453	39
Total	513	48	49	32	17	513	167	48	468	468	45
No, do not have any concerns	388	**	**	**	**	388	120	**	359	351	**
	76%	**	**	**	**	76%	72%	**	77%	75%	**
Violent content	40	**	**	**	**	40	12	**	34	38	**
	8%	**	**	**	**	8%	7%	**	7%	8%	**
Unsuitable for children	39	**	**	**	**	39	11	**	34	39	**
	8%	**	**	**	**	8%	7%	**	7%	8%	**
Others could become addicted to playing games	28	**	**	**	**	28	9	**	24	28	**
	6%	**	**	**	**	6%	5%	**	5%	6%	**
Encourage children to stay indoors	23	**	**	**	**	23	5	**	22	22	**
	5%	**	**	**	**	5%	3%	**	5%	5%	**
Cost of in-game purchases	23	**	**	**	**	23	9	**	21	21	**
	4%	**	**	**	**	4%	6%	**	4%	5%	**
Cost of games	20	**	**	**	**	20	7	**	19	17	**
	4%	**	**	**	**	4%	4%	**	4%	4%	**
Impact on social skills	18	**	**	**	**	18	2	**	18	15	**
	3%	**	**	**	**	3%	1%	**	4%	3%	**
Discourage creative play for children	16	**	**	**	**	16	2	**	15	13	**
	3%	**	**	**	**	3%	1%	**	3%	3%	**
Waste too much time playing games	15	**	**	**	**	15	3	**	13	13	**
	3%	**	**	**	**	3%	2%	**	3%	3%	**
Bad/ offensive language	14	**	**	**	**	14	5	**	13	14	**
	3%	**	**	**	**	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.

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	605	58	73	42	31	605	214	68	537	562	42
Effective Weighted Sample	493	49	54	32	24	493	166	39	442	453	39
Total	513	48	49	32	17	513	167	48	468	468	45
Sexual content	14	**	**	**	**	14	5	**	14	14	**
	3%	**	**	**	**	3%	3%	**	3%	3%	**
Contributes to obesity	14	**	**	**	**	14	1	**	14	12	**
	3%	**	**	**	**	3%	1%	**	3%	3%	**
I could become addicted to playing games	12	**	**	**	**	12	5	**	10	11	**
	2%	**	**	**	**	2%	3%	**	2%	2%	**
Cost of games consoles/ games players	11	**	**	**	**	11	3	**	11	10	**
	2%	**	**	**	**	2%	2%	**	2%	2%	**
Health issues	9	**	**	**	**	9	2	**	9	8	**
	2%	**	**	**	**	2%	1%	**	2%	2%	**
Contact with people I don't personally know/ I've never met in person	9	**	**	**	**	9	2	**	8	8	**
	2%	**	**	**	**	2%	1%	**	2%	2%	**
Gambling/ betting games/ too easy to use them/ get into debt	6	**	**	**	**	6	4	**	4	6	**
	1%	**	**	**	**	1%	2%	**	1%	1%	**
Other	12	**	**	**	**	12	4	**	10	12	**
	2%	**	**	**	**	2%	3%	**	2%	3%	**
SUMMARY CODES											
ANY CONCERNS	118	**	**	**	**	118	41	**	102	110	**
	23%	**	**	**	**	23%	24%	**	22%	23%	**
OFFENSIVE CONTENT	58	**	**	**	**	58	17	**	49	55	**
	11%	**	**	**	**	11%	10%	**	10%	12%	**

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

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

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

Base : 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	605	58	73	42	31	605	214	68	537	562	42
Effective Weighted Sample	493	49	54	32	24	493	166	39	442	453	39
Total	513	48	49	32	17	513	167	48	468	468	45
HEALTH	39	**	**	**	**	39	13	**	33	36	**
	8%	**	**	**	**	8%	8%	**	7%	8%	**
RISKS TO OTHER PEOPLE/ TO SOCIETY	37	**	**	**	**	37	8	**	34	32	**
	7%	**	**	**	**	7%	5%	**	7%	7%	**
AFFORDABILITY	31	**	**	**	**	31	13	**	29	28	**
	6%	**	**	**	**	6%	8%	**	6%	6%	**
Don't know	7	**	**	**	**	7	6	**	7	7	**
	1%	**	**	**	**	1%	4%	**	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.

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

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

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	605	58	73	42	31	605	214	68	537	562	42
Effective Weighted Sample	493	49	54	32	24	493	166	39	442	453	39
Total	513	48	49	32	17	513	167	48	468	468	45
Yes	189	**	**	**	**	189	55	**	172	176	**
	37%	**	**	**	**	37%	33%	**	37%	38%	**
No	321	**	**	**	**	321	109	**	294	289	**
	63%	**	**	**	**	63%	65%	**	63%	62%	**
Don't know	3	**	**	**	**	3	3	**	3	3	**
	1%	**	**	**	**	1%	2%	**	1%	1%	**

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

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

G4A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT ONLINE GAMING - When I'm engrossed in a game I don't really think about who the other people are, I'm only interested in their game characters. (SINGLE CODE)

Base : Those who play games 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	223	16	12	3	9	223	71	25	198	210	13
Effective Weighted Sample	180	12	10	3	8	180	56	13	161	168	12
Total	189	13	7	3	4	189	55	18	172	176	13
Disagree	35	**	**	**	**	35	**	**	29	33	**
	18%	**	**	**	**	18%	**	**	17%	19%	**
Neither/ nor	37	**	**	**	**	37	**	**	32	36	**
	19%	**	**	**	**	19%	**	**	19%	20%	**
Agree	98	**	**	**	**	98	**	**	93	88	**
	52%	**	**	**	**	52%	**	**	54%	50%	**
Not applicable - I don't play these sorts of games	19	**	**	**	**	19	**	**	17	18	**
	10%	**	**	**	**	10%	**	**	10%	10%	**
Don't know	*	**	**	**	**	*	**	**	*	*	**
	*%	**	**	**	**	*%	**	**	*%	*%	**
TOTAL NEITHER/ DON'T KNOW	37	**	**	**	**	37	**	**	33	36	**
	20%	**	**	**	**	20%	**	**	19%	21%	**

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

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

G4A. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT ONLINE GAMING - When I'm engrossed in a game I don't really think about who the other people are, I'm only interested in their game characters. (SINGLE CODE)

Base : Those who say they play these types of games 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	199	14	9	3	6	199	60	21	178	187	12
Effective Weighted Sample	162	11	7	3	6	162	48	11	146	151	11
Total	170	12	6	3	3	170	48	16	155	158	13
Disagree	35	**	**	**	**	35	**	**	29	33	**
	20%	**	**	**	**	20%	**	**	19%	21%	**
Neither/ nor	37	**	**	**	**	37	**	**	32	36	**
	22%	**	**	**	**	22%	**	**	21%	23%	**
Agree	98	**	**	**	**	98	**	**	93	88	**
	58%	**	**	**	**	58%	**	**	60%	56%	**
Don't know	*	**	**	**	**	*	**	**	*	*	**
	*%	**	**	**	**	*%	**	**	*%	*%	**
TOTAL NEITHER/ DON'T KNOW	37	**	**	**	**	37	**	**	33	36	**
	22%	**	**	**	**	22%	**	**	21%	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.

G4B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT ONLINE GAMING - When I chat or message the people I'm playing with about the game it enhances the gaming experience. (SINGLE CODE)

Base : Those who play games 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	223	16	12	3	9	223	71	25	198	210	13
Effective Weighted Sample	180	12	10	3	8	180	56	13	161	168	12
Total	189	13	7	3	4	189	55	18	172	176	13
Disagree	18	**	**	**	**	18	**	**	17	16	**
	9%	**	**	**	**	9%	**	**	10%	9%	**
Neither agree nor disagree	29	**	**	**	**	29	**	**	25	28	**
	15%	**	**	**	**	15%	**	**	15%	16%	**
Agree	106	**	**	**	**	106	**	**	98	98	**
	56%	**	**	**	**	56%	**	**	57%	56%	**
Not applicable - I don't chat/ message people I play with online	34	**	**	**	**	34	**	**	30	31	**
	18%	**	**	**	**	18%	**	**	17%	18%	**
Don't know	3	**	**	**	**	3	**	**	2	3	**
	2%	**	**	**	**	2%	**	**	1%	2%	**
TOTAL NEITHER/ DON'T KNOW	32	**	**	**	**	32	**	**	28	31	**
	17%	**	**	**	**	17%	**	**	16%	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.

G4B. (SHOWCARD) AGREEMENT WITH STATEMENT ABOUT ONLINE GAMING - When I chat or message the people I'm playing with about the game it enhances the gaming experience. (SINGLE CODE)

Base : Those who say they chat or message people when they play these types of games 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	180	8	10	3	7	180	55	18	162	170	10
Effective Weighted Sample	147	8	8	3	7	147	44	10	133	138	9
Total	155	9	6	3	3	155	43	13	142	145	10
Disagree	18	**	**	**	**	18	**	**	17	16	**
	11%	**	**	**	**	11%	**	**	12%	11%	**
Neither agree nor disagree	29	**	**	**	**	29	**	**	25	28	**
	18%	**	**	**	**	18%	**	**	18%	19%	**
Agree	106	**	**	**	**	106	**	**	98	98	**
	68%	**	**	**	**	68%	**	**	69%	68%	**
Don't know	3	**	**	**	**	3	**	**	2	3	**
	2%	**	**	**	**	2%	**	**	2%	2%	**
TOTAL NEITHER/ DON'T KNOW	32	**	**	**	**	32	**	**	28	31	**
	20%	**	**	**	**	20%	**	**	19%	21%	**

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

Any break column with 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1400	208	283	149	134	1400	560	154	1246	1270	126
Married/ Civil partnership	664 47%	129 62% de	162 57% de	99 67% bde	62 47%	664 47%	246 44%	59 39%	609 49% g	590 46%	71 57% i
Co-habiting	161 12%	15 7% bd	8 3%	6 4%	3 2%	161 12% abcd	45 8%	2 1%	159 13% g	154 12% j	5 4%
Single	351 25%	21 10% bc	13 5%	5 3%	9 7%	351 25% abcd	133 24%	35 22%	317 25%	311 24%	43 34% i
Widowed, divorced or separated	223 16%	44 21% e	100 35% ace	40 27% e	60 45% abce	223 16%	136 24%	58 38% h	161 13%	216 17% j	6 5%
Refused	5	-	1	1	-	5	1	-	5	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
1	239 17%	39 19%	94 33% ace	35 24% e	59 44% abce	239 17%	139 25%	69 44% h	170 14%	231 18% j	6 5%
2	469 33%	110 53% e	168 59% de	100 67% abde	67 50% e	469 33%	237 42%	47 31%	422 34%	450 35% j	19 15%
3	289 21%	42 20% bcd	16 6%	9 6%	7 5%	289 21% bcd	86 15%	19 13%	268 21% g	261 20%	23 19%
4	250 18%	11 5% bd	5 2%	5 3% d	* *%	250 18% abcd	51 9%	11 7%	239 19% g	213 17%	39 31% i
5-6	145 10%	5 3% b	1 *%	1 *%	1 *%	145 10% abcd	41 7%	6 4%	140 11% g	108 8%	37 30% i
7-9	14 1%	1 *%	- -%	- -%	- -%	14 1% b	6 1%	2 1%	12 1%	12 1%	2 1%
10 or more	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%

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

Any break column with 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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
None	899	193	279	147	132	899	423	130	770	842	54
	64%	93%	99%	98%	99%	64%	76%	84%	62%	66%	43%
		e	ae	ae	ae			h		j	
1	237	8	4	3	1	237	69	17	221	202	35
	17%	4%	1%	2%	1%	17%	12%	11%	18%	16%	28%
		bd				abcd			g		i
2	189	5	*	-	*	189	38	3	185	165	22
	13%	3%	*%	-%	*%	13%	7%	2%	15%	13%	17%
		bcd				abcd			g		
3	64	1	-	-	-	64	22	3	61	53	13
	5%	*%	-%	-%	-%	5%	4%	2%	5%	4%	10%
						abcd			g		i
4	10	1	-	-	-	10	4	2	9	10	1
	1%	*%	-%	-%	-%	1%	1%	1%	1%	1%	1%
5-6	5	-	-	-	-	5	4	*	4	3	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.

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

Base : Those with children aged under 16 at home

		AGE					AGE/SEG	DISABILITY		EMG	
	Total	55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		~a	~b	~c	~d	e	f	~g	h	i	~j
Unweighted total	570	18	6	3	3	570	157	33	537	496	73
Effective Weighted Sample	461	14	3	2	2	461	126	20	436	394	65
Total	506	15	4	3	2	506	137	24	481	432	72
Base for %	500	15	4	3	2	500	136	24	476	428	71
Under 1 year old	61	**	**	**	**	61	18	**	59	51	**
	12%	**	**	**	**	12%	13%	**	12%	12%	**
1-4 years old	209	**	**	**	**	209	61	**	202	178	**
	42%	**	**	**	**	42%	45%	**	43%	42%	**
5-7 years old	170	**	**	**	**	170	46	**	163	142	**
	34%	**	**	**	**	34%	34%	**	34%	33%	**
8-11 years old	158	**	**	**	**	158	45	**	151	134	**
	32%	**	**	**	**	32%	33%	**	32%	31%	**
12-15 years old	166	**	**	**	**	166	43	**	154	147	**
	33%	**	**	**	**	33%	32%	**	32%	34%	**
Refused	6	**	**	**	**	6	1	**	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1400	208	283	150	133	1400	558	154	1246	1269	126
Husband/ Wife/ Partner	824 59%	140 67% bde	163 58% d	101 68% bde	62 46% d	824 59%	282 51%	58 37%	769 62% g	741 58%	79 63%
Mother/ Stepmother/ Partner of Father	150 11%	7 3% bd	1 1%	1 1%	* *%	150 11% abcd	41 7%	10 6%	142 11% g	123 10%	28 22% i
Father/ Stepfather/ Partner of Mother	71 5%	1 *%	- -%	- -%	- -%	71 5% abcd	15 3%	6 4%	66 5%	59 5%	12 9% i
Brothers/ Sisters/ Stepbrothers/ Stepsisters	76 5%	1 1%	2 1%	1 1%	1 *%	76 5% abcd	23 4%	4 2%	72 6% g	57 5%	20 16% i
Child/ children aged 16 and over	175 13%	48 23% bcde	28 10%	15 10%	13 9%	175 13%	74 13%	20 13%	154 12%	162 13%	13 10%
Grandmother	4 *%	- -%	- -%	- -%	- -%	4 *%	1 *%	- -%	4 *%	2 *%	2 2% i
Grandfather	2 *%	- -%	- -%	- -%	- -%	2 *%	* *%	- -%	2 *%	2 *%	- -%
Other relative aged 16 or over	29 2%	6 3%	7 2%	4 3%	3 2%	29 2%	18 3%	2 2%	26 2%	21 2%	8 6% 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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Friend/ other person not related to you aged 16 or over	52	4	1	1	-	52	9	1	50	45	8
	4%	2%	*%	*%	-%	4%	2%	1%	4%	4%	6%
		bd				bcd			g		
None - I am the only adult in the household	319	41	94	35	59	319	177	77	240	305	10
	23%	20%	33%	24%	44%	23%	32%	50%	19%	24%	8%
			ace		abce			h		j	
Refused	5	1	*	-	*	5	2	-	5	5	-

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

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

C6. Are you currently working? (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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1404	208	283	150	134	1404	560	154	1250	1273	126
Working full-time (30 hours per week plus)	597 43%	82 39% bcd	9 3% d	9 6% d	* *%	597 43% bcd	83 15%	10 6%	591 47% g	527 41%	57 45%
Working part-time (Under 30 hours per week)	218 16%	45 22% bcde	17 6% d	17 11% bd	1 1%	218 16% bd	67 12%	27 17%	204 16%	201 16%	14 12%
Looking for work	29 2%	3 2% bd	- -%	- -%	- -%	29 2% bcd	16 3%	2 1%	26 2%	26 2%	3 2%
In full-time education	64 5%	- -%	- -%	- -%	- -%	64 5% abcd	13 2%	3 2%	60 5% g	49 4%	20 16% i
Retired	299 21%	48 23%	244 86% ace	118 79% ae	126 94% abce	299 21%	255 45%	79 51% h	217 17%	292 23% j	8 6%
Not working	197 14%	30 15% bcd	13 5%	6 4%	7 5%	197 14% bcd	128 23%	34 22% h	151 12%	178 14%	23 19%
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.

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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1401	208	283	150	134	1401	558	154	1247	1270	126
Aged 16 or under	561	108	192	99	93	561	357	101	455	535	24
	40%	52%	68%	66%	69%	40%	64%	65%	37%	42%	19%
		e	ae	ae	ae			h		j	
Aged 17-18	318	35	34	22	12	318	103	19	302	289	25
	23%	17%	12%	15%	9%	23%	18%	13%	24%	23%	20%
		d				abcd			g		
Aged 19-20	132	15	15	9	5	132	27	9	123	112	18
	9%	7%	5%	6%	4%	9%	5%	6%	10%	9%	14%
						bd					i
Aged 21 or over	372	48	38	19	19	372	62	25	349	321	51
	27%	23%	14%	13%	14%	27%	11%	16%	28%	25%	41%
		bcd				bcd			g		i
Don't know	19	1	4	-	4	19	9	-	19	13	7
	1%	*%	2%	-%	3%	1%	2%	-%	2%	1%	6%
					ace						i
Refused	4	1	-	-	-	4	2	-	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.

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1405	208	283	150	134	1405	560	154	1251	1274	126
Very confident	1129	171	223	119	104	1129	416	107	1023	1037	88
	80%	82%	79%	80%	78%	80%	74%	70%	82% g	81% i	70% j
Fairly confident	234	31	52	25	28	234	117	33	200	201	32
	17%	15%	19%	17%	21%	17%	21%	22% h	16%	16%	25% i
TOTAL CONFIDENT	1363	202	276	144	132	1363	533	141	1223	1238	120
	97%	97%	97%	96%	98%	97%	95%	91%	98% g	97%	95%
Neither confident nor not confident	21	5	2	2	-	21	13	6	16	17	4
	2%	2% d	1%	1%	-%	2% d	2%	4% h	1%	1%	4% i
Not very confident	17	*	5	3	1	17	11	5	11	15	1
	1%	*% a	2% a	2%	1%	1%	2%	3% h	1%	1%	1%
Not at all confident	4	2	1	-	1	4	3	3	1	4	-
	*%	1%	*%	-%	1%	*%	1%	2% h	*%	*%	-%
TOTAL NOT CONFIDENT	21	2	6	3	2	21	15	8	12	20	1
	2%	1%	2%	2%	2%	2%	3%	5% h	1%	2%	1%
TOTAL NEITHER/ DON'T KNOW	21	5	2	2	-	21	13	6	16	17	4
	2%	2% d	1%	1%	-%	2% d	2%	4% h	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.

C10. (SHOWCARD) Which of these options applies to your household for the total annual 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Base for %	1033	148	184	99	86	1033	417	121	914	934	99
Under £11,500	184 18%	28 19%	57 31% ae	25 25% e	32 37% ace	184 18%	145 35%	48 40% h	131 14%	176 19% j	9 9%
£11,500 - £17,499	126 12%	20 14%	41 22% ae	22 22% ae	19 23% ae	126 12%	77 18%	28 23% h	101 11%	114 12%	12 12%
£17,500 - £29,999	192 19%	30 20%	33 18%	18 18%	15 18%	192 19%	73 17%	13 11%	178 19% g	167 18%	22 22%
£30,000 - £49,999	190 18%	26 18% bd	20 11% d	17 17% d	3 4%	190 18% bd	32 8%	9 7%	185 20% g	171 18%	21 21%
£50,000 or over	144 14%	23 16% bcd	4 2%	3 3%	1 1%	144 14% bcd	9 2%	5 4%	141 15% g	140 15% j	4 4%
Don't know	197 19%	20 14%	28 15%	13 13%	15 18%	197 19%	82 20%	17 14%	179 20%	166 18%	32 32% i
Refused	372	61	99	51	48	372	143	33	337	340	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.

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 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Yes	266	53	115	46	69	266	181	154	112	259	7
	19%	26%	41%	30%	52%	19%	32%	100%	9%	20%	6%
		e	ace	e	abce			h		j	
No	1138	155	169	104	64	1138	379	-	1138	1013	118
	81%	74%	59%	70%	48%	81%	68%	-%	91%	80%	94%
		bd	d	bd		abcd			g		i
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.

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

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

		Total	AGE					AGE/SEG	DISABILITY		EMG	
			55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%			~a	b	~c	d	e	f	g	h	i	~j
Unweighted total		411	74	206	72	134	411	302	251	160	402	9
Effective Weighted Sample		313	58	147	53	94	313	222	155	124	305	8
Total		266	53	115	46	69	266	181	154	112	259	7
Yes		197	**	89	**	55	197	139	154	43	192	**
		74%	**	78%	**	80%	74%	77%	100%	39%	74%	**
									h			
No		67	**	25	**	13	67	41	-	67	66	**
		25%	**	22%	**	19%	25%	23%	-%	60%	25%	**
										g		
Don't know		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.

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	314	54	155	50	105	314	231	251	63	307	7
Effective Weighted Sample	237	41	110	37	74	237	169	155	48	230	6
Total	197	36	89	34	55	197	139	154	43	192	5
Base for %	190	36	87	32	55	190	135	154	36	185	5
Cannot walk very far or manage stairs or can only do so with difficulty	92	**	51	**	33	92	73	89	**	89	**
	48%	**	59% e	**	61% e	48%	54%	58%	**	48%	**
Breathlessness or chest pains	55	**	25	**	16	55	38	58	**	53	**
	29%	**	28%	**	30%	29%	28%	38%	**	28%	**
Mental health problems or difficulties	27	**	1	**	-	27	17	24	**	27	**
	14%	**	1%	**	-%	14% bd	13%	16%	**	15%	**
Poor hearing, partial hearing or deafness	25	**	14	**	12	25	19	25	**	24	**
	13%	**	16%	**	22% e	13%	14%	16%	**	13%	**
Limited ability to reach	22	**	12	**	8	22	18	21	**	22	**
	12%	**	14%	**	15%	12%	13%	14%	**	12%	**
Cannot walk at all/ use a wheelchair	17	**	6	**	4	17	10	16	**	17	**
	9%	**	7%	**	8%	9%	7%	10%	**	9%	**
Poor vision, partial sight or blindness	14	**	10	**	10	14	13	12	**	13	**
	7%	**	12%	**	18% e	7%	9%	8%	**	7%	**
Dyslexia	8	**	-	**	-	8	5	7	**	8	**
	4%	**	-%	**	-%	4% bd	4%	5%	**	5%	**

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

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

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	314	54	155	50	105	314	231	251	63	307	7
Effective Weighted Sample	237	41	110	37	74	237	169	155	48	230	6
Total	197	36	89	34	55	197	139	154	43	192	5
Difficulty in speaking or communicating	3 2%	** **	* *%	** **	* *%	3 2%	1 1%	3 2%	** **	3 2%	** **
Other illnesses/ health problems which limit daily activities	63 33%	** **	22 26%	** **	11 21%	63 33% d	41 30%	28 18%	** **	62 34%	** **
Refused	7	**	2	**	*	7	4	-	**	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.

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

Base : All respondents

	Total	AGE					AGE/SEG	DISABILITY		EMG	
		55-64	65+	65-74	75+	All	65+ OR DE	REPORTS	DOES NOT REPORT	WHITE	NON-WHITE
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j
Unweighted total	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
Being bought on mortgage	369	48	13	9	4	369	39	21	352	344	25
	26%	23%	4%	6%	3%	26%	7%	14%	28%	27%	20%
		bcd				bcd			g		
Owned outright by the household	393	93	193	101	92	393	219	55	340	379	13
	28%	45%	68%	68%	69%	28%	39%	36%	27%	30%	11%
		e	ae	ae	ae			h		j	
Rented from Local Authority/ Housing Association/ Trust	318	50	67	32	35	318	206	68	246	278	38
	23%	24%	24%	21%	26%	23%	37%	44%	20%	22%	30%
								h			i
Rented from Private Landlord	284	18	10	8	3	284	90	10	272	237	46
	20%	8%	4%	5%	2%	20%	16%	6%	22%	19%	36%
		bd				abcd			g		i
Other	9	-	1	1	-	9	2	-	9	9	1
	1%	-%	*%	*%	-%	1%	*%	-%	1%	1%	1%
Don't know	32	-	*	-	*	32	4	*	32	27	3
	2%	-%	*%	-%	*%	2%	1%	*%	3%	2%	2%
						abcd			g		

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

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

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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
English	755	109	174	91	83	755	330	90	664	747	8
	54%	52%	61%	61%	62%	54%	59%	59%	53%	59%	6%
			ae		ae					j	
Scottish	117	18	30	16	14	117	51	14	103	117	-
	8%	9%	11%	11%	10%	8%	9%	9%	8%	9%	-%
										j	
Welsh	37	6	9	4	5	37	17	9	28	37	-
	3%	3%	3%	3%	3%	3%	3%	6%	2%	3%	-%
								h			
Northern Irish	19	3	4	1	3	19	9	2	17	19	-
	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	-%
British	379	61	60	34	26	379	129	36	344	296	83
	27%	29%	21%	23%	19%	27%	23%	23%	28%	23%	66%
		bd				bd					i
Other	99	11	7	4	3	99	26	3	95	60	35
	7%	5%	3%	3%	2%	7%	5%	2%	8%	5%	28%
		b				bcd			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.

C16. (SHOWCARD) Which of these groups best describes 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
WHITE											
British	717	119	132	71	61	717	266	77	640	717	-
	51%	57%	47%	48%	45%	51%	47%	50%	51%	56%	-%
		bcd								j	
English	342	49	106	53	52	342	171	49	294	342	-
	24%	23%	37%	36%	39%	24%	31%	32%	24%	27%	-%
			ae	ae	ae			h		j	
Scottish	105	17	25	13	12	105	44	13	93	105	-
	7%	8%	9%	9%	9%	7%	8%	8%	7%	8%	-%
										j	
Welsh	35	6	8	4	4	35	16	9	26	35	-
	3%	3%	3%	3%	3%	3%	3%	6%	2%	3%	-%
								h			
Irish	15	4	2	1	1	15	6	1	14	15	-
	1%	2%	1%	1%	1%	1%	1%	*%	1%	1%	-%
Any other white background	60	3	6	4	1	60	14	2	57	60	-
	4%	2%	2%	3%	1%	4%	3%	2%	5%	5%	-%
						abd			g	j	
MIXED											
White and Black Caribbean	8	-	-	-	-	8	3	-	8	-	8
	1%	-%	-%	-%	-%	1%	*%	-%	1%	-%	7%
											i
White and Black African	1	-	-	-	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	1%
											i
White and Asian	6	-	-	-	-	6	2	-	6	-	6
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	5%
											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 of these groups best describes you? (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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
ASIAN AND BRITISH ASIAN											
Indian	23	1	1	1	-	23	7	1	22	-	22
	2%	*%	1%	1%	-%	2% d	1%	*%	2%	-%	17% i
Pakistani	26	4	2	-	2	26	10	1	25	-	27
	2%	2%	1%	-%	1%	2% c	2%	1%	2%	-%	22% i
Bangladeshi	14	1	1	1	-	14	8	*	13	-	12
	1%	*%	1%	1%	-%	1%	1%	*%	1%	-%	9% i
Any other Asian background	10	-	-	-	-	10	1	-	10	-	10
	1%	-%	-%	-%	-%	1%	*%	-%	1%	-%	8% i
BLACK AND BLACK BRITISH											
Caribbean	4	-	-	-	-	4	1	-	4	-	4
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	3% i
African	19	3	-	-	-	19	5	-	19	-	22
	1%	1% b	-%	-%	-%	1% b	1%	-%	2% g	-%	18% i
Any other black background	3	-	-	-	-	3	2	-	3	-	4
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	3% i
MIDDLE EAST AND ARABIC ORIGIN											
Middle Eastern, including Arabic origin	1	-	-	-	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	1% i

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

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

C16. (SHOWCARD) Which of these groups best describes you? (SINGLE 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	1846	270	473	218	255	1846	829	251	1595	1713	129
Effective Weighted Sample	1425	216	333	160	176	1425	606	155	1242	1306	116
Total	1405	208	283	150	134	1405	560	154	1251	1274	126
CHINESE OR OTHER ETHNIC GROUP											
Chinese	3	*	-	-	-	3	-	*	3	-	3
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	2% i
Any other background	8	3	1	-	1	8	3	1	8	-	6
	1%	1%	*%	-%	*%	1%	1%	*%	1%	-%	5% i
Refused	5	-	-	-	-	5	-	-	5	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%

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