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●	182		A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC Sounds	Base: All Respondents	3769
●	183		Section A summary. Cross-Media Consumption	Base: All Respondents	2803
●	184		B1TV. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers? -	Base: Users of each platform in the past 3 months	3286

	Page	Table	Title	Base Description	Base
●	185		B1TV. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers? -	Base: Users of each platform in the past 3 months	3286
●	186		B1TV_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	3286
●	187		B1TV_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	2926
●	188		B1TV_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	2730
●	189		B1TV_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	2730
●	190		B1TV_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	2144
●	191		B1TV_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	145
●	192		B1TV_6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	1191
●	193		B1TV_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	1659

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●	194		B1TV_8. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	1060
●	195		B1TV_9. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these television and video service providers?:	Base: Users of each platform in the past 3 months	281
●	196		B2Radio. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers? - Summary Table	Base: Used each provider at A2.1/A2.2	2308
●	197		B2Radio_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: BBC Radio	Base: Used each provider at A2.1/A2.2	2308
●	198		B2Radio_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: Absolute Radio	Base: Used each provider at A2.1/A2.2	440
●	199		B2Radio_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: Classic FM	Base: Used each provider at A2.1/A2.2	590
●	200		B2Radio_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: Heart	Base: Used each provider at A2.1/A2.2	727
●	201		B2Radio_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: Capital	Base: Used each provider at A2.1/A2.2	562
●	202		B2Radio_6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: Smooth	Base: Used each provider at A2.1/A2.2	460
●	203		B2Radio_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied,overall how satisfied or dissatisfied are you with these radio providers?: talkRadio/Sport	Base: Used each provider at A2.1/A2.2	470

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●	204		B2Radio_8. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Any Kiss station	Base: Used each provider at A2.1/A2.2	406
●	205		B2Radio_10. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Virgin Radio	Base: Used each provider at A2.1/A2.2	249
●	206		B2Radio_11. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: LBC	Base: Used each provider at A2.1/A2.2	282
●	207		B3MEAPP. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps? - Summary	Base: Used each provider at A4	2011
●	208		B3MEAPP_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: BBC	Base: Used each provider at A4	2011
●	209		B3MEAPP_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: ITV	Base: Used each provider at A4	395
●	210		B3MEAPP_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Sky	Base: Used each provider at A4	549
●	211		B3MEAPP_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Channel 4	Base: Used each provider at A4	244
●	212		B3MEAPP_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Channel 5	Base: Used each provider at A4	134

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	213		B3MEAPP_6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: STV	Base: Used each provider at A4	70
	214		B3MEAPP_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: S4C	Base: Used each provider at A4	62
●	215		QC1. On a scale of 1 – 10 where 1 is extremely unfavourable and 10 is extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the	Base: All Respondents	3769
●	216		QC2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides - Summary Table	Base: All Respondents	3769
●	217		QC2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides - Summary Table	Base: All Respondents	3769
●	218		QC2_1. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Impartial news and information to help	Base: All Respondents	3769
●	219		QC2_2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Informative and educational content,	Base: All Respondents	3769
●	220		QC2_3. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: A range of high quality, distinctive	Base: All Respondents	3769
●	221		QC2_4. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Content that accurately represents and	Base: All Respondents	3769
●	222		QC3. On a scale of 1-10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides - Summary Table	Base: All Respondents	3769

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●	223		QC3. On a scale of 1-10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides - Summary Table	Base: All Respondents	3769
●	224		QC3_1. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Impartial news and information to help	Base: All Respondents	3769
●	225		QC3_2. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Informative and educational content,	Base: All Respondents	3769
●	226		QC3_3. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: A range of high quality, distinctive and	Base: All Respondents	3769
●	227		QC3_4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Content that accurately represents and	Base: All Respondents	3769
●	228		QC4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides - Summary Table	Base: All Respondents	3769
●	229		QC4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides - Summary Table	Base: All Respondents	3769
●	230		QC4_1. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Impartial news and information to help	Base: All Respondents	3769
●	231		QC4_2. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Informative and educational content, which	Base: All Respondents	3769

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●	232		QC4_3. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: A range of high quality, distinctive and	Base: All Respondents	3769
●	233		QC4_4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Content that accurately represents and	Base: All Respondents	3769
●	234		Summary_Table. Summary of Purpose - Impartial news and information to help people understand and engage with the world around them. (7-10 Summary Table)	Base: All Respondents	3121
●	235		Summary_Table. Summary of Purpose - Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (7-10 Summary Table)	Base: All Respondents	3111
●	236		Summary_Table. Summary of Purpose - A range of high quality, distinctive and creative content that is different to that of other providers. (7-10 Summary Table)	Base: All Respondents	3056
●	237		Summary_Table. Summary of Purpose - Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (7-10 Summary Table)	Base: All Respondents	3033
●	238		QC6. On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: - Summary Table	Base: All Respondents	3769
●	239		QC6_1. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all	Base: All Respondents	3769
●	240		QC6_2. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all	Base: All Respondents	3769
●	241		QC6_3. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all	Base: All Respondents	3769

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●	242		QC6_sum. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all	Base: All Respondents	3769
●	243		QC7. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	244		QC7. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	245		QC7_1. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	246		QC7_2. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	247		QC7_3. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	248		QC7_4. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	249		QC7_5. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	250		QC7_sum. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do	Base: All Respondents	3769
●	251		QC8. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means	Base: All Respondents	3769

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●	252		QC8. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means	Base: All Respondents	3769
●	253		QC8_1. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	254		QC8_2. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	255		QC8_3. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	256		QC8_4. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	257		QC8_5. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	258		QC8_6. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	259		QC8_sum. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10	Base: All Respondents	3769
●	260		QC9. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769
●	261		QC9_1. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769

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●	262		QC9_2. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769
●	263		QC9_3. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769
●	264		QC9_4. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769
●	265		QC9_5. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not	Base: All Respondents	3769
●	266		QC9_sum. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means	Base: All Respondents	3769
●	267		D1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	268		D1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	269		D1_1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides a broad mix of different types of TV programmes and	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	270		D1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides high quality television content.	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	271		D1_3. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272

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●	272		D1_3. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	273		D1_4. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	274		D1_4. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	275		D1_5. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide range	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	276		D1_5. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide range	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	277		D1_6. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	278		D1_6. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	279		D1_sum. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ... (7-10 Summary Table)	Base: All who have watched BBC TV or BBC on demand in the past 3 months	2583
●	280		D1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table	Base: All Respondents	3769
●	281		D1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table	Base: All Respondents	3769
●	282		D1_1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides a broad mix of different types of TV programmes and	Base: All Respondents	3769

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●	283		D1_2_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides high quality television content.	Base: All Respondents	3769
●	284		D1_3_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK	Base: All Respondents	3769
●	285		D1_4_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new	Base: All Respondents	3769
●	286		D1_5_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide	Base: All Respondents	3769
●	287		D1_6_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.	Base: All Respondents	3769
●	288		D1_sum_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ... (7-10 Summary Table)	Base: All Respondents	3769
●	289		D1a. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	290		D1a. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	291		D1a_1. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides a broad mix of different	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	292		D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides high quality television	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	293		D1a_3. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272

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●	294		D1a_4. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Takes risks and provides TV	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	295		D1a_5. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	296		D1a_6. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides distinctive TV programmes	Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272
●	297		D1a_sum. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television... (7-10 Summary Table)	Base: All who have watched BBC TV or BBC on demand in the past 3 months	2847
●	298		D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table	Base: All Respondents	3769
●	299		D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table	Base: All Respondents	3769
●	300		D1a_1_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides a broad mix of different	Base: All Respondents	3769
●	301		D1a_2_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides high quality television	Base: All Respondents	3769
●	302		D1a_3_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content	Base: All Respondents	3769
●	303		D1a_4_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Takes risks and provides TV	Base: All Respondents	3769

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●	304		D1a_5_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content	Base: All Respondents	3769
●	305		D1a_6_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides distinctive TV programmes	Base: All Respondents	3769
●	306		D1a_sum_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television... (7-10 Summary Table)	Base: All Respondents	3769
●	307		D1b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: All who have used BBC channel/service in the last 3 months	3057
●	308		D1b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: All who have used BBC channel/service in the last 3 months	3057
●	309		D1b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC One offers me something that other	Base: All who have used BBC channel/service in the last 3 months	3057
●	310		D1b_2. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Two offers me something that other	Base: All who have used BBC channel/service in the last 3 months	2314
●	311		D1b_3. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Four offers me something that other	Base: All who have used BBC channel/service in the last 3 months	1277
●	312		D1b_13. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC News Channel offers me something that	Base: All who have used BBC channel/service in the last 3 months	1354

	Page	Table	Title	Base Description	Base
●	313		D1b_14. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Parliament offers me something that other	Base: All who have used BBC channel/service in the last 3 months	479
●	314		D1b_15. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Alba offers me something that other	Base: All who have used BBC channel/service in the last 3 months	145
●	315		D1b_16. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: CBBC offers me something that other television	Base: All who have used BBC channel/service in the last 3 months	307
●	316		D1b_17. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: CBeebies offers me something that other	Base: All who have used BBC channel/service in the last 3 months	386
●	317		D1b_20. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Scotland offers me something that other	Base: All who have used BBC channel/service in the last 3 months	233
●	318		D1b_21. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iPlayer offers me something that other	Base: All who have used BBC channel/service in the last 3 months	1620
●	319		D1b_22. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Three (now available only online) offers	Base: All who have used BBC channel/service in the last 3 months	187
●	320		D1b_23. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iPlayer Kids offers me something that	Base: All who have used BBC channel/service in the last 3 months	159
●	321		D2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table	Base: All who have listened to BBC radio in the past 3 months	2288
●	322		D2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table	Base: All who have listened to BBC radio in the past 3 months	2288

	Page	Table	Title	Base Description	Base
●	323		D2_1. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides a mix of different types of radio station.	Base: All who have listened to BBC radio in the past 3 months	2288
●	324		D2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides high quality radio output.	Base: All who have listened to BBC radio in the past 3 months	2288
●	325		D2_3. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Supports UK music and presenters.	Base: All who have listened to BBC radio in the past 3 months	2288
●	326		D2_4. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Takes risks and provides radio content or music that is new and innovative or less well	Base: All who have listened to BBC radio in the past 3 months	2288
●	327		D2_5. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides radio stations that appeal to a wide range of different audiences across the UK,	Base: All who have listened to BBC radio in the past 3 months	2288
●	328		D2_6. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides distinctive radio programmes and output.	Base: All who have listened to BBC radio in the past 3 months	2288
●	329		D2_sum. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio... (7-10 Summary Table)	Base: All who have listened to BBC radio in the past 3 months	1976
●	330		D2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table	Base: All Respondents	3769
●	331		D2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table	Base: All Respondents	3769
●	332		D2_1_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides a mix of different types of radio station.	Base: All Respondents	3769
●	333		D2_2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides high quality radio output.	Base: All Respondents	3769
●	334		D2_3_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Supports UK music and presenters.	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	335		D2_4_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Takes risks and provides radio content or music that is new and innovative or less well	Base: All Respondents	3769
●	336		D2_5_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides radio stations that appeal to a wide range of different audiences across the UK,	Base: All Respondents	3769
●	337		D2_6_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides distinctive radio programmes and output.	Base: All Respondents	3769
●	338		D2_sum_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio... (7-10 Summary Table)	Base: All Respondents	3769
●	339		D2a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table	Base: All who have listened to BBC radio in the past 3 months	2288
●	340		D2a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table	Base: All who have listened to BBC radio in the past 3 months	2288
●	341		D2a_1. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides a mix of different types of	Base: All who have listened to BBC radio in the past 3 months	2288
●	342		D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides high quality radio output.	Base: All who have listened to BBC radio in the past 3 months	2288
●	343		D2a_3. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Supports UK music and presenters.	Base: All who have listened to BBC radio in the past 3 months	2288
●	344		D2a_4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Takes risks and provides radio content	Base: All who have listened to BBC radio in the past 3 months	2288
●	345		D2a_4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Takes risks and provides radio content	Base: All who have listened to BBC radio in the past 3 months	2288

	Page	Table	Title	Base Description	Base
●	346		D2a_5. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides radio stations that appeal to	Base: All who have listened to BBC radio in the past 3 months	2288
●	347		D2a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides distinctive radio programmes	Base: All who have listened to BBC radio in the past 3 months	2288
●	348		D2a_sum. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio... (7-10 Summary Table)	Base: All who have listened to BBC radio in the past 3 months	2050
●	349		D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table	Base: All Respondents	3769
●	350		D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table	Base: All Respondents	3769
●	351		D2a_1_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides a mix of different types of	Base: All Respondents	3769
●	352		D2a_2_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides high quality radio output.	Base: All Respondents	3769
●	353		D2a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Supports UK music and presenters.	Base: All Respondents	3769
●	354		D2a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Supports UK music and presenters.	Base: All Respondents	3769
●	355		D2a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Takes risks and provides radio	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	356		D2a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Takes risks and provides radio	Base: All Respondents	3769
●	357		D2a_5_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides radio stations that appeal	Base: All Respondents	3769
●	358		D2a_6_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: Provides distinctive radio	Base: All Respondents	3769
●	359		D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio... (7-10 Summary Table)	Base: All Respondents	3769
●	360		D2b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: Used each provider at A2.1/A2.2	920
●	361		D2b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: Used each provider at A2.1/A2.2	920
●	362		D2b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 1 offers me something that other	Base: Used each provider at A2.1/A2.2	920
●	363		D2b_3. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 2 offers me something that other	Base: Used each provider at A2.1/A2.2	943
●	364		D2b_4. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 3 offers me something that other	Base: Used each provider at A2.1/A2.2	293
●	365		D2b_5. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 4 offers me something that other	Base: Used each provider at A2.1/A2.2	676

	Page	Table	Title	Base Description	Base
●	366		D2b_7. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 5 live offers me something that other	Base: Used each provider at A2.1/A2.2	465
●	367		D2b_9. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC 6 Music offers me something that other	Base: Used each provider at A2.1/A2.2	225
	368		D2b_10. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Asian Network offers me something that	Base: Used each provider at A2.1/A2.2	102
●	369		D2b_11. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC local radio stations offers me something	Base: Used each provider at A2.1/A2.2	585
	370		D2b_12. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: Any other BBC station (including digital BBC	Base: Used each provider at A2.1/A2.2	138
●	371		D3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table	Base: All who have used BBC online services in the past 3 months	1997
●	372		D3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table	Base: All who have used BBC online services in the past 3 months	1997
●	373		D3_1. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.	Base: All who have used BBC online services in the past 3 months	1997
●	374		D3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.	Base: All who have used BBC online services in the past 3 months	1997
●	375		D3_3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.	Base: All who have used BBC online services in the past 3 months	1997

	Page	Table	Title	Base Description	Base
●	376		D3_4. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.	Base: All who have used BBC online services in the past 3 months	1997
●	377		D3_5. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across the	Base: All who have used BBC online services in the past 3 months	1997
●	378		D3_6. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.	Base: All who have used BBC online services in the past 3 months	1997
●	379		D3_sum. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps... (7-10 Summary Table)	Base: All who have used BBC online services in the past 3 months	1712
●	380		D3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table	Base: All Respondents	3769
●	381		D3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table	Base: All Respondents	3769
●	382		D3_1_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.	Base: All Respondents	3769
●	383		D3_1_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.	Base: All Respondents	3769
●	384		D3_2_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.	Base: All Respondents	3769
●	385		D3_2_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.	Base: All Respondents	3769
●	386		D3_3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	387		D3_3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.	Base: All Respondents	3769
●	388		D3_4_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.	Base: All Respondents	3769
●	389		D3_4_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.	Base: All Respondents	3769
●	390		D3_5_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across	Base: All Respondents	3769
●	391		D3_5_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across	Base: All Respondents	3769
●	392		D3_6_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.	Base: All Respondents	3769
●	393		D3_6_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.	Base: All Respondents	3769
●	394		D3_sum_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps... (7-10 Summary Table)	Base: All Respondents	3769
●	395		D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table	Base: All who have used BBC online services in the past 3 months	1997
●	396		D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table	Base: All who have used BBC online services in the past 3 months	1997
●	397		D3a_1. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different	Base: All who have used BBC online services in the past 3 months	1997

	Page	Table	Title	Base Description	Base
●	398		D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality	Base: All who have used BBC online services in the past 3 months	1997
●	399		D3a_3. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that	Base: All who have used BBC online services in the past 3 months	1997
●	400		D3a_4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a	Base: All who have used BBC online services in the past 3 months	1997
●	401		D3a_4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a	Base: All who have used BBC online services in the past 3 months	1997
●	402		D3a_5. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that appeals	Base: All who have used BBC online services in the past 3 months	1997
●	403		D3a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive	Base: All who have used BBC online services in the past 3 months	1997
●	404		D3a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive	Base: All who have used BBC online services in the past 3 months	1997
●	405		D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps... (7-10 Summary Table)	Base: All who have used BBC online services in the past 3 months	1785
●	406		D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table	Base: All Respondents	3769
●	407		D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table	Base: All Respondents	3769
●	408		D3a_1_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different	Base: All Respondents	3769

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●	409		D3a_1_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different	Base: All Respondents	3769
●	410		D3a_2_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality	Base: All Respondents	3769
●	411		D3a_2_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality	Base: All Respondents	3769
●	412		D3a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that	Base: All Respondents	3769
●	413		D3a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that	Base: All Respondents	3769
●	414		D3a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a	Base: All Respondents	3769
●	415		D3a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a	Base: All Respondents	3769
●	416		D3a_5_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that	Base: All Respondents	3769
●	417		D3a_5_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that	Base: All Respondents	3769

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●	418		D3a_6_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive	Base: All Respondents	3769
●	419		D3a_6_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive	Base: All Respondents	3769
●	420		D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps... (7-10 Summary Table)	Base: All Respondents	3769
●	421		D3b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: Used each provider at A4	659
●	422		D3b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table	Base: Used each provider at A4	659
●	423		D3b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC.co.uk offers me something that other	Base: Used each provider at A4	659
●	424		D3b_9. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Sport offers me something that other	Base: Used each provider at A4	721
●	425		D3b_10. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC News offers me something that other	Base: Used each provider at A4	1189
●	426		D3b_11. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Weather offers me something that other	Base: Used each provider at A4	1059

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	427		D3b_12. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC CBeebies Playtime offers me something that	Base: Used each provider at A4	118
	428		D3b_13. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Music offers me something that other	Base: Used each provider at A4	185
	429		D3b_14. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Food offers me something that other	Base: Used each provider at A4	382
	430		D3b_15. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iWonder offers me something that other	Base: Used each provider at A4	66
	431		D3b_16. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC+ offers me something that other	Base: Used each provider at A4	88
	432		D3b_17. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Bitesize offers me something that other	Base: Used each provider at A4	132
	433		D3b_18. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC CBeebies Storytime offers me something	Base: Used each provider at A4	102
●	434		D3b_20. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Sounds offers me something that other	Base: Used each provider at A4	243
●	435		E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content? - Summary Table	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	436		E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Watch/access TV channels	Base: All Respondents	3769
●	437		E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Watch catch up, on demand or video streaming services	Base: All Respondents	3769
●	438		E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Listen to radio	Base: All Respondents	3769
●	439		E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Access online and apps	Base: All Respondents	3769
●	440		F1. To what extent do you agree or disagree with the statement 'I would miss the BBC if it wasn't there'?	Base: All Respondents	3769
●	441		F2. To what extent do you agree or disagree with the statement 'The BBC is less relevant to me than it was in the past'?	Base: All Respondents	3769
●	442		NU1. Typically, how frequently do you access news? By news, we mean national, international, regional/local news and other topical events accessed via any platform (radio, TV, newspaper or online	Base: All Respondents	3769
●	443		QIA1. In which of the following locations have you accessed the internet in the past 3 months?	Base: All Respondents	3496
●	444		DC01B. Which of the following statements best describes your current stage in life?	Base: All Respondents	3769
●	445		DC02. Do you have any children aged under 16 living in your household?	Base: All Respondents	3769
●	446		DC04. Are you responsible for the children under 16 in your household? Are you their parent or guardian?	Base: All who coded 1-4 at DC02	1096
●	447		DC05. Are you a carer for someone over the age of 16?	Base: All Respondents	3769
●	448		DC06. Which, if any, is the highest educational or professional qualification you have obtained. If you're still studying, please select the highest level achieved so far.	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	449		DC07. In which of the following income bands does your gross annual household income fall?	Base: All Respondents	3769
●	450		DC08. What is your current working status?	Base: All Respondents	3769
●	451		SOCIAL GRADE. What is the occupation of the person with the highest income in your household?	Base: All Respondents	3769
●	452		DC13. Please indicate which of the following you consider yourself to be:	Base: All Respondents	3769
●	453		DC14. Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to?	Base: All Respondents	3769
●	454		DC15. Which of these, if any, limit your daily activities or the work you can do?	Base: All Respondents	3769
●	455		DC17. Please use the scale below to indicate how much you agree or disagree with the following statements - Summary Table	Base: All Respondents	3769
●	456		DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I am satisfied with my life	Base: All Respondents	3769
●	457		DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I feel very positive about my future	Base: All Respondents	3769
●	458		DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I don't like people to think badly of me	Base: All Respondents	3769
●	459		DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: White lies are acceptable to avoid hurting people's feelings	Base: All Respondents	3769
●	460		BAN1. Banner 1	Base: All Respondents	3769
●	461		BAN1. Banner 1	Base: All Respondents	3769
●	462		BAN1. Banner 1	Base: All Respondents	3769
●	463		BAN1. Banner 1	Base: All Respondents	3769

	Page	Table	Title	Base Description	Base
●	464		BAN2. Banner 2	Base: All Respondents	3769
●	465		BAN2. Banner 2	Base: All Respondents	3769
●	466		BAN3. Banner 3	Base: All Respondents	3769
●	467		BAN3. Banner 3	Base: All Respondents	3769
●	468		BAN4. Banner 4	Base: All Respondents	3769
●	469		BAN4. Banner 4	Base: All Respondents	3769
●	470		BAN5. Banner 5	Base: All Respondents	3769
●	471		BAN5. Banner 5	Base: All Respondents	3769
●	472		BAN5. Banner 5	Base: All Respondents	3769

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

NATIONS. Nations
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
England	3168	421	417	743	325	1284	724	116	110	247	2326	743	0	0	0	351	391	422	321	421	2720
	84%	80%	85%	85%	84%	84%	81%	81%	83%	80%	85%	100%	0	0	0	100%	100%	100%	100%	94%	83%
	AFLMNT									zFI		zLMN	-	-	-	z	z	z	z	zT	
Scotland	316	60	39	64	25	127	89	12	10	28	214	0	64	0	0	0	0	0	0	17	296
	9%	11%	8%	7%	6%	8%	10%	9%	8%	9%	8%	0	100%	0	0	0	0	0	0	4%	9%
	KMNO PQRS	zCD											zKMN*	-	-						zS
Wales	181	28	21	51	30	81	56	11	9	23	118	0	0	51	0	0	0	0	0	7	169
	5%	5%	4%	6%	8%	5%	6%	8%	7%	8%	4%	0	0	100%	0	0	0	0	0	2%	5%
	KOPQRS				z		zJ			zJ				zKLN*	-						zS
Northern Ireland	104	16	12	19	7	41	26	4	2	9	74	0	0	0	19	0	0	0	0	5	99
	3%	3%	3%	2%	2%	3%	3%	3%	2%	3%	3%	0	0	-	100%	0	0	0	0	1%	3%
	KOPQRS													-	zKLM*						
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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INTU. In the past week, how many hours have you spent using the internet?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
30+ hours	831	68	29	32	3	200	252	46	23	75	553	25	4	1	2	9	15	19	6	120	706
	22%	13%	6%	18%	1%	13%	28%	32%	18%	24%	20%	3%	6%	2%	10%	3%	4%	4%	2%	27%	21%
	ABCD EJKLM NOPQR	BCD	CD	D			zHJ	zHJ	*				*	*	KM*					zT	
20 - 29 hours	463	64	37	41	4	117	110	16	9	33	338	38	1	2	0	18	19	30	8	50	406
	12%	12%	8%	5%	1%	8%	12%	11%	7%	11%	12%	5%	2%	3%	2%	5%	5%	7%	2%	11%	12%
	BCDEKL MINOPQR	CD	CD	D					*				*	*				R			
15 - 19 hours	191	17	10	12	2	51	52	9	8	11	133	9	1	1	0	5	4	7	3	19	172
	5%	3%	2%	1%	0	3%	6%	6%	6%	4%	5%	1%	1%	2%	2%	1%	1%	2%	1%	4%	5%
	BCDE KOPQR	D					I		*				*	*				R			
11 - 14 hours	429	75	42	58	16	146	79	9	11	21	330	48	5	3	1	24	23	40	8	48	376
	11%	14%	9%	7%	4%	10%	9%	6%	8%	7%	12%	6%	8%	7%	7%	7%	6%	9%	3%	11%	11%
	CDEF IKOPR	BCD	CD	D						FI			*	*	*	R	R	PR			
8 - 10 hours	395	60	49	64	15	137	66	5	15	18	315	56	4	2	1	28	28	42	14	51	334
	10%	11%	10%	7%	4%	9%	7%	4%	11%	6%	12%	8%	6%	5%	6%	8%	7%	10%	4%	11%	10%
	CDEF GIKIR	CD	CD	D					GI*		zFGI		*	*	*			R			
6 - 7 hours	469	89	75	129	54	216	74	6	18	23	383	114	12	2	1	72	42	76	38	69	395
	12%	17%	15%	15%	14%	14%	8%	4%	14%	8%	14%	15%	18%	4%	5%	20%	11%	18%	12%	15%	12%
	FGIM	z				z			FGI*		zFGI	zMN	M*			zPR		zP			
3 - 5 hours	361	73	67	118	51	162	51	7	9	22	298	94	13	9	2	52	42	46	48	46	315
	10%	14%	14%	13%	13%	11%	6%	5%	7%	7%	11%	13%	20%	18%	9%	15%	11%	11%	15%	10%	10%
	F	z	z	z	z	z			*		zFG	z	z*	z*	*	zQ		zO	zO	z	
1 - 2 hours	180	39	46	88	42	110	40	7	8	18	132	77	4	5	2	23	54	41	35	17	163
	5%	7%	9%	10%	11%	7%	4%	5%	6%	6%	5%	10%	6%	10%	13%	7%	14%	10%	11%	4%	5%
	z	z	z	z	z	z						z	*	*	z*	zOQ	zO	zO	zO		
Less than 1 hour	100	9	16	52	36	72	27	8	4	10	54	45	3	2	1	17	29	20	25	15	85
	3%	2%	3%	6%	9%	5%	3%	6%	3%	3%	2%	6%	5%	5%	7%	5%	7%	5%	8%	3%	3%
	J			zAB	zABC	z	zJ	zJ	*			z	*	*	z*	z	z	z	z		
None	351	32	118	283	165	323	145	30	26	77	197	236	17	23	7	103	133	101	136	15	334
	9%	6%	24%	32%	43%	21%	16%	21%	20%	25%	7%	32%	26%	44%	38%	29%	34%	24%	42%	3%	10%
	AJS	zA	zAB	zABC	zABC	z	zJ	zJ	zJ*	zFJ		z	z*	zL*		zQ	zQ	z	zOPQ	zS	
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Less than 1 hour or none (Net)	451	41	134	336	201	395	173	38	30	87	251	282	20	25	9	120	162	121	161	30	419
	12%	8%	27%	38%	52%	26%	19%	27%	23%	28%	9%	38%	31%	49%	45%	34%	41%	29%	60%	7%	13%
	AJS	zA	zAB	zABC	zABC	z	zJ	zFJ	zJ*	zFJ		z	z*	z*	z*	zQ	zQ	z	zOPQ	zS	
Light use (Net)	541	112	113	206	93	271	91	14	17	39	431	171	17	14	4	75	96	87	83	62	478
	14%	21%	23%	23%	24%	18%	10%	10%	13%	13%	16%	23%	26%	28%	21%	21%	25%	21%	26%	14%	15%
	F	z	z	z	z	z			*	zF		z	z*	z*	*	z	z	z	z		
Medium use (Net)	1484	241	175	263	87	550	270	29	52	73	1160	228	22	9	4	130	98	165	63	187	1276
	39%	46%	36%	30%	23%	36%	30%	20%	40%	24%	42%	31%	34%	18%	21%	37%	25%	39%	20%	42%	39%
	CDEF IKMNPQR	zBCD	CD	D			GI		FGI*		zFGI	M	M*	*		PR		PR			
Heavy use (Net)	1294	132	66	73	7	317	362	61	32	108	891	63	5	3	2	27	35	49	14	170	1112
	34%	25%	14%	8%	2%	21%	40%	43%	25%	35%	33%	8%	8%	6%	12%	8%	9%	12%	4%	38%	34%
	ABCDE HJKLM NOPQR	BCD	CD	D			zHJ	HJ	*	H			*	*	*		R	OR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

SEX. Which of the following describes how you think of yourself?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Male	1840	237	257	420	163	741	431	82	65	137	1345	351	42	17	10	351	0	200	152	229	1595
	49%	45%	53%	48%	42%	48%	48%	57%	50%	45%	49%	47%	66%	33%	51%	100%	0	47%	47%	51%	49%
	DMP		CD	D			FI					M	zKM*		M*	zPQR		P	P		
Female	1921	289	232	456	224	791	457	60	66	170	1387	391	22	34	9	0	391	221	170	219	1683
	51%	55%	47%	52%	58%	52%	51%	42%	50%	55%	51%	53%	34%	67%	49%	0	100%	52%	53%	49%	51%
	LO		B	zBC			G			G		L		zKLN*		zOGR	O	O			
In another way	7	0	0	1	1	1	7	0	0	0	0	1	0	0	0	0	0	1	0	1	6
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	J						zIJ														
Prefer not to say	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	T							zJ													
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used

- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

Age. How old are you?
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
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16-24	453	0	0	0	0	129	130	31	7	26	303	0	0	0	0	0	0	0	0	99	349
	12%	0	0	0	0	8%	15%	22%	5%	8%	11%	0	0	0	0	0	0	0	0	22%	11%
	ABCDE HJKLM NOPORT						zHIJ	zFHJ	-			0	-	-	-	0	0	0	0	zT	
25-34	676	0	0	0	0	121	135	26	10	14	516	0	0	0	0	0	0	0	0	109	559
	18%	0	0	0	0	8%	15%	19%	8%	5%	19%	0	0	0	0	0	0	0	0	24%	17%
	ABCDE FHJKLM NOPORT						HI	HI	-		FHI		-	-	-	0	0	0	0	zT	
35-44	602	0	0	0	0	125	96	12	18	35	487	0	0	0	0	0	0	0	0	107	487
	16%	0	0	0	0	8%	11%	8%	14%	11%	18%	0	0	0	0	0	0	0	0	24%	15%
	ABCDE FGIKLM NOPORT								-		zFGI		-	-	-	0	0	0	0	zT	
45-54	619	0	0	0	0	132	133	15	15	39	472	0	0	0	0	0	0	0	0	47	562
	16%	0	0	0	0	9%	15%	11%	12%	13%	17%	0	0	0	0	0	0	0	0	10%	17%
	ABCD EKL MN OPORS								-				-	-	-					zS	
55-64	526	526	0	0	0	144	116	6	11	54	387	0	0	0	0	0	0	0	0	52	474
	14%	100%	0	0	0	9%	13%	4%	8%	18%	14%	0	0	0	0	0	0	0	0	11%	14%
	BCDE GKLM NOPOR	zBCD					G		-	FGH	G		-	-	-						
65-74	490	0	490	490	0	490	127	20	28	45	350	417	39	21	12	222	195	234	183	24	465
	13%	0	100%	56%	0	32%	14%	14%	21%	15%	13%	56%	61%	41%	64%	63%	50%	56%	57%	5%	14%
	ADS		zACD	zAD		z			zFJ*	z		zM	zM*	z*	zM*	zPO	z	z	z	z	zS
75+	388	0	0	388	388	388	159	32	42	95	203	325	25	30	7	129	195	187	138	10	375
	10%	0	0	44%	100%	25%	18%	22%	32%	31%	7%	44%	39%	59%	36%	37%	50%	44%	43%	2%	11%
	ABJS			zAB	zABC	z	zJ	zJ	zFJ*	zFJ		z	z*	zKLN*	z*	z	zO	zO	z	zS	
Prefer not to say	16	0	0	0	0	4	0	0	0	0	15	0	0	0	0	0	0	0	0	2	13
	CF	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0
									-				-	-	-						
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

TV_Region. Which region do you live in?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
East of England	292	30	53	85	32	146	67	5	18	14	218	85	0	0	0	33	52	44	41	18	270
	8%	6%	11%	10%	8%	10%	8%	4%	13%	5%	8%	11%	0	0	0	9%	13%	10%	13%	4%	8%
London	LMNS	zA	zA	zA	zA	z	I	zFGI*	z	z	z	zLMN	z	z	z	z	z	z	z	z	zS
	727	93	76	156	80	243	130	35	21	43	562	156	0	0	0	95	61	96	61	164	552
	19%	18%	15%	18%	21%	16%	14%	25%	16%	14%	21%	21%	0	0	0	27%	16%	23%	19%	37%	17%
	EFI							FI			zFI	LMN				zPR		P		zT	
Midlands East	LMNT																				
	147	12	19	41	22	67	31	10	3	9	115	41	0	0	0	24	17	27	14	35	110
	4%	2%	4%	5%	6%	4%	3%	7%	2%	3%	4%	6%	0	0	0	7%	4%	6%	4%	8%	3%
Midlands West	T							FI				z				z		z		zT	
	370	46	54	82	29	140	78	7	21	27	275	82	0	0	0	38	44	55	27	79	291
	10%	9%	11%	9%	7%	9%	9%	5%	16%	9%	10%	11%	0	0	0	11%	11%	13%	8%	17%	9%
North East and Cumbria	LMNT								zFGI*			LMN						z		zT	
	210	37	20	45	26	89	68	10	10	32	137	45	0	0	0	16	30	33	12	8	200
	6%	7%	4%	5%	7%	6%	8%	7%	8%	10%	5%	6%	0	0	0	4%	8%	8%	4%	2%	6%
North West	S						zJ			zFJ						R		O		zS	
	441	53	72	114	42	208	102	12	11	38	330	114	0	0	0	56	59	39	75	39	400
	12%	10%	15%	13%	11%	14%	11%	9%	8%	12%	12%	15%	0	0	0	16%	15%	9%	23%	9%	12%
Scotland	LMN					z						zLMN				zQ		zOPQ		z	
	316	60	39	64	25	127	89	12	10	28	214	0	64	0	0	0	0	0	0	17	296
	8%	11%	8%	7%	6%	8%	10%	9%	8%	9%	8%	0	100%	0	0	0	0	0	0	4%	9%
	KMNO	zCD											zKMN*							zS	
South	PQRS																				
	241	37	33	49	16	90	43	6	7	8	183	49	0	0	0	16	32	36	12	29	213
	6%	7%	7%	6%	4%	6%	5%	4%	5%	3%	7%	7%	0	0	0	5%	8%	9%	4%	6%	6%
South East	FILMN						I					LM					R	OR			
	131	22	17	23	6	38	35	3	2	11	87	23	0	0	0	11	12	14	10	4	127
	3%	4%	3%	3%	2%	2%	4%	2%	1%	4%	3%	3%	0	0	0	3%	3%	3%	3%	1%	4%
South West	ES																			zS	
	127	16	20	47	27	64	42	6	4	17	85	47	0	0	0	17	30	24	23	9	118
	3%	3%	4%	5%	7%	4%	5%	4%	3%	5%	3%	6%	0	0	0	5%	8%	6%	7%	2%	4%
Northern Ireland	z				zA		z					z				z		z			
	104	16	12	19	7	41	26	4	2	9	74	0	0	0	19	0	z	0	z	5	99
	3%	3%	2%	2%	2%	3%	3%	3%	2%	3%	3%	0	0	0	100%	0	0	0	0	1%	3%
Wales	KOPQRS														zKLM*						
	181	28	21	51	30	81	56	11	9	23	118	0	0	51	0	0	0	0	0	7	169
	5%	5%	4%	6%	6%	5%	6%	8%	7%	8%	4%	0	0	100%	0	0	0	0	0	2%	5%
West	KOPQRS				z		zJ			zJ				zKLN*						zS	
	140	17	17	24	8	50	33	4	2	8	102	24	0	0	0	14	11	17	7	8	128
	4%	3%	3%	3%	2%	3%	4%	3%	2%	3%	4%	3%	0	0	0	4%	3%	4%	2%	2%	4%
Yorkshire and Lincolnshire																					
	341	59	38	76	38	148	96	16	11	40	233	76	0	0	0	33	43	37	39	27	312
	9%	11%	8%	9%	10%	10%	11%	12%	8%	13%	9%	10%	0	0	0	9%	11%	9%	12%	6%	9%
Total	LMN											LMN								z	
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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NATID. How would you describe your national identity?
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
English	2355	307	328	584	256	988	585	90	97	204	1693	566	2	14	1	262	304	320	246	141	2201
	62%	58%	67%	67%	66%	64%	65%	63%	74%	66%	62%	76%	4%	27%	6%	75%	78%	76%	77%	31%	67%
Welsh	122	18	16	33	18	49	44	13	4	17	75	zLMN	*	LN*	*	z	z	z	z	1	120
	3%	4%	3%	4%	5%	3%	5%	9%	3%	5%	3%	1%	1%	56%	0	1%	1%	0	1%	0	4%
Scottish	274	55	37	64	28	127	zJ	zFHJ	*	zJ	174	10	53	1	0	8	2	5	5	5	267
	7%	10%	7%	7%	7%	8%	10%	12%	10%	10%	6%	1%	83%	2%	0	2%	1%	1%	2%	1%	8%
	JKOQS	z				zJ		J	*				zKMN*		*						zS
Northern Irish	85	10	6	11	5	25	26	8	2	7	58	1	0	0	10	0	0	1	0	4	80
	2%	2%	1%	1%	1%	2%	3%	6%	1%	2%	2%	0	0	0	53%	0	0	0	0	1%	2%
British	773	116	104	187	83	292	168	37	20	54	576	164	9	7	7	82	82	98	66	187	572
	21%	22%	21%	21%	21%	19%	19%	26%	16%	18%	21%	22%	14%	14%	36%	23%	21%	23%	21%	42%	17%
	T						FH	*	6	8	246		*	*	zKLM*					zT	
Other (Please write in)	311	27	17	24	7	97	47	12	6	8	246	22	0	0	2	9	12	14	8	131	172
	8%	5%	4%	3%	2%	6%	5%	8%	4%	3%	9%	3%	0	1%	13%	3%	3%	3%	3%	29%	5%
	ABCDE FIKLM OPQRT	D					I	I	*		zFI		*	*	KLM*					zT	
Total	3920	534	508	904	396	1579	957	177	141	320	2821	767	65	51	21	363	403	438	329	470	3411
	104%	102%	104%	103%	102%	103%	107%	124%	107%	104%	103%	103%	102%	100%	107%	103%	103%	104%	102%	104%	104%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

ETHNICITY. What is your ethnic group?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
English / Welsh / Scottish / Northern Irish / British	3068	449	455	822	367	1330	775	113	119	275	2189	697	64	46	15	326	371	403	293	0	3068
81% 85% 93% 94% 95% 87% 86% 79% 90% 90% 80% 94% 100% 91% 79% 93% 95% 96% 91% 0 93%	zA zA zA zA z	zA zA zA zA z	zA zA zA zA z	zA zA zA zA z	zA zA zA zA z	zA zA zA zA z	zGJ zGJ zGJ zGJ z	zGJ zGJ zGJ zGJ z	zGJ zGJ zGJ zGJ z	zGJ zGJ zGJ zGJ z	zGJ zGJ zGJ zGJ z	zN zN zN zN z	zMN zMN zMN zMN z	zN zN zN zN z	zN zN zN zN z	zN zN zN zN z	z z z z z	zR zR zR zR z	zO zO zO zO z	z z z z z	zS zS zS zS z
49 1% 3 1% 0 0 0 0 0 0 2 2 0																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

ETHNICITY. What is your ethnic group?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Mixed/multiple ethnic group (Net)	71 2%	12 2%	1 0	1 0	1 0	15 1%	13 1%	2 1%	1 1%	8 3%	53 2%	1 0	0 0	1 1%	0 0	1 0	0 0	1 0	0 0	71 16%	0 0
Asian/Asian British (Net)	162 4%	13 3%	8 2%	13 1%	4 1%	52 3%	29 3%	8 6%	3 2%	8 3%	124 5%	13 2%	0 0	0 0	0 0	6 2%	6 1%	3 1%	10 3%	162 36%	0 0
Black/African/Caribbean/Black British (Net)	125 3%	14 3%	12 3%	15 2%	2 1%	40 3%	20 2%	4 3%	3 2%	9 3%	98 4%	13 2%	0 0	1 2%	0 0	10 3%	4 1%	5 1%	9 3%	125 28%	0 0
Other ethnic group (Net)	91 2%	12 2%	2 0	5 1%	3 1%	27 2%	11 1%	2 1%	1 1%	3 1%	77 3%	5 1%	0 0	0 0	0 0	5 1%	1 0	3 1%	2 1%	91 20%	0 0
Minority Ethnic (Net)	450 12%	52 10%	24 5%	34 4%	10 3%	134 9%	74 8%	15 11%	7 6%	27 9%	352 13%	32 4%	0 0	2 4%	0 0	21 6%	10 3%	11 3%	21 7%	450 100%	0 0
	BCDEK OPQRT zT	BCD									zFH			K*				Q		zT	
	BCDE KOPQT zT			D																zT	
	CDKPQT zT			C																zT	
	BCF KPQT zT																			zT	
	BCDE FHKLN OPQRT	BCD														Q			PQ	zT	

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RELIGION. What is your religion?
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
No religion	1955	260	192	294	102	670	438	63	49	120	1456	246	30	16	2	136	111	130	117	162	1777
	52%	49%	39%	34%	26%	44%	49%	44%	37%	39%	53%	33%	46%	31%	13%	39%	28%	31%	36%	36%	54%
	BCDE	BCD	CD	D			HI		*		zFHI	N	N*	N*	*	PQ			P		zS
	HIKMN																				
	OPQRT																				
Catholic	378	61	38	69	31	141	85	19	19	34	278	56	1	5	7	20	36	31	25	40	336
	10%	12%	8%	8%	8%	9%	9%	13%	14%	11%	10%	8%	2%	9%	37%	6%	9%	7%	8%	9%	10%
	CKLO														zKLM*						
Church of England/Scotland/Ireland	871	141	201	400	199	510	247	38	45	112	587	349	25	21	4	152	198	207	143	37	833
	23%	27%	41%	46%	51%	33%	28%	27%	34%	36%	21%	47%	39%	42%	22%	43%	51%	49%	44%	8%	25%
Other Christian	JS	zA	zAB	zABC		z	zJ	zJ*	zFJ	zFJ		zN	z*	zN*	*	z	z	zO	z	zS	
	271	32	34	63	29	106	65	12	15	24	199	47	6	6	4	20	27	32	16	59	211
	7%	6%	7%	7%	8%	7%	7%	8%	12%	8%	7%	6%	9%	12%	20%	6%	7%	8%	5%	13%	6%
	T														zK*					zT	
Buddhist	17	1	1	1	0	3	8	4	3	4	8	1	0	0	0	1	0	1	0	7	9
	0	0	0	0	0	0	1%	3%	2%	1%	0	0	0	0	0	0	0	0	0	1%	0
	JT						zJ	zJ	zJ*	J					*					zT	
Hindu	43	3	3	5	2	10	15	5	3	6	27	5	0	0	0	2	3	1	4	36	7
	1%	1%	1%	1%	0	1%	2%	4%	2%	2%	1%	1%	0	0	0	1%	1%	0	1%	8%	0
	ET							zJ							*					zT	
Jewish	49	11	8	19	12	24	13	4	6	9	36	19	0	0	0	9	11	13	6	4	45
	1%	2%	2%	2%	3%	2%	1%	3%	5%	3%	1%	3%	0	0	0	3%	3%	3%	2%	1%	1%
				z	z				zFJ*	zFJ		z	*	*	*			z			
Muslim	82	5	2	2	0	22	21	6	4	7	59	2	0	0	0	2	1	0	2	64	17
	2%	1%	0	0	0	1%	2%	4%	3%	2%	2%	0	0	0	0	0	0	0	1%	14%	1%
	BCDE														*					zT	
	KOPQT																				
Sikh	37	3	4	6	2	13	10	4	3	6	25	6	0	0	0	4	2	1	5	32	4
	1%	1%	1%	1%	0	1%	1%	3%	2%	2%	1%	1%	0	0	0	1%	1%	0	2%	7%	0
	T							zJ	*						*					zT	
Any other religion, please describe	17	2	3	6	3	9	5	1	1	1	10	4	0	1	1	3	1	4	1	2	16
	0	0	1%	1%	1%	1%	1%	1%	1%	0	0	1%	0	2%	3%	1%	0	1%	0	0	0
	*														zKL*						
Prefer not to say	81	6	3	12	9	25	17	9	0	2	51	6	3	2	1	4	2	2	3	9	61
	2%	1%	1%	1%	2%	2%	2%	7%	0	1%	2%	1%	4%	5%	6%	1%	1%	1%	1%	2%	2%
	BKQT							zFHJ							zK*						
Total	3802	526	490	878	388	1534	925	166	149	327	2737	743	64	51	19	351	391	422	321	451	3316
	101%	100%	100%	100%	100%	100%	103%	116%	113%	106%	100%	100%	100%	101%	100%	100%	100%	100%	100%	100%	101%
Christian (Net)	1512	235	273	532	259	758	389	62	74	165	1062	453	32	32	15	192	260	270	183	135	1372
	40%	45%	56%	61%	67%	49%	43%	44%	56%	54%	39%	61%	50%	63%	78%	55%	67%	64%	57%	30%	42%
	S	zA	zAB	zABC	zABC	z	zJ	zFGJ*	zFJ			z	*	z*	zKL*	z	zOR	zO	z	zS	
Non-Christian (Net)	2184	286	213	333	120	751	495	75	60	143	1622	284	30	17	3	156	128	149	135	306	1859
	58%	54%	44%	38%	31%	49%	55%	52%	46%	47%	59%	39%	46%	33%	16%	44%	33%	35%	42%	68%	57%
	BCDE	BCD	CD	D			HI		*		zHI	N	N*	N*	*	PQ			P	zT	
	HIKMN																				
	OPQRT																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0. How do you receive TV channels, such as the BBC, ITV or Channel 4, on the main TV set in your household?

Base: All Respondents

	Total	Age					Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)		
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246		
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285		
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1		
Freeview – free TV via an aerial and set-top box or built into the TV set	1827	289	278	527	248	837	475	60	75	182	1285	441	46	29	12	204	236	248	193	178	1636		
Cable – Virgin Media	48% JS	55% z	57% z	60% zA	64% z	55% z	53% zGJ	42% z	57% z	59% zFGJ	47% z	59% z	72% z*	57% z	60% z	58% z	60% z	59% z	60% z	40% z	50% zS		
	658	89	71	116	45	211	158	45	32	47	479	102	10	4	1	49	53	50	52	88	563		
	17% CDE	17% KMNQ	15% D	13% CD	12% zA	14% z	16% zGJ	31% zFJ	24% z	15% z	18% zH	14% N	15% z	7% K*	4% z	14% z	14% z	12% z	16% z	20% z	17% zS		
Satellite – from Sky with a monthly subscription	1141	142	156	233	77	410	247	50	26	90	860	190	16	20	7	94	96	104	86	134	1002		
	30% CDE	27% D	32% CD	27% D	20% zA	27% z	26% zGJ	35% H	20% z	29% zH	31% z	26% z	25% z	40% K*	34% z	27% z	25% z	25% z	27% z	30% z	31% zS		
FreeSat satellite TV – via a satellite dish but with no subscription	222	28	21	39	18	72	70	22	14	28	141	30	5	3	1	16	14	18	12	22	199		
	6% EJ	5% z	4% z	4% z	5% z	5% z	8% zJ	15% zFJ	11% zJ*	9% zJ	5% z	4% z	8% z	6% z	6% z	5% z	4% z	4% z	4% z	5% z	6% zS		
Satellite – from someone other than Sky	139	11	16	21	5	52	52	17	9	16	78	19	1	1	0	8	11	7	12	24	114		
	4% CDJQ	2% z	3% z	2% z	1% z	3% z	6% zJ	12% zFJ	7% zJ*	5% z	3% z	3% z	1% z	2% z	1% z	2% z	3% z	2% z	4% z	5% z	3% zS		
BT TV (formerly BT Vision)	255	22	19	46	27	84	83	23	12	31	158	38	5	2	1	23	15	32	6	22	233		
	7% BEJPR	4% z	4% z	5% z	7% z	5% z	9% zJ	16% zFJ	9% zJ*	10% z	6% z	5% z	8% z	4% z	7% z	7% z	4% z	8% z	2% z	5% z	7% zS		
TalkTalk TV	137	17	17	23	5	47	48	19	11	14	84	18	4	0	0	7	11	9	9	20	116		
	4% DJ	2% z	4% z	3% z	1% z	3% z	5% zJ	13% zFJ	8% zJ*	5% z	3% z	2% z	6% z	0 z	2% z	2% z	3% z	2% z	3% z	4% z	4% zS		
EE TV	55	0	0	0	0	10	33	0	5	9	19	10	0	0	0	0	0	0	0	11	42		
	1% ABCDE	0 z	0 z	0 z	0 z	1% zJ	4% zFJ	10% zFJ	3% zJ*	3% zJ	1% z	0 z	0 z	1% K*	0 z	0 z	0 z	0 z	0 z	2% z	1% zS		
NOW TV	262	16	5	8	3	54	70	20	9	20	184	5	2	0	0	3	2	4	2	33	228		
	7% ABCDE	3% C	1% z	1% z	1% z	4% z	8% zFJ	14% zFJ	7% z	6% z	7% z	1% z	4% K*	0 z	2% z	1% z	0 z	4 z	0 z	7% z	7% zS		
YouView	82	8	6	7	1	22	33	13	4	8	46	5	1	1	0	3	2	2	3	7	74		
	2% CDEJKQ	1% z	1% z	1% z	0 z	1% z	4% zJ	9% zFJ	3% z	2% z	2% z	1% z	1% z	1% z	3% z	1% z	1% z	0 z	1% z	2% z	2% zS		
No TV in household	153	9	4	9	4	63	27	5	1	7	116	8	0	0	0	5	3	3	5	41	107		
	4% ABCD	2% z	1% z	1% z	1% z	4% z	3% zJ	3% z	1% z	2% z	4% z	1% z	0 z	0 z	2% z	1% z	1% z	1% z	2% z	9% z	3% zS		
Don't know	68	6	3	8	4	23	16	3	3	1	49	8	0	0	0	4	3	4	4	19	45		
	2% KOPQT	1% z	1% z	1% z	1% z	2% z	2% z	2% z	2% z	0 z	2% z	1% z	0 z	0 z	0 z	1% z	1% z	1% z	1% z	4% z	1% zS		
Total	4999	630	597	1037	439	1884	1311	291	202	453	3499	864	90	59	23	417	446	481	383	601	4361		
	133% CT	120% z	122% z	118% z	113% z	123% z	146% z	128% z	147% z	128% z	147% z	116% z	141% z	117% z	121% z	119% z	114% z	114% z	119% z	134% z	133% zS		
Pay TV (Net)	2243	289	272	431	159	796	517	105	70	168	1650	360	34	28	10	179	180	202	158	265	1963		
	60% CDEK	55% D	56% CD	49% D	41% z	52% z	56% zFJ	74% z	54% z	55% z	60% z	48% z	53% z	55% z	52% z	46% z	51% z	46% z	49% z	59% z	60% zS		
Non Pay TV (Net)	1959	311	285	544	259	871	508	69	82	194	1381	457	46	30	12	210	247	261	196	190	1756		
	52% JS	59% z	58% z	62% zB	67% zBC	57% z	57% zJ	48% z	62% zGJ*	63% zFGJ	51% z	61% z	72% z*	59% z	60% z	60% z	63% z	62% z	61% z	42% z	53% zS		

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0a. Do you have access to the internet at home?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Yes	3452	493	403	647	244	1261	756	119	111	233	2563	549	51	33	14	273	275	344	205	432	2988
	92%	94%	82%	74%	63%	82%	84%	83%	84%	76%	94%	74%	80%	65%	71%	78%	70%	81%	64%	96%	91%
	BCDEF GHIKLM NOPQRST	BCD	CD	D			I		-		zFGHI		-	-	-	R		PR		zT	
No	315	33	87	230	143	272	139	23	21	75	168	194	13	18	6	79	116	78	116	17	295
	8%	6%	18%	26%	37%	18%	15%	16%	16%	24%	6%	26%	20%	35%	29%	22%	30%	19%	36%	4%	9%
	JS		zA	zAB	zABC	z	zJ	zJ	zJ*	zFJ		z	z*	z*	z*	z	zQ	z	zOQ	zS	
Don't know	3	1	0	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0	1	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0b. Do you connect any of these devices to your home internet to watch catch-up and on-demand services on your main TV set?

Base: All those who selected yes at A0a

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3370	451	425	674	249	1311	847	130	121	273	2381	505	62	53	54	271	234	363	142	432	2911
Base: All those who selected yes at A0a	3307	484	399	641	243	1204	733	115	110	229	2450	543	51	33	14	270	274	341	202	391	2888
Effective Base	2235.6	281.9	277.4	454.1	177.0	886.1	583.4	95.7	81.3	199.1	1577.3	358.5	50.1	42.3	43.2	185.9	173.3	256.4	110.7	261.1	1959.7
Smart TV (i.e. a TV with built-in video streaming apps)	1386	173	103	156	53	377	266	57	37	76	1076	133	11	7	5	68	65	79	55	182	1196
	42%	36%	26%	24%	22%	31%	36%	50%	33%	33%	44%	25%	21%	22%	34%	25%	24%	23%	27%	47%	41%
ABCD		BCD						FH*			zFI										
EFKL																					
MOPOP																					
Apple TV	196	11	6	7	1	31	59	27	12	27	129	4	2	0	0	4	1	4	1	31	161
	6%	2%	2%	1%	0	3%	zJ	zFHJ*	zJ*	zFJ	5%	1%	3%	0	3%	1%	0	1%	0	8%	6%
Amazon Fire	544	51	27	34	7	122	154	37	21	48	367	25	6	1	2	13	12	22	2	49	490
	16%	11%	7%	5%	3%	10%	21%	32%	19%	21%	15%	5%	13%	3%	13%	5%	4%	7%	1%	13%	17%
ABCD		CD		D			zJ	zFHJ*		J			K*		KM*	R	R	R			
MOPOP																					
Google Chromecast	246	21	7	10	3	40	69	23	11	21	168	6	2	1	0	5	2	6	1	34	211
	7%	4%	2%	2%	1%	3%	14%	20%	10%	9%	7%	1%	4%	3%	1%	2%	1%	2%	0	9%	7%
ABCD		C					zJ	zFHJ*													
KOPOR																					
Games console	605	30	6	6	0	110	145	37	25	31	443	5	0	1	0	1	4	0	5	79	523
	18%	6%	1%	1%	0	9%	20%	32%	22%	14%	18%	1%	0	2%	0	0	2%	0	2%	20%	18%
ABCD		BCD					I	zFIJ*	I*								Q		O		
EKLM																					
NOPOR																					
Freeview – free TV via an aerial and set-top box or built into the TV set	646	109	76	125	48	237	155	24	32	51	467	111	7	3	4	54	57	64	46	71	569
Cable – Virgin Media	20%	23%	19%	19%	20%	20%	21%	21%	29%	22%	19%	20%	14%	8%	31%	20%	21%	19%	23%	18%	20%
									zJ*						LM*						
400	57	36	49	12	107	88	18	18	18	22	300	42	4	2	0	29	14	28	15	49	345
	12%	9%	8%	5%	9%	12%	16%	16%	16%	10%	12%	8%	7%	6%	2%	11%	5%	8%	7%	13%	12%
ABCD		D																			
CDEKQ																					
Satellite – from Sky for a monthly subscription	636	73	74	96	22	194	144	26	16	53	474	80	7	5	3	41	39	53	27	72	563
	19%	15%	18%	15%	9%	16%	20%	22%	14%	23%	19%	15%	15%	15%	25%	15%	14%	16%	13%	18%	19%
ABCD		CD		D																	
FreeSat satellite TV – via a satellite dish but with no subscription	100	14	3	15	4	29	33	13	9	12	62	11	3	1	1	6	5	8	2	4	95
	3%	3%	2%	1%	2%	2%	4%	11%	7%	5%	3%	2%	4%	2%	5%	2%	2%	2%	1%	1%	3%
ABCD		JS					zJ	zFIJ*	zJ*	J											z
EKLM																					
NOPOR																					
Satellite – from someone other than Sky	48	3	0	2	2	7	4	9	2	10	20	1	0	1	0	1	0	1	0	8	40
	1%	1%	0	0	1%	1%	zJ	zFHJ*	zJ*	zJ	1%	0	0	3%	0	0	0	0	0	2%	1%
ABCD																					
BCEJK																					
BT TV (formerly BT Vision)	146	16	9	23	14	39	43	13	7	18	94	19	4	0	1	13	6	19	0	9	136
	4%	3%	2%	4%	6%	3%	6%	11%	6%	9%	4%	3%	7%	0	6%	5%	2%	6%	0	2%	5%
ABCD				B	B		J	zFJ*	zJ	zJ					M*	R	R	PR			
EJRK																					
TalkTalk TV	83	7	11	15	4	26	31	13	8	8	49	12	3	0	0	6	6	6	6	10	72
	3%	2%	3%	2%	1%	2%	zJ	11%	7%	3%	2%	2%	6%	0	3%	2%	2%	2%	3%	3%	3%
ABCD									zJ*												
EKLM																					
NOPOR																					
EE TV	24	0	0	0	0	3	15	9	3	2	8	0	0	0	0	0	0	0	0	3	21
	1%	0	0	0	0	0	zJ	7%	2%	1%	0	0	0	0	0	0	0	0	0	1%	1%
ABCD																					
CEJ																					
NOW TV	191	13	3	3	0	37	47	13	5	11	139	0	2	0	0	0	0	0	0	19	170
	6%	3%	1%	0	0	3%	6%	12%	5%	5%	6%	0	5%	0	0	0	0	0	0	5%	6%
ABCD		CD						zFIJ*					K*								
KOPOR																					
YouView	41	3	5	6	1	10	16	8	1	2	22	5	0	1	0	3	2	2	3	4	36
	1%	1%	1%	1%	0	1%	2%	7%	1%	1%	1%	1%	1%	2%	0	1%	1%	1%	1%	1%	1%
ABCD																					
EKLM																					
NOPOR																					
Laptop, notebook, tablet or smartphone	1406	170	115	169	53	399	290	53	39	73	1068	142	13	10	3	71	71	92	50	195	1199
	43%	35%	29%	43%	22%	33%	40%	46%	35%	32%	44%	26%	25%	32%	24%	26%	26%	27%	25%	50%	42%
ABCD		CD					I	I*												zT	
EKLM																					
OPORT																					
Other device connected to the TV	61	11	10	12	3	23	16	0	0	4	43	9	2	2	0	6	3	8	1	10	51
	2%	2%	2%	2%	1%	2%	2%	0	0	2%	2%	2%	3%	6%	0	2%	1%	2%	0	3%	2%
ABCD																					
EKLM																					
OPORT																					
None of these	433	85	102	180	78	258	98	17	17	44	318	152	13	11	4	69	84	96	56	41	390
	13%	17%	26%	26%	32%	21%	13%	15%	15%	19%	13%	28%	26%	34%	26%	25%	25%	28%	28%	10%	14%
ABCD		z	zA	zA	zA	z				zFJ		z	z*	z*	z*	z	z	z	z		

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0b. Do you connect any of these devices to your home internet to watch catch-up and on-demand services on your main TV set?

Base: All those who selected yes at A0a

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3370	451	425	674	249	1311	847	130	121	273	2381	505	62	53	54	271	234	363	142	432	2911
Base: All those who selected yes at A0a	3307	484	399	641	243	1204	733	115	110	229	2450	543	51	33	14	270	274	341	202	391	2888
Don't know	27	2	3	8	5	12	12	3	1	4	13	6	1	1	0	1	5	1	5	2	20
	1%	0	1%	1%	2%	1%	2%	3%	1%	2%	1%	1%	3%	2%	1%	0	2%	0	2%	1%	1%
Total	7217	846	605	914	309	2060	1709	400	260	516	5259	763	81	46	24	388	375	489	274	874	6291
	218%	175%	152%	143%	128%	171%	233%	349%	236%	226%	215%	141%	158%	140%	173%	144%	137%	144%	135%	223%	218%
Connected TV Viewing (Net)	2847	398	293	453	159	934	624	95	92	181	2119	385	37	21	10	200	185	243	141	348	2478
	86%	82%	74%	71%	66%	78%	85%	82%	84%	79%	86%	71%	72%	64%	73%	74%	68%	71%	70%	89%	86%
	ABCD EIKLM NOPQR	BCD					I	*	*		I		*	*	*						
Non-connected TV Viewing (Net)	433	85	102	180	78	258	98	17	17	44	318	152	13	11	4	69	84	96	56	41	390
	13%	17%	26%	28%	32%	21%	13%	15%	15%	19%	13%	28%	26%	34%	26%	25%	31%	28%	28%	10%	14%
		Z	ZA	ZA	ZA	Z		*	*	ZFJ		Z	Z*	Z*	Z*	Z	Z	Z	Z		

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0b_2. Do you connect any of these devices to your home internet to watch catch-up and on-demand services on your main TV set?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Smart TV (i.e. a TV with built-in video streaming apps)	1398	173	103	156	53	377	266	57	37	76	1076	133	11	7	5	68	65	79	55	182	1196
	37%	33%	21%	18%	14%	25%	30%	40%	28%	25%	39%	18%	17%	14%	25%	19%	17%	19%	17%	41%	36%
	BCDE	BCD	CD	D			I	FH			zFH										
Apple TV	196	11	6	7	1	31	59	27	12	27	129	4	2	0	0	4	1	4	1	31	161
	5%	2%	1%	1%	0	2%	7%	19%	9%	9%	5%	1%	3%	0	2%	1%	0	1%	0	7%	5%
	ABCD	D						zFH	J	zJ											
Amazon Fire	544	51	27	34	7	122	154	37	21	48	367	25	6	1	2	13	12	22	2	49	490
	14%	10%	6%	4%	2%	8%	17%	26%	16%	15%	13%	3%	10%	2%	9%	4%	3%	5%	1%	11%	15%
	ABCD	BCD	CD	D			zJ	zFH					K		KM	R	R	R			
Google Chromecast	246	21	7	10	3	40	69	23	11	21	168	6	2	1	0	5	2	6	1	34	211
	7%	4%	1%	1%	1%	3%	8%	16%	8%	7%	6%	1%	3%	2%	1%	1%	1%	1%	0	8%	6%
	ABCD	CD						zFJ													
Games console	605	30	6	6	0	110	145	37	25	31	443	5	0	1	0	1	4	0	5	79	523
	16%	6%	1%	1%	0	7%	16%	26%	19%	10%	16%	1%	0	1%	0	0	1%	0	1%	18%	16%
	ABCD	BCD		D			I	zFH	I		I						Q				
Freeview - free TV via an aerial and set-top box or built into the TV set	646	109	76	125	48	237	155	24	32	51	467	111	7	3	4	54	57	64	46	71	569
Cable - Virgin Media	400	57	36	49	12	107	88	18	18	22	300	42	4	2	0	29	14	28	15	49	345
	11%	11%	7%	6%	3%	7%	10%	13%	14%	7%	11%	6%	6%	4%	2%	8%	4%	7%	5%	11%	11%
	BCDE	CD	CD	D					I							PR		P			
Satellite - from Sky for a monthly subscription	636	73	74	96	22	194	144	26	16	53	474	80	7	5	3	41	39	53	27	72	563
	17%	14%	15%	11%	6%	13%	16%	18%	12%	17%	17%	11%	11%	10%	18%	12%	10%	13%	8%	16%	17%
	CDEK	D	CD	D																	
Freesat satellite TV - via a satellite dish but with no subscription	100	14	12	15	4	29	33	13	8	12	62	11	3	1	1	6	5	2	2	4	95
	3%	3%	2%	2%	1%	2%	4%	9%	6%	4%	2%	1%	5%	1%	3%	2%	1%	2%	1%	1%	3%
	ES						zFJ	J					K								z
Satellite - from someone other than Sky	48	3	0	2	2	7	28	9	2	10	20	1	0	1	0	1	0	1	0	8	40
BT TV (formerly BT Vision)	146	16	9	23	14	39	43	13	7	18	94	19	4	0	1	13	6	19	0	9	136
	4%	3%	2%	3%	4%	3%	5%	9%	5%	6%	3%	3%	6%	0	4%	4%	2%	4%	0	2%	4%
	BEPR						zFJ								M	R	R	PR			
TalkTalk TV	83	7	11	15	4	26	31	13	8	8	49	12	3	0	0	6	6	6	6	10	72
	2%	1%	2%	2%	1%	2%	3%	9%	6%	3%	2%	2%	4%	0	2%	2%	2%	1%	2%	2%	2%
	J						zJ	zFH	zJ												
EE TV	24	0	0	0	0	3	15	9	3	2	8	0	0	0	0	0	0	0	0	3	21
	1%	0	0	0	0	0	2%	6%	2%	1%	0	0	0	0	0	0	0	0	0	1%	1%
	CEJK						zJ	zFH	J												
NOW TV	191	13	3	3	0	37	47	13	5	11	139	0	2	0	0	0	0	0	0	19	170
	8%	2%	1%	0	0	2%	5%	9%	4%	4%	5%	0	4%	0	0	0	0	0	0	4%	5%
	ABCD	CD						zFJ					K								
YouView	41	3	5	6	1	10	16	8	1	2	22	5	0	1	0	3	2	2	3	4	36
	1%	1%	1%	1%	0	1%	2%	6%	1%	1%	1%	1%	0	1%	0	1%	0	0	1%	1%	1%
	EJ						zJ	zFH													
Laptop, netbook, tablet or smartphone	1406	170	115	169	53	399	290	53	39	73	1068	142	13	10	3	71	71	92	50	195	1199
	37%	32%	24%	19%	14%	26%	32%	37%	29%	24%	39%	19%	20%	20%	17%	20%	18%	22%	16%	43%	37%
	ABCD	BCD	CD	D			I				zFI									zT	
	FIKLM																				
Other device connected to the TV	61	11	10	12	3	23	16	0	0	4	43	9	2	2	0	6	3	8	1	10	51
	2%	2%	2%	1%	1%	1%	2%	0	0	1%	2%	1%	2%	4%	0	2%	1%	2%	0	2%	2%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A0b_2. Do you connect any of these devices to your home internet to watch catch-up and on-demand services on your main TV set?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
None of these	433 11%	85 16%	102 21%	180 21%	78 20%	258 17%	98 11%	17 12%	17 13%	44 14%	318 12%	152 20%	13 21%	11 22%	4 19%	69 20%	84 21%	96 23%	56 17%	41 9%	390 12%
Don't know	27 1%	2 0	3 1%	8 1%	5 1%	12 1%	12 1%	3 2%	1 1%	4 1%	13 0	6 1%	1 2%	1 1%	0 1%	1 0	5 1%	1 0	5 1%	2 0	20 1%
No TV	153 4%	9 2%	4 1%	9 1%	4 1%	63 4%	27 3%	5 3%	1 1%	7 2%	116 4%	8 1%	0 0	0 0	0 2%	5 1%	3 1%	3 1%	5 2%	41 9%	107 3%
No Internet	315 8%	33 6%	87 18%	230 26%	143 37%	272 18%	139 15%	23 16%	21 16%	75 24%	168 6%	194 26%	13 20%	18 35%	6 29%	79 22%	116 30%	78 19%	116 36%	17 4%	295 9%
N/A	3 0	1 0	0 0	0 0	0 0	1 0	1 0	1 0	0 0	0 0	1 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	1 0	2 0
Total	7687 204%	889 169%	696 142%	1153 131%	457 118%	2396 156%	1877 209%	428 300%	282 215%	598 194%	5545 203%	966 130%	94 146%	64 126%	30 154%	472 134%	493 126%	570 135%	395 123%	933 207%	6695 204%
Connected TV Viewing (Net)	2847 76%	398 76%	293 60%	453 52%	159 41%	934 61%	624 70%	95 66%	92 70%	181 59%	2119 78%	385 52%	37 57%	21 41%	10 52%	200 57%	185 47%	243 58%	141 44%	348 77%	2478 75%
Non-connected TV Viewing (Net)	433 11%	85 16%	102 21%	180 21%	78 20%	258 17%	98 11%	17 12%	17 13%	44 14%	318 12%	152 20%	13 21%	11 22%	4 19%	69 20%	84 21%	96 23%	56 17%	41 9%	390 12%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1.1 & A1.2. Which, if any, of these TV channels have you personally watched in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
BBC One	3085	466	457	824	367	1286	720	109	112	263	2254	700	64	44	16	332	367	407	293	294	2772
	82%	89%	83%	94%	95%	84%	80%	77%	85%	86%	82%	94%	100%	86%	84%	95%	94%	96%	91%	85%	84%
	S	zA	zA	zA	zA	z				FG		zMN	zMN*	*	*	z	z	zR	z	zS	
BBC Two	2342	386	376	698	322	993	541	83	102	210	1712	594	58	36	10	288	306	353	241	183	2147
	62%	77%	80%	89%	85%	65%	60%	58%	79%	68%	63%	80%	90%	70%	54%	82%	80%	84%	75%	41%	65%
	S	z	z	zA	zAC	z			zFGJ*	zFG		zN	zMN*	*	*	zR	z	z	zPR	z	zS
BBC Four	1278	222	211	390	179	534	295	58	49	101	933	336	31	18	4	182	154	226	110	102	1163
	34%	42%	43%	44%	46%	35%	33%	40%	37%	33%	34%	45%	48%	35%	23%	52%	39%	54%	34%	23%	35%
	S	z	z	z	z	z						zN	zN*	*	*	zPR	z	zPR	z	zS	
ITV / STV (Scotland) / UTV (Northern Ireland)	2793	429	415	748	333	1178	680	99	103	255	2014	629	61	41	17	291	338	367	262	238	2542
	74%	82%	85%	85%	86%	77%	76%	69%	79%	83%	74%	85%	95%	80%	90%	83%	86%	87%	82%	53%	77%
Any other ITV channel (e.g. ITV2, ITV3, ITV Be)	1900	282	259	429	169	719	456	70	71	157	1381	367	33	22	7	170	197	221	146	168	1725
	51%	54%	53%	49%	44%	47%	51%	49%	54%	51%	51%	49%	52%	42%	37%	48%	50%	52%	45%	37%	53%
	DENS	D	CD	D	D				*	*		zN	zN*	*	*	zPR	z	zPR	z	zS	
Channel 4	2576	390	369	661	291	1040	582	86	90	212	1893	567	53	31	10	263	304	333	235	217	2343
	68%	74%	75%	75%	75%	66%	65%	60%	69%	69%	69%	70%	82%	61%	50%	75%	78%	79%	62%	48%	71%
	FNS	z	z	z	z	z				FG		zMN	zMN*	*	*	z	z	z	z	zS	
Any other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	1705	271	205	325	120	597	412	54	53	141	1226	293	19	10	4	135	157	179	113	145	1546
	45%	51%	42%	37%	31%	39%	46%	38%	40%	46%	45%	39%	46%	20%	20%	39%	40%	43%	35%	32%	47%
	CDEKL MNORS	zBCD	CD	D								MIN								zS	
Channel 5	2003	331	311	563	252	851	485	68	76	180	1445	478	48	28	9	240	239	280	198	154	1841
	53%	63%	64%	64%	65%	55%	54%	48%	58%	58%	53%	64%	55%	56%	44%	68%	61%	66%	62%	34%	56%
	S	z	z	z	z	z				G		zN	zMN*	*	*	z	z	z	z	zS	
Any other Channel 5 channel (e.g. 5USA, 5Star)	957	143	112	175	63	338	234	36	36	86	683	156	10	3	6	72	83	92	64	88	861
	25%	27%	23%	20%	16%	22%	26%	25%	27%	28%	25%	21%	15%	12%	14%	21%	21%	22%	20%	20%	26%
	CDE	CD	CD	D																zS	
Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	1280	210	190	298	108	495	328	51	54	125	907	258	26	11	3	142	116	173	85	74	1195
	34%	40%	39%	34%	28%	32%	37%	36%	41%	41%	33%	35%	41%	22%	14%	40%	30%	41%	26%	16%	36%
	DNRS	zD	zCD	D						zJ		N	MN*	*	*	zPR		zPR		zS	
Any Sky channel (e.g. Sky1, Sky Atlantic, Sky Sports)	1144	141	138	210	73	355	264	48	30	67	849	180	12	14	5	105	75	97	83	110	1029
	30%	27%	28%	24%	19%	23%	29%	34%	23%	28%	31%	24%	19%	27%	24%	30%	19%	23%	26%	24%	31%
	CDE	D	CD	D					*	*						PQ		P		zS	
KPOQ	117	7	10	15	5	29	38	16	7	16	76	6	2	7	0	6	0	3	3	18	98
S4C	3%	1%	2%	2%	1%	2%	4%	11%	6%	5%	3%	1%	3%	14%	1%	2%	0	1%	1%	4%	3%
	ACEKPO							zFUJ	*	zJ				zKLN*	*						
BBC News Channel	1350	202	215	378	163	538	291	44	51	109	994	324	29	20	5	161	163	210	113	177	1171
	36%	44%	43%	42%	35%	35%	33%	31%	39%	36%	36%	44%	46%	39%	25%	46%	42%	50%	35%	39%	36%
	F	z	z	z								zN	N*	*	*	zR	z	z	z	zS	
BBC Parliament	453	62	64	113	49	176	113	27	25	38	314	100	3	8	2	68	32	69	31	51	398
	12%	13%	13%	13%	11%	11%	13%	19%	19%	12%	11%	13%	5%	16%	9%	19%	8%	16%	10%	11%	12%
	zFUJ							zJ*								zPR		zPR			
BBC Alba	133	15	7	15	8	31	39	13	9	13	87	5	10	0	0	3	2	2	4	13	120
	4%	3%	1%	2%	2%	2%	4%	9%	7%	4%	3%	1%	16%	0	0	1%	0	0	1%	3%	4%
	BCE							zFUJ	J*				zKMN*	*	*						
CBBC	277	20	17	28	11	67	66	21	7	16	197	26	2	0	0	15	11	13	13	39	238
	7%	4%	3%	3%	3%	4%	7%	15%	5%	5%	7%	4%	2%	0	3%	4%	3%	3%	4%	9%	7%
	ABCD							zFHUJ	*						*						
CBeebies	353	26	26	39	13	110	66	18	6	16	269	35	4	0	1	16	19	21	14	53	300
	9%	5%	5%	4%	3%	7%	7%	13%	5%	5%	10%	5%	6%	0	5%	4%	5%	5%	4%	12%	9%
	ABCD							FHI	*						M*						
	EFIK MOPOR																				
BBC Scotland	208	34	25	41	16	66	60	7	6	20	138	5	35	1	0	3	2	4	1	18	190
	6%	6%	5%	5%	4%	4%	7%	5%	5%	6%	5%	1%	55%	1%	0	1%	1%	1%	0	4%	6%
	EKOPOR												zKMN*	*	*						
Other (please specify)	89	22	17	29	13	53	23	3	3	7	65	27	1	1	1	13	14	15	12	18	72
	2%	4%	3%	3%	3%	3%	3%	2%	2%	2%	2%	4%	1%	2%	3%	4%	4%	4%	4%	4%	2%
	z					z			*			z	*	*	*						

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
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	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
None of these	278	16	10	20	10	109	54	14	5	9	212	17	0	3	0	9	6	4	13	69	198
	7%	3%	2%	2%	3%	7%	6%	10%	4%	3%	8%	2%	0	6%	2%	3%	2%	1%	4%	15%	6%
	ABCDI KLOPQT						I	I	*		I		*	L*	*	Q			PQ	zT	
Total	24330	3675	3433	6001	2568	9564	5750	927	897	2062	17649	5103	501	300	97	2515	2587	3068	2035	2226	21950
	646%	698%	701%	684%	662%	624%	642%	649%	682%	670%	646%	687%	779%	590%	502%	716%	662%	728%	633%	495%	668%
Net: Any BBC Channels	3235	480	466	838	372	1334	769	121	121	281	2348	712	64	45	17	334	378	413	299	333	2880
	86%	91%	95%	95%	96%	87%	88%	84%	92%	91%	88%	96%	100%	88%	86%	95%	97%	98%	93%	74%	88%
	S	z	z	zA	zA				*	zFGJ		zMN	zMN*	*	*	z	zR	zOR	z		zS

Overlap formulae used

- Column Proportions:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels? - Summary Table

Base: All Respondents who have watched TV in the last 3 months

	BBC One (A)	BBC Two (B)	BBC Four (C)	ITV / STV (Scot land) / UTV (Nor thern Ireland) (D)	Any other ITV channel (e.g. ITV2, ITV3, ITV Be) (E)	Channel 4 (F)	Any other Channel 4 channel (e.g. E4, Film4, More4, 4Seven) (G)	Channel 5 (H)	Any other Channel 5 channel (e.g. 5USA, 5Star) (I)	Any UKTV channel (e.g. Dave, Really, Yeste rday, Drama) (J)	Any Sky channel (e.g. Sky1, Sky Atla ntic, Sky Sports) (K)	S4C (L)	BBC News Channel (M)	BBC Parli ament (N)	BBC Alba (O)	CBBC (P)	CBeebies (Q)	BBC Scotland (R)
Unweighted Base	3057	2314	1277	2788	1927	2549	1722	2008	980	1260	1206	145	1354	479	145	307	386	233
Base: All Respondents who have watched TV in the last 3 months	3085	2342	1278	2793	1909	2576	1705	2003	957	1280	1144	117	1350	453	133	277	353	208
Effective Base	2063.8	1570.4	871.8	1883.6	1284.9	1733.3	1136.9	1374.7	657.7	872.3	833.0	100.4	925.8	331.4	105.7	197.6	254.7	165.8
A few times a day	784 25%	328 14%	121 9%	632 23%	237 12%	284 11%	176 10%	204 10%	104 11%	144 11%	223 20%	27 23%	273 20%	65 14%	38 29%	69 25%	88 25%	33 16%
At least once every day	1304 42%	714 30%	248 19%	995 36%	433 23%	632 25%	316 19%	460 23%	212 22%	256 20%	331 29%	33 28%	457 34%	96 21%	21 16%	74 27%	100 28%	67 32%
About two or three times a week	517 17%	686 29%	372 29%	616 22%	548 29%	748 29%	479 28%	548 27%	278 29%	419 33%	295 26%	24 21%	271 20%	98 22%	32 24%	58 21%	74 21%	33 16%
At least once a week	337 11%	397 17%	297 23%	374 13%	422 22%	588 23%	452 26%	497 25%	203 21%	284 22%	193 17%	17 15%	203 15%	96 21%	21 16%	36 13%	38 11%	37 18%
At least once a month	92 3%	151 6%	168 13%	115 4%	179 9%	214 8%	183 11%	199 10%	105 11%	108 9%	60 5%	8 6%	88 7%	53 12%	8 6%	19 7%	23 7%	24 11%
At least once in the last three months	30 1%	44 2%	42 3%	38 1%	41 2%	57 2%	54 3%	55 2%	31 3%	50 4%	23 2%	2 2%	30 2%	38 8%	10 8%	15 6%	27 8%	8 4%
Don't know/can't remember	22 1%	23 1%	30 2%	24 1%	49 3%	53 2%	46 3%	40 2%	24 3%	19 1%	19 2%	6 5%	28 2%	8 2%	3 2%	5 2%	3 1%	7 3%
Total	3085 100%	2342 100%	1278 100%	2793 100%	1909 100%	2576 100%	1705 100%	2003 100%	957 100%	1280 100%	1144 100%	117 100%	1350 100%	453 100%	133 100%	277 100%	353 100%	208 100%
Daily (Net)	2087 68%	1041 44%	369 29%	1627 58%	670 35%	917 36%	492 29%	664 33%	315 33%	399 31%	554 48%	60 51%	730 54%	160 35%	59 44%	143 52%	188 53%	100 48%
Weekly (Net)	2541 85%	2124 91%	1038 81%	2617 94%	1640 86%	2252 87%	1422 83%	1708 85%	796 83%	1102 86%	1042 91%	101 86%	1204 89%	355 78%	112 84%	238 86%	300 85%	170 82%
Monthly (Net)	3033 98%	2274 97%	1206 94%	2731 98%	1820 95%	2466 96%	1605 94%	1907 95%	901 94%	1210 95%	1102 96%	109 93%	1292 96%	408 90%	120 90%	257 93%	323 92%	194 93%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC One

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3057	427	461	803	342	1303	779	114	121	285	2152	604	71	66	62	314	290	403	201	320	2721
Base: All Respondents who have watched TV in the last 3 months	3085	466	457	824	367	1286	720	109	112	263	2254	700	64	44	16	332	367	407	293	294	2772
Effective Base	2063.8	269.7	312.8	568.1	255.3	912.7	557.3	84.7	87.2	211.0	1439.1	451.7	58.9	54.0	51.6	226.8	226.1	287.4	168.9	197.0	1859.6
A few times a day	784 25%	116 25%	121 26%	251 30%	130 36%	361 28%	232 32%	38 35%	44 39%	99 38%	526 23%	210 30%	13 21%	21 48%	7 42%	101 30%	109 30%	112 28%	98 33%	93 32%	690 25%
At least once every day	1304 42%	213 46%	251 55%	441 54%	191 52%	619 48%	297 41%	41 38%	45 40%	106 40%	954 42%	380 54%	39 61%	17 38%	6 38%	176 53%	204 55%	235 58%	145 49%	93 32%	1204 43%
About two or three times a week	517 17%	74 16%	53 12%	86 11%	33 9%	176 14%	109 15%	13 12%	13 12%	30 11%	392 17%	75 11%	7 10%	3 8%	2 10%	34 10%	41 11%	36 9%	39 13%	46 16%	463 17%
At least once a week	337 11% BCDE IKOPQ	53 11% BCD	22 5% CD	26 3% D	4 1%	82 6%	61 9%	13 12%	9 8%	22 8%	263 F	19 3%	3 5%	3 6%	2 11% K	10 3%	9 3%	12 3%	7 2%	44 15%	292 11%
At least once a month	92 3% BCDE KOPOR	10 2%	5 1%	7 1%	2 1%	27 2%	14 2%	1 1%	0 -	3 1%	77 3%	5 1%	2 3%	0 -	0 -	3 1%	2 1%	4 1%	2 1%	10 3%	80 3%
At least once in the last three months	30 1% CE	0 0	2 0	3 0	1 0	6 0	4 1%	1 1%	0 -	0 -	25 1%	3 0	0 0	0 0	0 -	3 1%	0 0	3 1%	0 0	2 1%	28 1%
Don't know/can't remember	22 1% T	0 0	4 1%	9 1%	5 1%	15 1%	3 0	2 2%	2 1%	2 1%	17 1%	9 1%	0 0	0 -	0 -	6 2%	2 1%	5 1%	4 1%	7 2%	15 1%
Total	3085 100%	466 100%	457 100%	824 100%	367 100%	1286 100%	720 100%	109 100%	112 100%	263 100%	2254 100%	700 100%	64 100%	44 100%	16 100%	332 100%	367 100%	407 100%	293 100%	294 100%	2772 100%
Daily (Net)	2087 68%	328 70%	372 81%	692 84%	321 88%	980 76%	529 73%	80 73%	88 79%	206 78%	1480 66%	589 84%	52 82%	38 86%	13 79%	277 83%	312 85%	347 85%	243 83%	186 63%	1894 68%
Weekly (Net)	2941 95%	456 98%	446 99%	805 98%	358 98%	1237 96%	699 97%	105 96%	110 99%	257 98%	2135 95%	683 99%	62 97%	44 100%	16 100%	321 96%	363 99%	395 97%	288 98%	275 94%	2649 96%
Monthly (Net)	3033 98%	466 100% ZCD	451 99%	812 99%	361 98%	1264 98%	713 99%	106 97%	110 99%	260 99%	2212 98%	688 98%	64 100%	44 100%	16 100%	324 97%	365 99%	399 98%	290 99%	285 97%	2729 98%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC Two

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2314	356	383	678	295	984	574	91	105	224	1638	520	64	54	40	275	245	357	163	200	2105
Base: All Respondents who have watched TV in the last 3 months	2342	386	376	698	322	993	541	83	102	210	1712	594	58	36	10	288	306	353	241	183	2147
Effective Base	1570.4	227.5	254.7	476.9	222.3	689.9	412.0	71.1	73.1	164.8	1099.1	381.0	53.2	43.6	32.4	198.1	184.5	253.6	133.7	126.6	1441.6
A few times a day	328 14%	44 11%	54 14%	122 17%	68 21%	167 17%	94 17%	21 25%	20 19%	44 21%	223 13%	109 18%	4 6%	9 24%	1 10%	58 20%	51 17%	54 15%	55 23%	30 16%	298 14%
At least once every day	714 30%	104 27%	153 41%	275 39%	122 38%	342 34%	166 31%	22 27%	25 24%	60 29%	522 30%	231 39%	25 43%	13 37%	5 50%	121 42%	110 36%	151 43%	80 33%	55 30%	656 31%
About two or three times a week	686 29%	136 35%	92 25%	179 26%	86 27%	262 26%	145 27%	21 26%	34 33%	54 25%	516 30%	148 25%	21 36%	9 25%	2 15%	65 22%	83 27%	79 23%	68 28%	50 27%	634 30%
At least once a week	397 17%	75 19%	54 14%	80 12%	27 8%	147 15%	89 16%	9 11%	14 14%	40 19%	291 17%	68 11%	7 12%	3 9%	2 19%	28 10%	40 13%	41 12%	27 11%	36 20%	357 17%
At least once a month	151 6%	16 4%	16 4%	26 4%	10 3%	46 5%	37 7%	4 5%	6 6%	7 3%	111 6%	22 4%	2 3%	2 5%	0 2%	7 3%	15 5%	16 5%	6 2%	8 4%	138 6%
At least once in the last three months	44 2%	10 3%	2 0%	8 1%	6 2%	16 2%	5 1%	1 1%	0 0%	1 0%	35 2%	7 1%	0 0%	0 0%	0 3%	4 1%	4 1%	4 1%	3 1%	3 2%	40 2%
Don't know/can't remember	23 1%	1 0%	5 1%	9 1%	3 1%	13 1%	5 1%	5 6%	3 3%	4 2%	14 1%	9 1%	0 0%	0 0%	0 0%	5 2%	3 1%	7 2%	2 1%	1 1%	22 1%
Total	2342 100%	386 100%	376 100%	698 100%	322 100%	993 100%	541 100%	83 100%	102 100%	210 100%	1712 100%	594 100%	58 100%	36 100%	10 100%	288 100%	306 100%	353 100%	241 100%	183 100%	2147 100%
Daily (Net)	1041 44%	148 38%	207 55%	396 57%	190 59%	509 51%	260 48%	43 52%	44 43%	104 50%	745 44%	340 57%	28 49%	22 61%	6 61%	179 62%	161 53%	205 58%	135 56%	85 46%	954 44%
Weekly (Net)	2124 91%	359 93%	353 94%	656 94%	303 94%	918 92%	495 91%	73 88%	92 90%	198 94%	1551 91%	518 87%	56 97%	34 95%	10 94%	272 94%	284 93%	325 92%	231 95%	171 93%	1946 91%
Monthly (Net)	2274 97%	375 97%	369 98%	682 98%	313 97%	963 97%	532 98%	77 93%	98 97%	205 98%	1662 97%	578 97%	58 100%	36 100%	10 97%	279 97%	299 98%	342 97%	238 98%	179 98%	2084 97%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC Four

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1277	210	208	383	175	538	318	61	54	112	897	301	33	29	20	175	126	227	74	114	1155
Base: All Respondents who have watched TV in the last 3 months	1278	222	211	390	179	534	295	58	49	101	933	336	31	18	4	182	154	226	110	102	1163
Effective Base	871.8	135.2	139.8	269.1	129.8	380.5	229.0	49.0	39.9	81.3	604.8	220.5	26.9	22.3	16.4	122.9	97.8	163.1	60.9	70.1	800.1
A few times a day	121	8	7	20	13	41	32	12	4	13	83	18	1	0	0	12	7	12	7	12	108
ABCKQ	9%	4%	3%	5%	7%	8%	11%	22%	9%	13%	9%	5%	4%	0	6%	6%	4%	5%	6%	12%	9%
At least once every day	248	41	44	84	39	105	65	13	7	19	175	71	7	4	1	33	38	42	29	31	217
T	19%	18%	21%	21%	22%	20%	22%	22%	13%	19%	19%	21%	22%	24%	32%	18%	25%	19%	27%	30%	19%
About two or three times a week	372	62	83	129	46	169	88	13	20	25	271	113	10	4	1	73	41	79	34	25	346
zFG	29%	28%	39%	33%	26%	32%	30%	23%	41%	24%	29%	34%	33%	21%	23%	40%	27%	35%	31%	24%	30%
At least once a week	297	63	49	100	51	127	55	7	13	21	236	83	9	8	1	44	38	55	27	11	283
FS	23%	28%	23%	26%	29%	24%	18%	13%	26%	21%	25%	25%	29%	42%	28%	24%	25%	25%	25%	11%	24%
At least once a month	168	40	18	33	15	55	38	3	3	15	119	27	3	2	0	12	16	20	8	13	149
CEKO	13%	16%	8%	8%	8%	10%	13%	6%	5%	15%	13%	8%	10%	11%	11%	6%	10%	9%	7%	13%	13%
At least once in the last three months	42	6	3	11	8	19	9	4	1	1	32	11	0	1	0	6	5	9	2	4	38
BCD	3%	3%	1%	3%	5%	3%	3%	7%	2%	1%	3%	3%	0	3%	0	3%	3%	4%	1%	4%	3%
Don't know/can't remember	30	2	6	13	7	19	9	5	2	7	17	12	1	0	0	4	9	9	3	6	23
T	2%	1%	3%	3%	4%	4%	3%	8%	4%	7%	2%	4%	3%	0	0	2%	6%	4%	3%	5%	2%
Total	1278	222	211	390	179	534	295	58	49	101	933	336	31	18	4	182	154	226	110	102	1163
Daily (Net)	369	49	51	103	52	146	96	25	11	32	258	90	8	4	2	45	45	54	36	43	325
T	29%	22%	24%	27%	29%	27%	33%	43%	22%	32%	28%	27%	25%	24%	38%	25%	29%	24%	33%	42%	28%
Weekly (Net)	1038	174	184	332	149	442	239	45	44	78	765	286	27	15	4	162	124	188	98	79	954
zHJ	81%	78%	87%	85%	83%	83%	81%	79%	89%	77%	82%	85%	88%	87%	89%	89%	81%	83%	89%	77%	82%
Monthly (Net)	1206	214	201	365	164	496	277	49	46	93	884	313	30	17	4	173	140	208	105	92	1102
zQ	94%	96%	95%	94%	92%	93%	94%	94%	94%	92%	95%	93%	97%	97%	100%	95%	91%	92%	95%	90%	95%
G							G				G										

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: ITV / STV (Scotland) / UTV (Northern Ireland)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2788	406	424	733	309	1210	725	107	110	276	1947	540	67	62	64	277	263	364	176	260	2518
Base: All Respondents who have watched TV in the last 3 months	2793	429	415	748	333	1178	680	99	103	255	2014	629	61	41	17	291	338	367	262	238	2542
Effective Base	1883.6	261.9	279.5	509.4	229.9	830.5	509.0	78.1	74.3	201.8	1306.5	398.3	55.4	50.5	53.6	196.0	203.5	259.4	144.8	161.3	1719.6
A few times a day	632 23%	100 23%	93 22%	198 26%	105 31%	317 27%	192 28%	29 29%	26 25%	92 36%	417 21%	164 26%	12 20%	16 40%	6 33%	67 23%	96 29%	82 22%	82 31%	65 27%	565 22%
At least once every day	995 36%	140 33%	181 44%	323 43%	142 42%	472 40%	261 38%	42 42%	42 41%	89 35%	698 35%	273 43%	24 39%	17 42%	9 51%	128 44%	146 43%	159 43%	114 44%	56 23%	940 37%
About two or three times a week	616 22%	97 23%	76 18%	131 18%	55 17%	230 20%	119 17%	12 13%	19 18%	40 16%	478 24%	105 17%	21 34%	4 10%	1 8%	49 17%	56 16%	64 17%	41 16%	60 25%	555 22%
At least once a week	CDEFG IKMNP 374 13%	63 15%	47 11%	67 9%	20 6%	107 9%	64 9%	12 12%	9 9%	23 9%	297 15%	61 10%	3 5%	2 4%	1 7%	36 12%	25 7%	45 12%	16 6%	45 19%	324 13%
At least once a month	CDEF KLPR 115 4%	23 5%	11 3%	13 2%	2 1%	25 2%	31 5%	0 0%	5 5%	6 2%	81 4%	11 2%	1 2%	0 1%	0 1%	2 1%	9 3%	3 1%	8 3%	7 3%	103 4%
At least once in the last three months	CDEKQ 38 1%	CD 3	4	10 1%	5 2%	13 1%	GI 6	0 1%	1 1%	2 1%	27 1%	9 1%	0 1%	1 2%	0 0%	5 2%	Q 4	7 2%	2 1%	2 1%	34 1%
Don't know/can't remember	24 1%	4 1%	3 1%	7 1%	4 1%	13 1%	6 1%	4 4%	2 2%	3 1%	15 1%	7 1%	0 0%	0 0%	0 0%	5 2%	2 1%	7 2%	0 0%	3 1%	21 1%
Total	2793 100%	429 100%	415 100%	748 100%	333 100%	1178 100%	680 100%	99 100%	103 100%	255 100%	2014 100%	629 100%	61 100%	41 100%	17 100%	291 100%	338 100%	367 100%	262 100%	238 100%	2542 100%
Daily (Net)	1627 58%	240 56%	274 66%	521 70%	246 74%	789 67%	454 67%	70 71%	68 66%	182 71%	1116 55%	437 69%	36 59%	33 82%	15 84%	195 67%	242 72%	241 66%	196 75%	121 51%	1505 59%
Weekly (Net)	2617 94%	400 93%	397 96%	719 96%	321 96%	1127 96%	636 94%	95 96%	96 93%	245 96%	1891 94%	602 96%	60 98%	39 97%	17 99%	280 96%	323 96%	350 95%	252 96%	226 95%	2384 94%
Monthly (Net)	2731 98%	423 98%	408 98%	732 98%	324 97%	1152 98%	667 98%	95 96%	101 98%	251 98%	1972 98%	613 98%	61 100%	40 98%	17 100%	282 97%	331 98%	353 96%	260 99%	233 98%	2487 98%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: Any other ITV channel (e.g. ITV2, ITV3, ITV Be)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1927	284	261	417	156	747	505	75	78	180	1343	317	37	33	30	165	152	219	98	190	1726
Base: All Respondents who have watched TV in the last 3 months	1909	282	259	429	169	719	456	70	71	157	1381	367	33	22	7	170	197	221	146	168	1725
Effective Base	1284.9	171.7	168.5	285.4	117.2	509.2	350.2	58.8	51.5	127.7	889.4	228.9	29.9	26.2	24.1	114.0	115.9	155.1	77.9	113.7	1167.3
A few times a day	237	36	15	24	9	82	70	17	12	29	158	19	2	3	1	11	7	6	13	36	201
BCD	12%	13%	6%	6%	6%	11%	15%	24%	17%	19%	11%	5%	5%	12%	13%	7%	4%	3%	9%	21%	12%
KPQT	433	60	52	100	47	163	111	11	19	43	309	82	8	6	3	33	50	55	28	48	385
At least once every day	23%	21%	20%	23%	26%	23%	24%	16%	26%	26%	22%	23%	25%	28%	35%	19%	25%	25%	19%	29%	22%
About two or three times a week	548	91	72	115	43	194	121	19	16	41	405	102	7	4	1	50	52	64	38	33	513
S	29%	32%	28%	27%	25%	27%	26%	28%	23%	26%	29%	28%	21%	20%	10%	30%	26%	29%	26%	19%	30%
At least once a week	422	67	69	101	32	149	88	11	11	25	321	83	11	6	2	45	38	51	32	33	384
22%	24%	27%	24%	19%	21%	19%	15%	15%	15%	16%	23%	23%	32%	26%	28%	27%	19%	23%	22%	19%	22%
At least once a month	179	22	30	50	20	74	44	6	8	9	128	44	4	2	0	14	30	23	21	14	160
9%	8%	12%	12%	12%	10%	10%	9%	8%	12%	6%	9%	12%	13%	9%	5%	8%	15%	11%	14%	8%	9%
At least once in the last three months	41	2	9	13	4	16	9	2	0	4	30	12	0	0	1	4	8	5	7	2	39
2%	1%	3%	3%	2%	2%	2%	2%	2%	0	3%	2%	3%	0	0	10%	2%	4%	2%	5%	1%	2%
Don't know/can't remember	49	3	12	26	14	40	14	5	4	5	28	24	1	1	0	12	12	17	8	3	45
3%	1%	5%	6%	8%	6%	6%	3%	6%	6%	3%	2%	7%	3%	4%	0	7%	6%	7%	5%	2%	3%
Total	1909	282	259	429	169	719	456	70	71	157	1381	367	33	22	7	170	197	221	146	168	1725
Daily (Net)	670	96	67	124	57	245	180	28	31	72	468	101	10	9	3	44	57	61	41	84	585
BCDE	35%	34%	26%	29%	33%	34%	40%	40%	43%	46%	34%	28%	31%	41%	47%	26%	29%	27%	28%	50%	34%
Weekly (Net)	1640	255	208	340	131	589	389	58	58	139	1194	287	28	19	6	140	147	176	110	149	1482
BCDE	86%	90%	80%	79%	78%	82%	85%	83%	82%	88%	86%	78%	84%	87%	85%	83%	74%	80%	76%	89%	86%
Monthly (Net)	1820	277	238	390	152	663	433	64	66	148	1322	331	32	21	7	154	177	199	131	163	1641
BCDE	95%	98%	92%	91%	90%	92%	95%	91%	93%	94%	96%	90%	97%	96%	90%	91%	90%	90%	90%	97%	95%
KOPQR	zBCD																				

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: Channel 4

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2549	361	375	637	262	1050	629	93	98	233	1812	490	60	47	40	252	238	330	160	236	2299
Base: All Respondents who have watched TV in the last 3 months	2576	390	369	661	291	1040	582	86	90	212	1893	567	53	31	10	263	304	333	235	217	2343
Effective Base	1733.3	229.9	252.8	448.8	196.1	729.3	458.2	72.0	70.8	173.2	1217.5	362.3	49.8	37.4	32.7	180.9	182.9	233.9	132.6	145.9	1581.6
A few times a day	284 11%	46 12%	14 4%	36 5%	21 7%	97 9%	79 14%	17 20%	11 12%	32 15%	195 10%	33 6%	0 1%	1 4%	0 5%	18 7%	15 5%	17 5%	17 7%	42 20%	240 10%
At least once every day	632 25%	103 26%	83 23%	157 24%	74 25%	251 24%	164 28%	25 30%	24 26%	61 29%	442 23%	141 25%	7 12%	8 24%	2 20%	64 24%	77 25%	72 22%	69 29%	56 26%	575 25%
About two or three times a week	748 29%	115 29%	113 31%	191 29%	78 27%	297 29%	169 29%	16 19%	28 30%	51 24%	554 29%	158 28%	20 38%	10 31%	3 30%	71 27%	87 29%	99 30%	59 25%	50 23%	692 30%
At least once a week	588 23%	82 21%	112 30%	183 28%	71 24%	259 25%	102 18%	14 17%	15 17%	43 20%	463 24%	150 26%	21 39%	10 31%	2 24%	70 27%	80 26%	90 27%	60 26%	37 17%	549 23%
At least once a month	214 8%	35 9%	21 6%	46 7%	25 9%	77 7%	47 8%	6 7%	8 9%	14 7%	156 8%	41 7%	3 6%	1 3%	1 8%	19 7%	22 7%	23 7%	18 7%	21 10%	188 8%
At least once in the last three months	57 2%	4 1%	7 2%	19 3%	12 4%	22 2%	10 2%	3 3%	0 0%	3 1%	43 2%	15 3%	2 4%	1 3%	1 8%	8 3%	7 2%	12 4%	3 1%	4 2%	52 2%
Don't know/can't remember	53 2%	4 1%	18 5%	29 4%	11 4%	37 4%	10 2%	4 5%	5 5%	8 4%	39 2%	28 5%	0 0%	1 3%	0 4%	14 5%	15 5%	19 6%	10 4%	5 2%	48 2%
Total	2576 100%	390 100%	369 100%	661 100%	291 100%	1040 100%	582 100%	86 100%	90 100%	212 100%	1893 100%	567 100%	53 100%	31 100%	10 100%	263 100%	304 100%	333 100%	235 100%	217 100%	2343 100%
Daily (Net)	917 36%	149 38%	98 27%	193 29%	95 33%	348 33%	244 42%	43 50%	35 39%	93 44%	637 34%	174 31%	7 13%	9 29%	2 25%	82 31%	93 31%	89 27%	86 36%	98 45%	814 35%
Weekly (Net)	2252 87%	346 89%	323 88%	567 86%	243 83%	904 87%	515 89%	73 85%	78 86%	187 88%	1655 87%	483 85%	48 91%	28 91%	8 80%	223 84%	260 86%	278 84%	204 87%	186 86%	2055 88%
Monthly (Net)	2466 96%	382 98%	344 93%	612 93%	268 92%	981 94%	563 97%	79 92%	85 94%	201 95%	1811 96%	524 92%	51 96%	29 94%	9 89%	242 92%	282 93%	302 91%	222 95%	207 96%	2243 96%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: Any other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1722	258	206	322	116	630	451	62	60	150	1202	264	24	17	17	135	129	189	75	171	1541
Base: All Respondents who have watched TV in the last 3 months	1705	271	205	325	120	597	412	54	53	141	1226	293	19	10	4	135	157	179	113	145	1546
Effective Base	1136.9	161.9	130.2	212.0	82.1	421.1	319.3	49.3	38.6	109.8	782.8	182.1	17.8	12.9	13.4	93.3	90.4	127.9	58.7	102.5	1031.7
A few times a day	176	21	4	12	9	52	53	16	5	18	111	10	2	0	0	6	4	6	4	35	139
BCJ	10%	8%	2%	4%	7%	9%	13%	30%	10%	13%	9%	3%	11%	0	5%	4%	2%	3%	4%	24%	9%
KPQT	316	37	25	37	12	97	94	16	9	28	211	34	1	2	0	15	18	20	14	35	282
BCDKQ	19%	14%	12%	11%	10%	16%	23%	29%	17%	19%	17%	12%	7%	16%	8%	11%	12%	11%	12%	24%	18%
About two or three times a week	479	70	59	98	39	177	101	7	9	36	361	91	5	2	1	45	46	55	36	29	447
GS	26%	26%	29%	30%	33%	30%	24%	14%	18%	26%	29%	31%	24%	18%	28%	33%	29%	31%	31%	20%	29%
At least once a week	452	91	70	92	23	151	92	4	16	30	350	77	9	5	2	39	38	45	32	29	417
FG	26%	34%	34%	28%	19%	25%	22%	8%	30%	21%	29%	26%	47%	49%	45%	29%	24%	25%	29%	20%	27%
At least once a month	183	35	24	41	17	65	36	4	5	12	141	38	2	1	1	17	21	23	15	12	171
At least once in the last three months	54	12	10	16	6	21	19	0	3	8	28	16	0	0	0	4	13	10	6	3	51
J	3%	5%	5%	5%	5%	4%	5%	0	6%	6%	2%	6%	0	0	0	3%	8%	6%	5%	2%	3%
Don't know/can't remember	46	4	14	28	14	34	18	7	5	9	24	27	0	1	0	10	17	21	6	2	40
J	3%	2%	7%	9%	12%	6%	4%	12%	10%	7%	2%	9%	0	10%	0	7%	11%	11%	5%	1%	3%
Total	1705	271	205	325	120	597	412	54	53	141	1226	293	19	10	4	135	157	179	113	145	1546
Daily (Net)	492	57	29	49	20	149	147	32	14	46	322	44	3	2	1	21	22	26	18	70	421
ABCEJ	29%	21%	14%	15%	17%	25%	36%	58%	27%	32%	26%	15%	19%	16%	13%	16%	14%	14%	16%	48%	27%
KOPORT	1422	219	157	240	83	477	340	43	39	112	1033	212	17	8	3	105	107	126	86	127	1285
BCD	83%	81%	77%	74%	69%	80%	82%	80%	75%	79%	84%	72%	90%	83%	86%	78%	68%	70%	76%	88%	83%
EKPO	1605	254	181	281	100	542	376	47	45	124	1174	250	19	9	4	122	128	148	101	140	1456
BCDEF	94%	94%	88%	86%	83%	91%	91%	88%	84%	87%	96%	85%	100%	90%	100%	90%	81%	83%	89%	97%	94%
HIKPO	94%	94%	88%	86%	83%	91%	91%	88%	84%	87%	96%	85%	100%	90%	100%	90%	81%	83%	89%	97%	94%

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A1a. How often in the past 3 months have you watched these TV channels?: Channel 5

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2008	315	322	553	231	869	528	75	85	200	1401	422	53	44	34	230	192	284	138	168	1833
Base: All Respondents who have watched TV in the last 3 months	2003	331	311	563	252	851	485	68	76	180	1445	478	48	28	9	240	239	280	198	154	1841
Effective Base	1374.7	199.7	217.9	393.3	175.5	610.3	387.7	57.1	61.0	147.0	945.2	314.1	44.0	34.6	27.4	165.0	149.8	206.3	112.9	101.3	1268.2
A few times a day	204	27	15	33	18	71	58	14	8	26	138	30	2	1	0	14	16	13	17	34	169
10% BCE KOQT	10%	8%	5%	6%	7%	8%	12%	20%	11%	14%	10%	6%	5%	3%	1%	6%	7%	5%	8%	22%	9%
At least once every day	460	73	61	116	55	190	128	12	18	42	312	101	7	7	2	52	49	51	50	47	413
23%	23%	22%	20%	21%	22%	22%	26%	16%	24%	23%	22%	21%	14%	23%	22%	22%	21%	16%	25%	30%	22%
About two or three times a week	548	87	98	154	56	244	135	22	24	42	396	127	16	9	3	63	64	73	53	29	515
27% S	27%	26%	32%	27%	22%	29%	28%	32%	31%	23%	27%	26%	33%	32%	31%	26%	27%	26%	27%	19%	28%
At least once a week	497	92	87	161	74	212	94	9	19	44	389	132	17	9	2	67	65	97	35	20	475
25% FGS	25%	28%	28%	29%	29%	25%	19%	13%	25%	25%	27%	28%	36%	32%	22%	28%	27%	35%	18%	13%	26%
At least once a month	199	35	30	62	32	80	43	6	3	17	149	58	3	1	0	29	29	27	31	16	183
10%	10%	10%	11%	13%	9%	9%	9%	4%	9%	10%	12%	12%	5%	4%	5%	12%	12%	10%	16%	11%	10%
At least once in the last three months	55	12	9	18	9	31	16	3	2	5	33	13	3	1	1	5	8	7	6	4	51
3%	4%	3%	3%	4%	4%	4%	3%	5%	2%	3%	2%	3%	6%	5%	13%	2%	3%	3%	3%	3%	3%
Don't know/can't remember	40	6	11	19	9	23	10	2	2	4	27	18	1	0	1	11	8	12	6	4	36
2%	2%	2%	3%	3%	3%	3%	2%	3%	3%	2%	2%	4%	2%	0	6%	4%	3%	4%	3%	3%	2%
Total	2003	331	311	563	252	851	485	68	76	180	1445	478	48	28	9	240	239	280	198	154	1841
Daily (Net)	664	100	76	149	73	261	186	26	26	67	450	131	9	7	2	66	65	64	67	81	582
33% BCU KLQT	33%	30%	24%	26%	29%	31%	38%	38%	35%	37%	31%	27%	19%	26%	23%	27%	27%	23%	34%	52%	32%
Weekly (Net)	1708	279	261	464	203	716	415	57	69	154	1236	389	42	26	7	195	194	234	155	129	1572
85% KR	85%	84%	84%	82%	80%	84%	86%	83%	91%	85%	85%	81%	87%	91%	76%	81%	81%	84%	78%	84%	85%
Monthly (Net)	1907	313	291	526	235	797	459	63	72	171	1385	447	45	27	7	224	223	261	187	145	1754
95% CE	95%	95%	94%	93%	93%	94%	95%	92%	95%	95%	96%	94%	93%	95%	81%	94%	93%	93%	94%	95%	95%

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A1a. How often in the past 3 months have you watched these TV channels?: Any other Channel 5 channel (e.g. 5USA, 5Star)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	980	142	120	177	57	363	258	38	39	99	679	139	13	14	11	70	69	93	46	99	876
Base: All Respondents who have watched TV in the last 3 months	957	143	112	175	63	338	234	36	36	86	683	156	10	6	3	72	83	92	64	88	861
Effective Base	657.7	89.9	73.6	115.0	41.5	242.4	174.6	29.6	23.1	70.6	456.3	96.5	11.0	10.2	8.2	49.1	48.1	64.0	34.2	59.4	598.8
A few times a day	104	6	7	8	1	25	29	14	6	12	73	4	3	0	0	2	2	2	2	20	83
11%	11%	4%	6%	4%	2%	7%	13%	38%	17%	13%	11%	3%	32%	0	7%	3%	2%	2%	3%	23%	10%
ACDE KPQT																				zT*	
At least once every day	212	24	20	32	12	72	55	9	4	18	150	29	1	2	0	7	21	18	11	23	199
22%	17%	17%	18%	18%	18%	21%	23%	26%	10%	21%	22%	18%	6%	37%	16%	10%	25%	19%	17%	26%	22%
O																		O*			
About two or three times a week	278	48	31	49	18	98	59	5	8	23	199	46	1	1	1	24	21	22	24	22	254
29%	34%	28%	28%	29%	29%	29%	29%	14%	23%	27%	29%	29%	10%	15%	48%	34%	26%	24%	37%	25%	30%
At least once a week	203	38	28	42	14	75	52	5	12	21	145	37	4	1	1	19	18	24	13	16	185
21%	27%	25%	24%	23%	22%	22%	22%	13%	34%	24%	21%	24%	36%	10%	25%	26%	22%	27%	20%	18%	22%
At least once a month	105	24	16	24	8	42	23	1	4	8	80	22	1	1	0	12	10	11	11	5	101
11%	17%	15%	14%	13%	12%	10%	10%	4%	11%	9%	12%	14%	8%	20%	4%	16%	12%	12%	17%	5%	12%
At least once in the last three months	31	1	4	6	1	9	9	0	0	0	21	5	0	0	0	2	3	5	0	1	25
3%	1%	4%	3%	2%	3%	4%	4%	0	1%	0	3%	3%	0	7%	0	3%	3%	6%	0	2%	3%
Don't know/can't remember	24	1	6	14	8	18	7	2	1	4	14	13	1	1	0	5	8	10	3	2	23
3%	0	5%	8%	13%	5%	5%	3%	4%	4%	5%	2%	8%	8%	11%	0	7%	9%	10%	5%	2%	3%
zA			zA	zA*	zA*	z						z*	z*	z*	z*		z*	z*	z*		
Total	957	143	112	175	63	338	234	36	36	86	683	156	10	6	3	72	83	92	64	88	861
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	315	31	27	40	13	98	84	23	10	30	223	33	4	2	1	10	23	20	13	43	272
33%	21%	24%	23%	20%	29%	29%	36%	65%	27%	34%	33%	21%	39%	37%	23%	14%	28%	21%	21%	48%	32%
ACKOQT																				zT*	
Weekly (Net)	796	117	86	131	45	270	194	33	30	74	568	116	8	4	3	53	63	66	50	80	712
83%	82%	77%	75%	72%	80%	83%	83%	91%	84%	86%	83%	74%	85%	62%	96%	73%	75%	72%	78%	91%	83%
CDKQ																					
Monthly (Net)	901	141	102	155	53	312	217	35	34	82	647	138	9	5	3	65	73	77	61	85	813
94%	99%	91%	89%	85%	92%	93%	93%	96%	95%	95%	95%	89%	92%	82%	100%	90%	88%	84%	95%	97%	94%
CDKQ		zBCD*																			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: Any UKTV channel (e.g.Dave, Really, Yesterday, Drama)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1260	200	183	288	105	499	342	56	52	140	867	230	29	17	12	133	97	170	60	87	1165
Base: All Respondents who have watched TV in the last 3 months	1280	210	190	298	108	495	328	51	54	125	907	258	26	11	3	142	116	173	85	74	1195
Effective Base	872.3	133.3	122.4	199.7	77.9	347.5	242.3	44.1	36.5	105.8	596.9	164.0	23.2	13.7	10.1	94.2	70.1	123.3	44.2	53.7	816.9
A few times a day	144 11%	16 8%	6 3%	17 6%	11 10%	44 9%	56 17%	14 28%	5 10%	24 19%	81 9%	14 6%	1 5%	2 13%	0 0	7 5%	7 6%	11 6%	4 4%	13 18%	130 11%
At least once every day	256 20%	46 22%	32 17%	54 18%	22 20%	97 20%	66 20%	16 31%	15 28%	26 21%	176 19%	49 19%	2 7%	2 16%	1 30%	26 18%	23 20%	36 21%	13 16%	18 25%	236 20%
About two or three times a week	419 33%	63 30%	70 37%	112 37%	42 39%	168 34%	98 30%	10 19%	20 38%	32 26%	311 34%	97 38%	10 39%	4 35%	0 0	58 41%	39 34%	66 38%	31 37%	17 24%	400 33%
At least once a week	284 22%	58 28%	59 31%	78 26%	19 17%	133 27%	61 19%	5 9%	10 18%	21 17%	213 24%	62 24%	12 45%	3 27%	1 29%	34 24%	28 24%	32 18%	30 35%	18 24%	266 22%
At least once a month	108 8%	17 8%	14 7%	22 7%	8 7%	33 7%	20 6%	3 6%	1 1%	12 9%	85 9%	19 8%	1 2%	1 8%	1 34%	7 5%	13 11%	16 9%	3 4%	5 7%	103 9%
At least once in the last three months	50 4%	2 1%	6 3%	8 3%	2 2%	11 2%	19 6%	1 2%	0 1%	5 4%	31 3%	8 3%	0 0	0 0	0 0	5 3%	3 3%	5 3%	3 4%	2 2%	42 4%
Don't know/can't remember	19 1%	6 3%	4 2%	8 3%	4 4%	9 2%	8 2%	2 5%	2 4%	5 4%	9 1%	7 3%	1 4%	0 0	0 0	4 3%	3 3%	7 4%	0 0	0 0	19 2%
Total	1280 100%	210 100%	190 100%	298 100%	108 100%	495 100%	328 100%	51 100%	54 100%	125 100%	907 100%	258 100%	26 100%	11 100%	3 100%	142 100%	116 100%	173 100%	85 100%	74 100%	1195 100%
Daily (Net)	399 31%	62 30%	38 20%	71 24%	33 30%	140 28%	122 37%	30 59%	20 38%	50 40%	258 28%	64 25%	3 11%	3 29%	1 30%	33 24%	30 26%	47 27%	17 20%	32 43%	366 31%
Weekly (Net)	1102 86%	184 88%	167 88%	260 87%	94 86%	441 89%	281 86%	45 88%	50 94%	103 83%	782 86%	223 86%	25 94%	10 92%	2 66%	126 89%	97 84%	145 83%	79 93%	67 91%	1031 86%
Monthly (Net)	1210 95%	201 96%	180 95%	282 94%	102 94%	474 96%	301 92%	48 94%	51 95%	115 92%	867 96%	242 94%	25 96%	11 100%	3 100%	133 94%	110 94%	161 93%	82 96%	72 96%	1134 95%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: Any Sky channel (e.g. Sky1, Sky Atlantic, Sky Sports)

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1206	148	147	229	82	397	309	55	38	110	858	172	15	22	20	107	65	115	57	136	1065
Base: All Respondents who have watched TV in the last 3 months	1144	141	138	210	73	355	264	48	30	87	849	180	12	14	5	105	75	97	83	110	1028
Effective Base	833.0	98.6	95.7	149.8	54.3	268.6	219.1	43.5	22.3	78.8	589.9	118.8	13.0	18.3	17.7	73.9	45.6	84.8	42.5	86.3	744.1
A few times a day	223	29	29	37	8	69	67	20	13	20	153	29	4	2	1	19	10	12	18	39	184
At least once every day	20% T	20% *	21% *	17% *	11% *	20% *	21% zJ	42% zFJ	44% *	23% *	16% *	16% *	31% **	15% **	30% **	18% *	13% *	12% *	21% *	36% zT*	18% *
About two or three times a week	331	42	42	69	27	118	79	13	6	36	243	59	4	4	2	32	27	32	27	26	305
At least once a week	29% EFGI	30% *	31% *	33% *	37% *	33% *	30% *	26% *	20% *	42% zFJ	29% *	33% *	33% **	27% **	51% **	31% *	36% *	33% *	32% *	23% *	30% *
At least once a month	295	28	29	50	20	76	53	6	8	12	231	43	2	5	0	23	20	20	23	20	273
Don't know/can't remember	26% FGI	20% *	21% *	24% *	28% *	22% *	20% *	12% *	27% *	13% *	27% *	24% *	16% **	33% **	8% **	22% *	26% *	21% *	27% *	18% *	27% *
At least once a month	193	32	22	34	11	56	39	6	3	10	148	30	2	2	0	17	13	22	8	15	176
At least once in the last three months	17% *	22% *	16% *	16% *	16% *	16% *	15% *	12% *	10% *	12% *	17% *	17% *	14% **	11% **	11% **	16% *	17% *	23% *	9% *	14% *	17% *
At least once a month	60	6	4	11	6	20	16	1	0	5	42	9	0	1	0	8	2	3	6	5	56
At least once in the last three months	5% *	4% *	3% *	5% *	9% *	6% *	6% *	2% *	0 **	6% *	5% *	5% *	0 **	9% **	0 **	7% *	2% *	3% *	8% *	4% *	5% *
Don't know/can't remember	23	0	5	5	0	9	8	2	0	3	15	4	0	1	0	0	4	2	2	2	20
At least once in the last three months	2% *	0 *	3% *	2% *	0 *	2% *	3% *	3% *	0 **	3% *	2% *	2% *	0 **	4% **	0 **	0 *	5% *	2% *	2% *	2% *	2% *
Don't know/can't remember	19	5	6	6	0	7	1	1	0	1	17	5	1	0	0	5	0	5	0	3	15
At least once in the last three months	2% *	4% *	5% *	3% *	0 *	2% *	1% *	2% *	0 **	1% *	2% *	3% *	6% **	0 **	0 **	5% zR*	0 *	6% zP*	0 *	3% *	1% *
Total	1144	141	138	210	73	355	264	48	30	87	849	180	12	14	5	105	75	97	83	110	1028
Daily (Net)	100% 48%	100% 50%	100% 51%	100% 50%	100% 48%	100% 53%	100% 55%	100% 68% zJ	100% 63% zFJ	100% 65% *	100% 47% *	100% 49%	100% 64%	100% 42%	100% 81%	100% 49%	100% 49%	100% 45%	100% 53%	100% 59% zT*	100% 48% *
Weekly (Net)	1042	130	123	189	66	320	239	45	30	78	776	161	11	12	5	92	69	86	75	100	938
Monthly (Net)	91% BQ	92% *	89% *	90% *	91% *	90% *	90% *	93% *	100% *	90% *	91% *	90% *	94% **	87% **	100% **	88% *	92% *	89% *	90% *	91% *	91% *
At least once in the last three months	1102	136	127	199	73	340	255	46	30	83	818	170	11	13	5	99	71	90	81	104	994
At least once in the last three months	96% BQ	96% *	92% *	95% *	95% BC*	96% *	96% *	95% *	100% **	96% *	96% *	95% *	94% **	96% **	100% **	95% *	95% *	92% *	96% *	95% *	97% *

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: S4C

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	145	8	12	21	9	39	49	22	10	21	91	5	2	13	1	4	1	4	1	23	121
Base: All Respondents who have watched TV in the last 3 months	117	7	10	15	5	28	38	16	7	16	76	6	2	7	0	6	0	3	3	18	98
Effective Base	100.4	5.7	6.4	11.4	5.6	24.2	40.7	19.9	8.0	16.4	58.5	2.7	2.0	9.5	1.0	2.5	1.0	2.6	1.0	13.1	87.1
A few times a day	27	1	0	0	0	4	13	10	3	4	14	0	0	0	0	0	0	0	0	5	22
	23%	10%	0	2%	6%	13%	35%	56%	44%	25%	18%	0	0	4%	0	0	0	0	0	29%	22%
At least once every day	33	2	3	4	1	8	12	3	0	6	20	0	1	2	0	0	0	0	0	3	29
	28%	24%	28%	24%	16%	30%	32%	15%	0	38%	26%	0	56%	34%	100%	0	0	0	0	18%	30%
About two or three times a week	24	1	1	2	1	3	7	3	2	4	17	1	0	1	0	1	0	1	0	3	21
	21%	18%	10%	13%	20%	9%	19%	17%	30%	25%	22%	9%	0	20%	0	10%	0	19%	0	18%	21%
At least once a week	17	1	5	7	3	11	4	1	2	2	13	5	0	2	0	5	0	2	3	2	15
	15%	8%	48%	49%	51%	40%	11%	9%	26%	10%	17%	85%	0	32%	0	84%	100%	68%	100%	10%	15%
At least once a month	8	1	1	1	0	1	1	0	0	0	6	0	1	0	0	0	0	0	0	0	7
	6%	11%	10%	7%	0	4%	2%	0	0	0	8%	0	44%	3%	0	0	0	0	0	2%	7%
At least once in the last three months	2	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	2%	9%	4%	3%	0	2%	1%	0	0	3%	3%	0	0	6%	0	0	0	0	0	0	2%
Don't know/can't remember	6	1	0	0	0	1	0	0	0	0	6	0	0	0	0	6%	0	0	0	4	2
	5%	10%	0	2%	7%	2%	0	0	0	7%	7%	8%	0	0	0	6%	0	13%	0	24%	2%
Total	117	7	10	15	5	28	38	16	7	16	76	6	2	7	0	6	0	3	3	18	98
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	60	3	3	4	1	12	25	12	3	10	34	0	1	3	0	0	0	0	0	8	51
	51%	43%	28%	26%	22%	43%	67%	74%	44%	63%	44%	0	56%	38%	100%	0	0	0	0	46%	52%
Weekly (Net)	101	5	8	13	5	26	37	16	7	16	63	6	1	7	0	5	0	2	3	13	87
	86%	69%	86%	88%	93%	93%	97%	100%	100%	97%	82%	94%	56%	91%	100%	94%	100%	87%	100%	74%	89%
Monthly (Net)	109	5	9	14	5	27	37	16	7	16	69	6	2	7	0	5	0	2	3	14	94
	93%	61%	96%	95%	93%	96%	99%	100%	100%	97%	90%	94%	100%	94%	100%	94%	100%	87%	100%	76%	96%
		**	**	**	**	**	z	**	**	**	*	**	**	**	**	**	**	**	**	**	z

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC News Channel

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1354	182	220	376	156	548	325	50	53	119	963	290	33	31	22	159	131	206	84	186	1164
Base: All Respondents who have watched TV in the last 3 months	1350	202	215	378	163	538	291	44	51	109	994	324	29	20	5	161	163	210	113	177	1171
Effective Base	925.8	114.5	153.5	267.6	114.1	385.8	236.9	37.0	38.9	88.0	651.8	216.8	26.6	25.0	18.1	113.4	103.9	150.4	68.0	110.5	813.7
A few times a day	273	41	35	68	33	109	61	14	12	23	193	59	4	3	1	40	19	38	21	48	224
PT	20%	21%	16%	18%	20%	20%	21%	32%	23%	21%	19%	16%	15%	16%	31%	25%	12%	18%	18%	27%	19%
At least once every day	457	51	78	143	65	193	94	14	15	39	341	118	14	9	2	44	74	73	46	67	390
A	34%	26%	36%	38%	40%	36%	32%	31%	30%	36%	34%	36%	48%	46%	41%	28%	45%	35%	40%	38%	33%
About two or three times a week	271	47	45	66	21	98	65	8	10	20	197	57	5	4	0	37	19	40	17	34	237
DP	20%	23%	21%	18%	13%	18%	22%	17%	19%	18%	20%	18%	18%	19%	10%	23%	12%	19%	15%	19%	20%
At least once a week	203	28	30	47	17	78	30	3	4	12	163	42	2	2	1	19	23	30	13	23	179
F	15%	14%	14%	12%	10%	15%	10%	6%	8%	11%	16%	13%	6%	11%	12%	12%	14%	14%	11%	13%	15%
At least once a month	88	24	12	25	13	30	23	1	3	5	63	21	4	0	0	12	9	11	10	4	84
S	7%	12%	6%	7%	8%	6%	8%	2%	5%	5%	6%	6%	13%	0	2%	7%	5%	5%	9%	2%	7%
At least once in the last three months	30	6	7	12	5	13	11	2	4	3	18	11	0	2	0	3	7	7	4	0	30
z	2%	3%	3%	3%	3%	2%	4%	4%	8%	2%	2%	3%	0	9%	3%	2%	4%	3%	3%	0	3%
Don't know/can't remember	28	4	7	16	9	16	7	3	3	7	19	16	0	0	0	5	11	12	4	1	27
T	2%	2%	3%	4%	5%	3%	3%	7%	6%	7%	2%	5%	0	0	0	3%	7%	6%	3%	0	2%
Total	1350	202	215	378	163	538	291	44	51	109	994	324	29	20	5	161	163	210	113	177	1171
Daily (Net)	730	93	113	211	98	302	155	28	27	62	534	177	18	12	3	84	93	111	66	115	614
T	54%	46%	53%	56%	60%	56%	53%	63%	53%	57%	54%	55%	63%	62%	72%	52%	57%	53%	58%	65%	52%
Weekly (Net)	1204	168	188	324	135	479	250	38	41	94	894	276	26	18	4	141	135	180	96	171	1030
ACDKPT	89%	83%	88%	86%	83%	89%	86%	86%	81%	86%	90%	85%	87%	91%	95%	87%	83%	86%	85%	87%	88%
Monthly (Net)	1292	191	200	349	148	509	273	39	44	99	957	297	29	18	5	152	144	191	106	175	1114
CDGH IKPQT	96%	95%	93%	92%	91%	95%	94%	88%	86%	91%	96%	92%	100%	91%	97%	95%	89%	91%	93%	89%	95%
H											GHI									zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC Parliament

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	479	65	67	119	52	187	131	29	28	45	322	96	5	10	8	72	24	73	23	55	419
Base: All Respondents who have watched TV in the last 3 months	453	62	64	113	49	176	113	27	25	38	314	100	3	8	2	68	32	69	31	51	398
Effective Base	331.4	40.7	44.9	80.7	35.8	125.0	93.4	22.1	19.5	32.1	223.5	67.3	4.9	9.3	6.4	49.6	18.5	50.2	17.9	32.4	296.4
A few times a day	65 14%	8 14%	7 12%	11 9%	3 6%	24 14%	22 19%	7 27%	4 15%	9 24%	41 13%	10 10%	0 0	1 12%	0 0	10 14%	0 0	7 10%	2 8%	9 17%	56 14%
At least once every day	96 21% T	8 13%	10 16%	22 19%	11 23%	43 24%	23 20%	8 28%	6 23%	8 21%	63 20%	19 19%	0 0	3 31%	0 21%	11 16%	8 26%	11 17%	7 23%	19 36%	77 19%
About two or three times a week	98 22%	10 16%	9 15%	24 21%	15 30%	36 21%	24 21%	4 14%	10 41%	8 21%	71 23%	22 22%	1 42%	0 5%	0 8%	17 25%	5 16%	13 18%	10 30%	11 22%	86 22%
At least once a week	96 21%	20 32%	16 25%	29 25%	13 26%	35 20%	24 21%	6 22%	5 19%	7 19%	65 21%	24 24%	2 58%	2 26%	1 65%	16 24%	8 24%	18 27%	5 17%	11 22%	85 21%
At least once a month	53 12%	12 20%	11 17%	12 11%	1 3%	18 10%	12 11%	0 0	1 2%	3 7%	39 12%	12 12%	0 0	0 5%	0 0	6 9%	5 17%	9 13%	3 9%	1 2%	50 13%
At least once in the last three months	38 8%	3 5%	8 13%	13 12%	5 11%	17 10%	8 7%	2 8%	0 0	3 8%	28 9%	12 12%	0 0	2 20%	0 6%	8 11%	4 13%	9 13%	3 10%	0 1%	36 9%
Don't know/can't remember	8 2%	1 1%	2 3%	3 2%	1 1%	3 1%	1 1%	0 0	0 0	0 0	7 2%	3 3%	0 0	0 0	0 0	1 2%	1 4%	2 3%	1 2%	0 0	8 2%
Total	453 100%	62 100%	64 100%	113 100%	49 100%	176 100%	113 100%	27 100%	25 100%	38 100%	314 100%	100 100%	3 100%	8 100%	2 100%	68 100%	32 100%	69 100%	31 100%	51 100%	398 100%
Daily (Net)	160 35%	16 26%	18 28%	32 28%	14 29%	67 38%	45 39%	15 55%	9 38%	17 45%	104 33%	28 28%	0 0	3 44%	0 21%	20 30%	8 26%	19 27%	10 31%	27 53%	133 33%
Weekly (Net)	355 78%	46 74%	43 68%	85 75%	42 85%	138 78%	92 81%	25 92%	24 98%	32 85%	240 76%	74 74%	3 100%	6 75%	2 94%	53 78%	21 66%	50 72%	25 79%	50 97%	304 76%
Monthly (Net)	408 90%	58 94%	54 84%	97 86%	43 88%	156 89%	105 92%	25 92%	25 100%	35 92%	279 89%	86 86%	3 100%	6 80%	2 94%	59 87%	27 83%	58 85%	28 88%	51 89%	355 89%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC Alba

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	145	11	8	16	8	34	47	15	11	14	89	4	11	0	1	3	1	2	2	18	127
Base: All Respondents who have watched TV in the last 3 months	133	15	7	15	8	31	39	13	9	13	87	5	10	0	0	3	2	2	4	13	120
Effective Base	105.7	6.8	5.9	13.1	7.1	27.1	38.6	13.5	8.7	11.2	61.9	3.5	9.7	0	1.0	2.7	1.0	2.0	2.0	10.7	95.0
A few times a day	38	0	0	0	0	6	17	10	4	5	20	0	0	0	0	0	0	0	0	4	34
	29%	0	0	0	0	19%	43%	79%	48%	43%	22%	0	0	0	0	0	0	0	0	31%	28%
At least once every day	21	3	3	3	0	6	6	2	0	1	14	2	1	0	0	0	2	0	2	8	14
	16%	18%	36%	16%	0	19%	15%	12%	0	11%	16%	37%	6%	0	0	0	100%	0	54%	58%	11%
About two or three times a week	32	5	4	4	1	6	6	0	2	0	25	0	4	0	0	0	0	0	0	1	31
	24%	33%	53%	28%	7%	20%	15%	3%	22%	3%	28%	0	41%	0	100%	0	0	0	0	4%	26%
At least once a week	21	4	0	7	7	10	7	1	2	5	11	3	4	0	0	3	0	2	2	0	21
	16%	27%	0	47%	85%	32%	18%	6%	18%	42%	12%	63%	39%	0	0	100%	0	100%	46%	0	17%
At least once a month	8	0	1	1	1	2	2	0	1	0	6	0	1	0	0	0	0	0	0	0	8
	6%	0	11%	9%	7%	6%	5%	0	13%	0	7%	0	14%	0	0	0	0	0	0	0	7%
At least once in the last three months	10	3	0	0	0	1	1	0	0	0	9	0	0	0	0	0	0	0	0	1	9
	8%	21%	0	0	0	4%	3%	0	0	0	10%	0	0	0	0	0	0	0	0	7%	8%
Don't know/can't remember	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	2%	0	0	0	0	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	0	2%
Total	133	15	7	15	8	31	39	13	9	13	87	5	10	0	0	3	2	2	4	13	120
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	59	3	3	3	0	12	23	11	4	7	34	2	1	0	0	0	2	0	2	12	48
	44%	18%	36%	16%	0	38%	58%	81%	48%	54%	39%	37%	6%	0	0	0	100%	0	54%	89%	40%
Weekly (Net)	112	6	14	8	28	35	35	13	8	13	69	5	9	0	0	3	2	2	4	12	100
	84%	79%	89%	91%	83%	90%	92%	100%	87%	100%	79%	100%	86%	0	100%	100%	100%	100%	100%	93%	83%
Monthly (Net)	120	12	7	15	8	29	37	13	9	13	75	5	10	0	0	3	2	2	4	12	108
	90%	79%	100%	100%	100%	96%	97%	100%	100%	100%	86%	100%	100%	0	100%	100%	100%	100%	100%	93%	90%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: CBBC

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	307	15	16	24	8	74	83	28	11	20	209	20	2	0	2	12	8	13	7	57	250
Base: All Respondents who have watched TV in the last 3 months	277	20	17	28	11	67	66	21	7	16	197	26	2	0	0	15	11	13	13	39	238
Effective Base	197.6	10.1	9.7	15.3	5.7	44.5	60.0	22.5	7.7	14.6	133.0	13.5	2.0	0	1.4	8.6	5.1	9.6	5.4	30.4	167.5
A few times a day	69	0	0	0	0	7	23	10	3	3	45	0	0	0	0	0	0	0	0	18	51
ET	25%	0	0	0	0	11%	35%	46%	36%	16%	23%	0	0	0	0	0	0	0	0	47%	22%
At least once every day	74	5	6	6	0	23	13	5	1	4	52	6	0	0	0	2	4	2	4	12	63
S	27%	23%	35%	21%	0	34%	19%	23%	12%	26%	26%	22%	0	0	16%	14%	34%	17%	28%	30%	26%
About two or three times a week	58	4	3	4	1	9	13	1	0	4	44	4	0	0	0	3	1	2	3	6	53
J	21%	21%	18%	15%	11%	14%	20%	6%	6%	24%	22%	16%	0	0	0	18%	14%	12%	21%	14%	22%
At least once a week	36	6	5	5	0	11	10	2	2	2	27	5	0	0	0	2	3	4	1	0	36
S	13%	30%	28%	16%	3%	16%	15%	7%	23%	10%	14%	19%	0	0	0	13%	28%	28%	11%	0	15%
At least once a month	19	5	1	7	6	9	2	0	0	1	16	6	1	0	0	4	2	3	3	2	18
J	7%	23%	5%	24%	53%	14%	4%	2%	0	8%	8%	23%	49%	0	0	28%	17%	22%	25%	4%	7%
At least once in the last three months	15	0	2	4	2	5	3	1	0	0	12	3	0	0	0	2	1	1	2	2	14
E	6%	0	10%	13%	16%	7%	4%	3%	0	0	6%	13%	0	0	82%	16%	8%	9%	16%	4%	6%
Don't know/can't remember	5	1	1	2	2	3	2	2	2	2	1	2	1	0	0	2	0	2	0	0	4
J	2%	3%	5%	8%	14%	4%	4%	12%	22%	15%	0	6%	51%	0	0	10%	0	12%	0	1%	2%
Total	277	20	17	28	11	67	66	21	7	16	197	26	2	0	0	15	11	13	13	39	238
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	143	5	6	6	0	30	36	15	4	7	97	6	0	0	0	2	4	2	4	29	114
T	52%	23%	35%	21%	0	45%	54%	71%	49%	43%	49%	22%	0	0	16%	14%	34%	17%	28%	77%	48%
Weekly (Net)	238	15	14	15	2	51	58	18	6	12	167	15	0	0	0	7	8	7	8	35	203
E	86%	73%	80%	54%	14%	75%	69%	84%	78%	77%	85%	58%	0	0	16%	46%	75%	57%	60%	91%	85%
Monthly (Net)	257	20	15	22	8	60	61	18	6	14	184	21	1	0	0	11	10	10	11	37	220
E	93%	97%	86%	79%	68%	89%	92%	86%	78%	85%	93%	81%	49%	0	16%	74%	92%	79%	84%	85%	92%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: CBeebies

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	386	22	31	41	10	119	75	20	10	21	289	30	5	0	6	13	17	22	8	70	315
Base: All Respondents who have watched TV in the last 3 months	353	26	26	39	13	110	66	18	6	16	269	35	4	0	1	16	19	21	14	53	300
Effective Base	254.7	15.0	19.9	26.2	7.1	74.2	57.9	17.1	7.8	17.1	186.2	21.5	5.0	0	5.2	9.2	12.3	16.8	6.3	40.1	214.3
A few times a day	88	0	0	0	0	22	26	7	2	2	59	0	0	0	0	0	0	0	0	19	69
	25%	1%	0	0	0	20%	40%	37%	29%	14%	22%	0	0	0	0	0	0	0	0	37%	23%
At least once every day	100	12	3	3	0	33	19	8	1	8	71	2	0	0	1	1	1	1	1	18	82
	28%	46%	11%	7%	0	30%	28%	43%	0	22%	47%	6%	0	0	73%	3%	8%	3%	11%	34%	27%
About two or three times a week	74	6	8	10	1	18	8	1	1	2	64	9	1	0	0	3	6	5	4	4	70
	21%	24%	31%	24%	11%	17%	12%	4%	16%	11%	24%	25%	17%	0	15%	18%	31%	24%	27%	8%	23%
At least once a week	38	3	8	11	3	16	9	1	1	3	28	11	0	0	0	7	4	6	5	2	35
	11%	13%	29%	28%	26%	14%	14%	7%	21%	18%	11%	31%	0	0	0	42%	22%	30%	34%	5%	12%
At least once a month	23	2	1	5	3	7	2	0	0	1	20	4	1	0	0	1	3	4	0	4	19
	7%	6%	4%	12%	26%	6%	3%	0	0	5%	8%	11%	21%	0	0	4%	17%	18%	0	8%	6%
At least once in the last three months	27	2	5	10	5	12	2	2	1	1	24	9	1	0	0	5	4	5	4	4	23
	8%	7%	18%	25%	38%	11%	3%	10%	12%	4%	9%	26%	19%	0	12%	30%	22%	24%	28%	8%	8%
Don't know/can't remember	3	1	2	2	0	2	0	0	0	0	2	0	2	0	0	0	0	0	0	0	3
	1%	3%	7%	5%	0	2%	0	0	0	0	1%	1%	42%	0	0	2%	0	2%	0	1%	1%
Total	353	26	26	39	13	110	66	18	6	16	269	35	4	0	1	16	19	21	14	53	300
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	188	12	3	3	0	55	45	14	3	10	131	2	0	0	1	1	1	1	1	37	151
	53%	47%	11%	7%	0	50%	68%	80%	51%	62%	48%	6%	0	0	73%	3%	8%	3%	11%	70%	50%
Weekly (Net)	300	22	18	23	5	89	62	16	6	15	223	22	1	0	1	10	12	12	10	44	256
	85%	84%	71%	59%	36%	81%	93%	90%	88%	91%	63%	62%	17%	0	88%	64%	61%	56%	72%	83%	85%
Monthly (Net)	323	24	19	28	8	96	64	16	6	16	243	26	1	0	1	11	15	16	10	48	275
	92%	90%	75%	71%	62%	87%	97%	90%	86%	96%	90%	73%	38%	0	89%	68%	78%	74%	72%	91%	92%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a. How often in the past 3 months have you watched these TV channels?: BBC Scotland

Base: All Respondents who have watched TV in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	233	30	30	48	18	78	69	8	10	20	152	7	39	2	0	4	3	6	1	22	210
Base: All Respondents who have watched TV in the last 3 months	208	34	25	41	16	66	60	7	6	20	138	5	35	1	0	3	2	4	1	18	190
Effective Base	165.8	19.6	23.9	39.3	15.4	63.2	50.5	7.6	8.8	14.6	105.8	6.2	32.4	1.9	0	3.7	2.5	5.2	1.0	11.6	154.0
A few times a day	33	5	2	2	1	7	11	5	2	3	22	0	2	0	0	0	0	0	0	6	26
CT	16%	14%	7%	6%	4%	11%	18%	77%	28%	16%	16%	0	7%	0	0	0	0	0	0	35%	14%
At least once every day	67	11	8	12	3	20	16	1	2	4	47	1	11	0	0	1	0	1	0	5	62
	32%	34%	34%	29%	21%	31%	27%	15%	30%	21%	34%	16%	31%	0	0	29%	0	19%	0	28%	33%
About two or three times a week	33	3	4	10	6	15	10	1	1	5	20	1	9	0	0	1	0	0	1	1	31
	16%	8%	17%	26%	38%	22%	17%	9%	23%	24%	14%	24%	26%	0	0	29%	19%	10%	100%	7%	17%
At least once a week	37	5	7	11	4	16	15	0	1	4	19	2	8	0	0	1	1	2	0	0	37
	18%	16%	29%	26%	22%	24%	25%	0	19%	22%	14%	40%	24%	40%	0	30%	53%	48%	0	0	20%
At least once a month	24	6	2	5	2	6	6	0	0	2	18	1	4	0	0	0	1	1	0	0	23
	11%	17%	10%	12%	15%	10%	10%	0	0	12%	13%	13%	12%	0	0	0	28%	15%	0	2%	12%
At least once in the last three months	8	3	0	0	0	1	2	0	0	0	6	0	0	0	0	0	0	0	0	0	8
	4%	9%	2%	1%	0	1%	3%	0	0	2%	5%	0	0	60%	0	0	0	0	0	1%	4%
Don't know/can't remember	7	1	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	5	2
T	3%	2%	1%	1%	0	1%	1%	0	0	2%	5%	0	0	0	0	12%	0	8%	0	27%	1%
Total	208	34	25	41	16	66	60	7	6	20	138	5	35	1	0	3	2	4	1	18	190
Daily (Net)	100	16	10	14	4	28	27	6	4	7	68	1	13	0	0	1	0	1	0	11	88
	48%	48%	41%	35%	25%	42%	45%	81%	58%	37%	50%	16%	38%	0	0	29%	0	19%	0	62%	46%
Weekly (Net)	170	24	21	35	14	59	52	7	6	17	107	4	31	0	0	2	2	3	1	12	157
	82%	72%	87%	86%	85%	89%	87%	100%	100%	84%	78%	81%	88%	40%	0	88%	72%	77%	100%	70%	83%
Monthly (Net)	194	30	24	40	16	65	58	7	6	19	125	5	35	0	0	2	2	4	1	13	180
	93%	88%	97%	98%	100%	98%	97%	100%	100%	96%	91%	93%	100%	40%	0	88%	100%	92%	100%	72%	95%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels? - Summary Table

Base: All Respondents

	BBC One (A)	BBC Two (B)	BBC Four (C)	ITV / STV (Scot land) / UTV (Nor thern Ireland) (D)	Any other ITV channel (e.g. ITV2, ITV3, ITV Be) (E)	Channel 4 (F)	Any other Channel 4 channel (e.g. E4, Film4, More4, 4Seven) (G)	Channel 5 (H)	Any other Channel 5 channel (e.g. 5USA, 5Star) (I)	Any UKTV channel (e.g. Dave, Really, Yeste rday, Drama) (J)	Any Sky channel (e.g. Sky1, Sky Atla ntic, Sky Sports) (K)	S4C (L)	BBC News Channel (M)	BBC Parli ament (N)	BBC Alba (O)	CBBC (P)	CBeebies (Q)	BBC Scotland (R)
Unweighted Base	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
A few times a day	784 21%	328 9%	121 3%	632 17%	237 6%	284 8%	176 5%	204 5%	104 3%	144 4%	144 6%	27 1%	273 7%	65 2%	38 1%	69 2%	88 2%	33 1%
	BCDEF GHJKL MNOPQR	CEFGH IJKLM NOPQR	LNOPQR	BCEFG HIJKL MNOPQR	CGHIJ KLMNO PQR	CEGHJ KLNOPQR	CIJL NOPQR	CJL NOPQR	LNOPR	ILNOPQR	CGIL NOPQR		CGHIJ KLNOPQR	LOR		LOR	LOR	
At least once every day	1304 35%	714 19%	248 7%	995 12%	433 11%	632 12%	316 8%	460 12%	212 6%	256 7%	331 9%	33 1%	457 12%	96 3%	21 1%	74 2%	100 3%	67 2%
	BCDEF GHJKL MNOPQR	CEFGH IJKLM NOPQR	LNOPQR	BCEFG HIJKL MNOPQR	CGHIJ KLMNO PQR	CEGHJ KLNOPQR	CIJL NOPQR	CGIJK LNOPQR	LNOPQR	ILNOPQR	CJL NOPQR		CGIJK LNOPQR	LO		LO	LORP	LO
About two or three times a week	517 14%	686 18%	372 10%	616 16%	548 15%	749 20%	479 13%	548 15%	278 7%	419 11%	295 8%	24 1%	271 7%	98 3%	32 1%	58 2%	74 2%	33 1%
	CIJL MNOPQR	ACDEG HIJKL MNOPQR	IKLM NOPQR	ACGIJ KLMNO PQR	CGIJK MNOPQR	ACDEG HIJKL MNOPQR	CIJL MNOPQR	CGIJK MNOPQR	LNOPQR	IKLM NOPQR	LNOPQR		LNOPQR	LORP		LOR	LOR	
At least once a week	337 9%	337 11%	297 8%	374 10%	422 11%	589 16%	452 12%	497 13%	203 5%	284 8%	193 5%	17 0	203 5%	96 3%	21 1%	36 1%	38 1%	37 1%
	IKLM NOPQR	ACIJK MNOPQR	IKLM NOPQR	CIJL MNOPQR	ACIJK MNOPQR	ABCDE GHIJKL MNOPQR	ACDIK LMNOPQR	ABCDE GHIJKL NOPQR	LNOPQR	IKLM NOPQR	LNOPQR		LNOPQR	LORP		L	L	L
At least once a month	92 2%	151 4%	168 4%	115 3%	179 5%	214 6%	183 5%	199 5%	105 3%	108 3%	60 2%	8 0	88 2%	53 1%	8 0	19 1%	23 1%	24 1%
	KLNOPQR	ADUJK MNOPQR	ADUJK MNOPQR	KLNOPQR	ADUJK MNOPQR	ABCDJK LMNOPQR	ADUJK MNOPQR	ABDUK LMNOPQR	KLNOPQR	KLNOPQR	LOPOR		LNOPQR	LORP			LO	LO
At least once in the last three months	30 1%	44 1%	42 1%	38 1%	41 1%	57 2%	54 1%	55 1%	31 1%	50 1%	23 1%	2 0	30 1%	38 1%	10 0	15 0	27 1%	8 0
	LOR	KLOPR	KLOPR	LOPR	LOPR	AIKL MOPQR	AIKL MOPQR	AIKL MOPQR	LOR	IKLOPOR	LR		LOR	LORP		L	LOR	
Don't know/can't remember	22 1%	23 1%	30 1%	24 1%	49 1%	53 1%	46 1%	40 1%	24 1%	19 1%	19 1%	6 0	28 1%	8 0	3 0	5 0	3 0	7 0
	LNOPQR	LNOPQR	LNOPQR	LNOPQR	ABDUK LMNOPQR	ABCDJK LMNOPQR	ABDUK LNOPQR	ABJL NOPQR	LNOPQR	LOPOR	LOPOR		LNOPQR					
Never	684 18%	1427 38%	2491 66%	976 26%	1860 49%	1193 32%	2064 55%	1766 47%	2812 75%	2489 66%	2625 70%	3652 97%	2419 64%	3316 88%	3636 96%	3492 93%	3416 91%	3561 94%
		ADF	ABDEFGH	A	ABDFH	AD	ABDFH	ABDF	ABDEFGH	ABDEFGH	ABDEFGH	KMNOPR	ABDEFGH	ABDEFGH	ABDEFGH	ABDEFGH	ABDEFGH	ABDEFGH
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Daily (Net)	2087 55%	1041 28%	369 10%	1627 43%	670 18%	917 24%	492 13%	664 18%	315 8%	399 11%	554 15%	60 2%	730 19%	160 4%	59 2%	143 4%	188 5%	100 3%
	BCDEF GHJKL MNOPQR	CEFGH IJKLM NOPQR	ILNOPQR	BCEFG HIJKL MNOPQR	CGHIJ KLMNO PQR	CEGHJ KLNOPQR	CIJL NOPQR	CGIJK LNOPQR	LNOPQR	ILNOPQR	CGIL NOPQR		CGIJK LNOPQR	LOR		LOR	LORP	LO
Weekly (Net)	2941 78%	2124 56%	1038 28%	2517 69%	1640 44%	2252 60%	1422 38%	1708 45%	796 21%	1102 29%	1042 28%	101 3%	1204 32%	355 9%	112 3%	238 6%	300 8%	170 5%
	BCDEF GHJKL MNOPQR	CEGHJK LMNOPQR	ILNOPQR	BCEFG HIJKL MNOPQR	CGIJK MNOPQR	BCEGH IJKLM NOPQR	CIJL MNOPQR	CGIJK MNOPQR	LNOPQR	ILNOPQR	ILNOPQR		CIJL NOPQR	LORP		LOR	LORP	LO
Monthly (Net)	3033 80%	2274 60%	1206 32%	2731 72%	1820 48%	2466 65%	1605 43%	1907 51%	901 24%	1210 32%	1102 29%	109 3%	1292 34%	408 11%	120 3%	257 7%	323 9%	194 5%
	BCDEF GHJKL MNOPQR	CEGHJK LMNOPQR	IKLN OPQR	BCEFG HIJKL MNOPQR	CGIJK MNOPQR	BCEGH IJKLM NOPQR	CIJL MNOPQR	CEGIJK LMNOPQR	LNOPQR	IKLN OPQR	ILNOPQR		CIKL NOPQR	LORP		LOR	LORP	LO

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: BBC One

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	784	116	121	251	130	361	232	38	44	99	526	210	13	21	7	101	109	112	98	93	690
	21%	22%	25%	29%	34%	24%	26%	27%	33%	32%	19%	28%	21%	41%	35%	29%	28%	27%	30%	21%	21%
	J			zAB	zABC	z	zJ		zJ*	zFJ		z		zKL*	z*	z		z	z		
At least once every day	1304	213	251	441	191	619	297	41	45	106	954	380	39	17	6	176	204	235	145	93	1204
	35%	40%	51%	50%	49%	40%	33%	29%	34%	35%	35%	51%	60%	33%	32%	50%	52%	56%	45%	21%	37%
	S	z	zA	zA	zA	z						zMN	zMN*			z		zOR	z	zS	
About two or three times a week	517	74	53	86	33	176	109	13	13	30	392	75	7	3	2	34	41	36	39	46	463
	14%	14%	11%	10%	9%	11%	12%	9%	10%	10%	14%	10%	10%	7%	8%	10%	10%	9%	12%	10%	14%
	CDEKQ	D																			
At least once a week	337	53	22	26	4	82	61	13	9	22	263	19	3	3	2	10	9	12	7	44	292
	9%	10%	4%	3%	1%	5%	7%	9%	7%	7%	10%	3%	5%	5%	9%	3%	2%	3%	2%	10%	9%
	BCDEF	BCD	CD	D							F				K*						
At least once a month	92	10	5	7	2	27	14	1	0	3	77	5	2	0	0	3	2	4	2	10	80
	2%	2%	1%	1%	1%	2%	2%	1%		1%	3%	1%	3%	0		1%	1%	1%	1%	2%	2%
	CDEKP																				
At least once in the last three months	30	0	2	3	1	6	4	1	0	0	25	3	0	0	0	3	0	3	0	2	28
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	1%	0	1%	0	0	1%
	E																				
Don't know/can't remember	22	0	4	9	5	15	3	2	2	2	17	9	0	0	0	6	2	5	4	7	15
	1%	0	1%	1%	1%	1%	0	2%	1%	1%	1%	1%	0	0	0	2%	1%	1%	1%	2%	0
	T				A	z		F								z				zT	
Never	684	60	33	54	21	247	176	33	20	44	479	43	0	7	3	19	23	15	28	156	513
	18%	11%	7%	6%	5%	16%	20%	23%	15%	14%	18%	6%	0	14%	16%	5%	6%	4%	9%	35%	16%
	ABCDEK	BCD					I	I						KL*	KL*				Q	zT	
	LOPORT																				
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	2087	328	372	692	321	980	529	80	88	206	1480	589	52	38	13	277	312	347	243	186	1894
	55%	62%	76%	79%	83%	64%	59%	56%	67%	67%	54%	79%	81%	74%	67%	79%	80%	82%	76%	41%	56%
	S	z	zA	zAB	zABC	z	zJ		zJ*	zFGJ		zN	z*	z*		z	z	z	z	zS	
Weekly (Net)	2941	456	446	805	358	1237	699	105	110	257	2135	683	62	44	16	321	363	395	288	275	2649
	78%	87%	91%	92%	92%	81%	78%	74%	84%	84%	78%	92%	96%	86%	84%	91%	93%	94%	90%	61%	81%
	S	z	z	zA	zA	z				zFGJ		zN	zMN*			z	z	z	z	zS	
Monthly (Net)	3033	466	451	812	351	1284	713	106	110	260	2212	688	64	44	16	324	365	399	290	285	2723
	80%	89%	92%	93%	93%	82%	80%	74%	84%	85%	81%	93%	100%	86%	84%	92%	93%	95%	90%	63%	83%
	S	z	z	zA	z	z				FG		zN	zKMN*			z	z	z	z	zS	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: BBC Two

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	328	44	54	122	68	167	94	21	20	44	223	109	4	9	1	58	51	54	55	90	298
	9%	8%	11%	14%	18%	11%	11%	14%	15%	14%	8%	15%	5%	17%	6%	17%	13%	13%	17%	7%	9%
				zAB	zABC	z	z	zJ	zJ	zFJ		z	-	zL*	-	z	z	z	z		
At least once every day	714	104	153	275	122	342	166	22	25	60	522	231	25	13	5	121	110	151	80	55	656
	19%	20%	31%	31%	31%	22%	19%	15%	19%	20%	19%	31%	39%	26%	27%	34%	28%	36%	25%	12%	20%
	S		zA	zA	zA	z						z	z*			zR	z	zPR	z		zS
About two or three times a week	686	136	92	179	86	262	145	21	34	54	516	148	21	9	2	65	83	79	68	50	634
	18%	26%	19%	20%	22%	17%	16%	15%	26%	17%	19%	20%	32%	17%	8%	18%	21%	19%	21%	11%	19%
	NS	zB						FG*				N	zKN*								zS
At least once a week	397	75	54	80	27	147	89	9	14	40	291	68	7	3	2	28	40	41	27	36	357
	11%	14%	11%	9%	7%	10%	10%	6%	11%	13%	11%	9%	11%	6%	10%	8%	10%	10%	8%	8%	11%
	D	zCD							FG												
At least once a month	151	16	16	26	10	46	37	4	6	7	111	22	2	2	0	7	15	16	6	8	138
	4%	3%	3%	3%	3%	3%	4%	3%	5%	2%	4%	3%	3%	3%	1%	2%	4%	4%	2%	2%	4%
	ES								-												S
At least once in the last three months	44	10	2	8	6	16	5	1	0	1	35	7	0	0	0	4	4	4	3	3	40
	1%	2%	0	1%	2%	1%	1%	0	0	0	1%	1%	0	0	2%	1%	1%	1%	1%	1%	1%
									-												
Don't know/can't remember	23	1	5	9	3	13	5	5	3	4	14	9	0	0	0	5	3	7	2	1	22
	1%	0	1%	1%	1%	1%	1%	3%	2%	1%	1%	1%	0	0	0	2%	1%	2%	1%	0	1%
								zFJ	zFJ*												
Never	1427	140	114	179	65	540	355	60	30	98	1020	149	6	15	9	63	85	69	80	266	1138
	38%	27%	23%	20%	17%	35%	40%	42%	22%	32%	37%	20%	10%	30%	46%	18%	22%	16%	25%	59%	35%
	ABCD	CD		D			HI	HI	-		H		-	L*	KL*		Q		OQ	zT	
	EHKL																				
	OPQR																				
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	1041	148	207	396	190	509	260	43	44	104	745	340	28	22	6	179	161	205	135	85	954
	28%	28%	42%	45%	49%	33%	29%	30%	34%	34%	27%	46%	44%	43%	33%	51%	41%	49%	42%	19%	29%
	S	zA	zA	zA	zA	z				zFJ		z	z*	z*		zPR	z	zP	z		zS
Weekly (Net)	2124	359	353	656	303	918	495	73	92	198	1551	556	56	34	10	272	284	325	231	171	1946
	56%	68%	72%	75%	78%	60%	55%	51%	70%	64%	57%	75%	68%	67%	51%	77%	73%	77%	72%	38%	59%
	S	z	z	zA	zA	z			zFGJ	zFGJ		zN	zKMN*			z	z	z	z		zS
Monthly (Net)	2214	375	369	682	313	963	532	77	98	205	1662	578	58	36	10	279	289	342	236	179	2084
	60%	71%	75%	78%	81%	63%	59%	54%	75%	67%	61%	78%	90%	70%	52%	79%	77%	81%	74%	40%	63%
	S	z	z	zA	zA	z			zFGJ*	zFGJ		zN	zKMN*	N*	*	z	z	z	z		zS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: BBC Four

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	121 3%	8 2%	7 1%	20 2%	13 3%	41 3%	32 4%	12 9%	4 3%	13 4%	83 3%	18 2%	1 2%	0 0%	0 1%	12 3%	7 2%	12 3%	7 2%	12 3%	108 3%
At least once every day	248 7%	41 8%	44 9%	84 10%	39 10%	105 7%	65 7%	13 9%	7 5%	19 6%	175 6%	71 z	7 10%	4 8%	1 7%	33 9%	38 10%	42 z	29 10%	31 7%	217 7%
About two or three times a week	372 10%	62 12%	83 17%	129 15%	46 12%	169 11%	88 10%	13 9%	20 15%	25 8%	271 10%	113 zN	10 16%	4 7%	1 5%	73 21%	41 10%	79 zPR	34 19%	25 11%	346 zS
At least once a week	297 8%	63 12%	49 10%	100 11%	51 13%	127 8%	55 6%	7 5%	13 10%	21 7%	236 9%	83 11%	9 14%	8 15%	1 6%	44 13%	38 10%	55 z	27 13%	11 9%	283 zS
At least once a month	168 4%	40 8%	18 4%	33 4%	15 4%	55 4%	38 4%	3 2%	3 1%	15 5%	119 4%	27 4%	3 5%	2 4%	0 2%	12 3%	16 4%	20 5%	8 2%	13 3%	149 5%
At least once in the last three months	42 1%	6 1%	3 1%	11 1%	8 2%	19 1%	9 1%	4 3%	1 1%	1 0%	32 1%	11 1%	0 0%	1 1%	0 0%	6 2%	5 1%	9 2%	2 0%	4 1%	38 1%
Don't know/can't remember	30 1%	2 0%	6 1%	13 2%	7 2%	19 1%	9 1%	5 3%	2 1%	7 2%	17 1%	12 2%	1 1%	0 0%	0 0%	4 1%	9 2%	9 2%	3 1%	6 1%	23 1%
Never	2491 66% ABCD KLOOT	304 58%	279 57%	488 56%	209 54%	999 65%	601 67%	85 60%	82 63%	207 67%	1799 66%	407 55%	33 52%	33 65%	15 77% KL*	169 48%	237 61% OQ	196 46%	211 66% OQ	347 77% zT	2121 65%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	369 10%	49 9%	51 10%	103 12%	52 13%	146 10%	96 11%	25 17%	11 8%	32 10%	258 9%	90 12%	8 12%	4 8%	2 9%	45 13%	45 12%	54 13%	36 11%	43 10%	325 10%
Weekly (Net)	1038 28%	174 33%	184 38%	332 38%	140 36%	442 29%	239 27%	45 32%	44 33%	78 25%	765 28%	286 38%	27 42%	15 30%	4 20%	162 46%	124 32%	188 45%	98 30%	79 18%	954 29%
Monthly (Net)	1206 32% S	214 41% z	201 41% z	365 42% z	164 42% z	496 32%	277 31%	49 34%	46 35%	93 30%	884 32%	313 42% zN	30 47% zN*	17 34% *	4 23% *	173 49% zPR	140 36% zPR	208 49% zPR	105 33% zPR	92 21% zS	1102 34% zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: ITV / STV (Scotland) / UTV (Northern Ireland)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	632	100	93	198	105	317	192	29	26	92	417	164	12	16	6	67	96	82	82	65	565
	17%	19%	19%	23%	27%	21%	21%	20%	20%	30%	15%	22%	19%	32%	30%	19%	25%	19%	25%	15%	17%
	J			zB	zABC	z	zJ		*	zFGHJ		z	*	z*	z*		zQ		zO		
At least once every day	995	140	181	323	142	472	261	42	42	89	698	273	24	17	9	128	146	159	114	56	940
	26%	27%	37%	37%	37%	31%	29%	29%	32%	29%	26%	37%	37%	33%	46%	36%	37%	39%	35%	12%	29%
	S		zA	zA	zA	z						z	z		z*	z	z	z	z	zS	
About two or three times a week	616	97	76	131	55	230	119	12	19	40	478	105	21	4	1	49	56	64	41	60	555
	16%	18%	16%	15%	14%	15%	13%	9%	14%	13%	17%	14%	33%	8%	7%	14%	14%	15%	13%	13%	17%
	FGN									zFG			zKMN*								z
At least once a week	374	63	47	67	20	107	64	12	9	23	297	61	3	2	1	36	25	45	16	45	324
	10%	12%	10%	8%	5%	7%	7%	8%	7%	7%	11%	8%	4%	4%	7%	10%	6%	11%	5%	10%	10%
	CDEFR	CD	D	D						zF						R		PR			
At least once a month	115	23	11	13	2	25	31	0	5	6	81	11	1	0	0	2	9	3	8	7	103
	3%	4%	2%	1%	1%	2%	3%	0	4%	2%	3%	1%	2%	1%	1%	1%	2%	1%	2%	1%	3%
	CDEKOO	CD					G		G*				*	*	*		Q				
At least once in the last three months	38	3	4	10	5	13	6	0	1	2	27	9	0	1	0	5	4	7	2	2	34
	1%	1%	1%	1%	1%	1%	1%	0	1%	1%	1%	1%	0	2%	0	1%	1%	2%	0	0	1%
									*				*	*	*						
Don't know/can't remember	24	4	3	7	4	13	6	4	2	3	15	7	0	0	0	5	2	7	0	3	21
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0	0	0	1%	1%	2%	0	1%	1%
								zFJ										z			
Never	976	97	75	129	54	355	216	44	28	53	719	114	3	10	2	60	53	54	59	212	743
	26%	18%	15%	15%	14%	23%	24%	31%	21%	17%	26%	15%	5%	20%	10%	17%	14%	13%	18%	47%	23%
	ABCD EIKLN OPORT						I	I	*		I	L	*	L*	*	Q				zT	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	1627	240	274	521	246	789	454	70	68	182	1116	437	36	33	15	195	242	241	196	121	1505
	43%	46%	56%	59%	64%	51%	51%	49%	52%	59%	41%	59%	56%	66%	75%	55%	62%	57%	61%	27%	46%
	JS		zA	zA	zA	z	zJ		J*	zFJ		z	z*	z*	zKL*	z	z	z	z	zS	
Weekly (Net)	2617	400	397	719	321	1127	636	95	96	245	1891	602	60	39	17	280	323	350	252	226	2384
	69%	76%	81%	82%	83%	73%	71%	66%	73%	80%	69%	81%	93%	77%	89%	80%	83%	83%	79%	50%	73%
	S		z	zA	zA	z				zFGJ		z	zKM*		z*	z	z	z	z	zS	
Monthly (Net)	2731	423	408	732	324	1152	667	95	101	251	1972	613	61	40	17	282	331	353	260	233	2467
	72%	80%	83%	83%	83%	75%	74%	67%	77%	81%	72%	83%	95%	78%	90%	80%	85%	84%	81%	52%	76%
	S	z	z	z	z	z	G		*	zFGJ		z	zKM*	*	z*	z	z	z	z		zS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: Any other ITV channel (e.g. ITV2, ITV3, ITV Be)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	237	36	15	24	9	82	70	17	12	29	158	19	2	3	1	11	7	6	13	36	201
BCD	6%	7%	3%	3%	2%	5%	8%	12%	9%	10%	6%	3%	3%	5%	5%	3%	2%	1%	4%	8%	6%
KOPQ																Q					
At least once every day	433	60	52	100	47	163	111	11	19	43	309	82	8	6	3	33	50	55	28	48	385
	11%	11%	11%	11%	12%	11%	12%	8%	14%	14%	11%	11%	13%	12%	13%	9%	13%	13%	9%	11%	12%
About two or three times a week	548	91	72	115	43	194	121	19	16	41	405	102	7	4	1	50	52	64	38	33	513
	15%	17%	15%	13%	11%	13%	13%	14%	13%	13%	15%	14%	11%	9%	4%	14%	13%	15%	12%	7%	16%
At least once a week	422	67	69	101	32	149	88	11	11	25	321	83	11	6	2	45	38	51	32	33	384
	11%	13%	14%	12%	8%	10%	10%	7%	8%	8%	12%	11%	17%	11%	10%	13%	10%	12%	10%	7%	12%
At least once a month	179	22	30	50	20	74	44	6	8	9	128	44	4	2	0	14	30	23	21	14	160
	5%	4%	6%	6%	5%	5%	5%	4%	6%	3%	5%	6%	7%	4%	2%	4%	8%	6%	6%	3%	5%
At least once in the last three months	41	2	9	13	4	16	9	2	0	4	30	12	0	0	1	4	8	5	7	2	39
	1%	0	2%	1%	1%	1%	1%	1%	0	1%	1%	2%	0	0	4%	1%	2%	1%	2%	0	1%
Don't know/can't remember	49	3	12	26	14	40	14	5	4	5	28	24	1	1	zLM*	12	12	17	8	3	45
	1%	0	2%	4%	4%	3%	2%	3%	3%	2%	1%	3%	2%	2%	0	3%	3%	4%	2%	1%	1%
Never	1860	244	230	448	218	815	440	73	60	151	1351	376	31	29	12	182	194	201	176	282	1559
	49%	46%	47%	51%	56%	53%	49%	51%	46%	49%	49%	51%	48%	58%	63%	52%	50%	48%	55%	63%	47%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	670	96	67	124	57	245	180	28	31	72	468	101	10	9	3	44	57	61	41	84	585
	18%	18%	14%	14%	15%	16%	20%	20%	23%	24%	17%	14%	16%	17%	18%	13%	15%	14%	13%	19%	18%
Weekly (Net)	1640	255	208	340	131	589	389	58	58	139	1194	287	28	19	6	140	147	176	110	149	1482
	44%	48%	42%	39%	34%	38%	43%	41%	44%	45%	44%	39%	43%	37%	32%	40%	38%	42%	34%	33%	45%
Monthly (Net)	1820	277	238	390	152	663	433	64	66	148	1322	331	32	21	7	154	177	199	131	163	1641
	48%	53%	49%	44%	39%	43%	48%	45%	50%	48%	48%	44%	50%	41%	34%	44%	45%	47%	41%	36%	50%
	CDENRS	CD	CD	D																	zS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: Channel 4

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	284 8%	46 9%	14 3%	36 4%	21 5%	97 6%	79 9%	17 12%	11 8%	32 10%	195 7%	33 5%	0 1%	1 3%	0 3%	18 5%	15 4%	17 4%	17 5%	42 9%	240 7%
At least once every day	632 17%	103 20%	83 17%	157 18%	74 19%	251 16%	164 18%	25 18%	24 18%	61 20%	442 16%	141 19%	7 10%	8 15%	2 10%	64 18%	77 20%	72 17%	69 21%	56 12%	575 17%
About two or three times a week	748 20%	115 22%	113 23%	191 22%	78 20%	297 19%	169 19%	16 11%	28 21%	51 17%	554 20%	158 21%	20 31%	10 19%	3 15%	71 20%	87 22%	99 24%	59 18%	50 11%	692 21%
At least once a week	588 16%	82 16%	112 23%	183 21%	71 18%	259 17%	102 11%	14 10%	15 12%	43 14%	463 17%	150 20%	21 32%	10 19%	2 12%	70 20%	80 20%	90 21%	60 19%	37 8%	549 17%
At least once a month	214 6%	35 7%	21 4%	46 5%	25 6%	77 5%	47 5%	6 4%	8 6%	14 5%	156 6%	41 6%	3 5%	1 2%	1 4%	19 5%	22 6%	23 6%	18 5%	21 5%	188 6%
At least once in the last three months	57 2%	4 1%	7 1%	19 2%	12 3%	22 1%	10 1%	3 2%	0 0%	3 1%	43 2%	15 2%	2 3%	1 2%	1 4%	8 2%	7 2%	12 3%	3 1%	4 1%	52 2%
Don't know/can't remember	53 1%	4 1%	18 4%	29 3%	11 3%	37 2%	10 1%	4 3%	5 4%	8 3%	39 1%	28 4%	0 0%	1 2%	0 2%	14 4%	15 4%	19 4%	10 3%	5 1%	48 1%
Never	1193 32%	136 26%	120 25%	217 25%	96 25%	493 32%	314 35%	57 40%	41 31%	95 31%	839 31%	176 24%	12 18%	20 39%	10 50%	88 25%	87 22%	89 21%	87 27%	233 52%	941 29%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	917 24%	149 28%	98 20%	193 22%	95 24%	348 23%	244 27%	43 30%	35 27%	93 30%	637 23%	174 23%	7 11%	9 18%	2 13%	82 23%	93 24%	89 21%	86 27%	98 22%	814 25%
Weekly (Net)	2252 60%	346 66%	323 66%	567 65%	243 63%	904 59%	515 58%	73 51%	78 59%	187 61%	1655 61%	483 65%	48 74%	28 56%	8 40%	223 63%	260 67%	278 66%	204 64%	186 41%	2055 63%
Monthly (Net)	2456 65%	382 73%	344 70%	612 70%	268 69%	981 64%	563 63%	79 55%	85 65%	201 65%	1811 66%	524 70%	51 79%	29 57%	9 45%	242 69%	282 72%	302 72%	222 69%	207 46%	2243 68%
	GNS	z	z	z						G	G	zMN	zMN*			z	z	z		zS	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: Any other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	176	21	4	12	9	52	53	16	5	18	111	10	2	0	0	6	4	6	4	35	139
	5%	4%	1%	1%	2%	3%	6%	11%	4%	6%	4%	1%	3%	0	1%	2%	1%	1%	1%	6%	4%
BCDEJ KOPQRT	316	BC					J	zFHJ												zT	
At least once every day	37	7%	25	37	12	97	94	16	9	28	211	34	1	2	0	15	18	20	14	35	282
	8%	D	5%	4%	3%	6%	11%	11%	7%	9%	8%	5%	2%	3%	2%	4%	5%	5%	4%	8%	9%
BCDE KOPQR	473						zJ														
About two or three times a week	70	13%	59	98	39	177	101	7	9	36	361	91	5	2	1	45	46	55	36	29	447
	452		12%	11%	6%	12%	G	5%	7%	12%	13%	12%	7%	4%	6%	13%	12%	13%	11%	6%	14%
GMS	91		70	92	23	151	92	4	16	30	350	77	9	5	2	39	38	45	32	29	zS
At least once a week	17%		14%	11%	6%	10%	10%	3%	12%	10%	13%	10%	14%	10%	9%	11%	10%	11%	10%	6%	13%
DEGS	zCD	CD	D				G		G	G											zS
At least once a month	183	35	24	41	17	65	36	4	5	12	141	38	2	1	1	17	21	23	15	12	171
	5%	7%	5%	5%	4%	4%	4%	3%	4%	4%	5%	5%	3%	1%	3%	5%	5%	5%	5%	3%	5%
At least once in the last three months	54	12	10	16	6	21	19	0	3	8	28	16	0	0	0	4	13	10	6	3	51
	1%	2%	2%	2%	2%	1%	2%	0	2%	3%	1%	2%	0	0	0	1%	3%	2%	2%	1%	2%
J	46	4	14	28	14	34	18	7	5	9	24	27	0	1	0	10	17	21	6	2	40
Don't know/can't remember	1%	1%	3%	3%	4%	2%	2%	5%	4%	3%	1%	4%	0	2%	0	3%	4%	5%	2%	0	1%
J	2064	z	zA	zA	zA	z	zJ	zFJ	zJ	zJ	1506	z	46	41	15	z	z	zO		305	1739
Never	55%	49%	58%	63%	69%	61%	54%	89	79	166	55%	450	71%	80%	80%	216	233	242	208	65%	53%
AT		A	zAB	zABC				62%	60%	54%		z	z	zK	zK	z	z	57%	65%	zT	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	492	57	29	49	20	149	147	32	14	46	322	44	3	2	1	21	22	26	18	70	421
	13%	11%	6%	6%	5%	10%	16%	22%	11%	15%	12%	6%	5%	3%	3%	6%	6%	6%	6%	16%	13%
BCDEJK MNOPQR	1422	BCD					zJ	zHJ													
Weekly (Net)	219	42%	157	240	83	477	340	43	39	112	1033	212	17	8	3	105	107	126	86	127	1285
	38%	BCD	32%	27%	21%	31%	38%	30%	30%	36%	38%	28%	26%	16%	17%	30%	27%	30%	27%	28%	39%
BCDEKMN OPQRS	1605		CD	D								M									zS
Monthly (Net)	43%	254	181	281	100	542	376	47	45	124	1174	250	19	9	4	122	128	148	101	140	1456
	zBCD	48%	37%	32%	26%	35%	G	33%	34%	40%	43%	34%	29%	18%	20%	35%	33%	35%	31%	31%	44%
BCDE GKLMN OPQRS			CD	D								MN									zS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: Channel 5

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	204	27	15	33	18	71	58	14	8	26	138	30	2	1	0	14	16	13	17	34	169
	5%	5%	3%	4%	5%	5%	7%	9%	6%	8%	5%	4%	3%	2%	1%	4%	4%	3%	5%	8%	5%
	BC							J		zJ											
At least once every day	460	73	61	116	55	190	128	12	18	42	312	101	7	7	2	52	49	51	50	47	413
	12%	14%	12%	13%	14%	12%	14%	9%	14%	14%	11%	14%	11%	13%	10%	15%	13%	12%	16%	10%	13%
About two or three times a week	548	87	98	154	56	244	135	22	24	42	396	127	16	9	3	63	64	73	53	29	515
	15%	17%	20%	18%	14%	16%	15%	15%	18%	14%	15%	17%	24%	18%	14%	18%	16%	17%	17%	6%	16%
	S	z	z	z	z	z	z				zFG	z	zN	z	z	zR	R	zPR	z	zS	zS
At least once a week	497	92	87	161	74	212	94	9	19	44	389	132	17	9	2	67	65	97	35	20	475
	13%	17%	18%	18%	19%	14%	10%	6%	15%	14%	14%	18%	27%	18%	10%	19%	17%	23%	11%	4%	14%
	FGS	z	z	z	z	z	z	G		FG	zFG	z	zN	z	z	zR	R	zPR	z	zS	zS
At least once a month	199	35	30	62	32	80	43	6	3	17	149	58	3	1	0	29	29	27	31	16	183
	5%	7%	6%	7%	8%	5%	5%	4%	2%	6%	5%	8%	4%	2%	2%	8%	7%	6%	10%	4%	6%
				z	z							z				z			z		
At least once in the last three months	55	12	9	18	9	31	16	3	2	5	33	13	3	1	1	5	8	7	6	4	51
	1%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	2%	4%	3%	6%	1%	2%	2%	2%	1%	2%
															zK						
Don't know/can't remember	40	6	11	19	9	23	10	2	2	4	27	18	1	0	1	11	8	12	6	4	36
	1%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	0	3%	3%	2%	3%	2%	1%	1%
			z	z	z							z			z	z		z			
Never	1766	196	179	314	135	683	411	74	56	128	1287	265	16	22	11	112	152	142	123	296	1443
	47%	37%	36%	36%	35%	45%	46%	52%	42%	42%	47%	36%	25%	44%	56%	32%	39%	34%	38%	66%	44%
	ABCDEK						I							L	KL					zT	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	664	100	76	149	73	261	186	26	26	67	450	131	9	7	2	66	65	64	67	81	582
	18%	19%	16%	17%	19%	17%	21%	18%	20%	22%	16%	18%	14%	15%	10%	19%	17%	15%	21%	18%	18%
	J					zJ				J											
Weekly (Net)	1708	279	261	464	203	716	415	57	69	154	1236	389	42	26	7	195	194	234	155	129	1572
	45%	53%	53%	53%	52%	47%	46%	40%	53%	50%	45%	52%	66%	51%	34%	56%	50%	56%	48%	29%	48%
	S	z	z	z	z	z		G		G		zN	zN	z	z	z	z	zP	z	zS	zS
Monthly (Net)	1907	313	291	526	235	797	459	63	72	171	1385	447	45	27	7	224	223	261	187	145	1754
	51%	60%	59%	60%	61%	52%	51%	44%	55%	55%	51%	60%	70%	53%	36%	64%	57%	62%	58%	32%	53%
	NS	z	z	z	z					G		zN	zN	z	z	z	z	z	z	zS	zS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: Any other Channel 5 channel (e.g. 5USA, 5Star)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	104	6	7	8	1	25	29	14	6	12	73	4	3	0	0	2	2	2	2	20	83
3%		1%	1%	1%	0	2%	3%	10%	5%	4%	3%	1%	5%	0	1%	1%	0	0	1%	4%	3%
CDE KOPO								zFUJ					K								
At least once every day	212	24	20	32	12	72	55	9	4	19	150	29	1	2	0	7	21	18	11	23	189
6%		5%	4%	4%	3%	5%	6%	7%	3%	6%	5%	4%	1%	4%	2%	2%	5%	4%	3%	5%	6%
CDO																		O			
About two or three times a week	278	48	31	49	18	98	59	5	8	23	199	46	1	1	1	24	21	22	24	22	254
7%		9%	6%	6%	5%	6%	7%	4%	6%	6%	7%	6%	2%	2%	7%	7%	5%	5%	7%	5%	8%
CD																					
At least once a week	203	38	28	42	14	75	52	5	12	21	145	37	4	1	1	19	18	24	13	16	185
5%		7%	6%	5%	4%	5%	6%	3%	8%	7%	5%	5%	6%	1%	4%	5%	5%	6%	4%	3%	6%
At least once a month	105	24	16	24	8	42	23	1	4	8	80	22	1	1	0	12	10	11	11	5	101
3%		5%	3%	3%	2%	3%	3%	1%	3%	3%	3%	3%	1%	2%	1%	3%	3%	3%	3%	1%	3%
S																				zS	
At least once in the last three months	31	1	4	6	1	9	9	0	0	0	21	5	0	0	0	2	3	5	0	1	25
1%		0	1%	1%	0	1%	1%	0	0	0	1%	1%	0	1%	0	1%	1%	1%	0	0	1%
Don't know/can't remember	24	1	6	14	8	18	7	2	1	4	14	13	1	1	0	5	8	10	3	2	23
1%		0	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0	1%	2%	2%	1%	0	1%
Never	2812	383	378	703	325	1195	662	107	95	222	2049	587	54	45	17	279	307	330	257	362	2424
75%		73%	77%	80%	84%	78%	74%	75%	73%	72%	75%	79%	85%	88%	86%	79%	79%	78%	80%	80%	74%
T				zAB	zABC	z						z		z	z		z	z	z	z	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	315	31	27	40	13	98	84	23	10	30	223	33	4	2	1	10	23	20	13	43	272
8%		6%	5%	5%	3%	6%	9%	16%	7%	10%	8%	4%	6%	4%	3%	3%	6%	5%	4%	9%	8%
BCDE KOOR								zFHU													
Weekly (Net)	796	117	86	131	45	270	194	33	30	74	568	116	8	4	3	53	63	66	50	80	712
21%		22%	17%	15%	12%	18%	22%	23%	23%	24%	21%	16%	13%	7%	14%	15%	16%	16%	16%	18%	22%
CDEK MOPO																					
Monthly (Net)	901	141	102	155	53	312	217	35	34	82	647	138	9	5	3	65	73	77	61	85	813
24%		27%	21%	18%	14%	20%	24%	24%	26%	27%	24%	19%	14%	10%	14%	18%	19%	18%	19%	19%	25%
CDEK MOPOS																				zS	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: Any UKTV channel (e.g.Dave, Really, Yesterday, Drama)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	144 4%	16 3%	6 1%	17 2%	11 3%	44 3%	56 6%	14 10%	5 4%	24 8%	81 3%	14 2%	1 2%	2 3%	0 0%	7 2%	7 2%	11 3%	4 1%	13 3%	130 4%
At least once every day	256 7% BCEJKR	46 9%	32 7%	54 6%	22 6%	97 6%	66 7%	16 11%	15 11%	26 8%	176 6%	49 7%	2 3%	2 4%	1 4%	26 7%	23 6%	36 9%	13 4%	18 4%	236 7%
About two or three times a week	419 11% S	63 12%	70 14%	112 13%	42 11%	168 11%	98 11%	10 7%	20 15%	32 10%	311 11%	97 13%	10 16%	4 8%	0 1%	58 17%	39 10%	66 16%	31 10%	17 4%	400 12%
At least once a week	284 8% NS	58 11% zD	59 12% zCD	78 9% D	19 5%	133 9%	61 7%	5 3%	10 7%	21 7%	213 8%	62 8%	12 18%	3 6%	1 4%	34 10%	28 7%	32 8%	30 9%	18 4%	266 8%
At least once a month	108 3% ES	17 3%	14 3%	22 2%	8 2%	33 2%	20 2%	3 2%	1 1%	12 4%	85 3%	19 3%	1 1%	1 2%	1 5%	7 2%	13 3%	16 4%	3 1%	5 1%	103 3%
At least once in the last three months	50 1% E	2 0%	6 1%	8 1%	2 1%	11 1%	19 2%	1 1%	0 0%	5 2%	31 1%	8 1%	0 0%	0 0%	0 0%	5 1%	3 1%	5 1%	3 1%	2 0%	42 1%
Don't know/can't remember	19 0% J	6 1%	4 1%	8 1%	4 1%	9 1%	8 1%	2 2%	2 2%	5 2%	9 0%	7 1%	1 1%	0 0%	0 0%	4 1%	3 1%	7 2%	0 0%	0 0%	19 1%
Never	2489 66% ABIOQT	316 60%	300 61%	579 66%	279 72% zABC	1039 68%	568 63%	91 64%	78 59%	183 59%	1826 67%	485 65%	38 59%	40 78%	17 86%	209 60%	275 70%	248 59%	237 74%	376 84%	2089 64%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	399 11% CEJRS	62 12%	38 8%	71 8%	33 9%	140 9%	122 14%	30 21%	20 15%	50 16%	258 9%	64 9%	3 5%	3 7%	1 4%	33 10%	30 8%	47 11%	17 5%	32 7%	366 11%
Weekly (Net)	1102 29% DNS	184 35% zD	167 34% zCD	260 30% D	94 24%	441 29%	281 31%	45 32%	50 38%	103 33%	782 29%	223 30%	25 38%	10 20%	2 9%	126 36%	97 25%	145 34%	79 24%	67 15%	1031 31%
Monthly (Net)	1210 32% DNRS	201 38% zD	180 37% zCD	282 32% D	102 26%	474 31%	301 34%	48 34%	51 39%	115 37%	867 32%	242 33% N	25 39% MN*	11 22%	3 14%	133 38% zPR	110 28%	161 38% zPR	82 25%	72 16%	1134 35% zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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A1a_2. How often in the past 3 months have you watched these TV channels?: Any Sky channel (e.g. Sky1, Sky Atlantic, Sky Sports)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	223	29	29	37	8	69	67	20	13	20	153	29	4	2	1	19	10	12	18	39	184
	6%	5%	6%	4%	2%	5%	8%	14%	10%	7%	6%	4%	6%	4%	7%	6%	3%	3%	5%	9%	6%
At least once every day	CDEKPO 331	D	CD	D			z	zFJ								Q			P	zT	
	9%	4%	9%	8%	7%	8%	7%	9%	5%	12%	9%	8%	6%	7%	12%	9%	7%	8%	8%	6%	9%
About two or three times a week	S	28	29	50	20	76	53	6	8	12	231	43	2	5	0	23	20	20	23	20	273
	8%	5%	6%	6%	5%	5%	6%	4%	6%	4%	8%	6%	3%	9%	2%	7%	5%	5%	7%	4%	8%
At least once a week	CEFIOS 193		22	34	11	56	39	6	3	10	148	30	2	2	0	17	13	22	8	15	176
	5%	6%	5%	4%	3%	4%	4%	4%	2%	3%	5%	4%	3%	3%	2%	5%	3%	5%	2%	3%	5%
At least once a month	E	6	4	11	6	20	16	1	0	5	42	9	0	1	0	8	2	3	6	5	56
	2%	1%	1%	1%	2%	1%	2%	1%	0	2%	2%	1%	0	2%	0	2%	0	1%	2%	1%	2%
At least once in the last three months																Q					
	23	0	5	5	0	9	8	2	0	3	15	4	0	1	0	0	4	2	2	2	20
	1%	0	1%	1%	0	1%	1%	1%	0	1%	1%	1%	0	1%	0	0	1%	1%	1%	0	1%
Don't know/can't remember																					
	19	5	6	6	0	7	1	1	0	1	17	5	1	0	0	5	0	5	0	3	15
	1%	1%	1%	1%	0	0	0	1%	0	0	1%	1%	1%	0	0	2%	0	1%	0	1%	0
Never																zPR		P			
	2625	385	352	667	315	1178	632	95	101	221	1883	563	52	37	15	247	315	324	239	340	2256
	70%	73%	72%	76%	81%	77%	71%	66%	77%	72%	69%	76%	81%	73%	76%	70%	81%	77%	74%	76%	69%
Total	T			zB	zABC	z						z				zOR	zO		zT		
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	554	71	71	105	35	187	146	33	19	56	396	88	8	6	4	51	37	44	44	65	489
	15%	13%	14%	12%	9%	12%	16%	23%	15%	18%	15%	12%	12%	11%	19%	15%	9%	10%	14%	14%	15%
Weekly (Net)	CDEKPO 1042		CD	D				zFJ								Q					
	28%	25%	25%	22%	17%	21%	23%	31%	23%	25%	28%	161	11	12	5	92	69	86	75	100	938
	29%	D	CD	D			27%	31%	23%	25%	28%	22%	16%	23%	24%	26%	18%	21%	23%	22%	29%
Monthly (Net)	KPOS 1102															PO					
	29%	26%	26%	23%	19%	22%	25%	46%	30%	83	818	170	11	13	5	99	71	90	81	104	994
	CDEK LPOS	D	CD	D			28%	32%	23%	27%	30%	23%	16%	26%	24%	28%	18%	21%	25%	23%	30%

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A1a_2. How often in the past 3 months have you watched these TV channels?: S4C

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	27	1	0	0	0	4	13	10	3	4	14	0	0	0	0	0	0	0	0	5	22
	1%	0	0	0	0	0	1%	7%	2%	1%	0	0	0	1%	0	0	0	0	0	1%	1%
CEJK							zJ	zFIJ	J					K							
At least once every day	33	2	3	4	1	8	12	3	0	6	20	0	1	2	0	0	0	0	0	3	29
	1%	0	1%	0	0	1%	1%	2%	0	2%	1%	0	1%	5%	1%	0	0	0	0	1%	1%
K										J			K	zK	K						
About two or three times a week	24	1	1	2	1	3	7	3	2	4	17	1	0	1	0	1	0	1	0	3	21
	1%	0	0	0	0	0	1%	2%	2%	1%	1%	0	0	3%	0	0	0	0	0	1%	1%
E														zK							
At least once a week	17	1	5	7	3	11	4	1	2	2	13	5	0	2	0	5	13	2	3	2	15
	0	0	1%	1%	1%	1%	0	1%	1%	1%	0	1%	0	5%	0	1%	0	0	1%	0	0
														zK		z					
At least once a month	8	1	1	1	0	1	1	0	0	0	6	0	1	0	0	0	0	0	0	0	7
	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0
													K								
At least once in the last three months	2	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0
														zK							
Don't know/can't remember	6	1	0	0	0	1	0	0	0	0	6	0	0	0	0	0	0	0	0	4	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
T																				zT	
Never	3652	520	480	862	383	1505	858	127	124	292	2656	737	63	44	19	346	390	419	318	431	3186
	97%	99%	98%	98%	99%	98%	96%	89%	94%	95%	97%	99%	97%	86%	99%	98%	100%	99%	99%	96%	97%
GIM		z		z		z	G			G	GI	zM	M		M		z	z			
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	60	3	3	4	1	12	25	12	3	10	34	0	1	3	0	0	0	0	0	8	51
	2%	1%	1%	0	0	1%	3%	8%	2%	3%	1%	0	1%	5%	1%	0	0	0	0	2%	2%
CEJ							zJ	zFHIJ		zJ			K	zK	K						
KOPQ																					
Weekly (Net)	101	5	8	13	5	26	37	16	7	16	63	6	1	7	0	5	0	2	3	13	87
	3%	1%	2%	2%	1%	2%	4%	11%	6%	5%	2%	1%	1%	13%	1%	1%	0	1%	1%	3%	3%
ACEKPQ							zJ	zFIJ	J	zJ				zKLN							
Monthly (Net)	109	5	9	14	5	27	37	16	7	16	69	6	2	7	0	5	0	2	3	14	94
	3%	1%	2%	2%	1%	2%	4%	11%	6%	5%	3%	1%	3%	13%	1%	1%	0	1%	1%	3%	3%
ACEKPQ							zJ	zFIJ		zJ				zKLN							

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: BBC News Channel

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	273	41	35	68	33	109	61	14	12	23	193	59	4	3	1	40	19	38	21	48	224
	7%	8%	7%	8%	8%	7%	7%	10%	9%	7%	7%	8%	7%	6%	8%	11%	5%	9%	6%	11%	7%
At least once every day	457	51	78	143	65	193	94	14	15	39	341	118	14	9	2	44	74	73	46	67	390
	12%	10%	16%	16%	17%	13%	11%	10%	12%	13%	12%	16%	22%	18%	10%	13%	19%	17%	14%	15%	12%
About two or three times a week	271	47	45	66	21	98	65	8	10	20	197	57	5	4	0	37	19	40	17	34	237
	7%	9%	9%	8%	5%	6%	7%	5%	8%	6%	7%	8%	8%	7%	3%	11%	5%	9%	5%	7%	7%
At least once a week	203	28	30	47	17	78	30	3	4	12	163	42	2	2	1	19	23	30	13	23	179
	5%	5%	6%	5%	4%	5%	3%	2%	3%	4%	6%	6%	3%	4%	3%	5%	6%	7%	4%	5%	5%
At least once a month	88	24	12	25	13	30	23	1	3	5	63	21	4	0	0	12	9	11	10	4	84
	2%	4%	2%	3%	3%	2%	3%	1%	2%	2%	2%	3%	6%	0	1%	3%	2%	3%	3%	1%	3%
At least once in the last three months	30	6	7	12	5	13	11	2	4	3	18	11	0	2	0	3	7	7	4	0	30
	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	0	3%	1%	1%	2%	2%	1%	0	1%
Don't know/can't remember	28	4	7	16	9	16	7	3	3	7	19	16	0	0	0	5	11	12	4	1	27
	1%	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	2%	0	0	0	1%	3%	3%	1%	0	1%
Never	2419	325	275	500	225	995	605	98	81	198	1738	419	35	31	15	190	228	211	208	273	2114
	64%	62%	56%	57%	58%	65%	67%	69%	61%	64%	64%	56%	54%	61%	75%	54%	58%	50%	65%	61%	64%
	BCD KOPQ						z								KL*		Q		OQ		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	730	93	113	211	98	302	155	28	27	62	534	177	18	12	3	84	93	111	66	115	614
	19%	18%	23%	24%	25%	20%	17%	20%	20%	20%	20%	24%	29%	24%	18%	24%	24%	26%	21%	26%	19%
Weekly (Net)	1204	168	188	324	136	479	250	38	41	94	894	276	26	18	4	141	135	180	96	171	1030
	32%	32%	38%	37%	35%	31%	28%	27%	31%	31%	33%	37%	40%	35%	23%	40%	35%	43%	30%	38%	31%
Monthly (Net)	1292	191	200	349	148	509	273	39	44	99	957	297	29	18	5	152	144	191	106	175	1114
	34%	36%	41%	40%	38%	33%	30%	28%	33%	32%	35%	40%	46%	35%	24%	45%	37%	45%	33%	39%	34%
	F	z	z	z						F	F	zN	N*			zR		zPR		zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: BBC Parliament

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	65 2%	8 2%	7 2%	11 1%	3 1%	24 2%	22 2%	7 5%	4 3%	9 3%	41 1%	10 1%	0 0%	1 2%	0 0%	10 3%	0 0%	7 2%	2 1%	9 2%	56 2%
At least once every day	96 3%	8 2%	10 2%	22 2%	11 3%	43 3%	23 3%	8 5%	6 4%	8 3%	63 2%	19 3%	0 0%	3 5%	0 2%	11 3%	8 2%	11 3%	7 2%	19 4%	77 2%
About two or three times a week	98 3%	10 2%	9 2%	24 3%	15 4%	36 2%	24 3%	4 3%	10 8%	8 3%	71 3%	22 3%	1 2%	0 1%	0 1%	17 5%	5 2%	13 3%	10 2%	11 3%	86 3%
At least once a week	96 3%	20 4%	16 3%	29 3%	13 3%	35 2%	24 3%	6 4%	5 4%	7 2%	65 2%	24 3%	2 3%	2 4%	1 6%	16 5%	8 2%	18 4%	5 2%	11 3%	85 3%
At least once a month	53 1%	12 2%	11 2%	12 1%	1 0%	18 1%	12 1%	0 0%	1 0%	3 1%	39 1%	12 2%	0 0%	0 1%	0 0%	6 2%	5 1%	9 2%	3 1%	1 0%	50 2%
At least once in the last three months	38 1%	3 1%	8 2%	13 2%	5 1%	17 1%	8 1%	2 2%	0 0%	3 1%	28 1%	12 2%	0 0%	2 3%	0 1%	8 2%	4 1%	9 2%	3 1%	0 0%	36 1%
Don't know/can't remember	8 0%	1 0%	2 0%	3 0%	1 0%	3 0%	1 0%	0 0%	0 0%	0 0%	7 0%	3 0%	0 0%	0 0%	0 0%	1 0%	1 0%	2 0%	1 0%	0 0%	8 0%
Never	3316 88%	464 88%	426 87%	764 87%	338 87%	1358 89%	783 87%	116 81%	107 81%	270 88%	2418 89%	643 87%	61 95%	43 84%	18 91%	283 81%	359 92%	353 84%	290 90%	398 89%	2886 88%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	160 4%	16 3%	18 4%	32 4%	14 4%	67 4%	45 5%	15 11%	9 7%	17 6%	104 4%	28 4%	0 0%	3 7%	0 2%	20 6%	8 2%	19 4%	10 3%	27 6%	133 4%
Weekly (Net)	355 9%	46 9%	43 9%	85 10%	42 11%	138 9%	92 10%	25 18%	24 19%	32 10%	240 9%	74 10%	3 5%	6 12%	2 8%	53 15%	21 5%	50 12%	25 8%	50 11%	304 9%
Monthly (Net)	408 11%	58 11%	54 11%	97 11%	43 11%	156 10%	105 12%	25 18%	25 19%	35 11%	279 10%	86 12%	3 5%	6 13%	2 8%	59 17%	27 7%	58 14%	28 9%	51 11%	355 11%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: BBC Alba

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	38	0	0	0	0	6	17	10	4	5	20	0	0	0	0	0	0	0	0	4	34
1%	1%	0	0	0	0	0	2%	7%	3%	2%	1%	0	0	0	0	0	0	0	0	1%	1%
ABC EJKQ							zJ	zFIJ	zJ*												
At least once every day	21	3	3	3	0	6	6	2	0	1	14	2	1	0	0	0	2	0	2	8	14
1%	1%	1%	1%	0	0	0	1%	1%	0	0	1%	0	1%	0	0	0	0	0	1%	2%	0
T																				zT	
About two or three times a week	32	5	4	4	1	6	6	0	2	0	25	0	4	0	0	0	0	0	0	1	31
1%	1%	1%	1%	0	0	0	1%	0	2%	0	1%	0	6%	0	1%	0	0	0	0	0	1%
EK													zK*		K*						
At least once a week	21	4	0	7	7	10	7	1	2	5	11	3	4	0	0	3	0	2	2	0	21
1%	1%	0	0	1%	2%	1%	1%	0	1%	2%	0	0	6%	0	0	1%	0	0	1%	0	1%
At least once a month	8	0	1	1	1	2	2	0	1	0	6	0	1	0	0	0	0	0	0	0	8
0	0	0	0	0	0	0	0	0	1%	0	0	0	2%	0	0	0	0	0	0	0	0
At least once in the last three months	10	3	0	0	0	1	1	0	0	0	9	0	0	0	0	0	0	0	0	1	9
0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3636	511	483	862	379	1503	857	130	122	295	2645	738	54	51	19	348	389	420	318	436	3164
96%	97%	99%	98%	98%	98%	98%	96%	91%	93%	96%	97%	99%	84%	100%	99%	99%	100%	100%	99%	97%	96%
GL							z	G	Q	G	GH	zL		L*	L*	z	z	z	z		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	59	3	3	3	0	12	23	11	4	7	34	2	1	0	0	0	2	0	2	12	48
2%	1%	1%	0	0	1%	3%	8%	3%	2%	1%	0	0	1%	0	0	0	0	0	1%	3%	1%
CDE JKOQ							zJ	zFIJ													
Weekly (Net)	112	12	6	14	8	28	35	13	8	13	69	5	9	0	0	3	2	2	4	12	100
3%	2%	1%	2%	2%	2%	4%	4%	9%	6%	4%	3%	1%	14%	0	1%	1%	0	0	1%	3%	3%
BCEJ KOPQ							zFIJ		J*				zKMN*								
Monthly (Net)	120	12	7	15	8	29	37	13	9	13	75	5	10	0	0	3	2	2	4	12	108
3%	2%	1%	2%	2%	2%	4%	9%	7%	4%	3%	3%	1%	16%	0	1%	1%	0	0	1%	3%	3%
BCE KOPQ							zFIJ	zJ*					zKMN*								

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: CBBC

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	69	0	0	0	0	7	23	10	3	3	45	0	0	0	0	0	0	0	0	18	51
	2%	0	0	0	0	0	3%	7%	2%	1%	2%	0	0	0	0	0	0	0	0	4%	2%
ABCDE							I	zFHJ	-				-	-	-					zT	
KOPQRT	74	5	6	6	0	23	13	5	1	4	52	6	0	0	0	2	4	2	4	12	63
	2%	1%	1%	1%	0	1%	1%	3%	1%	1%	2%	1%	0	0	0	1%	1%	1%	1%	3%	2%
CDKQ	58	4	3	4	1	9	13	1	0	4	44	4	0	0	0	3	1	2	3	6	53
	2%	1%	1%	0	0	1%	1%	1%	0	1%	2%	1%	0	0	0	1%	0	0	1%	1%	2%
CEK	36	6	5	5	0	11	10	2	2	2	27	5	0	0	0	2	3	4	1	0	36
	1%	1%	1%	1%	0	1%	1%	1%	1%	1%	1%	1%	0	0	0	1%	1%	1%	0	0	1%
At least once a week	19	5	1	7	6	9	2	0	0	1	16	6	1	0	0	4	2	3	3	2	18
	1%	1%	0	1%	2%	1%	0	0	0	0	1%	1%	1%	0	0	1%	0	1%	1%	0	1%
At least once in the last three months	15	0	2	4	2	5	3	1	0	0	12	3	0	0	0	2	1	1	2	2	14
	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	2%	1%	0	0	1%	0	0
Don't know/can't remember	5	1	1	2	2	3	2	2	2	2	1	2	1	0	0	2	0	2	0	0	4
	0	0	0	0	0	0	0	2%	1%	1%	0	0	1%	0	0	0	0	0	0	0	0
J								zFJ	zJ	zJ			z	-	z						
Never	3492	506	473	849	377	1466	830	121	124	292	2536	717	63	51	19	336	380	409	308	411	3047
	93%	96%	97%	97%	97%	96%	93%	85%	95%	95%	93%	96%	98%	100%	97%	96%	97%	97%	96%	91%	93%
G	2	2	2	2	2	2	2	0	0	0	0	2	0	0	0	2	2	2	2	2	2
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	143	5	6	6	0	30	36	15	4	7	97	6	0	0	0	2	4	2	4	29	114
	4%	1%	1%	1%	0	2%	4%	11%	3%	2%	4%	1%	0	0	0	1%	1%	1%	1%	7%	3%
ABCDE								zFHJ	-				-	-	-					zT	
KOPQRT	238	15	14	15	2	51	58	18	6	12	167	15	0	0	0	7	8	7	8	35	203
	6%	3%	3%	2%	0	3%	7%	13%	4%	4%	6%	2%	0	0	0	2%	2%	2%	2%	6%	6%
ABCDEF							I	zFHJ	-				-	-	-						
LMPQ	257	20	15	22	8	60	61	18	6	14	184	21	1	0	0	11	10	10	11	37	220
	7%	4%	3%	3%	2%	4%	7%	13%	4%	4%	7%	3%	1%	0	0	3%	3%	2%	4%	6%	7%
ABCDEF								zFHJ	-				-	-	-						
KMNOPQ																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a_2. How often in the past 3 months have you watched these TV channels?: CBeebies

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	88 2%	0 0	0 0	0 0	0 0	22 1%	26 3%	7 5%	2 1%	2 1%	59 2%	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	19 4%	69 2%
At least once every day	100 3% BCDK OPQR 74 2%	12 2% CD	3 1% CD	3 0 DEF	0 0 DEF	33 2% 1%	19 2% 1%	8 5% F	1 1% F	8 3% 1%	71 3% zF	2 0 1%	0 0 1%	0 0 0	1 4% KLM*	1 0 1%	1 0 2%	1 0 5%	1 0 4%	18 4%	82 3%
About two or three times a week	74 2%	6 1%	8 2%	10 1%	1 0	18 1%	8 1%	1 0	1 1%	2 1%	64 2%	9 1%	1 1%	0 0	0 1%	3 1%	6 2%	5 1%	4 1%	4 1%	70 2%
At least once a week	38 1%	3 1%	8 2%	11 1%	3 1%	16 1%	9 1%	1 1%	1 1%	3 1%	28 1%	11 1%	0 0	0 0	0 0	7 2%	4 1%	6 2%	5 1%	2 1%	35 1%
At least once a month	23 1%	2 0	1 0	5 1%	3 1%	7 0	2 0	0 0	0 0	1 0	20 1%	4 1%	1 1%	0 0	0 0	1 0	3 1%	4 1%	0 0	4 1%	19 1%
At least once in the last three months	27 1%	2 0	5 1%	10 1%	5 1%	12 1%	2 0	2 1%	1 1%	1 0	24 1%	9 1%	1 1%	0 0	0 1%	5 1%	4 1%	5 1%	4 1%	4 1%	23 1%
Don't know/can't remember	3 0	1 0	2 0	2 0	0 0	2 0	0 0	0 0	0 0	0 0	2 0	0 0	2 2%	0 0	0 0	0 0	0 0	0 0	0 0	0 0	3 0
Never	3416 91%	500 95%	464 95%	838 96%	374 97%	1423 93%	830 93%	125 87%	125 95%	291 95%	2463 90%	708 95%	61 94%	51 100%	18 95%	336 96%	371 95%	400 95%	308 96%	397 88%	2984 91%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	188 5% ABCDE KOPQR 300 8%	12 2% CD	3 1% CD	3 0 D	0 0 D	55 4% 6%	45 5% 7%	14 10% zFHJ	3 2% 1%	10 3% 1%	131 5% 8%	2 0 3%	0 0 1%	0 0 0	1 4% KLM*	1 0 1%	1 0 3%	1 0 3%	1 0 3%	37 8%	151 5%
Weekly (Net)	22 6% ABCDEK LMOPQR 323 9%	22 4% D	18 4% D	23 3% D	5 1% 2%	89 6% 6%	62 7% 7%	16 11% HI	6 4% 4%	15 5% 5%	223 8% 9%	22 3% 3%	1 1% 2%	0 0 0	1 4% M*	10 3% 3%	12 3% 4%	12 3% 4%	10 3% 3%	44 10% 11%	256 8% 8%
Monthly (Net)	323 9% ABCDEI KMOPQR	24 5%	19 4%	28 3%	8 2% 2%	96 6% 6%	64 7% 7%	16 11% HI	6 4% 4%	16 5% 5%	243 9% I	26 3% 3%	1 2% 2%	0 0 0	1 4% M*	11 3% 3%	15 4% 4%	16 4% 4%	10 3% 3%	48 11% 11%	275 8% 8%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A1a 2. How often in the past 3 months have you watched these TV channels?: BBC Scotland

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	33	5	2	2	1	7	11	5	2	3	22	0	2	0	0	0	0	0	0	6	26
	1%	1%	0	0	0	0	1%	4%	1%	1%	1%	0	4%	0	0	0	0	0	0	1%	1%
At least once every day	EK							zFJ					zK*								
	67	11	8	12	3	20	16	1	2	4	47	1	11	0	0	1	0	1	0	5	62
	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%	0	17%	0	0	0	0	0	0	1%	2%
About two or three times a week	KOPQR												zKMN*								
	33	3	4	10	6	15	10	1	1	5	20	1	9	0	0	1	0	0	1	1	31
	1%	1%	1%	1%	2%	1%	1%	0	1%	2%	1%	0	14%	0	0	0	0	0	0	0	1%
At least once a week	K												zKMN*								
	37	5	7	11	4	16	15	0	1	4	19	2	8	0	0	1	1	2	0	0	37
	1%	1%	1%	1%	1%	1%	2%	0	1%	1%	1%	0	13%	1%	0	0	0	0	0	0	1%
At least once a month	JS												zKMN*								
	24	6	2	5	2	6	6	0	0	2	18	1	4	0	0	0	1	1	0	0	23
	1%	1%	1%	1%	1%	0	1%	0	0	1%	1%	0	7%	0	0	0	0	0	0	0	1%
At least once in the last three months													zK*								
	8	3	0	0	0	1	2	0	0	0	6	0	0	0	0	0	0	0	0	0	8
	0	1%	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0
Don't know/can't remember	7	1	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	5	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
Never	T																			27	
	3561	492	465	836	371	1467	836	136	125	288	2595	738	29	50	19	349	388	417	321	432	3095
	94%	94%	95%	95%	96%	96%	93%	95%	95%	94%	95%	99%	45%	99%	100%	99%	99%	99%	100%	96%	94%
Total	L																				
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	100	16	10	14	4	28	27	6	4	7	68	1	13	0	0	1	0	1	0	11	88
	3%	3%	2%	2%	1%	2%	3%	4%	3%	2%	3%	0	21%	0	0	0	0	0	0	2%	3%
Weekly (Net)	EKOPQR												zKMN*								
	170	24	21	35	14	59	52	7	6	17	107	4	31	0	0	2	2	3	1	12	157
	5%	5%	4%	4%	4%	4%	6%	5%	5%	5%	4%	1%	48%	1%	0	1%	0	1%	0	3%	5%
Monthly (Net)	JKOPQR												zKMN*								
	194	30	24	40	16	65	58	7	6	19	125	5	35	0	0	2	2	4	1	13	180
	5%	6%	5%	5%	4%	4%	7%	5%	5%	6%	5%	1%	55%	1%	0	1%	1%	1%	0	3%	5%
	JKO PQRS												zKMN*								

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2.1 & A2.2. Which, if any, of these radio stations have you personally listened to in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
BBC Radio 1	857	45	29	57	29	180	168	38	19	39	666	50	4	3	1	30	20	29	21	131	723
ABCDE FIKLM NOPQR	23%	9%	6%	7%	7%	12%	19%	26%	15%	13%	24%	7%	6%	6%	5%	9%	5%	7%	6%	29%	22%
BBC Radio 2	962	171	140	230	90	342	214	42	32	67	723	195	19	14	2	105	90	127	68	73	884
ENS	26%	33%	29%	26%	23%	22%	24%	29%	24%	22%	26%	26%	29%	28%	10%	30%	23%	30%	21%	16%	27%
BBC Radio 3	272	30	38	66	28	93	90	26	22	38	173	62	1	3	0	32	30	48	14	40	229
EJ	7%	6%	8%	8%	7%	6%	10%	18%	17%	12%	6%	8%	1%	6%	2%	9%	8%	11%	4%	9%	7%
BBC Radio 4	688	105	125	221	96	267	148	31	35	54	494	201	10	9	1	101	101	151	50	60	598
NS	18%	20%	26%	25%	25%	17%	16%	22%	27%	17%	18%	27%	15%	18%	5%	29%	26%	36%	16%	13%	18%
BBC Radio 5 live	429	62	41	64	23	123	80	11	16	30	336	53	4	4	3	39	14	35	19	57	370
CD	11%	12%	8%	7%	6%	8%	9%	8%	12%	10%	12%	7%	7%	7%	13%	11%	4%	8%	6%	13%	11%
BBC 6 Music	221	21	11	13	3	38	44	11	7	12	170	9	4	0	0	4	6	8	1	31	189
BCDEK NOPQR	6%	4%	2%	2%	1%	2%	5%	8%	5%	4%	6%	1%	6%	1%	0	1%	1%	2%	0	7%	6%
BBC Asian Network	80	7	2	5	3	15	19	6	5	6	57	4	1	0	0	3	1	1	3	38	42
BCE KPQT	2%	1%	0	1%	1%	1%	2%	4%	3%	2%	2%	1%	1%	0	0	1%	0	0	1%	8%	1%
BBC local radio stations	537	68	87	166	79	226	163	32	34	50	353	125	18	11	12	70	55	68	57	54	481
J	14%	13%	18%	19%	20%	15%	18%	22%	26%	16%	13%	17%	28%	21%	61%	20%	14%	16%	18%	12%	15%
Any other BBC station (including digital BBC stations) talkSport	122	26	19	29	11	55	31	4	5	12	85	25	1	2	1	19	7	14	12	11	110
BCDEK MNOPR	3%	5%	4%	3%	3%	4%	3%	3%	4%	4%	3%	3%	2%	3%	6%	5%	2%	3%	4%	3%	3%
talkRadio	404	42	36	48	11	109	88	22	14	24	308	43	3	1	0	35	9	23	20	52	352
ABC EKPQ	11%	8%	7%	5%	3%	7%	10%	15%	11%	8%	11%	6%	5%	2%	2%	10%	2%	6%	6%	11%	11%
Classic FM	126	7	1	7	7	25	38	14	5	9	83	7	0	0	0	7	0	2	5	18	107
R	3%	1%	0	1%	2%	2%	4%	9%	3%	3%	3%	1%	0	0	0	2%	0	1%	1%	4%	3%
Absolute Radio	541	68	72	155	83	215	131	29	26	45	389	136	9	7	2	58	79	106	30	73	464
BCD	14%	13%	15%	18%	21%	14%	15%	20%	20%	15%	14%	18%	15%	15%	10%	16%	20%	25%	9%	16%	14%
Any Capital Radio station	441	43	11	15	4	90	81	14	11	26	349	13	1	1	0	13	0	6	7	49	392
ABCDE FIKLM NOPQR	12%	8%	2%	2%	1%	6%	9%	10%	9%	8%	13%	2%	2%	2%	0	4%	0	1%	2%	11%	12%
Any Heart Radio station	563	30	11	21	11	106	103	31	14	28	440	17	2	2	0	15	2	6	11	88	470
ABCDE FIKLM NOPQR	15%	6%	2%	2%	3%	7%	11%	22%	10%	9%	16%	2%	3%	4%	0	4%	1%	1%	4%	20%	14%
Any Smooth Radio station	729	74	44	59	15	182	157	28	19	38	553	58	1	1	0	36	22	36	22	76	650
ABC EIKLM NOPQR	19%	14%	9%	7%	4%	12%	18%	19%	14%	12%	20%	8%	2%	1%	0	10%	6%	8%	7%	17%	20%
DNP	481	89	61	93	32	178	117	26	19	43	342	82	5	6	0	50	32	52	30	55	426
zCD	13%	17%	13%	11%	8%	12%	13%	16%	14%	14%	13%	11%	7%	13%	0	14%	8%	12%	9%	12%	13%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2.1 & A2.2. Which, if any, of these radio stations have you personally listened to in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Any Kiss station	403 11%	22 4%	11 2%	13 2%	2 1%	83 5%	80 9%	20 14%	10 8%	20 6%	310 11%	13 2%	0 0	0 0	0 0	11 3%	2 0	12 3%	1 0	75 17%	327 10%
Virgin Radio	223 6% ABCDE KLMN O/P PORT	5 1%	10 2%	10 1%	0 0	45 3%	55 6%	20 14%	9 7%	19 6%	162 6%	9 1%	1 2%	0 0	0 0	6 2%	3 1%	9 2%	0 0	39 9%	183 6%
LBC Radio	278 7% BCDEK NO/P PORT	46 9%	17 3%	46 5%	29 8%	82 5%	48 5%	10 7%	8 6%	22 7%	211 8%	43 6%	2 3%	1 2%	0 2%	28 8%	15 4%	19 5%	23 7%	57 13%	218 7%
Other local or national commercial radio station (e.g. a local station that has advertising)	410 11% MS	79 15%	64 13%	103 12%	39 10%	180 12%	105 12%	14 10%	20 15%	38 12%	295 11%	77 10%	19 29%	1 2%	6 32%	41 12%	36 9%	33 8%	44 14%	30 7%	376 11%
None of these	869 23% JT	104 20%	113 23%	236 27%	123 32%	448 29%	233 26%	36 25%	35 26%	92 30%	599 22%	204 27%	14 22%	14 28%	4 18%	87 25%	118 30%	80 19%	124 39%	146 32%	709 22%
Total	9616 255%	1145 218%	942 192%	1660 189%	718 185%	3084 201%	2193 245%	462 324%	365 278%	711 231%	7096 260%	1428 192%	119 185%	81 160%	32 165%	787 224%	640 164%	864 205%	564 175%	1253 279%	8299 253%
Net: BBC Radio	2225 59%	319 61%	290 59%	509 58%	219 57%	790 52%	523 58%	87 61%	79 60%	170 55%	1627 60%	429 58%	36 57%	29 57%	14 73%	220 63%	209 54%	279 66%	150 47%	248 55%	1962 60%
Net: BBC National	2064 55% ER CDE IN/P R	294 56% D	259 53%	440 50%	181 47%	702 46%	465 52%	76 53%	70 54%	147 48%	1532 56%	382 51% N	28 44% N	24 47% N	5 27% N	198 56% PR	184 47% R	254 60% zPR	128 40%	237 53%	1813 55%
Net: BBC local	537 14% J	68 13%	87 18%	166 19%	79 20%	226 15%	163 18%	32 22%	34 26%	50 16%	353 13%	125 17%	18 28%	11 21%	12 61%	70 20% z	55 14%	68 16%	57 18%	54 12%	481 15%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations? - Summary Table

Base: All Respondents who have listened to radio in the last 3 months

	BBC Radio 1 (A)	BBC Radio 2 (B)	BBC Radio 3 (C)	BBC Radio 4 (D)	BBC Radio 5 live (E)	BBC 6 Music (F)	BBC Asian Network (G)	BBC local radio stations (H)	Any other BBC station (incl uding digital BBC stations) (I)	talk Sport (J)	talk Radio (K)	Classic FM (L)	Abso lute Radio (M)	Any Capital Radio station (N)	Any Heart Radio station (O)	Any Smooth Radio station (P)	Any Kiss station (Q)	Virgin Radio (R)	LBC Radio (S)	Other local or nati onal comme rcial radio station (e.g. a local station that has advert ising) (T)
Unweighted Base	920	943	293	676	465	225	102	585	138	410	149	590	440	562	727	460	406	249	282	445
Base: All Respondents who have listened to radio in the last 3 months Effective Base	857	962	272	668	429	221	80	537	122	404	126	541	441	563	729	481	403	223	278	410
A few times a day	619.6 192 22%	655.0 199 21%	201.6 67 25%	462.6 177 26%	322.1 82 19%	151.3 54 24%	71.5 21 27%	386.1 93 17%	96.2 23 18%	283.1 85 21%	108.8 31 25%	397.3 97 18%	301.7 67 15%	396.0 111 20%	522.2 110 15%	314.0 80 17%	280.5 81 20%	175.8 47 21%	195.9 93 34%	287.6 65 16%
	HMOPT	MO	HLMOPT	BEHLM NOPQT		MOPT	MOPT*			O	MOT			O			O		ABCDE FHULM NOPQRT	
At least once every day	237 28% J	305 32% EJLQ	76 28% J	241 36% ACEI JLMOQ	100 23% D	62 28% D	24 30% *	164 31% EJ	32 26% *	85 21% J	42 33% EJ	138 26% J	126 29% J	172 31% EJ	206 28% J	146 30% EJ	99 25% J	77 34% EJLQ	81 29% J	139 34% AEJLQ
About two or three times a week	200 23% D	210 22% D	64 23% D	119 18% D	101 24% D	48 22% D	14 18% *	149 28% BDRS	33 27% D*	108 27% DRS	27 22% DRS	141 26% DRS	121 27% BDRS	149 26% DRS	190 26% DRS	121 25% D	101 25% D	41 18% D	52 18% D	94 23% D
At least once a week	133 15% D	150 16% D	41 15% D	74 11% D	89 21% D	30 14% D	11 13% *	73 14% D	10 8% *	82 20% DHIS	17 13% D	85 16% D	69 16% D	86 15% D	141 19% DHIS	141 17% DI	84 20% DHIS	81 17% DI	38 11% DI	67 16% DI
At least once a month	64 7% *	75 8% *	18 7% *	41 6% *	38 9% *	24 11% DHJNS	8 10% *	31 6% *	12 10% *	24 6% *	7 5% *	47 9% HNS	44 10% HNS	30 5% *	61 8% N	37 8% N	27 7% N	15 7% N	12 4% N	25 6% N
At least once every three months	17 2% *	20 2% *	4 1% *	10 1% *	15 4% DR	3 2% *	0 0% *	14 3% *	2 2% *	17 4% CDNPR	1 0% *	26 5% ABCDG KNOPRS	13 3% *	11 2% *	17 2% *	7 2% *	12 3% *	2 1% *	4 1% *	9 2% BFMNO
Don't know/can't remember	14 2% B	3 0% *	2 1% *	6 1% *	3 1% *	0 0% *	2 2% BF*	13 2% BEFMNO	11 9% ABCD EFHJK LMNOP QRST*	3 1% *	2 1% *	8 1% B	2 1% *	3 0% *	4 1% *	6 1% *	3 1% *	3 2% B	3 1% *	11 3% BFMNO
Total	857 100%	962 100%	272 100%	668 100%	429 100%	221 100%	80 100%	537 100%	122 100%	404 100%	126 100%	541 100%	441 100%	563 100%	729 100%	481 100%	403 100%	223 100%	278 100%	410 100%
Daily (Net)	429 50% EJLMO	504 52% EJLMOQ	143 53% EJLMO	418 63% ABCEF HJLMO NOPQT	182 42% EJLO	116 52% EJLO	45 57% EJLMO*	257 48% *	54 44% *	170 42% *	73 58% EJL MOPO	235 43% *	193 44% *	283 50% EJLO	316 43% *	226 47% *	180 45% *	124 56% EJL MOPO	175 63% ABCEF HJLMO NOPQT	204 50% *
Weekly (Net)	762 89% I	864 90% IL	248 91% IL	611 91% EILM	372 87% I	193 87% I	70 88% I	479 89% I	97 79% I	360 89% I	117 93% IL	461 85% IL	383 87% IL	518 92% EILMO	647 89% I	431 90% IL	362 90% I	203 91% I	258 93% EILM	365 89% I
Monthly (Net)	828 96% I	939 98% HULT	266 98% IL	652 98% HIL	410 96% I	218 98% IL	78 98% I*	510 95% I	109 89% *	384 95% I	124 98% I	508 94% I	426 97% I	549 98% UL	708 97% IL	468 97% IL	389 96% I	218 98% IL	270 97% I	390 95% I

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Radio 1

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	920	44	34	56	22	212	199	49	29	47	689	41	5	4	6	26	15	27	14	147	767
Base: All Respondents who have listened to radio in the last 3 months	857	45	29	57	29	180	168	38	19	39	666	50	4	3	1	30	20	29	21	131	723
Effective Base	619.6	24.8	20.8	35.5	15.5	145.0	144.8	39.9	22.4	38.2	461.5	28.4	4.6	3.4	4.9	17.7	10.8	16.6	11.8	87.0	530.4
A few times a day	192	6	3	9	6	39	49	16	9	13	138	8	1	1	0	4	3	4	4	31	161
	22%	13%	11%	16%	20%	22%	29%	42%	47%	33%	21%	16%	16%	18%	21%	15%	17%	12%	21%	23%	22%
At least once every day	237	10	8	17	9	52	35	9	2	9	195	13	2	1	0	7	7	7	7	33	202
	28%	23%	28%	29%	31%	29%	21%	24%	8%	24%	29%	27%	52%	46%	33%	23%	33%	23%	32%	25%	28%
About two or three times a week	200	10	5	14	10	45	35	4	3	8	157	12	1	1	0	6	7	8	4	29	170
	23%	23%	16%	25%	34%	25%	21%	12%	17%	21%	24%	25%	13%	36%	30%	19%	33%	28%	21%	22%	24%
At least once a week	133	10	5	7	2	22	22	3	1	3	110	6	1	0	0	5	1	5	1	13	119
	15%	21%	18%	12%	6%	12%	13%	7%	7%	7%	17%	12%	18%	0	15%	16%	8%	16%	7%	10%	17%
At least once a month	64	2	6	7	1	14	20	4	3	3	43	7	0	0	0	5	2	4	2	15	49
	7%	4%	21%	11%	2%	8%	12%	10%	17%	8%	7%	13%	0	0	0	16%	9%	14%	11%	12%	7%
At least once every three months	17	2	0	0	0	4	6	1	1	2	11	0	0	0	0	0	0	0	0	4	14
	2%	5%	0	0	0	2%	4%	3%	4%	4%	2%	0	0	0	0	0	0	0	0	3%	2%
Don't know/can't remember	14	5	2	4	2	4	2	1	0	1	11	4	0	0	0	4	0	2	2	6	8
	2%	11%	5%	6%	7%	2%	1%	2%	0	2%	2%	7%	0	0	0	12%	0	7%	8%	4%	1%
Total	857	45	29	57	29	180	168	38	19	39	666	50	4	3	1	30	20	29	21	131	723
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	429	16	11	26	15	91	83	25	11	22	333	21	3	2	1	11	10	10	11	64	362
	50%	36%	39%	45%	51%	51%	50%	67%	55%	58%	50%	42%	68%	64%	55%	37%	50%	35%	53%	49%	50%
Weekly (Net)	762	36	21	47	26	158	141	32	15	33	600	40	4	3	1	22	18	23	17	107	652
	89%	80%	74%	82%	91%	88%	84%	85%	79%	85%	90%	80%	100%	100%	100%	72%	91%	79%	81%	81%	90%
Monthly (Net)	826	38	27	54	27	172	160	36	19	36	644	45	4	3	1	26	20	27	19	122	701
	96%	84%	95%	94%	93%	96%	95%	85%	96%	93%	97%	93%	100%	100%	100%	88%	100%	93%	92%	93%	97%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Radio 2

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	943	155	145	228	83	341	230	48	37	71	678	179	20	22	7	102	77	133	46	75	863
Base: All Respondents who have listened to radio in the last 3 months	962	171	140	230	90	342	214	42	32	67	723	195	19	14	2	105	90	127	68	73	884
Effective Base	655.0	101.1	98.3	162.8	64.5	246.7	174.2	39.4	28.5	54.6	463.9	131.0	16.1	17.0	6.1	69.9	61.1	96.3	37.8	47.0	604.1
A few times a day	199	31	36	56	20	82	39	11	4	14	154	45	6	5	0	19	26	24	21	17	190
	21%	18%	26%	24%	22%	24%	18%	26%	13%	21%	21%	23%	31%	37%	0	18%	28%	19%	30%	23%	20%
At least once every day	305	60	53	83	30	116	69	12	12	23	231	71	7	5	1	44	27	46	25	28	276
	32%	35%	38%	36%	34%	34%	32%	30%	38%	35%	32%	36%	37%	33%	27%	42%	30%	36%	37%	39%	31%
About two or three times a week	210	38	16	38	23	59	56	11	5	14	149	33	2	3	0	19	14	21	13	11	199
	22%	22%	11%	17%	25%	17%	26%	26%	16%	21%	21%	17%	10%	19%	22%	19%	15%	16%	19%	15%	23%
At least once a week	150	25	24	31	6	50	32	5	6	13	114	26	3	1	1	11	15	17	10	3	146
	16%	15%	17%	13%	7%	15%	15%	13%	19%	19%	16%	14%	13%	9%	30%	11%	17%	13%	14%	4%	16%
At least once a month	75	16	5	10	6	23	15	2	4	3	56	9	1	0	0	6	3	9	0	12	63
	8%	9%	3%	4%	6%	7%	7%	5%	13%	4%	8%	4%	4%	3%	21%	6%	3%	7%	0	16%	7%
At least once every three months	20	2	5	8	4	10	3	0	0	0	15	8	0	0	0	3	6	8	0	2	18
	2%	1%	3%	4%	4%	3%	1%	0	0	0	2%	4%	0	0	0	3%	6%	7%	0	3%	2%
Don't know/can't remember	3	0	1	3	2	3	0	0	0	0	3	2	1	0	0	2	0	2	0	0	3
	0	0	1%	1%	2%	1%	0	0	0	0	0	1%	4%	0	0	2%	0	2%	0	0	0
Total	962	171	140	230	90	342	214	42	32	67	723	195	19	14	2	105	90	127	68	73	884
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	504	90	89	139	50	198	108	23	16	37	384	116	13	10	1	63	53	70	46	45	455
	52%	53%	64%	61%	55%	58%	50%	56%	51%	56%	53%	60%	68%	70%	27%	60%	59%	55%	67%	62%	51%
Weekly (Net)	864	154	129	209	79	306	196	40	28	64	647	176	17	14	2	94	82	107	68	59	801
	90%	90%	93%	91%	88%	90%	92%	95%	87%	96%	90%	90%	92%	97%	79%	90%	91%	85%	100%	80%	91%
Monthly (Net)	939	169	134	219	85	329	211	42	32	67	704	185	18	14	2	100	85	116	68	71	864
	98%	99%	96%	95%	94%	96%	99%	100%	100%	100%	97%	95%	96%	100%	100%	95%	94%	92%	100%	97%	99%
	CKQ																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Radio 3

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	293	23	34	61	27	91	108	33	28	39	173	54	1	5	1	32	22	44	10	53	236
Base: All Respondents who have listened to radio in the last 3 months	272	30	38	66	28	93	90	26	22	38	173	62	1	3	0	32	30	48	14	40	228
Effective Base	201.6	14.7	22.8	43.0	20.5	65.1	83.4	27.8	21.1	31.3	114.6	38.7	1.0	4.4	1.0	24.6	15.4	30.4	8.4	32.8	167.1
A few times a day	67	7	1	7	6	16	25	10	4	8	41	6	1	0	0	4	3	6	0	14	53
CK	25%	25%	2%	11%	23%	17%	28%	40%	16%	20%	24%	10%	100%	0	0	11%	10%	14%	0	35%	23%
At least once every day	76	8	11	19	8	23	30	8	6	13	42	17	0	2	0	8	9	12	5	16	59
CK	26%	26%	29%	28%	27%	29%	34%	31%	25%	35%	24%	27%	0	57%	0	26%	29%	26%	32%	39%	26%
About two or three times a week	64	5	11	21	10	24	20	5	9	10	43	20	0	1	0	9	11	14	6	7	56
CK	23%	17%	30%	32%	35%	26%	22%	21%	39%	26%	25%	32%	0	32%	100%	26%	37%	30%	38%	18%	25%
At least once a week	41	9	6	6	1	16	10	0	3	4	29	6	0	0	0	3	4	6	1	2	36
CK	15%	28%	15%	10%	3%	17%	12%	2%	14%	11%	17%	10%	0	0	0	8%	13%	12%	6%	5%	16%
At least once a month	18	0	7	11	3	11	2	1	0	1	16	10	0	0	0	7	3	8	2	1	18
F	7%	0	19%	16%	12%	11%	2%	2%	0	3%	9%	16%	0	11%	0	22%	11%	16%	16%	2%	8%
At least once every three months	4	0	2	2	0	2	2	1	1	1	2	2	0	0	0	2	0	1	1	0	4
CK	1%	0	5%	3%	0	2%	2%	4%	5%	3%	1%	3%	0	0	0	6%	0	2%	8%	0	2%
Don't know/can't remember	2	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1
CK	1%	4%	0	0	1%	0	1%	0	0	3%	0	0	0	0	0	1%	0	1%	0	1%	1%
Total	272	30	38	66	28	93	90	26	22	38	173	62	1	3	0	32	30	48	14	40	228
CK	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	143	15	12	26	14	39	56	18	9	21	83	23	1	2	0	12	12	19	5	30	112
CEKT	53%	51%	31%	39%	50%	42%	61%	71%	41%	55%	48%	38%	100%	57%	0	36%	39%	40%	32%	75%	49%
Weekly (Net)	248	29	29	53	25	80	86	24	21	35	154	49	1	3	0	23	26	39	11	39	205
CKQ	91%	96%	76%	81%	87%	86%	95%	93%	95%	91%	89%	80%	100%	89%	100%	71%	89%	81%	76%	97%	90%
Monthly (Net)	266	29	36	64	28	91	87	25	21	36	170	60	1	3	0	30	30	45	13	40	223
CKQ	98%	96%	95%	96%	99%	97%	97%	96%	95%	94%	98%	96%	100%	100%	100%	93%	100%	97%	92%	98%	98%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Radio 4

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	676	96	123	219	96	268	158	38	40	58	485	187	10	18	4	109	78	154	33	71	598
Base: All Respondents who have listened to radio in the last 3 months	668	105	125	221	96	267	148	31	35	54	494	201	10	9	1	101	101	151	50	60	598
Effective Base	462.6	61.3	79.9	150.6	71.5	186.4	112.4	27.0	30.5	46.3	328.5	132.4	7.4	14.2	3.3	76.6	58.3	107.8	26.8	46.1	416.0
A few times a day	177	25	34	67	33	77	40	9	15	18	129	62	2	2	1	31	32	48	14	18	157
	26%	24%	27%	30%	34%	29%	27%	29%	42%	34%	26%	31%	22%	22%	56%	30%	31%	32%	28%	29%	26%
At least once every day	241	40	62	103	42	113	55	15	11	20	175	97	3	3	0	43	53	70	27	20	221
	36%	38%	49%	47%	43%	42%	37%	49%	30%	38%	36%	48%	30%	36%	44%	43%	53%	46%	53%	33%	37%
About two or three times a week	119	21	16	30	14	43	26	3	7	6	90	25	2	3	0	12	13	20	5	8	108
	18%	20%	13%	14%	14%	16%	18%	10%	21%	12%	18%	13%	18%	31%	0	12%	13%	13%	11%	14%	18%
At least once a week	74	15	10	16	6	28	9	0	1	4	62	13	2	0	0	10	3	9	4	5	69
	11%	14%	8%	7%	6%	10%	6%	1%	2%	8%	13%	7%	25%	0	0	10%	3%	6%	9%	8%	12%
At least once a month	41	4	3	5	2	7	11	2	2	2	27	4	1	0	0	4	0	4	0	7	33
	6%	4%	3%	2%	2%	3%	7%	7%	5%	4%	6%	2%	5%	4%	0	4%	0	3%	0	12%	6%
At least once every three months	10	0	0	1	1	1	1	0	0	1	8	0	0	1	0	0	0	0	0	2	8
	1%	0	0	0	1%	0	1%	0	0	2%	2%	0	0	6%	0	0	0	0	0	4%	1%
Don't know/can't remember	6	0	0	0	0	0	5	1	0	1	1	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	4%	3%	0	2%	0	0	0	0	0	0	0	0	0	0	0
Total	668	105	125	221	96	267	148	31	35	54	494	201	10	9	1	101	101	151	50	60	598
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	418	65	96	170	75	189	95	24	25	39	304	159	5	5	1	74	85	118	41	38	378
	63%	61%	76%	77%	78%	71%	64%	78%	72%	73%	62%	79%	52%	58%	100%	74%	84%	78%	81%	62%	63%
Weekly (Net)	611	101	122	216	94	260	130	28	34	49	457	197	9	8	1	97	101	147	50	51	555
	91%	96%	97%	98%	98%	97%	88%	90%	95%	92%	93%	98%	95%	90%	100%	96%	100%	97%	100%	84%	93%
Monthly (Net)	652	105	125	221	96	267	141	30	35	52	484	201	10	9	1	101	101	151	50	58	588
	98%	100%	100%	100%	99%	100%	96%	97%	100%	96%	98%	100%	100%	94%	100%	100%	100%	100%	100%	96%	98%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Radio 5 live

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	465	64	50	77	27	139	103	17	23	38	347	58	6	5	8	46	12	44	14	62	401
Base: All Respondents who have listened to radio in the last 3 months	429	62	41	64	23	123	80	11	16	30	336	53	4	4	3	39	14	35	19	57	370
Effective Base	322.1	43.3	34.8	50.3	15.9	99.3	77.5	14.2	16.4	30.9	237.6	38.6	5.5	4.4	6.9	28.2	10.4	29.4	10.6	42.4	278.3
A few times a day	82	11	9	13	4	27	13	2	5	3	66	11	1	1	1	9	2	6	5	16	66
	19%	18%	23%	21%	16%	22%	16%	16%	30%	10%	20%	21%	17%	21%	24%	23%	17%	18%	27%	28%	18%
At least once every day	100	15	10	16	6	28	20	7	6	10	76	11	1	2	2	8	3	7	4	18	82
	23%	24%	24%	25%	26%	23%	25%	63%	38%	34%	23%	21%	17%	55%	64%	21%	24%	21%	22%	31%	22%
About two or three times a week	101	13	9	18	9	30	17	1	1	3	81	15	2	1	0	10	5	10	5	10	90
	24%	21%	22%	28%	38%	24%	21%	7%	8%	11%	24%	28%	42%	19%	0	26%	36%	28%	29%	17%	24%
At least once a week	89	11	11	14	3	31	14	1	4	7	73	13	1	0	0	11	2	10	3	7	82
	21%	18%	27%	22%	13%	25%	18%	12%	26%	23%	22%	13%	14%	6%	13%	27%	17%	28%	17%	13%	22%
At least once a month	38	10	2	3	1	5	11	0	0	4	26	2	1	0	0	1	1	1	1	3	35
	9%	16%	4%	4%	4%	4%	14%	0	0	14%	8%	4%	11%	0	0	3%	7%	4%	5%	5%	9%
At least once every three months	15	2	0	0	0	2	4	0	0	3	11	0	0	0	0	0	0	0	0	1	14
	4%	3%	0	0	0	2%	5%	0	0	9%	3%	0	0	0	0	0	0	0	0	2%	4%
Don't know/can't remember	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	2	1
	1%	0	0	0	1%	0	0	0	0	0	1%	1%	0	0	0	1%	0	1%	0	4%	0
Total	429	62	41	64	23	123	80	11	16	30	336	53	4	4	3	39	14	35	19	57	370
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	182	26	19	29	10	55	33	9	11	13	142	23	2	3	2	17	6	14	9	34	148
	42%	42%	46%	46%	44%	45%	41%	81%	68%	44%	42%	43%	34%	75%	87%	43%	41%	39%	49%	59%	40%
Weekly (Net)	372	50	39	61	22	115	64	11	16	23	296	51	4	4	3	38	13	33	18	51	320
	87%	81%	96%	95%	95%	94%	80%	100%	100%	77%	88%	95%	89%	100%	100%	96%	93%	96%	95%	89%	86%
Monthly (Net)	410	60	41	64	23	120	76	11	16	27	322	53	4	4	3	39	14	35	19	54	355
	96%	97%	100%	100%	99%	98%	95%	100%	100%	97%	96%	99%	100%	100%	100%	99%	100%	99%	100%	94%	96%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC 6 Music

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	225	18	9	12	3	37	49	13	8	13	167	8	3	1	0	5	3	7	1	42	180
Base: All Respondents who have listened to radio in the last 3 months	221	21	11	13	3	38	44	11	7	12	170	9	4	0	0	4	6	8	1	31	189
Effective Base	151.3	11.7	6.2	8.4	2.5	25.4	39.6	11.1	7.0	11.9	108.6	6.1	2.0	1.0	0	4.7	2.8	5.3	1.0	29.1	123.2
A few times a day	54	2	0	0	0	8	16	6	5	5	36	0	0	0	0	0	0	0	0	9	44
	24%	8%	0	0	0	21%	35%	55%	70%	41%	21%	0	0	0	0	0	0	0	0	31%	23%
At least once every day	62	7	1	2	1	12	11	2	1	6	48	2	1	0	0	2	0	2	0	11	51
	28%	33%	12%	18%	41%	31%	26%	16%	20%	50%	28%	17%	20%	0	0	44%	0	19%	0	35%	27%
About two or three times a week	48	3	3	3	0	9	8	1	0	0	39	1	2	0	0	1	0	1	0	8	39
	22%	13%	28%	23%	0	25%	17%	6%	0	0	23%	6%	66%	0	0	15%	0	6%	0	27%	21%
At least once a week	30	4	2	4	1	4	1	1	0	0	28	3	1	0	0	0	3	3	0	1	28
	14%	19%	22%	27%	46%	11%	2%	5%	0	0	16%	33%	14%	0	0	0	55%	36%	0	4%	15%
At least once a month	24	6	3	4	0	4	6	0	1	1	18	3	0	0	0	1	3	3	0	1	23
	11%	26%	30%	27%	13%	11%	14%	4%	10%	9%	10%	35%	0	100%	0	19%	45%	38%	0	3%	12%
At least once every three months	3	0	1	1	0	1	2	2	0	0	1	1	0	0	0	1	0	0	1	0	3
	2%	0	8%	6%	0	2%	5%	14%	0	0	1%	9%	0	0	0	23%	0	0	100%	0	2%
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	221	21	11	13	3	38	44	11	7	12	170	9	4	0	0	4	6	8	1	31	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
Daily (Net)	116	9	1	2	1	20	27	8	6	11	84	2	1	0	0	2	0	2	0	20	95
	52%	41%	12%	18%	41%	51%	61%	71%	90%	91%	50%	17%	20%	0	0	44%	0	19%	0	66%	50%
Weekly (Net)	193	15	7	9	2	33	36	9	6	11	151	5	4	0	0	2	3	5	0	30	162
	87%	74%	62%	67%	87%	87%	81%	82%	90%	91%	89%	56%	100%	0	0	58%	55%	62%	0	97%	86%
Monthly (Net)	218	21	10	12	3	37	42	9	7	12	169	8	4	0	0	3	6	8	0	31	185
	98%	100%	92%	94%	100%	98%	95%	86%	100%	100%	99%	91%	100%	100%	0	77%	100%	100%	0	100%	98%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC Asian Network

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	102	7	2	4	2	18	24	7	7	8	71	3	1	0	0	2	1	1	2	54	48
Base: All Respondents who have listened to radio in the last 3 months	80	7	2	5	3	15	19	6	5	6	57	4	1	0	0	3	1	1	3	38	42
Effective Base	71.5	5.1	2.0	3.7	2.0	13.9	17.3	5.1	6.1	5.2	49.3	2.9	1.0	0	0	2.0	1.0	1.0	2.0	37.3	34.7
A few times a day	21	0	1	1	0	2	5	5	2	1	16	1	0	0	0	0	1	1	0	6	15
At least once every day	27%	0	55%	19%	0	11%	28%	80%	52%	15%	28%	23%	0	0	0	0	100%	100%	0	17%	36%
Don't know/can't remember	5	**	**	**	**	**	**	**	**	**	*	**	**	0	0	**	**	**	**	*	*
Total	80	7	2	5	3	15	19	6	5	6	57	4	1	0	0	3	1	1	3	38	42
Daily (Net)	45	3	2	2	0	5	12	5	3	4	30	1	1	0	0	0	1	1	0	19	26
Weekly (Net)	57%	50%	100%	35%	0	32%	63%	87%	62%	74%	53%	23%	100%	0	0	0	100%	100%	0	51%	62%
Monthly (Net)	78	7	2	3	2	14	19	7	5	6	55	3	1	0	0	2	1	1	2	38	40
Don't know/can't remember	2%	0	0	32%	49%	10%	0	0	0	0	3%	38%	0	0	0	49%	0	0	49%	1%	4%
Overlap formulae used	*	**	**	**	**	**	**	**	**	**	*	**	**	0	0	**	**	**	**	*	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: BBC local radio stations

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	585	72	105	186	81	258	204	35	37	63	353	110	17	17	42	65	45	72	38	59	524
Base: All Respondents who have listened to radio in the last 3 months	537	68	87	166	79	226	163	32	34	50	353	125	18	11	12	70	55	68	57	54	481
Effective Base	386.1	47.0	59.1	117.6	58.7	169.0	141.3	26.3	27.5	42.8	231.2	78.7	14.5	14.0	35.3	43.1	35.7	49.6	30.8	34.1	351.0
A few times a day	93	5	19	34	15	41	33	5	5	12	56	27	1	1	4	11	16	14	13	15	78
	17%	8%	21%	20%	19%	18%	20%	17%	13%	25%	16%	22%	7%	8%	38%	16%	29%	21%	23%	27%	16%
At least once every day	164	21	27	55	28	76	48	12	10	14	109	42	5	2	5	27	15	16	26	23	141
	31%	30%	31%	33%	36%	34%	29%	39%	29%	29%	31%	33%	30%	21%	43%	39%	27%	23%	46%	42%	29%
About two or three times a week	149	27	23	43	21	58	35	6	9	9	111	32	6	4	1	16	16	23	10	6	142
	28%	39%	26%	26%	26%	26%	22%	20%	27%	18%	32%	26%	33%	36%	12%	22%	30%	33%	17%	11%	30%
At least once a week	73	7	12	23	11	30	25	3	9	4	42	15	5	3	0	10	5	11	4	3	70
	14%	10%	14%	14%	14%	13%	15%	10%	26%	8%	12%	12%	26%	26%	3%	15%	9%	17%	7%	5%	14%
At least once a month	31	6	1	4	2	10	9	2	2	3	21	4	0	0	0	4	0	2	2	4	27
	6%	8%	1%	2%	3%	5%	5%	6%	5%	7%	6%	3%	0	0	0	5%	0	3%	3%	7%	6%
At least once every three months	14	1	3	3	0	6	7	2	0	3	7	3	0	0	0	0	2	1	1	2	11
	3%	1%	3%	2%	0	2%	4%	5%	0	6%	2%	2%	0	0	0	0	6%	2%	3%	4%	2%
Don't know/can't remember	13	3	3	5	2	5	7	1	0	4	6	2	1	1	1	2	0	1	1	2	11
	2%	4%	3%	3%	2%	2%	4%	3%	0	8%	2%	2%	5%	10%	4%	3%	0	2%	1%	4%	2%
Total	537	68	87	166	79	226	163	32	34	50	353	125	18	11	12	70	55	68	57	54	481
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	257	26	45	88	43	117	81	18	14	27	165	69	7	3	10	39	31	30	39	38	220
	48%	38%	52%	53%	55%	52%	50%	56%	42%	54%	47%	55%	37%	29%	81%	55%	56%	44%	69%	69%	46%
Weekly (Net)	479	59	80	155	75	205	141	27	33	40	319	117	17	10	11	64	52	64	53	46	432
	89%	87%	92%	93%	95%	91%	86%	86%	95%	79%	90%	93%	95%	90%	96%	92%	95%	93%	93%	85%	90%
Monthly (Net)	510	65	81	159	77	215	150	29	34	43	340	120	17	10	11	68	52	66	55	50	459
	95%	95%	94%	96%	96%	95%	92%	92%	100%	86%	96%	96%	95%	90%	96%	97%	95%	97%	96%	91%	95%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Any other BBC station (including digital BBC stations)

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	138	27	23	36	13	62	38	6	8	13	91	27	2	3	4	20	7	18	9	13	124
Base: All Respondents who have listened to radio in the last 3 months	122	26	19	29	11	55	31	4	5	12	85	25	1	2	1	19	7	14	12	11	110
Effective Base	96.2	20.8	13.9	23.6	10.1	41.7	29.2	5.2	6.0	10.0	62.0	18.8	1.7	2.6	3.5	13.3	5.6	13.8	6.6	8.3	87.0
A few times a day	23	1	5	10	5	16	5	2	2	2	17	8	0	1	1	7	1	3	5	1	21
	18%	5%	29%	35%	44%	30%	15%	45%	37%	20%	20%	31%	28%	79%	55%	36%	18%	20%	45%	7%	19%
At least once every day	32	7	6	9	4	13	6	1	2	2	24	8	1	0	0	6	1	4	4	4	27
	26%	27%	31%	32%	33%	24%	21%	18%	40%	19%	28%	31%	72%	0	45%	34%	23%	29%	34%	39%	25%
About two or three times a week	33	10	3	4	1	12	7	1	1	1	24	4	0	0	0	2	2	4	0	5	28
	27%	38%	15%	13%	9%	23%	24%	38%	17%	8%	28%	15%	0	0	0	9%	33%	28%	0	41%	26%
At least once a week	10	2	1	1	0	3	3	0	0	0	6	1	0	0	0	1	0	1	0	1	9
	8%	6%	6%	4%	0	5%	11%	0	5%	2%	7%	4%	0	0	0	6%	0	8%	0	7%	8%
At least once a month	12	2	0	1	1	5	4	0	0	3	7	1	0	0	0	1	0	1	0	1	11
	10%	6%	0	4%	11%	9%	13%	0	0	22%	8%	3%	0	21%	0	4%	0	6%	0	6%	10%
At least once every three months	2	0	1	1	0	2	1	0	0	0	1	1	0	0	0	1	0	1	0	0	2
	2%	0	7%	5%	2%	4%	2%	0	0	0	2%	6%	0	0	0	7%	3%	9%	2%	0	2%
Don't know/can't remember	11	5	2	2	0	3	5	0	0	3	6	2	0	0	0	1	1	0	2	0	11
	9%	17%	12%	8%	0	5%	15%	0	0	29%	7%	9%	0	0	0	4%	23%	0	20%	0	10%
Total	122	26	19	29	11	55	31	4	5	12	85	25	1	2	1	19	7	14	12	11	110
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	54	8	11	19	8	30	11	2	4	5	41	16	1	1	1	13	3	7	9	5	48
	44%	32%	60%	67%	78%	54%	36%	62%	78%	39%	49%	62%	100%	79%	100%	70%	41%	49%	78%	46%	44%
Weekly (Net)	97	20	15	24	9	45	22	4	5	6	71	21	1	1	1	16	5	11	9	11	85
	79%	77%	81%	83%	87%	82%	71%	100%	100%	50%	83%	82%	100%	79%	100%	85%	74%	85%	78%	94%	76%
Monthly (Net)	109	22	15	25	10	50	26	4	5	8	78	21	1	2	1	17	5	12	9	11	97
	89%	83%	81%	87%	98%	91%	83%	100%	100%	71%	91%	85%	100%	100%	100%	89%	74%	91%	78%	100%	89%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: talkSport

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	410	43	37	47	10	117	103	28	18	32	297	37	4	4	2	29	8	23	14	56	354
Base: All Respondents who have listened to radio in the last 3 months	404	42	36	48	11	109	88	22	14	24	308	43	3	1	0	35	9	23	20	52	352
Effective Base	283.1	27.9	24.1	29.8	6.0	80.8	72.1	22.1	12.8	25.5	205.6	25.5	3.5	3.8	2.0	19.4	6.4	14.0	11.5	36.5	246.6
A few times a day	85	6	2	4	2	23	17	9	5	5	66	4	0	0	0	4	0	3	1	18	66
	21%	13%	6%	8%	14%	21%	19%	41%	36%	21%	21%	8%	0	0	0	11%	0	11%	5%	36%	19%
At least once every day	85	7	5	10	5	19	16	6	1	4	68	10	0	0	0	8	2	2	8	12	73
	21%	17%	14%	21%	44%	18%	18%	26%	8%	17%	22%	23%	0	0	49%	23%	23%	9%	39%	23%	21%
About two or three times a week	108	11	6	10	4	28	24	3	3	6	82	8	2	0	0	6	1	4	3	14	94
	27%	26%	18%	21%	32%	26%	27%	16%	22%	26%	27%	17%	77%	18%	0	18%	14%	18%	17%	27%	27%
At least once a week	82	9	18	18	0	29	17	2	3	2	63	17	1	1	0	12	5	13	3	4	78
	20%	21%	48%	37%	3%	26%	19%	9%	20%	9%	20%	38%	23%	48%	51%	34%	53%	57%	16%	8%	22%
At least once a month	24	4	1	2	1	5	7	0	1	2	17	2	0	0	0	1	1	1	1	1	23
	6%	10%	3%	4%	8%	4%	8%	0	10%	9%	6%	4%	0	34%	0	2%	11%	4%	5%	1%	7%
At least once every three months	17	5	2	2	0	3	6	1	0	3	11	2	0	0	0	2	0	0	2	1	16
	4%	13%	5%	4%	0	3%	7%	4%	0	14%	4%	5%	0	0	0	6%	0	0	10%	2%	5%
Don't know/can't remember	3	0	2	2	0	2	1	1	0	1	2	2	0	0	0	2	0	0	2	2	1
	1%	0	5%	4%	0	2%	2%	4%	3%	4%	1%	5%	0	0	0	6%	0	2%	8%	3%	0
Total	404	42	36	48	11	109	88	22	14	24	308	43	3	1	0	35	9	23	20	52	352
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	170	13	7	14	7	42	33	15	6	9	134	14	0	0	0	12	2	5	9	30	139
	42%	30%	20%	29%	57%	39%	38%	66%	45%	38%	43%	31%	0	0	49%	34%	23%	20%	45%	59%	40%
Weekly (Net)	360	33	31	42	10	99	74	20	12	17	279	38	3	1	0	30	8	22	16	48	312
	89%	77%	86%	87%	92%	91%	84%	91%	87%	73%	90%	87%	100%	66%	100%	86%	89%	95%	78%	94%	88%
Monthly (Net)	384	37	32	44	11	104	81	20	14	20	296	39	3	1	0	31	9	23	17	49	335
	95%	87%	89%	92%	100%	95%	92%	91%	97%	83%	96%	91%	100%	100%	100%	89%	100%	98%	82%	95%	95%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: talkRadio

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	149	8	1	6	5	27	46	21	7	13	97	6	0	0	0	6	0	3	3	27	121
Base: All Respondents who have listened to radio in the last 3 months	126	7	1	7	7	25	38	14	5	9	83	7	0	0	0	7	0	2	5	18	107
Effective Base	108.8	6.1	1.0	5.0	4.4	22.0	35.0	16.9	6.2	9.9	68.9	5.0	0	0	0	5.0	0	2.1	3.0	16.1	91.8
A few times a day	31	0	0	0	0	6	10	6	2	1	18	0	0	0	0	0	0	0	0	6	25
	25%	0	0	0	0	24%	28%	41%	34%	10%	22%	0	0	0	0	0	0	0	0	34%	24%
At least once every day	42	1	1	2	2	9	10	4	3	3	32	2	0	0	0	2	0	2	0	7	35
	33%	16%	100%	29%	23%	37%	25%	30%	57%	30%	39%	29%	0	0	0	29%	0	85%	0	38%	33%
About two or three times a week	27	4	0	2	2	4	6	1	0	2	19	2	0	0	0	2	0	0	2	2	24
	22%	65%	0	28%	30%	17%	16%	10%	10%	19%	23%	28%	0	0	0	28%	0	15%	34%	13%	22%
At least once a week	17	0	0	2	2	3	7	1	0	1	9	2	0	0	0	2	0	0	2	2	15
	13%	0	0	22%	23%	13%	17%	9%	0	10%	11%	22%	0	0	0	22%	0	0	33%	10%	14%
At least once a month	7	1	0	2	2	2	3	0	0	2	3	2	0	0	0	2	0	0	2	0	6
	5%	19%	0	22%	23%	9%	9%	0	0	17%	4%	22%	0	0	0	22%	0	0	33%	2%	6%
At least once every three months	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
Don't know/can't remember	2	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	4%	10%	0	14%	0	0	0	0	0	0	0	0	0	2%	1%
Total	126	7	1	7	7	25	38	14	5	9	83	7	0	0	0	7	0	2	5	18	107
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	0	100%	0	100%	100%	100%	100%
Daily (Net)	73	1	1	2	2	15	20	10	4	4	51	2	0	0	0	2	0	2	0	13	60
	58%	16%	100%	29%	23%	61%	53%	71%	80%	40%	61%	29%	0	0	0	29%	0	85%	0	72%	57%
Weekly (Net)	117	6	1	6	5	23	33	12	5	6	79	6	0	0	0	6	0	2	3	17	99
	93%	81%	100%	78%	77%	91%	86%	90%	100%	69%	96%	76%	0	0	0	76%	0	100%	67%	95%	93%
Monthly (Net)	124	7	1	7	7	25	36	12	5	8	82	7	0	0	0	7	0	2	5	17	105
	98%	100%	100%	100%	100%	100%	96%	90%	100%	86%	98%	100%	0	0	0	100%	0	100%	100%	98%	98%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Classic FM

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (S)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	590	65	82	163	81	233	151	35	30	47	411	130	14	12	7	64	66	108	22	85	499
Base: All Respondents who have listened to radio in the last 3 months	541	68	72	155	83	215	131	29	26	45	389	136	9	7	2	58	79	106	30	73	464
Effective Base	397.3	39.5	55.8	113.1	57.7	164.7	109.2	27.0	22.0	33.9	271.4	93.5	12.2	9.7	5.6	45.8	49.0	75.0	18.7	56.1	337.1
A few times a day	97	5	8	31	24	40	33	13	12	10	60	28	2	1	0	9	19	20	8	15	80
	18%	8%	11%	20%	29%	18%	25%	44%	48%	23%	15%	21%	17%	19%	21%	16%	24%	19%	28%	21%	17%
At least once every day	138	19	20	41	21	55	28	5	5	10	108	37	3	1	0	19	17	27	10	16	120
	26%	29%	28%	26%	25%	29%	21%	19%	18%	21%	28%	27%	31%	14%	17%	33%	22%	25%	33%	22%	26%
About two or three times a week	141	13	20	41	21	64	37	7	5	16	99	37	1	3	0	19	18	32	5	18	123
	26%	20%	28%	27%	25%	29%	28%	23%	20%	36%	25%	27%	8%	43%	18%	33%	23%	30%	18%	25%	26%
At least once a week	85	17	11	20	9	30	16	3	1	3	66	17	3	1	0	3	13	15	1	9	74
	16%	26%	16%	13%	11%	14%	12%	9%	5%	6%	17%	12%	28%	10%	17%	5%	17%	14%	5%	13%	16%
At least once a month	47	7	5	11	7	15	8	1	1	3	35	10	0	1	0	6	4	6	4	6	41
	9%	10%	7%	7%	8%	7%	6%	5%	3%	6%	9%	7%	0	14%	27%	10%	5%	6%	12%	8%	9%
At least once every three months	26	5	6	8	2	11	8	0	2	2	15	7	1	0	0	2	5	7	0	5	20
	5%	8%	8%	5%	2%	5%	6%	0	6%	4%	4%	5%	8%	0	0	3%	7%	6%	0	7%	4%
Don't know/can't remember	8	0	2	2	0	2	1	0	0	1	5	1	1	0	0	0	1	0	1	2	5
	1%	0	3%	1%	0	1%	1%	0	0	3%	1%	1%	8%	0	0	0	2%	0	5%	3%	1%
Total	541	68	72	155	83	215	131	29	26	45	389	136	9	7	2	58	79	106	30	73	464
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	235	25	28	73	45	94	61	18	17	20	169	65	4	2	1	28	37	47	18	32	200
	43%	36%	39%	47%	54%	44%	47%	63%	66%	44%	43%	48%	48%	32%	39%	49%	47%	44%	61%	43%	43%
Weekly (Net)	461	55	59	134	75	187	113	28	24	39	333	118	8	6	1	50	68	93	25	59	397
	85%	82%	82%	86%	90%	87%	87%	95%	91%	86%	86%	87%	84%	86%	73%	87%	86%	88%	83%	81%	86%
Monthly (Net)	508	62	64	145	81	202	121	29	24	42	368	128	8	7	2	56	72	100	29	65	438
	94%	92%	89%	94%	98%	94%	92%	100%	94%	93%	95%	94%	84%	100%	100%	97%	91%	94%	95%	89%	94%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Absolute Radio

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	440	37	12	14	2	98	100	20	17	33	324	11	1	2	0	11	0	8	3	58	381
Base: All Respondents who have listened to radio in the last 3 months	441	43	11	15	4	90	81	14	11	26	349	13	1	1	0	13	0	6	7	49	392
Effective Base	301.7	21.6	7.5	8.1	1.3	67.1	76.4	17.7	13.2	27.8	221.1	6.4	1.0	2.0	0	6.4	0	7.0	2.5	37.3	264.2
A few times a day	67	3	1	1	0	21	16	5	4	8	50	1	0	1	0	1	0	1	0	6	60
	15%	7%	10%	7%	0	24%	20%	38%	35%	31%	14%	4%	0	56%	0	4%	0	10%	0	12%	15%
At least once every day	126	6	2	6	3	28	20	4	1	7	103	4	1	0	0	4	0	1	3	23	103
	29%	14%	21%	38%	66%	32%	25%	28%	7%	27%	29%	31%	100%	44%	0	31%	0	14%	45%	48%	26%
About two or three times a week	121	17	3	3	0	15	19	3	4	5	98	3	0	0	0	3	0	2	1	16	105
	27%	39%	24%	18%	0	16%	24%	20%	37%	18%	28%	21%	0	0	0	21%	0	33%	11%	33%	27%
At least once a week	69	5	1	2	1	14	11	1	0	3	57	2	0	0	0	2	0	2	0	2	67
	16%	12%	9%	11%	14%	15%	13%	10%	4%	13%	16%	12%	0	0	0	12%	0	28%	0	5%	17%
At least once a month	44	8	4	4	0	9	9	0	2	1	33	4	0	0	0	4	0	1	3	1	42
	10%	18%	36%	27%	0	10%	12%	0	14%	5%	9%	31%	0	0	0	31%	0	15%	43%	2%	11%
At least once every three months	13	4	0	0	0	2	5	1	0	2	7	0	0	0	0	0	0	0	0	0	13
	3%	10%	0	0	0	3%	7%	4%	3%	7%	2%	0	0	0	0	0	0	0	0	0	3%
Don't know/can't remember	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
Total	441	43	11	15	4	90	81	14	11	26	349	13	1	1	0	13	0	6	7	49	392
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	193	9	3	7	3	50	36	9	5	15	152	5	1	1	0	5	0	1	3	29	163
	44%	21%	31%	45%	86%	55%	45%	66%	42%	57%	44%	36%	100%	100%	0	36%	0	24%	45%	60%	42%
Weekly (Net)	383	31	7	11	4	79	66	14	9	23	307	9	1	1	0	9	0	5	4	48	335
	87%	72%	64%	73%	100%	87%	82%	96%	83%	89%	88%	69%	100%	100%	0	69%	0	85%	57%	98%	85%
Monthly (Net)	426	39	11	15	4	88	75	14	11	24	340	13	1	1	0	13	0	6	7	49	377
	97%	90%	100%	100%	100%	97%	93%	96%	97%	93%	97%	100%	100%	100%	0	100%	0	100%	100%	100%	96%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Any Capital Radio station

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	562	27	14	20	6	123	125	36	17	37	414	15	2	3	0	11	4	9	6	100	457
Base: All Respondents who have listened to radio in the last 3 months	563	30	11	21	11	106	103	31	14	28	440	17	2	2	0	15	2	6	11	88	470
Effective Base	396.0	17.3	10.9	13.6	5.0	87.8	100.1	28.0	13.3	31.2	288.3	10.2	1.9	2.6	0	8.1	3.0	6.5	5.4	59.6	333.0
A few times a day	111	3	1	3	2	24	27	10	4	9	80	2	0	1	0	2	0	1	2	28	80
	20%	10%	7%	14%	20%	23%	26%	32%	27%	31%	16%	14%	0	29%	0	16%	0	13%	14%	32%	17%
At least once every day	172	7	5	10	5	42	31	11	4	11	133	6	2	1	0	6	0	2	5	34	138
	31%	23%	46%	46%	39%	39%	30%	35%	29%	37%	30%	37%	100%	71%	0	43%	0	26%	43%	39%	29%
About two or three times a week	149	11	3	4	2	17	18	0	1	5	127	4	0	0	0	3	1	1	3	14	135
	26%	38%	24%	19%	15%	16%	18%	1%	8%	17%	29%	24%	0	0	0	19%	51%	21%	26%	15%	29%
At least once a week	86	1	2	4	2	16	9	3	0	2	75	4	0	0	0	3	1	2	2	9	77
	15%	4%	19%	19%	15%	15%	8%	9%	3%	7%	17%	23%	0	0	0	19%	49%	34%	18%	10%	16%
At least once a month	30	3	0	0	0	2	15	7	4	2	15	0	0	0	0	0	0	0	0	2	28
	5%	10%	4%	2%	0	2%	14%	22%	33%	8%	3%	2%	0	0	0	3%	0	7%	0	3%	6%
At least once every three months	11	3	0	0	0	3	3	0	0	0	9	0	0	0	0	0	0	0	0	1	10
	2%	11%	0	0	0	2%	3%	0	0	0	2%	0	0	0	0	0	0	0	0	1%	2%
Don't know/can't remember	3	1	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	0	3%	0	0	0	2%	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
Total	563	30	11	21	11	106	103	31	14	28	440	17	2	2	0	15	2	6	11	88	470
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
Daily (Net)	283	10	6	13	7	66	58	21	8	19	213	9	2	2	0	9	0	2	6	62	218
	50%	33%	53%	60%	66%	62%	57%	68%	56%	68%	48%	51%	100%	100%	0	59%	0	39%	57%	70%	46%
Weekly (Net)	518	23	10	21	11	100	85	24	9	26	414	17	2	2	0	14	2	6	11	84	430
	92%	76%	96%	98%	100%	94%	83%	78%	67%	92%	94%	98%	100%	100%	0	97%	100%	93%	100%	96%	91%
Monthly (Net)	549	26	11	21	11	102	100	31	14	28	429	17	2	2	0	15	2	6	11	87	458
	98%	86%	100%	100%	100%	96%	97%	100%	100%	100%	97%	100%	100%	100%	0	100%	100%	100%	100%	98%	97%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Any Heart Radio station

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	727	74	46	57	11	193	170	32	24	46	530	54	2	1	0	33	21	40	14	86	639
Base: All Respondents who have listened to radio in the last 3 months	729	74	44	59	15	182	157	28	19	38	553	58	1	1	0	36	22	36	22	76	650
Effective Base	522.2	53.0	35.8	42.2	8.1	147.0	126.9	25.0	18.7	33.3	378.9	40.3	1.8	1.0	0	24.4	15.9	30.2	12.0	51.8	469.5
A few times a day	110 15%	7 9%	4 8%	5 9%	2 10%	21 11%	24 15%	8 29%	3 16%	3 8%	83 15%	5 8%	0 0%	1 100%	0	4 11%	1 4%	5 13%	0 0%	14 19%	95 15%
At least once every day	206 28%	18 25%	8 18%	11 19%	3 21%	55 30%	41 26%	6 23%	6 32%	11 30%	159 29%	11 20%	0 0%	0 0%	0	6 17%	5 24%	8 22%	3 15%	24 32%	182 28%
About two or three times a week	190 26%	15 20%	11 26%	17 28%	6 36%	43 24%	43 27%	2 6%	4 19%	13 34%	143 26%	17 29%	0 0%	0 0%	0	14 38%	3 14%	9 25%	8 36%	15 20%	175 27%
At least once a week	141 19%	16 22%	15 34%	18 30%	3 20%	34 19%	27 17%	6 21%	2 11%	8 22%	111 20%	17 30%	0 34%	0 0%	0	7 19%	10 47%	9 24%	9 40%	14 19%	127 19%
At least once a month	61 8%	12 17%	5 12%	7 12%	2 13%	21 12%	14 9%	3 11%	4 21%	2 4%	44 8%	6 11%	1 66%	0 0%	0	5 13%	2 8%	4 12%	2 9%	5 6%	54 8%
At least once every three months	17 2%	4 5%	1 3%	1 2%	0 0%	7 4%	8 5%	3 10%	0 0%	1 2%	9 2%	1 2%	0 0%	0 0%	0	1 2%	0 2%	1 3%	0 0%	1 1%	16 3%
Don't know/can't remember	4 1%	2 3%	0 0%	0 0%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	0	0 0%	0 0%	0 0%	0 0%	2 3%	2 0%
Total	729 100%	74 100%	44 100%	59 100%	15 100%	182 100%	157 100%	28 100%	19 100%	38 100%	553 100%	58 100%	1 100%	1 100%	0	36 100%	22 100%	36 100%	22 100%	76 100%	650 100%
Daily (Net)	316 43%	25 34%	12 27%	17 28%	5 31%	76 42%	65 41%	14 52%	9 48%	14 38%	242 44%	16 28%	0 0%	1 100%	0	10 27%	6 29%	13 36%	3 15%	39 51%	277 43%
Weekly (Net)	647 89%	56 75%	38 86%	51 86%	13 87%	153 84%	135 86%	22 79%	15 79%	35 94%	496 90%	50 87%	0 34%	1 100%	0	30 85%	20 90%	30 85%	20 91%	68 90%	578 89%
Monthly (Net)	708 97%	69 92%	43 97%	58 98%	15 100%	175 96%	148 95%	25 90%	19 100%	37 98%	540 98%	57 99%	1 100%	1 100%	0	35 98%	22 98%	34 97%	22 100%	73 96%	632 97%
A																					

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Any Smooth Radio station

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	460	68	57	82	25	170	126	30	20	44	311	66	5	11	0	40	26	48	18	66	393
Base: All Respondents who have listened to radio in the last 3 months	481	89	61	93	32	178	117	26	19	43	342	82	5	6	0	50	32	52	30	55	426
Effective Base	314.0	43.4	40.1	58.3	18.4	119.7	90.4	23.7	16.0	33.2	211.4	48.3	4.2	8.7	0	28.1	20.5	36.5	14.0	39.9	273.9
A few times a day	80	15	5	8	2	24	29	9	5	11	49	7	0	1	0	5	2	5	2	12	68
	17%	17%	9%	8%	7%	13%	25%	33%	28%	25%	14%	8%	0	12%	0	9%	7%	9%	7%	22%	16%
At least once every day	146	30	19	33	14	66	26	2	3	11	109	26	4	3	0	18	8	14	12	16	130
	30%	33%	31%	35%	43%	37%	22%	8%	16%	27%	32%	32%	75%	50%	0	35%	26%	28%	38%	30%	30%
About two or three times a week	121	15	15	27	13	44	32	12	6	10	85	25	0	2	0	14	11	22	4	13	108
	25%	17%	24%	29%	39%	29%	27%	44%	34%	23%	25%	31%	0	31%	0	28%	35%	42%	12%	24%	25%
At least once a week	84	15	14	17	3	25	16	3	2	4	65	16	0	0	0	11	5	6	10	6	78
	17%	17%	22%	18%	11%	14%	13%	12%	10%	9%	19%	20%	8%	7%	0	22%	17%	11%	34%	10%	18%
At least once a month	37	11	7	7	0	12	13	1	2	5	23	6	1	0	0	3	3	5	1	4	33
	8%	12%	11%	7%	0	7%	11%	3%	13%	12%	7%	7%	16%	0	0	6%	10%	9%	4%	7%	8%
At least once every three months	7	3	0	0	0	2	0	0	0	0	7	0	0	0	0	0	0	0	0	3	5
	2%	3%	0	0	0	1%	0	0	0	0	2%	0	0	0	0	0	0	0	0	5%	1%
Don't know/can't remember	6	0	1	1	0	5	1	0	0	1	3	1	0	0	0	0	1	0	1	1	5
	1%	0	2%	2%	0	3%	1%	0	0	3%	1%	2%	0	0	0	0	5%	0	5%	2%	1%
Total	481	89	61	93	32	178	117	26	19	43	342	82	5	6	0	50	32	52	30	55	426
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
Daily (Net)	226	45	24	40	16	90	55	11	8	22	158	33	4	4	0	22	10	19	14	28	197
	47%	50%	40%	43%	50%	50%	47%	41%	44%	52%	46%	40%	75%	62%	0	45%	32%	37%	45%	52%	46%
Weekly (Net)	431	75	53	85	32	158	102	26	16	36	309	74	4	6	0	47	27	47	28	47	383
	90%	84%	86%	91%	100%	89%	88%	97%	87%	84%	90%	91%	84%	100%	0	94%	85%	91%	91%	86%	90%
Monthly (Net)	468	86	60	92	32	171	115	26	19	42	332	81	5	6	0	50	31	52	29	51	417
	97%	97%	98%	98%	100%	96%	99%	100%	100%	97%	97%	98%	100%	100%	0	100%	95%	100%	95%	93%	99%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Any Kiss station

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	406	21	10	12	2	86	95	25	12	22	291	12	0	0	0	8	3	11	1	89	316
Base: All Respondents who have listened to radio in the last 3 months	403	22	11	13	2	83	80	20	10	20	310	13	0	0	0	11	2	12	1	75	327
Effective Base	280.5	16.7	6.0	7.7	1.9	61.0	78.1	21.9	10.7	18.2	197.1	7.7	0	0	0	5.5	2.3	6.8	1.0	56.0	223.9
A few times a day	81	3	0	0	0	16	19	7	6	8	58	0	0	0	0	0	0	0	0	18	63
	20%	12%	2%	2%	0	19%	24%	36%	56%	42%	19%	2%	0	0	0	2%	0	2%	0	23%	19%
At least once every day	99	4	1	3	2	18	18	5	3	3	78	3	0	0	0	2	0	3	0	25	73
	25%	18%	5%	23%	100%	21%	22%	24%	25%	17%	25%	23%	0	0	0	20%	0	25%	0	33%	22%
About two or three times a week	101	6	2	2	0	21	20	4	0	3	80	2	0	0	0	2	0	2	0	16	86
	25%	29%	17%	14%	0	26%	25%	20%	3%	15%	26%	14%	0	0	0	15%	20%	16%	0	21%	26%
At least once a week	81	7	4	4	0	17	14	2	2	4	62	4	0	0	0	4	0	4	0	9	71
	20%	32%	33%	27%	0	20%	17%	9%	15%	21%	20%	27%	0	0	0	33%	0	30%	0	13%	22%
At least once a month	27	2	3	3	0	5	5	1	0	0	22	3	0	0	0	1	1	1	1	6	21
	7%	9%	24%	19%	0	6%	7%	7%	0	0	7%	19%	0	0	0	12%	80%	11%	100%	8%	7%
At least once every three months	12	0	2	2	0	7	3	0	0	0	9	2	0	0	0	2	0	2	0	2	10
	3%	0	18%	15%	0	8%	3%	0	0	0	3%	15%	0	0	0	19%	0	17%	0	2%	3%
Don't know/can't remember	3	0	0	0	0	0	2	1	0	1	1	0	0	0	0	0	0	0	0	0	3
	1%	0	0	0	0	0	2%	5%	0	5%	0	0	0	0	0	0	0	0	0	0	1%
Total	403	22	11	13	2	83	80	20	10	20	310	13	0	0	0	11	2	12	1	75	327
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	0	100%	100%	100%	100%	100%	100%
Daily (Net)	180	7	1	3	2	33	37	12	8	12	136	3	0	0	0	2	0	3	0	42	136
	45%	30%	7%	25%	100%	40%	46%	60%	81%	60%	44%	25%	0	0	0	22%	0	27%	0	56%	42%
Weekly (Net)	362	20	6	9	2	71	71	18	10	19	278	9	0	0	0	7	0	9	0	67	293
	90%	91%	58%	66%	100%	86%	88%	88%	100%	95%	90%	66%	0	0	0	70%	20%	73%	0	90%	90%
Monthly (Net)	389	22	9	11	2	77	76	19	10	19	300	11	0	0	0	9	2	10	1	73	314
	96%	100%	82%	85%	100%	92%	95%	95%	100%	95%	97%	85%	0	0	0	81%	100%	83%	100%	88%	96%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Virgin Radio

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	249	6	12	12	0	48	76	24	13	22	164	10	1	1	0	6	4	10	0	53	194
Base: All Respondents who have listened to radio in the last 3 months	223	5	10	10	0	45	55	20	9	19	162	9	1	0	0	6	3	9	0	39	183
Effective Base	175.8	5.7	9.7	9.7	0	34.9	53.9	19.7	10.2	14.5	118.3	8.4	1.0	1.0	0	5.2	3.4	8.4	0	31.5	143.3
A few times a day	47	0	2	2	0	10	15	7	6	6	32	2	0	0	0	2	0	2	0	12	35
	21%	0	15%	15%	0	23%	27%	36%	66%	30%	20%	17%	0	0	0	25%	0	17%	0	32%	19%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
At least once every day	77	1	3	3	0	14	17	5	2	5	58	2	1	0	0	1	1	2	0	16	61
	34%	17%	31%	31%	0	32%	31%	27%	24%	27%	36%	20%	100%	100%	0	9%	42%	20%	0	41%	33%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
About two or three times a week	41	0	3	3	0	7	8	3	0	0	32	3	0	0	0	3	0	3	0	6	34
	18%	0	34%	34%	0	15%	14%	17%	5%	0	20%	40%	0	0	0	52%	14%	40%	0	15%	18%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
At least once a week	38	2	1	1	0	6	9	2	0	4	27	1	0	0	0	0	1	1	0	3	34
	17%	31%	12%	12%	0	12%	16%	11%	5%	21%	17%	14%	0	0	0	0	44%	14%	0	9%	19%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
At least once a month	15	3	1	1	0	6	4	1	0	3	11	1	0	0	0	1	0	1	0	1	14
	7%	52%	8%	8%	0	13%	7%	5%	0	17%	7%	10%	0	0	0	14%	0	10%	0	3%	8%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
At least once every three months	2	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	0	0	0	0	1%	1%
	J	**	**	**		*	J	**	**	**	*	**	**	**	*	**	**	**	*	*	*
Don't know/can't remember	3	0	0	0	0	3	1	1	0	1	3	0	0	0	0	0	0	0	0	0	3
	2%	0	0	0	0	6%	2%	5%	0	5%	2%	0	0	0	0	0	0	0	0	0	2%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
Total	223	5	10	10	0	45	55	20	9	19	162	9	1	0	0	6	3	9	0	39	183
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	0	100%	100%
Daily (Net)	124	1	5	5	0	25	32	13	8	11	89	3	1	0	0	2	1	3	0	28	95
	56%	17%	45%	45%	0	54%	58%	63%	90%	57%	55%	37%	100%	100%	0	34%	42%	37%	0	73%	52%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
Weekly (Net)	203	3	9	9	0	37	49	18	9	15	148	8	1	0	0	5	3	8	0	38	164
	91%	48%	92%	92%	0	81%	88%	90%	100%	78%	92%	90%	100%	100%	0	86%	100%	90%	0	97%	89%
	E	**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*
Monthly (Net)	218	5	10	10	0	43	52	19	9	18	159	9	1	0	0	6	3	9	0	39	178
	98%	100%	100%	100%	0	94%	95%	95%	100%	95%	98%	100%	100%	100%	0	100%	100%	100%	0	99%	97%
		**	**	**		*	*	**	**	**	*	**	**	**	*	**	**	**	*	*	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: LBC Radio

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	282	34	27	53	26	87	60	12	13	26	205	49	2	1	1	32	17	32	17	55	224
Base: All Respondents who have listened to radio in the last 3 months	278	46	17	46	29	82	48	10	8	22	211	43	2	1	0	28	15	19	23	57	218
Effective Base	195.9	22.1	18.8	34.7	18.6	57.3	44.4	10.7	7.8	20.8	143.1	31.7	1.7	1.0	1.0	20.1	11.7	21.3	13.6	37.5	156.3
A few times a day	93	10	7	17	10	26	9	4	4	4	79	16	1	0	0	8	8	7	9	26	66
FT	34%	22%	44%	38%	34%	32%	19%	41%	51%	19%	F	37%	70%	0	0	28%	55%	35%	39%	45%	30%
At least once every day	81	9	5	19	14	29	17	3	1	5	62	18	0	1	0	11	7	7	11	13	69
FT	29%	19%	31%	42%	48%	35%	35%	35%	9%	23%	29%	42%	0	100%	100%	41%	44%	36%	46%	22%	31%
About two or three times a week	52	15	1	5	4	16	11	1	0	8	34	5	0	0	0	5	0	3	2	13	39
FT	19%	32%	7%	11%	12%	19%	23%	10%	5%	35%	16%	11%	0	0	0	17%	0	15%	8%	23%	18%
At least once a week	31	9	0	2	2	8	6	0	2	3	25	2	0	0	0	2	0	0	2	4	27
FT	11%	20%	0	4%	6%	10%	12%	4%	27%	14%	12%	4%	0	0	0	6%	0	0	7%	7%	13%
At least once a month	12	2	3	3	0	4	3	0	1	0	8	2	1	0	0	2	0	2	0	1	11
FT	4%	4%	17%	6%	0	4%	6%	0	7%	0	4%	5%	30%	0	0	8%	0	12%	0	2%	5%
At least once every three months	4	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	3
FT	1%	0	1%	0	0	0	1%	0	0	0	1%	0	0	0	0	0	1%	1%	0	2%	1%
Don't know/can't remember	3	1	0	0	0	0	2	1	0	2	1	0	0	0	0	0	0	0	0	0	3
FT	1%	3%	0	0	0	0	4%	10%	0	9%	1%	0	0	0	0	0	0	0	0	0	1%
Total	278	46	17	46	29	82	48	10	8	22	211	43	2	1	0	28	15	19	23	57	218
FT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	175	19	12	36	24	55	26	7	5	9	140	34	1	1	0	19	15	14	20	38	134
FT	63%	41%	75%	79%	82%	67%	54%	76%	61%	42%	67%	79%	70%	100%	100%	68%	99%	72%	85%	67%	62%
Weekly (Net)	258	43	14	43	29	79	43	9	7	20	199	40	1	1	0	25	15	17	23	55	201
FT	93%	93%	82%	93%	100%	95%	89%	90%	93%	91%	94%	94%	70%	100%	100%	92%	99%	87%	100%	96%	92%
Monthly (Net)	270	45	16	46	29	82	46	9	8	20	207	43	2	1	0	28	15	19	23	56	212
FT	97%	97%	99%	100%	100%	100%	95%	90%	100%	91%	98%	100%	100%	100%	100%	100%	99%	99%	99%	98%	97%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a. How often in the past 3 months have you listened to these radio stations?: Other local or national commercial radio station (e.g. a local station that has advertising)

Base: All Respondents who have listened to radio in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	445	79	72	112	40	199	118	14	19	44	314	69	19	2	22	41	28	37	32	36	405
Base: All Respondents who have listened to radio in the last 3 months	410	79	64	103	39	180	105	14	20	38	295	77	19	1	6	41	36	33	44	30	376
Effective Base	287.6	50.9	44.2	72.9	28.8	132.1	76.1	9.5	11.5	31.0	202.7	48.8	16.3	1.8	18.3	29.8	20.0	29.0	23.3	24.6	260.7
A few times a day	65 16%	9 11%	9 14%	14 14%	5 14%	28 15%	12 11%	2 17%	2 11%	2 6%	51 17%	12 15%	1 7%	0 34%	1 16%	6 14%	6 17%	7 22%	4 10%	2 5%	62 16%
At least once every day	139 34%	34 43%	16 25%	29 28%	13 33%	64 36%	37 35%	3 23%	8 42%	15 39%	98 33%	20 27%	5 25%	1 66%	3 47%	6 15%	14 40%	6 20%	14 32%	11 38%	127 34%
About two or three times a week	94 23%	17 21%	18 28%	26 25%	7 18%	38 21%	18 17%	4 26%	1 4%	7 18%	76 26%	14 18%	11 58%	0 0%	1 14%	6 15%	8 21%	6 18%	8 18%	9 30%	85 23%
At least once a week	67 16%	8 10%	14 21%	19 19%	6 15%	30 17%	22 21%	2 17%	6 31%	7 19%	42 14%	17 22%	2 9%	0 0%	1 14%	9 21%	8 22%	6 19%	10 23%	1 4%	66 17%
At least once a month	25 6%	9 11%	3 4%	5 5%	2 6%	7 4%	5 5%	0 0%	0 0%	2 4%	20 7%	5 6%	0 0%	0 0%	0 6%	5 11%	0 0%	2 5%	3 7%	4 13%	21 5%
At least once every three months	9 2%	2 2%	1 1%	5 5%	4 11%	5 3%	5 5%	2 11%	2 8%	3 8%	4 1%	5 7%	0 0%	0 0%	0 0%	5 12%	0 1%	3 9%	2 5%	0 0%	9 2%
Don't know/can't remember	11 3%	1 2%	4 6%	5 5%	1 3%	7 4%	6 6%	1 6%	1 5%	2 5%	5 2%	5 6%	0 0%	0 0%	0 3%	5 12%	0 0%	2 7%	2 5%	3 11%	8 2%
T	410	79	64	103	39	180	105	14	20	38	295	77	19	1	6	41	36	33	44	30	376
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	204 50%	42 53%	25 39%	43 42%	18 47%	92 51%	49 46%	6 40%	11 53%	17 46%	149 51%	32 42%	6 32%	1 100%	4 64%	12 29%	20 56%	14 42%	19 42%	13 43%	188 50%
Weekly (Net)	365 89%	67 85%	57 89%	88 85%	31 80%	160 89%	88 84%	12 83%	18 87%	32 85%	266 90%	62 81%	19 100%	1 100%	6 91%	26 65%	36 99%	26 79%	37 83%	23 76%	339 90%
Monthly (Net)	390 95%	76 96%	60 93%	93 90%	33 86%	188 93%	93 89%	12 83%	18 87%	33 87%	286 97%	67 87%	19 100%	1 100%	6 97%	31 76%	36 99%	27 84%	40 90%	27 89%	360 96%
CFIK											zFI										

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations? - Summary Table

Base: All Respondents

	BBC Radio 1 (A)	BBC Radio 2 (B)	BBC Radio 3 (C)	BBC Radio 4 (D)	BBC Radio 5 live (E)	BBC 6 Music (F)	BBC Asian Network (G)	BBC local radio stations (H)	Any other BBC station (incl uding digital BBC stat ions) (I)	talk Sport (J)	talk Radio (K)	Classic FM (L)	Abso lute Radio (M)	Any Capital Radio station (N)	Any Heart Radio station (O)	Any Smooth Radio station (P)	Any Kiss station (Q)	Virgin Radio (R)	LBC Radio (S)	Other local or nati onal comme rcial radio station (e.g. a local station that has advert ising) (T)
Unweighted Base	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
A few times a day	192 5%	199 5%	67 2%	177 5%	82 2%	54 1%	21 1%	93 2%	23 1%	85 2%	31 1%	97 3%	67 2%	111 3%	110 3%	80 2%	81 2%	47 1%	93 2%	65 2%
At least once every day	CEFGH IJKLMNOP OPQRST 237 6%	CEFGH IJKLMNOP OPQRST 305 6%	GIK 2%	CEFGH IJKLMNOP OPQRST 241 6%	FGIKR 3%	GI 2%	24 1%	164 4%	32 1%	85 2%	42 1%	138 4%	126 3%	172 5%	206 5%	146 4%	99 3%	77 2%	81 2%	139 4%
About two or three times a week	200 5%	210 6%	64 2%	119 3%	101 3%	48 1%	14 0	149 4%	33 1%	108 3%	27 1%	141 4%	121 3%	149 4%	190 5%	121 3%	101 3%	41 1%	52 1%	94 3%
At least once a week	CDEFG HIJKLM NPQRST 133 4%	CDEFG HIJKLM NPQRST 150 4%	GIK 1%	CEFG IJKRS 74 2%	CFG IKRS 89 2%	GI 1%	11 0	73 2%	10 0	82 2%	17 0	85 2%	69 2%	86 2%	141 4%	84 2%	81 2%	38 1%	31 1%	67 2%
At least once a month	64 2%	75 2%	18 0	41 1%	38 1%	24 1%	8 0	31 1%	12 0	24 1%	7 0	47 1%	44 1%	30 1%	61 2%	37 1%	27 1%	15 0	12 0	25 1%
At least once every three months	CDEFG HIJKN PQRST 17 0	CDEFG HIJKN PQRST 20 1%	4 0	10 0	15 0	3 0	0 0	14 0	2 0	17 0	1 0	26 1%	13 0	11 0	17 0	7 0	12 0	2 0	4 0	9 0
Don't know/can't remember	CFIKRS 14 0	CFIKRS 3 0	2 0	6 0	3 0	0 0	2 0	13 0	11 0	3 0	2 0	8 0	2 0	3 0	4 0	6 0	3 0	3 0	3 0	11 0
Never	BCEGJ KMNQRS 2812 77%	2807 74%	3497 93%	3101 82%	3340 89%	3548 94%	3689 98%	3647 97%	3643 97%	3365 89%	3643 97%	3228 86%	3328 88%	3206 85%	3040 81%	3288 87%	3366 89%	3546 94%	3491 93%	3359 89%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Daily (Net)	429 11%	504 13%	143 4%	418 11%	182 5%	116 3%	45 1%	257 7%	54 1%	170 5%	73 2%	235 6%	193 5%	283 8%	316 8%	226 6%	180 5%	124 3%	175 5%	204 5%
Weekly (Net)	CEFGH IJKLMNOP OPQRST 762 20%	ACDE FGHIJ KLMNO PQRST 864 23%	FGIKR 7%	CEFGH IJKLMNOP OPQRST 611 16%	CFG IKRS 372 10%	GIK 5%	70 2%	479 13%	97 3%	360 10%	117 3%	461 12%	383 10%	518 14%	647 17%	431 11%	362 10%	203 5%	258 7%	365 10%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations? - Summary Table

Base: All Respondents

	BBC Radio 1 (A)	BBC Radio 2 (B)	BBC Radio 3 (C)	BBC Radio 4 (D)	BBC Radio 5 live (E)	BBC 6 Music (F)	BBC Asian Network (G)	BBC local radio stat ions (H)	Any other BBC station (incl uding digital BBC stat ions) (I)	talk Sport (J)	talk Radio (K)	Classic FM (L)	Abso lute Radio (M)	Any Capital Radio station (N)	Any Heart Radio station (O)	Any Smooth Radio station (P)	Any Kiss station (Q)	Virgin Radio (R)	LBC Radio (S)	Other local or nati onal comme rcial radio station (e.g. a local station that has advert ising) (T)
Unweighted Base	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Monthly (Net)	826 22%	939 25%	266 7%	652 17%	410 11%	219 6%	78 2%	510 14%	109 3%	384 10%	124 3%	508 13%	426 11%	549 15%	708 19%	468 12%	389 10%	218 6%	270 7%	390 10%
	CDEFGH JKLMNOP QRST	ACDE FGHIJ KLMNO PQRST	FGIKR	CEFGH JKLM NPQRST	CFG IKRS	GIK		CEFGIJ KMORST		CFG IKRS	G	CEFGIJ KMORST	CFG IKRS	CEFG IKM PQRST	CEFGH JKLM NPQRST	CFGU KORST	CFG IKRS	GIK	FGIKR	CFG IKRS

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC Radio 1

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	192	6	3	9	6	39	49	16	9	13	138	8	1	1	0	4	3	4	4	31	161
	5%	1%	1%	1%	2%	3%	5%	11%	7%	4%	5%	1%	1%	1%	1%	1%	1%	1%	1%	7%	5%
At least once every day	ABCDE KOPQR 237	10	8	17	9	52	35	9	2	9	195	13	2	1	0	7	7	7	7	33	202
	6%	2%	2%	2%	2%	3%	4%	6%	1%	3%	7%	2%	3%	3%	2%	2%	2%	2%	2%	7%	6%
At least once every day	ABCDE EFHI KOPQR 200	10	5	14	10	45	35	4	3	8	157	12	1	1	0	6	7	8	4	29	170
	5%	2%	1%	2%	2%	3%	4%	3%	2%	3%	6%	2%	1%	2%	1%	2%	2%	2%	1%	7%	5%
About two or three times a week	ABCDEF KOPQR 133	10	5	7	2	22	22	3	1	3	110	6	1	0	0	5	1	5	1	13	119
	4%	2%	1%	1%	0	7%	2%	2%	1%	1%	4%	1%	1%	0	1%	1%	0	1%	0	3%	4%
At least once a week	BCDEI KOPQR 64	2	6	7	1	14	20	4	3	3	43	7	0	0	0	5	2	4	2	15	49
	2%	0	1%	1%	0	7%	2%	3%	3%	1%	2%	1%	0	0	0	1%	0	1%	1%	3%	1%
At least once a month	ACDET KOPQR 17	2	0	0	0	4	6	1	1	2	11	0	0	0	0	0	0	0	0	4	14
	0	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	1%	0
At least once every three months	C	14	2	4	2	4	2	1	0	1	11	4	0	0	0	4	0	2	2	6	8
	0	1%	0	0	1%	0	0	1%	0	0	0	0	0	0	0	1%	0	0	0	1%	0
Don't know/can't remember	T	2912	481	461	820	359	1353	728	105	112	269	693	60	48	18	321	371	392	301	319	2562
	77%	91%	94%	93%	93%	88%	81%	74%	87%	87%	76%	2	2	2	2	91%	95%	93%	94%	77%	78%
Never	JS	2	2	2	2	2	zGJ	zGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ	zFGJ
	2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	429	16	11	26	15	91	83	25	11	22	333	21	3	2	1	11	10	10	11	64	362
	11%	3%	2%	3%	4%	6%	9%	18%	8%	7%	12%	3%	4%	4%	3%	3%	3%	2%	3%	14%	11%
Weekly (Net)	ABCDE EFHI NOPQR 762	36	21	47	26	158	141	32	15	33	600	40	4	3	1	22	18	23	17	107	652
	20%	7%	4%	5%	7%	10%	16%	22%	12%	11%	22%	5%	6%	6%	5%	6%	5%	5%	5%	24%	20%
Monthly (Net)	ABCDE FIHKL MNOPQR 826	38	27	54	27	172	160	36	19	36	644	46	4	3	1	26	20	27	19	122	701
	22%	7%	6%	6%	7%	11%	16%	25%	14%	12%	24%	6%	6%	6%	5%	7%	5%	6%	6%	27%	21%
	ABCDE FIKLM NOPQR																			zT	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a 2. How often in the past 3 months have you listened to these radio stations?: BBC Radio 2

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	199	31	36	56	20	82	39	11	4	14	154	45	6	5	0	19	26	24	21	17	180
	5%	6%	7%	6%	5%	5%	4%	8%	3%	5%	6%	6%	9%	10%	0	5%	7%	6%	6%	4%	5%
At least once every day	305	60	53	83	30	116	69	12	12	23	231	71	7	5	1	44	27	46	25	28	276
	8%	11%	11%	9%	8%	8%	8%	9%	9%	8%	8%	10%	11%	9%	3%	12%	7%	11%	8%	6%	8%
About two or three times a week	210	38	16	38	23	59	56	11	5	14	149	33	2	3	0	19	14	21	13	11	199
	6%	7%	3%	4%	6%	4%	6%	8%	4%	5%	5%	4%	3%	5%	2%	6%	4%	5%	4%	2%	6%
At least once a week	150	25	24	31	6	50	32	5	6	13	114	26	3	1	1	11	15	17	10	3	146
	4%	5%	5%	4%	2%	3%	4%	4%	5%	4%	4%	4%	4%	2%	3%	3%	4%	4%	3%	1%	4%
At least once a month	75	16	5	10	6	23	15	2	4	3	56	9	1	0	0	6	3	9	0	12	63
	2%	3%	1%	1%	1%	1%	2%	1%	3%	1%	2%	1%	1%	1%	2%	2%	1%	2%	0	3%	2%
At least once every three months	20	2	5	8	4	10	3	0	0	0	15	8	0	0	0	3	6	8	0	2	18
	1%	0	1%	1%	1%	1%	0	0	0	0	1%	1%	0	0	0	1%	1%	2%	0	1%	1%
Don't know/can't remember	3	0	1	3	2	3	0	0	0	0	3	2	1	0	0	2	0	2	0	0	3
	0	0	0	0	1%	0	0	0	0	0	0	0	1%	0	0	1%	0	0	0	0	0
Never	2807	355	350	647	297	1191	682	101	100	241	2010	548	45	37	17	247	300	295	253	377	2400
	74%	67%	71%	74%	77%	78%	76%	71%	76%	78%	74%	74%	71%	72%	90%	70%	77%	70%	79%	84%	73%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	504	90	89	139	50	198	108	23	16	37	384	116	13	10	1	63	53	70	46	45	455
	13%	17%	18%	16%	13%	13%	12%	16%	12%	12%	14%	16%	20%	19%	3%	18%	14%	17%	14%	10%	14%
Weekly (Net)	864	154	129	209	79	306	196	40	28	64	647	176	17	14	2	94	82	107	68	59	801
	23%	29%	26%	24%	20%	20%	22%	28%	21%	21%	24%	24%	27%	27%	6%	27%	21%	25%	21%	13%	24%
Monthly (Net)	939	169	134	219	85	329	211	42	32	67	704	185	18	14	2	100	85	116	68	71	864
	25%	32%	27%	25%	22%	21%	24%	29%	24%	22%	26%	25%	28%	28%	10%	28%	22%	28%	21%	16%	26%
	ENS	zCD										N	N	N		R		P		zS	

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC Radio 3

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	67	7	1	7	6	16	25	10	4	8	41	6	1	0	0	4	3	6	0	14	53
	2%	1%	0	1%	2%	1%	3%	7%	3%	2%	1%	1%	1%	0	0	1%	1%	2%	0	3%	2%
At least once every day	BCER	76	11	19	8	23	zJ	zFJ	6	13	42	17	0	2	0	8	9	12	5	16	59
	2%	1%	2%	2%	2%	2%	3%	6%	4%	4%	2%	2%	0	4%	0	2%	2%	3%	1%	3%	2%
About two or three times a week	JT	64	5	11	21	10	zJ	zJ	J	zJ	43	20	0	1	0	9	11	14	6	7	56
	2%	1%	2%	2%	3%	2%	2%	4%	7%	3%	2%	3%	0	2%	2%	2%	3%	3%	2%	2%	2%
At least once a week	41	9	6	6	1	16	10	0	3	4	29	6	0	0	0	3	4	6	1	2	36
	1%	2%	1%	1%	0	1%	1%	0	2%	1%	1%	1%	0	0	0	1%	1%	1%	0	0	1%
At least once a month	18	0	7	11	3	11	2	1	0	1	16	10	0	0	0	7	3	8	2	1	18
	0	0	1%	1%	1%	1%	0	0	0	0	1%	1%	0	1%	0	2%	1%	2%	1%	0	1%
At least once every three months	4	0	2	2	0	2	2	1	1	2	2	2	0	0	0	2	0	1	1	0	4
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	1%	0	0	0	0	0
Don't know/can't remember	2	1	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3497	496	451	811	360	1440	806	117	109	269	2560	681	64	48	19	319	361	374	307	410	3057
	93%	94%	92%	92%	93%	94%	90%	82%	83%	88%	94%	92%	99%	94%	98%	91%	92%	89%	96%	91%	93%
Total	FGHIQ	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	143	15	12	26	14	39	56	18	9	21	83	23	1	2	0	12	12	19	5	30	112
	4%	3%	2%	3%	4%	3%	6%	13%	7%	7%	3%	3%	1%	4%	0	3%	3%	4%	1%	7%	3%
Weekly (Net)	EJT	248	29	53	25	80	zJ	zFJ	J	zJ	154	49	1	3	0	23	26	39	11	zT	205
	7%	6%	6%	6%	6%	5%	8%	24	21	35	6%	7%	1%	6%	2%	7%	7%	9%	3%	39	6%
Monthly (Net)	EJ	266	29	36	28	91	zJ	zFJ	zFJ	zJ	170	60	1	3	0	30	R	R	13	40	223
	7%	6%	7%	7%	7%	6%	10%	17%	16%	12%	6%	8%	1%	6%	2%	9%	R	zPR	4%	9%	7%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC Radio 4

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	177	25	34	67	33	77	40	9	15	18	129	62	2	2	1	31	32	48	14	18	157
	5%	5%	7%	8%	9%	5%	4%	6%	11%	6%	5%	8%	3%	4%	3%	9%	8%	11%	4%	4%	5%
At least once every day	241	40	62	103	42	113	55	15	11	20	175	97	3	3	0	43	53	70	27	20	221
	6%	8%	13%	12%	11%	7%	6%	11%	8%	7%	6%	13%	5%	7%	2%	12%	14%	17%	8%	4%	7%
About two or three times a week	119	21	16	30	14	43	26	3	7	6	90	25	2	3	0	12	13	20	5	8	108
	3%	4%	3%	3%	4%	3%	3%	2%	6%	2%	3%	3%	3%	6%	0	4%	3%	5%	2%	2%	3%
At least once a week	74	15	10	16	6	28	9	0	1	4	62	13	2	0	0	10	3	9	4	5	69
	2%	3%	2%	2%	1%	2%	1%	0	1%	1%	2%	2%	4%	0	0	3%	1%	2%	1%	1%	2%
At least once a month	41	4	3	5	2	7	11	2	2	2	27	4	1	0	0	4	0	4	0	7	33
	1%	1%	1%	1%	0	0	1%	2%	1%	1%	1%	1%	1%	1%	0	1%	0	1%	0	2%	1%
At least once every three months	10	0	0	1	1	1	1	0	0	1	8	0	0	1	0	0	0	0	0	2	8
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
Don't know/can't remember	6	0	0	0	0	0	5	1	0	1	1	0	0	0	0	0	0	0	0	0	2
	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3101	421	364	656	292	1266	748	112	96	254	2239	542	54	42	18	251	290	271	271	389	2687
	82%	80%	74%	75%	75%	83%	84%	78%	73%	83%	82%	73%	85%	82%	95%	71%	74%	64%	84%	87%	82%
	BCDH						H			H	H				zK*	Q	Q	OPQ	OPQ	zT	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	418	65	96	170	75	189	95	24	25	39	304	159	5	5	1	74	85	118	41	38	378
	11%	12%	20%	19%	19%	12%	11%	17%	19%	13%	11%	21%	8%	11%	5%	21%	22%	28%	13%	8%	12%
Weekly (Net)	611	101	122	216	94	260	130	28	34	49	457	197	9	8	1	97	101	147	50	51	555
	16%	19%	25%	25%	24%	17%	15%	20%	26%	16%	17%	27%	14%	16%	5%	28%	26%	35%	16%	11%	17%
Monthly (Net)	NS	105	125	221	96	267	141	30	35	52	484	201	10	9	1	101	101	151	50	58	588
	652	20%	26%	25%	25%	17%	16%	21%	27%	17%	18%	20%	15%	17%	5%	29%	26%	36%	16%	13%	16%
	NS		z	z	z				zFU*			zN				zR	zR	zOPR			zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a 2. How often in the past 3 months have you listened to these radio stations?: BBC Radio 5 live

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	82 2%	11 2%	9 2%	13 2%	4 1%	27 2%	13 1%	2 1%	5 4%	3 1%	66 2%	11 2%	1 1%	1 1%	1 3%	9 3%	2 1%	6 2%	5 2%	16 4%	66 2%
At least once every day	100 3%	15 3%	10 2%	16 2%	6 2%	28 2%	20 2%	7 5%	6 5%	10 3%	76 3%	11 2%	1 1%	2 4%	2 8%	8 2%	3 1%	7 2%	4 1%	18 4%	82 2%
About two or three times a week	101 3%	13 2%	9 2%	18 2%	9 2%	30 2%	17 2%	1 1%	1 1%	3 1%	81 3%	15 2%	2 3%	1 1%	0 0%	10 3%	5 1%	10 2%	5 2%	10 2%	90 3%
At least once a week	89 2%	11 2%	11 2%	14 2%	3 1%	31 2%	14 2%	1 1%	4 3%	7 2%	73 3%	13 2%	1 1%	0 0%	0 2%	11 3%	2 1%	10 2%	3 1%	7 2%	82 2%
At least once a month	38 1%	10 2%	2 0%	3 0%	1 0%	5 0%	11 1%	0 0%	0 0%	4 1%	26 1%	2 0%	1 1%	0 0%	0 0%	1 0%	1 0%	1 0%	1 0%	3 1%	35 1%
At least once every three months	15 0%	2 0%	0 0%	0 0%	0 0%	2 0%	4 0%	0 0%	0 0%	3 1%	11 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 0%	14 0%
Don't know/can't remember	3 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	1 0%
Never	3340 89%	464 88%	449 82%	813 93%	365 94%	1410 92%	816 91%	132 92%	115 88%	278 90%	2396 88%	690 93%	60 93%	47 93%	17 87%	312 89%	377 96%	387 92%	303 94%	392 87%	2915 89%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	182 5%	26 5%	19 4%	29 3%	10 3%	55 4%	33 4%	9 6%	11 9%	13 4%	142 5%	23 3%	2 2%	3 5%	2 11%	17 5%	6 1%	14 3%	9 3%	34 8%	148 5%
Weekly (Net)	CEKPT 372 10%	50 10%	39 8%	61 7%	22 6%	115 8%	64 7%	11 8%	16 12%	23 8%	286 11%	51 7%	4 6%	4 7%	3 13%	38 11%	13 3%	33 8%	18 5%	51 11%	320 10%
Monthly (Net)	FKPR 410 11%	60 11%	41 8%	64 7%	23 6%	120 8%	76 8%	11 8%	16 12%	27 9%	322 12%	53 7%	4 6%	4 7%	3 13%	39 11%	14 4%	35 8%	19 6%	54 12%	355 11%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC 6 Music

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	54	2	0	0	0	8	16	6	5	5	36	0	0	0	0	0	0	0	0	9	44
BCDE	1%	0	0	0	0	1%	2%	4%	4%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
KOPQ	62	7	1	2	1	12	11	2	1	6	48	2	1	0	0	2	0	2	0	11	51
At least once every day	2%	1%	0	0	0	1%	1%	1%	1%	2%	2%	0	1%	0	0	0	0	0	0	2%	2%
BCEKP	48	3	3	3	0	9	8	1	0	0	39	1	2	0	0	1	0	1	0	8	39
About two or three times a week	1%	1%	1%	0	0	1%	1%	0	0	0	1%	0	4%	0	0	0	0	0	0	2%	1%
CDEKQ	30	4	2	4	1	4	1	1	0	0	28	3	1	0	0	0	3	3	0	1	28
At least once a week	1%	1%	0	0	0	0	0	0	0	0	1%	0	1%	0	0	0	1%	1%	0	0	1%
EF	24	6	3	4	0	4	6	0	1	1	18	3	0	0	0	1	3	3	0	1	23
At least once a month	1%	1%	1%	0	0	0	1%	0	1%	0	1%	0	0	1%	0	0	1%	1%	0	0	1%
E	3	0	1	1	0	1	2	2	0	0	1	1	0	0	0	1	0	0	1	0	3
At least once every three months	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3548	505	479	864	385	1495	852	132	125	295	2562	734	61	50	19	348	385	413	321	419	3096
94%	96%	96%	96%	99%	98%	95%	92%	92%	95%	96%	94%	99%	94%	99%	100%	99%	99%	98%	100%	93%	94%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	116	9	1	2	1	20	27	8	6	11	84	2	1	0	0	2	0	2	0	20	95
BCDE	3%	2%	0	0	0	1%	3%	5%	5%	4%	3%	0	1%	0	0	0	0	0	0	4%	3%
KOPQR	193	15	7	9	2	33	36	9	6	11	151	5	4	0	0	2	3	5	0	30	162
Weekly (Net)	5%	3%	1%	1%	1%	2%	4%	6%	5%	4%	6%	1%	6%	0	0	1%	1%	1%	0	7%	5%
BCDE	5%	3%	1%	1%	1%	2%	4%	6%	5%	4%	6%	1%	6%	0	0	1%	1%	1%	0	7%	5%
KOPQR	218	21	10	12	3	37	42	9	7	12	169	8	4	0	0	3	6	8	0	31	185
Monthly (Net)	6%	4%	2%	1%	1%	2%	5%	7%	5%	4%	6%	1%	6%	1%	0	1%	1%	2%	0	7%	6%
BCDE	6%	4%	2%	1%	1%	2%	5%	7%	5%	4%	6%	1%	6%	1%	0	1%	1%	2%	0	7%	6%
KOPQR	218	21	10	12	3	37	42	9	7	12	169	8	4	0	0	3	6	8	0	31	185

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC Asian Network

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	21	0	1	1	0	2	5	5	2	1	16	1	0	0	0	0	1	1	0	6	15
	1%	0	0	0	0	0	1%	3%	2%	0	1%	0	0	0	0	0	0	0	0	1%	0
At least once every day	24	3	1	1	0	3	7	0	0	3	14	0	1	0	0	0	0	0	0	13	11
	1%	1%	0	0	0	0	1%	0	0	1%	1%	0	1%	0	0	0	0	0	0	3%	0
About two or three times a week	14	0	0	2	2	5	5	1	1	1	8	2	0	0	0	2	0	0	2	7	7
	0	0	0	0	0	0	1%	1%	1%	0	0	0	0	0	0	0	0	0	1%	2%	0
At least once a week	11	1	0	0	0	2	1	0	0	0	10	0	0	0	0	0	0	0	0	6	5
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
At least once a month	8	2	0	0	0	1	1	0	1	0	7	0	0	0	0	0	0	0	0	5	2
	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	1%	0
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	2	0	0	2	2	2	0	0	0	0	2	2	0	0	0	2	0	0	2	0	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3689	519	488	872	385	1518	877	137	127	302	2675	739	63	51	19	348	390	421	318	412	3243
	98%	99%	100%	99%	99%	99%	98%	96%	97%	98%	98%	99%	99%	100%	100%	99%	100%	100%	99%	92%	99%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	45	3	2	2	0	5	12	5	3	4	30	1	1	0	0	0	1	1	0	19	26
	1%	1%	0	0	0	0	1%	3%	2%	1%	1%	0	1%	0	0	0	0	0	0	4%	1%
Weekly (Net)	70	5	2	3	2	12	18	6	4	6	48	3	1	0	0	2	1	1	2	32	38
	2%	1%	0	0	0	1%	2%	4%	3%	2%	2%	0	1%	0	0	0	0	0	1%	7%	1%
Monthly (Net)	78	7	2	3	2	14	19	6	5	6	55	3	1	0	0	2	1	1	2	38	40
	2%	1%	0	0	0	1%	2%	4%	3%	2%	2%	0	1%	0	0	0	0	0	1%	8%	1%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: BBC local radio stations

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	93	5	19	34	15	41	33	5	5	12	56	27	1	1	4	11	16	14	13	15	78
	2%	1%	4%	4%	4%	3%	4%	4%	3%	4%	2%	4%	2%	2%	23%	3%	4%	3%	4%	3%	2%
At least once every day	J		A	zA	A		zJ			J					zKLM*						
	164	21	27	55	28	76	48	12	10	14	109	42	5	2	5	27	15	16	26	23	141
	4%	4%	5%	6%	7%	5%	5%	9%	8%	5%	4%	6%	9%	4%	26%	8%	4%	4%	8%	5%	4%
About two or three times a week	149	27	23	43	21	58	35	6	9	9	111	32	6	4	1	16	16	23	10	6	142
	4%	5%	5%	5%	5%	4%	4%	4%	7%	3%	4%	4%		8%	7%	4%	4%	5%	3%	1%	4%
	S			z	z			zJ							zKLM*						
At least once a week	73	7	12	23	11	30	25	3	9	4	42	15	5	3	0	10	5	11	4	3	70
	2%	1%	2%	3%	3%	2%	3%	2%	7%	1%	2%	2%	7%	5%	2%	3%	1%	3%	1%	1%	2%
	J						IJ		zFJ*				zK*	z*							
At least once a month	31	6	1	4	2	10	9	2	2	3	21	4	0	0	0	4	0	2	2	4	27
	1%	1%	0	0	1%	1%	1%	1%	1%	1%	1%	1%	0	0	0	1%	0	0	1%	1%	1%
At least once every three months	14	1	3	3	0	6	7	2	0	3	7	3	0	0	0	0	2	1	1	2	11
	0	0	1%	0	0	0	1%	1%	0	1%	0	0	0	0	0	0	1%	0	0	1%	0
Don't know/can't remember	13	3	3	5	2	5	7	1	0	4	6	2	1	1	1	2	0	1	1	2	11
	0	0	1%	1%	0	0	1%	1%	0	1%	0	0	1%	2%	3%	1%	0	0	0	1%	0
							J			zJ				zK*	zK*						
Never	3232	458	403	711	308	1307	733	111	97	258	2379	618	46	40	7	281	336	353	265	395	2804
	86%	87%	82%	81%	80%	85%	82%	78%	74%	84%	87%	83%	72%	79%	39%	80%	86%	84%	82%	88%	85%
	CDFG	CD					H			H	zFGH	LN	N*	N*							
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	257	26	45	88	43	117	81	18	14	27	165	69	7	3	10	39	31	30	39	38	220
	7%	5%	9%	10%	11%	8%	9%	12%	11%	9%	6%	9%	10%	6%	49%	11%	8%	7%	12%	8%	7%
	J		A	zA	zA		zJ			zJ		z			zKLM*						
Weekly (Net)	479	59	80	155	75	205	141	27	33	40	319	117	17	10	11	64	52	64	53	46	432
	13%	11%	16%	18%	19%	13%	16%	19%	25%	13%	12%	16%	27%	19%	59%	18%	13%	15%	16%	10%	13%
	J		z	zA	zA		zJ		zFJ*			z	zK*		zKLM*						
Monthly (Net)	510	65	81	159	77	215	150	29	34	43	340	120	17	10	11	68	52	66	55	50	459
	14%	12%	17%	18%	20%	14%	17%	20%	26%	14%	12%	16%	27%	19%	59%	19%	13%	16%	17%	11%	14%
	J			zA	zA		zJ		zFJ*				zK*		zKLM*						

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Any other BBC station (including digital BBC stations)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	23	1	5	10	5	16	5	2	2	2	17	8	0	1	1	7	1	3	5	1	21
	1%	0	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	3%	2%	0	1%	2%	0	1%
At least once every day	32	7	6	9	4	13	6	1	2	2	24	8	1	0	0	6	1	4	4	4	27
	1%	1%	1%	1%	1%	1%	1%	0	2%	1%	1%	1%	2%	0	2%	2%	0	1%	1%	1%	1%
About two or three times a week	33	10	3	4	1	12	7	1	1	1	24	4	0	0	0	2	2	4	0	5	28
	1%	2%	1%	0	0	1%	1%	1%	1%	0	1%	1%	0	0	0	0	1%	1%	0	1%	1%
At least once a week	10	2	1	1	0	3	3	0	0	0	6	1	0	0	0	1	0	1	0	1	9
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once a month	12	2	0	1	1	5	4	0	0	3	7	1	0	0	0	1	0	1	0	1	11
	0	0	0	0	0	0	0	0	0	1%	0	0	0	1%	0	0	0	0	0	0	0
At least once every three months	2	0	1	1	0	2	1	0	0	0	1	1	0	0	0	1	0	1	0	0	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	11	5	2	2	0	3	5	0	0	3	6	2	0	0	0	1	1	0	2	0	11
	0	1%	0	0	0	0	1%	0	0	1%	0	0	0	0	0	0	0	0	1%	0	0
Never	3647	500	471	848	377	1478	865	139	126	296	2647	718	63	49	18	333	384	408	310	438	3175
	97%	95%	96%	97%	97%	96%	97%	97%	96%	96%	97%	97%	98%	97%	94%	95%	98%	97%	96%	97%	97%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	54	8	11	19	8	30	11	2	4	5	41	16	1	1	1	13	3	7	9	5	48
	1%	2%	2%	2%	2%	2%	1%	2%	3%	2%	2%	2%	2%	3%	6%	4%	1%	2%	3%	1%	1%
Weekly (Net)	97	20	15	24	9	45	22	4	5	6	71	21	1	1	1	16	5	11	9	11	85
	3%	4%	3%	3%	2%	3%	2%	3%	4%	2%	3%	3%	2%	3%	6%	4%	1%	3%	3%	2%	3%
Monthly (Net)	109	22	15	25	10	50	26	4	5	8	78	21	1	2	1	17	5	12	9	11	97
	3%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	2%	3%	6%	5%	1%	3%	3%	3%	3%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: talkSport

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	85	6	2	4	2	23	17	9	5	5	66	4	0	0	0	4	0	3	1	18	66
	2%	1%	0	0	0	1%	2%	6%	4%	2%	2%	0	0	0	0	1%	0	1%	0	4%	2%
BCDE KPQT								zFIJ												zT	
At least once every day	85	7	5	10	5	19	16	6	1	4	68	10	0	0	0	8	2	2	8	12	73
	2%	1%	1%	1%	1%	1%	2%	4%	1%	1%	2%	1%	0	0	1%	2%	1%	0	2%	3%	2%
CEPQ																Q			P		
About two or three times a week	108	11	6	10	4	28	24	3	3	6	82	8	2	0	0	6	1	4	3	14	94
	3%	2%	1%	1%	1%	2%	3%	2%	2%	2%	3%	1%	4%	0	0	2%	0	1%	1%	3%	3%
CDEKPO																					
At least once a week	82	9	18	18	0	29	17	2	3	2	63	17	1	1	0	12	5	13	3	4	78
	2%	2%	4%	2%	0	2%	2%	1%	2%	1%	2%	2%	1%	1%	0	3%	1%	3%	1%	1%	2%
D			CD	D												R		P			
At least once a month	24	4	1	2	1	5	7	0	1	2	17	2	0	0	0	1	1	1	1	1	23
	1%	1%	0	0	0	0	1%	0	1%	1%	1%	0	0	1%	0	0	0	0	0	0	1%
E																					
At least once every three months	17	5	2	2	0	3	6	1	0	3	11	2	0	0	0	2	0	0	2	1	16
	0	1%	0	0	0	0	1%	0	0	1%	0	0	0	0	0	1%	0	0	1%	0	0
Don't know/can't remember	3	0	2	2	0	2	1	1	0	1	2	2	0	0	0	2	0	0	2	2	1
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	1%	0	0	0	0	0
Never	3365	484	453	829	376	1424	808	121	117	284	2424	699	61	50	19	317	382	398	301	398	2932
	89%	92%	93%	95%	97%	93%	90%	85%	89%	92%	89%	94%	95%	98%	98%	90%	98%	94%	94%	89%	89%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	170	13	7	14	7	42	33	15	6	9	134	14	0	0	0	12	2	5	9	30	139
	5%	2%	1%	2%	2%	3%	4%	10%	5%	3%	5%	2%	0	0	1%	3%	1%	1%	3%	7%	4%
BCD EKPO								zFIJ								PQ			P	zT	
Weekly (Net)	360	33	31	42	10	99	74	20	12	17	279	38	3	1	0	30	8	22	16	48	312
	10%	6%	6%	5%	3%	6%	8%	14%	9%	6%	10%	5%	5%	1%	2%	8%	2%	5%	5%	11%	9%
ABCDEI KMNPR		D	CD	D				FI		I						PQ		P	P		
Monthly (Net)	384	37	32	44	11	104	81	20	14	20	296	39	3	1	0	31	9	23	17	49	335
	10%	7%	7%	5%	3%	7%	9%	14%	10%	6%	11%	5%	5%	2%	2%	9%	2%	5%	5%	11%	10%
ABCDEI KMNPR		D	D	D				I		I						PQ		P	P		

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: talkRadio

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1	
31	0	0	0	0	6	10	6	2	1	18	0	0	0	0	0	0	0	0	6	25	
1%	0	0	0	0	0	1%	4%	1%	0	1%	0	0	0	0	0	0	0	0	1%	1%	
CEK	1	1	2	2	9	10	4	3	3	32	2	0	0	0	2	0	2	0	7	35	
42	0	0	0	0	1%	1%	3%	2%	1%	1%	0	0	0	0	1%	0	0	0	1%	1%	
1%	0	0	0	0	1%	1%	3%	2%	1%	1%	0	0	0	0	1%	0	0	0	1%	1%	
BCEK	4	0	2	2	4	6	1	0	2	19	2	0	0	0	2	0	0	2	2	24	
27	1%	0	0	1%	0	1%	1%	0	1%	1%	0	0	0	0	1%	0	0	1%	1%	1%	
E	0	0	2	2	3	7	1	0	1	9	2	0	0	0	2	0	0	2	2	15	
17	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
7	1	0	2	2	2	3	0	0	2	3	2	0	0	0	2	0	0	2	0	6	
0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	
3643	519	489	870	381	1508	858	129	127	298	2649	736	64	51	19	344	391	419	317	432	3178	
97%	99%	100%	99%	98%	98%	96%	91%	97%	97%	97%	99%	100%	100%	100%	98%	100%	99%	99%	96%	97%	
G	z	zCD	z	z	z	G	z	z	G	G	z	z	z	z	zOR	zO	zO	zO	zO	zO	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
73	1	1	2	2	15	20	10	4	4	51	2	0	0	0	2	0	2	0	13	60	
0	0	0	0	0	1%	2%	7%	3%	1%	2%	0	0	0	0	1%	0	0	0	3%	2%	
ABCD						zFU															
EKPR	6	1	6	5	23	33	12	5	6	79	6	0	0	0	6	0	2	3	17	99	
117	1%	0	1%	1%	1%	4%	9%	3%	2%	3%	1%	0	0	0	2%	0	1%	1%	4%	3%	
3%			B			zFU									P			P			
ABC	7	1	7	7	25	36	12	5	8	82	7	0	0	0	7	0	2	5	17	105	
EKPR	124	0	1%	2%	2%	4%	9%	3%	3%	3%	1%	0	0	0	2%	0	1%	1%	4%	3%	
3%			B	B		zFU									PQ			P			
ABC																					
EKPR																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Classic FM

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	97	5	8	31	24	40	33	13	12	10	60	28	2	1	0	9	19	20	8	15	80
	3%	1%	2%	4%	6%	3%	4%	9%	9%	3%	2%	4%	2%	3%	2%	3%	5%	5%	3%	3%	2%
At least once every day	138	19	20	41	21	55	28	5	5	10	108	37	3	1	0	19	17	27	10	16	120
	4%	4%	4%	5%	5%	4%	3%	4%	4%	3%	4%	5%	4%	2%	2%	6%	4%	z	6%	4%	4%
About two or three times a week	141	13	20	41	21	64	37	7	5	16	99	37	1	3	0	19	18	32	5	18	123
	4%	3%	4%	5%	5%	4%	4%	5%	4%	5%	4%	5%	1%	6%	2%	5%	5%	zPR	7%	4%	4%
At least once a week	85	17	11	20	9	30	16	3	1	3	66	17	3	1	0	3	13	15	1	9	74
	2%	3%	2%	2%	2%	2%	2%	2%	1%	1%	2%	2%	4%	2%	2%	1%	3%	OR	4%	0	2%
At least once a month	47	7	5	11	7	15	8	1	1	3	35	10	0	1	0	6	4	6	4	6	41
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	0	2%	3%	2%	1%	1%	1%	1%	1%
At least once every three months	26	5	6	8	2	11	8	0	2	2	15	7	1	0	0	2	5	7	0	5	20
	1%	1%	1%	1%	0	1%	1%	0	1%	1%	1%	1%	1%	0	0	0	1%	2%	0	1%	1%
Don't know/can't remember	8	0	2	2	0	2	1	0	0	1	5	1	1	0	0	0	1	0	1	2	5
	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	1%	0
Never	3228	459	417	722	305	1318	765	114	106	262	2343	606	55	43	17	294	312	315	291	377	2821
	86%	87%	85%	82%	79%	86%	85%	80%	80%	85%	86%	82%	85%	85%	90%	84%	80%	75%	91%	84%	86%
Total	CDKPKQ	D	CD	D												Q	Q		zOPQ		
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	235	25	28	73	45	94	61	18	17	20	169	65	4	2	1	28	37	47	18	32	200
	6%	5%	6%	8%	12%	6%	7%	13%	13%	7%	6%	9%	7%	5%	4%	8%	9%	11%	6%	7%	6%
Weekly (Net)	461	55	59	134	75	187	113	28	24	39	333	118	8	6	1	50	68	93	25	59	397
	12%	11%	12%	15%	19%	12%	13%	19%	16%	13%	12%	16%	12%	13%	7%	14%	17%	22%	8%	13%	12%
Monthly (Net)	508	62	64	145	81	202	121	29	24	42	368	128	8	7	2	56	72	100	29	65	438
	13%	12%	13%	17%	21%	13%	13%	20%	19%	14%	13%	17%	12%	15%	10%	16%	18%	24%	9%	14%	13%
				zB	zABC			zFJ				z				R	zR	zOPR			

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Absolute Radio

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	67	3	1	1	0	21	16	5	4	8	50	1	0	1	0	1	0	1	0	6	60
	2%	1%	0	0	0	1%	2%	4%	3%	3%	2%	0	0	1%	0	0	0	0	0	1%	2%
At least once every day	BCDK OPQR 126 3%	6 1%	2 0	6 1%	3 1%	28 2%	20 2%	4 3%	1 1%	7 2%	103 4%	4 1%	1 2%	0 1%	0 0	4 1%	0 0	1 0	3 1%	23 5%	103 3%
About two or three times a week	ABCD EKOPQ 121 3%	17 3%	3 1%	3 0	0 0	15 1%	19 2%	3 2%	4 3%	5 2%	98 4%	3 0	0 0	0 0	0 0	3 1%	0 0	2 0	1 0	16 4%	105 3%
At least once a week	BCDE KOPQR 69 2%	BCD 5 1%	1 0	2 0	1 0	14 1%	11 1%	1 1%	0 0	3 1%	57 2%	2 0	0 0	0 0	0 0	2 0	0 0	2 0	0 0	2 1%	67 2%
At least once a month	BCDE KPQR 44 1%	8 1%	4 1%	4 0	0 0	9 1%	9 1%	0 0	2 1%	1 0	33 1%	4 1%	0 0	0 0	0 0	4 1%	0 0	1 0	3 1%	1 0	42 1%
At least once every three months	DE 13 0	4 1%	0 0	0 0	0 0	2 0	5 1%	1 0	0 0	2 1%	7 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	13 0
Don't know/can't remember	C 2 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 0
Never	3328 88%	483 92%	478 96%	862 98%	384 99%	1443 94%	815 91%	129 90%	120 91%	282 92%	2384 87%	730 98%	63 98%	50 98%	19 100%	338 96%	391 100%	416 99%	314 98%	401 89%	2893 88%
Total	J 3769 100%	z 526 100%	zA 490 100%	zA 877 100%	zA 388 100%	z 1533 100%	zJ 896 100%	zA 143 100%	131 100%	308 100%	2732 100%	z 743 100%	z' 64 100%	z' 51 100%	z' 19 100%	z 351 100%	zOQR 391 100%	zO 422 100%	z 321 100%	450 100%	3285 100%
Daily (Net)	193 5%	9 2%	3 1%	7 1%	3 1%	50 3%	36 4%	9 7%	5 4%	15 5%	152 6%	5 1%	1 2%	1 2%	0 0	5 1%	0 0	1 0	3 1%	29 6%	163 5%
Weekly (Net)	ABCD EKOPQR 383 10%	31 6%	7 1%	11 1%	4 1%	79 5%	66 7%	14 10%	9 7%	23 7%	307 11%	9 1%	1 2%	1 2%	0 0	9 3%	0 0	5 1%	4 1%	48 11%	335 10%
Monthly (Net)	ABCD EFKLM NOPQR 426 11%	BCD 39 7%	11 2%	15 2%	4 1%	88 6%	75 8%	14 10%	11 8%	24 8%	340 12%	13 2%	1 2%	1 2%	0 0	13 4%	0 0	6 1%	7 2%	49 11%	377 11%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Any Capital Radio station

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effectively Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	111	3	1	3	2	24	27	10	4	9	80	2	0	1	0	2	0	1	2	28	80
	3%	1%	0	0	1%	2%	3%	7%	3%	3%	3%	0	0	1%	0	1%	0	0	1%	6%	2%
ABCDE KOPORT	172							zFU	-											zT	
At least once every day	172	7	5	10	5	42	31	11	4	11	133	6	2	1	0	6	0	2	5	34	138
	5%	1%	1%	1%	1%	3%	3%	8%	3%	3%	5%	1%	3%	3%	0	2%	0	0	2%	8%	4%
ABCDE KOPORT	149							F	-							PQ			P	zT	
About two or three times a week	149	11	3	4	2	17	18	0	1	5	127	4	0	0	0	3	1	1	3	14	135
	4%	2%	1%	0	0	1%	2%	0	1%	2%	5%	1%	0	0	0	1%	0	0	1%	3%	4%
BCDEFG IKOPQR	86										zFGI										
At least once a week	86	1	2	4	2	16	9	3	0	2	75	4	0	0	0	3	1	2	2	9	77
	2%	0	0	0	1%	1%	1%	2%	0	1%	3%	1%	0	0	0	1%	0	0	1%	2%	2%
ABCD EFKPQ	30										zFI										
At least once a month	30	3	0	0	0	2	15	7	4	2	15	0	0	0	0	0	0	0	0	2	28
	1%	1%	0	0	0	0	2%	5%	3%	1%	1%	0	0	0	0	0	0	0	0	1%	1%
CEJK	11						zJ	zFU	zIJ*												
At least once every three months	11	3	0	0	0	3	3	0	0	0	9	0	0	0	0	0	0	0	0	1	10
	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	3	1	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3206	496	479	856	377	1427	793	112	118	279	2292	726	62	49	19	336	388	416	310	361	2814
	85%	94%	98%	98%	97%	93%	89%	78%	90%	91%	84%	98%	97%	96%	100%	96%	99%	99%	96%	80%	86%
GJS	2		zA	zA	z	z	zGJ	143	G*	zGJ	2732	2	z*	z*	z*	z	zOR	zO	z	zS	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	283	10	6	13	7	66	58	21	8	19	213	9	2	2	0	9	0	2	6	62	218
	8%	2%	1%	1%	2%	4%	7%	15%	6%	6%	8%	1%	3%	4%	0	3%	0	1%	2%	14%	7%
ABCDEK NOPORT	510							zFHJ	-							PQ			P	zT	
Weekly (Net)	510	23	10	21	11	100	85	24	9	26	414	17	2	2	0	14	2	6	11	84	430
	14%	4%	2%	2%	3%	6%	10%	17%	7%	9%	15%	2%	3%	4%	0	4%	1%	1%	4%	19%	13%
ABCD EFKLM NOPORT	549							FHI	-		zFHI					PQ			P	zT	
Monthly (Net)	549	26	11	21	11	102	100	31	14	28	429	17	2	2	0	15	2	6	11	87	458
	15%	5%	2%	2%	3%	7%	11%	22%	10%	9%	16%	2%	3%	4%	0	4%	1%	1%	4%	19%	14%
ABCD EFKLM NOPORT	549							zFHI	-		zFI					PQ			P	zT	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Any Heart Radio station

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	110	7	4	5	2	21	24	8	3	3	83	5	0	1	0	4	1	5	0	14	95
	3%	1%	1%	1%	0	1%	3%	6%	2%	1%	3%	1%	0	1%	0	1%	0	1%	0	3%	3%
	BCDE IKPQR						I	FI	-												
At least once every day	206	19	8	11	3	55	41	6	6	11	159	11	0	0	0	6	5	8	3	24	182
	5%	4%	2%	1%	1%	4%	5%	4%	5%	4%	6%	2%	0	0	0	2%	1%	2%	1%	5%	6%
	BCDE KOPQR	CD																			
About two or three times a week	190	15	11	17	6	43	43	2	4	13	143	17	0	0	0	14	3	9	8	15	175
	5%	3%	2%	2%	1%	3%	5%	1%	3%	4%	5%	2%	0	0	0	4%	1%	2%	2%	3%	5%
	BCD EKPO						G									P					
At least once a week	141	16	15	18	3	34	27	6	2	8	111	17	0	0	0	7	10	9	9	14	127
	4%	3%	3%	2%	1%	2%	3%	4%	2%	3%	4%	2%	1%	0	0	2%	3%	2%	3%	3%	4%
	CDE			D																	
At least once a month	61	12	5	7	2	21	14	3	4	2	44	6	1	0	0	5	2	4	2	5	54
	2%	2%	1%	1%	1%	1%	2%	2%	3%	1%	2%	1%	1%	0	0	1%	0	1%	1%	1%	2%
									I												
At least once every three months	17	4	1	1	0	7	8	3	0	1	9	1	0	0	0	1	0	1	0	1	16
	0	1%	0	0	0	0	1%	2%	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	4	2	0	0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	0	2	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
	T																				
Never	3040	452	446	818	372	1351	739	115	113	270	2179	685	63	50	19	316	369	386	299	374	2634
	81%	86%	91%	93%	96%	86%	82%	81%	86%	88%	80%	92%	98%	99%	100%	90%	94%	92%	93%	83%	80%
	Z	Z	Z	Z	Z	Z				Z		Z	Z	Z	Z	Z	Z	Z	Z	Z	Z
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	316	25	12	17	5	76	65	14	7	14	242	16	0	1	0	10	6	13	3	39	277
	8%	5%	2%	2%	1%	5%	7%	10%	7%	5%	9%	2%	0	1%	0	3%	2%	3%	1%	9%	8%
	ABCD EIKLM NOPQR	CD					I	I			I										
Weekly (Net)	647	56	38	51	13	153	135	22	15	35	496	50	0	1	0	30	20	30	20	68	578
	17%	11%	8%	6%	3%	10%	15%	15%	11%	11%	18%	7%	1%	1%	0	9%	5%	7%	6%	15%	18%
	ABCD EIKLM NOPQR	CD	CD	D			I				Z	N									
Monthly (Net)	708	69	43	58	15	175	148	25	19	37	540	57	1	1	0	35	22	34	22	73	632
	19%	13%	9%	7%	4%	11%	17%	18%	14%	12%	20%	8%	2%	1%	0	10%	6%	8%	7%	16%	19%
	ABCD EIKLM NOPQR	CD	CD	D			I				I	N									

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Any Smooth Radio station

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	80	15	5	8	2	24	29	9	5	11	49	7	0	1	0	5	2	5	2	12	68
	2%	3%	1%	1%	1%	2%	3%	6%	4%	4%	2%	1%	0	2%	0	1%	1%	1%	1%	3%	2%
At least once every day	146	30	19	33	14	66	26	2	3	11	109	26	4	3	0	18	8	14	12	16	130
	4%	6%	4%	4%	4%	4%	3%	2%	2%	4%	4%	3%	6%	6%	0	5%	2%	3%	4%	4%	4%
About two or three times a week	121	15	15	27	13	44	32	12	6	10	85	25	0	2	0	14	11	22	4	13	108
	3%	3%	3%	3%	3%	3%	4%	8%	5%	3%	3%	3%	0	4%	0	4%	3%	5%	1%	3%	3%
At least once a week	84	15	14	17	3	25	16	3	2	4	65	16	0	0	0	11	5	6	10	6	78
	2%	3%	3%	2%	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	0	3%	1%	1%	3%	1%	2%
At least once a month	37	11	7	7	0	12	13	1	2	5	23	6	1	0	0	3	3	5	1	4	33
	1%	2%	1%	1%	0	1%	1%	0	2%	2%	1%	1%	1%	0	0	1%	1%	1%	0	1%	1%
At least once every three months	7	3	0	0	0	2	0	0	0	0	7	0	0	0	0	0	0	0	0	3	5
	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
Don't know/can't remember	6	0	1	1	0	5	1	0	0	1	3	1	0	0	0	0	1	0	1	1	5
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3288	438	428	784	356	1356	779	117	113	264	2390	661	59	44	19	301	359	370	291	395	2859
	87%	83%	87%	89%	92%	88%	87%	82%	86%	86%	87%	89%	93%	87%	100%	86%	92%	88%	91%	88%	87%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	226	45	24	40	16	90	55	11	8	22	158	33	4	4	0	22	10	19	14	28	197
	6%	8%	5%	5%	4%	6%	6%	8%	6%	7%	6%	4%	6%	8%	0	6%	3%	5%	4%	6%	6%
Weekly (Net)	431	75	53	85	32	158	102	26	16	36	309	74	4	6	0	47	27	47	28	47	383
	11%	14%	11%	10%	8%	10%	11%	18%	13%	12%	11%	10%	6%	13%	0	13%	7%	11%	9%	10%	12%
Monthly (Net)	468	86	60	92	32	171	115	26	19	42	332	81	5	6	0	50	31	52	29	51	417
	12%	16%	12%	10%	8%	11%	13%	18%	14%	14%	12%	11%	7%	13%	0	14%	8%	12%	9%	11%	13%
	DNP	zCD										N		N*		PR		P			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Any Kiss station

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	81	3	0	0	0	16	19	7	6	8	58	0	0	0	0	0	0	0	0	18	63
2%	2%	0	0	0	0	1%	2%	5%	4%	3%	2%	0	0	0	0	0	0	0	0	4%	2%
ABCDE KOPORT	99							zFJ	-											zT	
At least once every day	39	4	1	3	2	18	18	5	3	3	78	3	0	0	0	2	0	3	0	25	73
3%	3%	1%	0	0	1%	1%	2%	3%	2%	1%	3%	0	0	0	0	1%	0	1%	0	5%	2%
ABCDE KOPORT	99								-									P		zT	
About two or three times a week	101	6	2	2	0	21	20	4	0	3	80	2	0	0	0	2	0	2	0	16	86
3%	3%	1%	0	0	0	1%	2%	3%	0	1%	3%	0	0	0	0	0	0	0	0	3%	3%
BCDE KOPQR	101								-												
At least once a week	61	7	4	4	0	17	14	2	2	4	62	4	0	0	0	4	0	4	0	9	71
2%	2%	1%	1%	0	0	1%	2%	1%	1%	1%	2%	0	0	0	0	1%	0	1%	0	2%	2%
BCD EKPR	27								-									P			
At least once a month	12	2	3	3	0	5	5	1	0	0	22	3	0	0	0	1	1	1	1	6	21
1%	1%	0	1%	0	0	0	1%	1%	0	0	1%	0	0	0	0	0	0	0	0	1%	1%
E	12								-												
At least once every three months	0	0	2	2	0	7	3	0	0	0	9	2	0	0	0	2	0	2	0	2	10
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0
Don't know/can't remember	3	0	0	0	0	0	2	1	0	1	1	0	0	0	0	0	0	0	0	0	3
0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3366	504	479	864	385	1450	816	123	121	288	2423	730	64	51	19	341	389	410	320	375	2958
89%	89%	96%	98%	98%	99%	95%	91%	86%	92%	94%	89%	98%	100%	100%	100%	97%	100%	97%	100%	83%	90%
S	z	z	z	zA	zA	z				zGJ		z	z"	z"	z"	z	zOQ	z	zOQ	zS	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	180	7	1	3	2	33	37	12	8	12	136	3	0	0	0	2	0	3	0	42	136
5%	5%	1%	0	0	1%	2%	4%	8%	6%	4%	5%	0	0	0	0	1%	0	1%	0	9%	4%
ABCDE KOPORT	352							F										P		zT	
Weekly (Net)	10%	20	6	9	2	71	71	18	10	19	278	9	0	0	0	7	0	9	0	67	293
BCD	4%	1%	1%	1%	1%	5%	8%	12%	8%	6%	10%	1%	0	0	0	2%	0	2%	0	15%	9%
ABCDE KLMN OPORT	389							I			I					PR		PR		zT	
Monthly (Net)	10%	22	9	11	2	77	76	19	10	19	300	11	0	0	0	9	2	10	1	73	314
BCDE KLMN OPORT	4%	2%	1%	1%	1%	5%	8%	13%	8%	6%	11%	2%	0	0	0	2%	0	2%	0	16%	10%
CD								I			I					R		P		zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: Virgin Radio

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	47	0	2	2	0	10	15	7	6	6	32	2	0	0	0	2	0	2	0	12	35
ACDEKT	1%	0	0	0	0	1%	2%	5%	5%	2%	1%	0	0	0	0	0	0	0	0	3%	1%
At least once every day	77	1	3	3	0	14	17	5	2	5	58	2	1	0	0	1	1	2	0	16	61
ABCDE KOPQR	2%	0	1%	0	0	1%	2%	4%	2%	2%	2%	0	2%	0	0	0	0	0	0	4%	2%
About two or three times a week	41	0	3	3	0	7	8	3	0	0	32	3	0	0	0	3	0	3	0	6	34
ACE	1%	0	1%	0	0	0	1%	2%	0	0	1%	0	0	0	0	1%	0	1%	0	1%	1%
At least once a week	38	2	1	1	0	6	9	2	0	4	27	1	0	0	0	0	1	1	0	3	34
CEK	1%	0	0	0	0	0	1%	2%	0	1%	1%	0	0	0	0	0	0	0	0	1%	1%
At least once a month	15	3	1	1	0	6	4	1	0	3	11	1	0	0	0	1	0	1	0	1	14
At least once every three months	0	1%	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	3	0	0	0	0	3	1	1	0	1	3	0	0	0	0	0	0	0	0	0	3
Never	3546	521	479	867	388	1488	841	123	122	288	2570	734	63	51	19	345	388	413	321	411	3102
GS	94%	99%	98%	99%	100%	97%	94%	86%	93%	94%	94%	99%	96%	100%	100%	96%	99%	96%	100%	91%	94%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	124	1	5	5	0	25	32	13	8	11	89	3	1	0	0	2	1	3	0	28	95
ABCDE KOPQR	3%	0	1%	1%	0	2%	4%	9%	6%	4%	3%	0	2%	0	0	1%	0	1%	0	6%	3%
Weekly (Net)	203	3	9	9	0	37	49	18	9	15	148	8	1	0	0	5	3	8	0	38	164
ABCDE KOPQR	5%	0	2%	1%	0	2%	5%	13%	7%	5%	5%	1%	2%	0	0	1%	1%	2%	0	8%	5%
Monthly (Net)	218	5	10	10	0	43	52	19	9	18	159	9	1	0	0	6	3	9	0	39	178
ABCDE KOPQR	6%	1%	2%	1%	0	3%	6%	13%	7%	6%	6%	1%	2%	0	0	2%	1%	2%	0	9%	5%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a_2. How often in the past 3 months have you listened to these radio stations?: LBC Radio

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	93	10	7	17	10	26	9	4	4	4	79	16	1	0	0	8	8	7	9	26	66
	2%	2%	1%	2%	3%	2%	1%	3%	3%	1%	3%	2%	2%	0	0	2%	2%	2%	3%	6%	2%
	EFT										F									zT	
At least once every day	81	9	5	19	14	29	17	3	1	5	62	18	0	1	0	11	7	7	11	13	69
	2%	2%	1%	2%	4%	2%	2%	2%	1%	2%	2%	2%	0	2%	2%	3%	2%	2%	3%	3%	2%
				B	BC																
About two or three times a week	52	15	1	5	4	16	11	1	0	8	34	5	0	0	0	5	0	3	2	13	39
	1%	3%	0	1%	1%	1%	1%	1%	0	2%	1%	1%	0	0	0	1%	0	1%	1%	3%	1%
	BCPT	zBC								F								P		zT	
At least once a week	31	9	0	2	2	8	6	0	2	3	25	2	0	0	0	2	0	0	2	4	27
	1%	2%	0	0	0	1%	1%	0	2%	1%	1%	0	0	0	0	0	0	0	1%	1%	1%
	C	BC																			
At least once a month	12	2	3	3	0	4	3	0	1	0	8	2	1	0	0	2	0	2	0	1	11
	0	0	1%	0	0	0	0	0	0	0	0	0	1%	0	0	1%	0	1%	0	0	0
At least once every three months	4	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	3
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	3	1	0	0	0	0	2	1	0	2	1	0	0	0	0	0	0	0	0	0	3
	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	0	0	0
								J		J											
Never	3491	480	473	831	358	1451	848	133	124	286	2522	700	63	50	19	324	375	402	298	392	3067
	93%	91%	97%	95%	92%	95%	95%	93%	94%	93%	92%	94%	97%	98%	98%	92%	96%	95%	93%	87%	93%
	S		zACD	zAD		z	zJ										zR	zO		zS	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	175	19	12	36	24	55	26	7	5	9	140	34	1	1	0	19	15	14	20	38	134
	5%	4%	3%	4%	6%	4%	3%	5%	4%	3%	5%	5%	2%	2%	2%	5%	4%	3%	6%	9%	4%
	BEFT			B	BC						F									zT	
Weekly (Net)	258	43	14	43	29	79	43	9	7	20	199	40	1	1	0	25	15	17	23	55	201
	7%	8%	3%	5%	8%	5%	5%	6%	6%	6%	7%	5%	2%	2%	2%	7%	4%	4%	7%	12%	6%
	BCE	B		B	BC						F					Q			P	zT	
	FPQT																				
Monthly (Net)	270	45	16	46	29	82	46	9	8	20	207	43	2	1	0	28	15	19	23	56	212
	7%	8%	3%	5%	8%	5%	5%	6%	6%	6%	8%	6%	3%	2%	2%	8%	4%	5%	7%	13%	6%
	BCEFTPT	B		B	BC						F					Q			P	zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A2a 2. How often in the past 3 months have you listened to these radio stations?: Other local or national commercial radio station (e.g. a local station that has advertising)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	65	9	9	14	5	28	12	2	2	2	51	12	1	0	1	6	6	7	4	2	62
	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	5%	2%	2%	2%	1%	0	2%
At least once every day	S	34	16	29	13	64	37	3	8	15	98	20	5	1	3	6	14	6	14	11	127
	4%	6%	3%	3%	3%	4%	4%	2%	6%	5%	4%	3%	7%	2%	15%	2%	4%	2%	4%	3%	4%
Q	zC	17	18	26	7	38	18	4	1	7	76	14	11	0	1	6	8	6	8	9	85
About two or three times a week	94	3%	4%	3%	2%	3%	2%	3%	1%	2%	3%	2%	17%	0	4%	2%	2%	1%	2%	2%	3%
	3%	3%	4%	3%	2%	3%	2%	3%	1%	2%	3%	2%	17%	0	4%	2%	2%	1%	2%	2%	3%
At least once a week	67	8	14	19	6	30	22	2	6	7	42	17	2	0	1	9	8	6	10	1	66
	2%	2%	3%	2%	1%	2%	2%	2%	5%	2%	2%	2%	3%	0	4%	2%	2%	1%	3%	0	2%
S	zJ	9	3	5	2	7	5	0	0	2	20	5	0	0	0	5	0	2	3	4	21
At least once a month	25	2%	1%	1%	1%	0	1%	0	0	1%	1%	1%	0	0	2%	1%	0	0	1%	1%	1%
	1%	2%	1%	1%	1%	0	1%	0	0	1%	1%	1%	0	0	2%	1%	0	0	1%	1%	1%
At least once every three months	9	2	1	5	4	5	5	2	2	3	4	5	0	0	0	5	0	3	2	0	9
	0	0	0	1%	1%	0	1%	1%	1%	1%	0	1%	0	0	0	1%	0	1%	1%	0	0
J	J	6	4	5	1	7	6	1	1	2	5	5	0	0	0	5	0	2	2	3	8
Don't know/can't remember	11	0	1%	1%	0	0	1%	1%	1%	1%	0	1%	0	0	1%	1%	0	1%	1%	1%	0
	0	0	1%	1%	0	0	1%	1%	1%	1%	0	1%	0	0	1%	1%	0	1%	1%	1%	0
zJ	zJ	447	425	774	349	1354	791	129	111	270	2438	666	45	50	13	311	354	389	277	419	2908
Never	3359	85%	87%	88%	90%	88%	88%	90%	85%	88%	89%	90%	71%	98%	68%	88%	91%	92%	86%	93%	89%
ALNT	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	204	42	25	43	18	92	49	6	11	17	149	32	6	1	4	12	20	14	19	13	188
	5%	8%	5%	5%	5%	6%	5%	4%	8%	6%	5%	4%	10%	2%	20%	3%	5%	3%	6%	3%	6%
S	z	67	57	88	31	180	88	12	18	32	266	62	19	1	6	26	36	26	37	23	339
Weekly (Net)	365	13%	12%	10%	8%	10%	10%	8%	13%	10%	10%	8%	29%	2%	29%	8%	9%	6%	11%	5%	10%
	10%	13%	12%	10%	8%	10%	10%	8%	13%	10%	10%	8%	29%	2%	29%	8%	9%	6%	11%	5%	10%
QS	390	76	60	93	33	168	93	12	18	33	286	67	19	1	6	31	36	27	40	27	360
Monthly (Net)	390	14%	12%	11%	9%	11%	10%	8%	13%	11%	10%	9%	29%	2%	31%	9%	9%	6%	12%	6%	11%
	10%	14%	12%	11%	9%	11%	10%	8%	13%	11%	10%	9%	29%	2%	31%	9%	9%	6%	12%	6%	11%
MQS	zD	447	425	774	349	1354	791	129	111	270	2438	666	45	50	13	311	354	389	277	419	2908
	89%	85%	87%	88%	90%	88%	88%	90%	85%	88%	89%	90%	71%	98%	68%	88%	91%	92%	86%	93%	89%
LN	zLN	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
zLN	zLN	447	425	774	349	1354	791	129	111	270	2438	666	45	50	13	311	354	389	277	419	2908
	89%	85%	87%	88%	90%	88%	88%	90%	85%	88%	89%	90%	71%	98%	68%	88%	91%	92%	86%	93%	89%
OR	zT	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
zT	zT	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
zS	zS	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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A3. Which, if any, of these TV catch-up, on-demand or video streaming services have you used in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
BBC iPlayer	1532	242	165	238	73	458	293	39	39	88	1178	205	15	14	4	107	98	147	58	141	1385
	41% BCDEF GHIKLM NOPQRS	46% zBCD	34% CD	27% D	19% D	30% D	33% D	27% D	30% D	29% D	43% zFGHI	28% D	23% D	27% D	21% D	31% R	25% R	35% PR	18% R	31% zS	42% zS
BBC Three (now available only online)	176	11	3	3	0	26	52	14	9	13	113	3	0	0	0	1	2	2	1	29	145
	5% ABCDE KOPQR	2% CD	1% D	0	0	2% D	6% D	10% zIJ	7% D	4% D	4% D	0	0	1% D	0	0	0	0	0	6% zT	4% D
BBC iPlayer Kids	129	6	6	8	2	27	30	10	6	11	94	8	0	0	0	1	6	6	1	28	101
	3% ABCDE KOPQR	1% D	1% D	1% D	0	2% D	3% D	7% zFJ	4% D	4% D	3% D	1% D	1% D	0	0	0	2% D	1% D	0	6% zT	3% D
ITV Hub or ITV Hub+ [formerly ITV Player]	847	130	89	114	25	243	179	21	20	49	641	99	4	7	3	45	54	77	22	73	769
	22% BCDEGI KLOPRS	25% BCD	18% CD	13% D	6% D	16% D	20% I	14% D	15% D	16% D	23% GI	13% D	7% D	14% D	15% D	13% R	14% R	18% OPR	7% D	16% zS	23% zS
STV Player	53	16	3	4	1	9	11	6	2	3	39	0	4	0	0	0	0	0	0	5	47
	1% CEKOPQ	3% zBCD	1% D	0	0	1% D	1% D	4% zFIJ	1% D	1% D	1% D	0	6% zK	0	0	0	0	0	0	1% D	1% D
S4C Clic	51	1	2	2	0	6	21	10	5	7	30	1	1	0	0	1	0	0	1	7	42
	1% ACD EKQP	0	0	0	0	0	2% zJ	7% zFIJ	4% zJ	2% D	1% D	0	1% K	0	0	0	0	0	0	2% D	4% D
All 4 (formerly 4OD)	705	101	45	56	11	163	141	20	16	32	547	51	3	1	1	29	22	33	18	63	636
	19% BCDEF IKLMN OPQRS	19% BCD	9% CD	6% D	3% D	11% D	16% I	14% D	12% D	10% D	20% zFI	7% D	4% D	2% D	3% D	8% D	6% D	8% D	6% D	14% zS	19% zS
My5 (formerly Demand 5)	411	59	32	37	4	110	90	16	13	26	309	36	0	1	0	20	16	21	15	47	361
	11% BCDEKL MNOPQR	11% BCD	7% CD	4% D	1% D	7% D	10% D	11% D	10% D	8% D	11% D	5% D	0	1% D	2% D	6% D	4% D	5% D	5% D	10% D	11% D
Netflix	1567	161	74	101	27	366	320	47	31	81	1194	85	11	3	2	47	38	60	25	219	1336
	42% ABCDE FIKLM NOPORT	31% BCD	15% CD	12% D	7% D	24% D	36% HI	33% D	23% D	26% D	44% zFGHI	11% D	16% D	7% D	12% D	13% R	10% D	14% PR	8% D	49% zT	41% D
Amazon Prime/Amazon Video	1006	97	39	47	8	197	228	32	22	57	752	37	6	3	1	22	15	26	11	120	876
	27% ABCDE HIKLM NOPOR	18% BCD	8% CD	5% D	2% D	13% D	25% HI	23% D	16% D	19% D	28% HI	5% D	10% D	6% D	7% D	6% D	4% D	6% D	3% D	27% D	27% D
Now TV	390	25	16	20	5	80	103	18	13	36	276	15	5	0	0	7	7	11	5	47	343
	10% ABCDEK MNOPOR	5% D	3% D	2% D	1% D	5% D	12% D	12% D	10% D	12% D	10% D	2% D	7% KM	0	2% D	2% D	2% D	3% D	1% D	10% D	10% D
Sky On Demand (Sky Go)	517	52	37	45	8	127	114	21	12	31	390	38	4	2	1	15	23	24	13	66	450
	14% ABCDEK MNOPOR	10% CD	8% CD	5% D	2% D	8% D	13% D	15% D	9% D	10% D	14% D	5% D	6% D	5% D	5% D	4% D	6% D	6% D	4% D	15% D	14% D
UKTV Play	178	19	12	14	2	54	52	7	9	20	120	12	0	1	1	4	7	11	1	21	157
	5% BCDE KOPR	4% D	2% D	2% D	1% D	4% D	6% D	5% D	7% D	7% D	4% D	2% D	1% D	2% D	3% D	1% D	7% R	3% R	0	5% D	5% D
Disney Life	126	2	1	1	0	22	40	14	10	17	80	1	0	0	0	0	1	0	1	28	98
	3% ABCDE KOPORT	0	0	0	0	1% D	4% D	10% zFJ	8% zJ	6% zJ	3% D	0	0	0	0	0	0	0	0	6% zT	3% D
Virgin TV Catch-up/Virgin Media Anywhere	230	32	15	23	8	47	50	15	10	17	173	19	2	2	0	7	12	13	6	22	206
	6% BCDE KOPOR	6% CD	3% D	3% D	2% D	3% D	6% D	10% F	8% D	6% D	6% D	3% D	2% D	4% D	1% D	2% D	3% D	3% D	2% D	5% D	6% D

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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A3. Which, if any, of these TV catch-up, on-demand or video streaming services have you used in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Hayu	79 2%	4 1%	1 0	1 0	0 0	12 1%	29 3%	9 6%	6 4%	8 3%	47 2%	0 0	0 0	1 1%	0 0	0 0	0 0	0 0	0 0	16 4%	63 2%
A BBC YouTube Channel	225 6%	14 3%	7 2%	11 1%	4 1%	48 3%	65 7%	22 15%	10 8%	23 7%	149 5%	8 1%	1 2%	2 4%	0 0	5 1%	3 1%	5 1%	3 1%	38 8%	186 6%
Other YouTube Channel	443 12%	44 8%	21 4%	32 4%	11 3%	114 7%	110 12%	28 19%	16 12%	25 8%	320 12%	27 4%	2 2%	2 5%	1 4%	18 5%	9 2%	19 4%	9 3%	58 13%	381 12%
Other streaming service (please specify)	29 1%	3 1%	1 0	1 0	0 0	5 0	7 1%	1 0	0 0	2 1%	18 1%	1 0	0 0	0 1%	0 0	0 0	1 0	1 0	0 0	1 0	26 1%
None of these	1092 29%	168 32%	262 54%	547 62%	285 74%	748 49%	314 35%	52 37%	56 43%	141 46%	735 27%	462 62%	40 63%	31 62%	14 71%	212 60%	249 64%	230 55%	232 72%	121 27%	958 29%
Total	9783 260%	1188 226%	832 170%	1305 149%	473 122%	2861 167%	2252 251%	400 280%	305 232%	687 223%	7205 264%	1107 149%	98 152%	72 142%	28 145%	542 154%	564 144%	685 163%	422 131%	1150 256%	8567 261%
BBC iPlayer (including BBC 3) (Net)	1604 43%	244 46%	170 35%	243 28%	73 19%	476 31%	318 36%	49 34%	42 32%	96 31%	1223 45%	211 28%	15 23%	14 27%	4 21%	107 31%	103 26%	151 36%	60 19%	156 35%	1442 44%
BBC (Net)	1661 44%	244 46%	172 35%	248 28%	75 19%	491 32%	333 37%	53 37%	43 33%	100 32%	1264 46%	214 29%	15 23%	15 29%	4 21%	109 31%	105 27%	153 36%	61 19%	169 37%	1486 45%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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A3a. How often in the past 3 months have you watched programmes using these services? - Summary Table

Base: All Respondents who didn't select none of these at A3

	BBC iPlayer (A)	BBC Three (now available only online) (B)	BBC iPlayer Kids (C)	ITV Hub or ITV Hub+ [for merly ITV Player] (D)	STV Player (E)	S4C Clic (F)	All 4 (for merly 4OD) (G)	My5 (for merly Demand 5) (H)	Netflix (I)	Amazon Prime/ Amazon Video (J)	Now TV (K)	Sky On Demand (Sky Go) (L)	UKTV Play (M)	Disney Life (N)	Virgin TV Catch-up/ Virgin Media Anywhere (O)	Hayu (P)	A BBC YouTube Channel (Q)	Other YouTube Channel (R)
Unweighted Base	1620	187	159	902	60	55	732	433	1659	1060	404	551	193	153	236	96	240	468
Base: All Respondents who didn't select none of these at A3	1532	176	129	847	53	51	705	411	1567	1006	390	517	178	126	230	79	225	443
Effective Base	1090.0	127.1	104.0	622.4	40.9	42.0	505.5	294.5	1110.8	710.3	279.1	371.6	129.4	107.8	158.5	64.9	164.8	312.0
A few times a day	111 7%	19 11% DG	30 23% ABDE GHJM	47 6% +	4 7% +	16 32% ABDEGH IJKLM	38 5% +	40 10% DG	295 19% ABDGHJ	114 11% ADG	60 15% ADGH	84 16% ADGHJ	22 12% ADG	37 30% ABDEGH HJKLM	47 20% ABDEGHJ	18 23% ABDEGH HJKLM	52 23% ABDEGH HJKLM	115 26% ABDEGH HJKLM
At least once every day	207 14%	32 18% G	34 26% ADGH	108 13% +	9 17% +	13 25% ADGH*	79 11% +	51 12% +	460 29% HJKMQ	217 22% ADGH	91 23% ADGH	140 27% ABDGHJM	30 17% +	39 31% ABDG HJMQ	52 23% ADGH	23 29% ADGHM*	44 20% ADGH	129 29% ABDG HJMQ
About two or three times a week	492 32% DGHJ LNPQR	45 26% +	33 26% +	234 28% P	11 21% +	10 20% +	184 26% P	92 22% +	442 28% HP	313 31% HLNPQR	112 29% P	122 24% +	62 35% GHLNPQR	26 20% P	64 28% P	11 14% +	51 23% +	101 23% +
At least once a week	409 27% CIJKL MNOQR	35 20% CN	12 9% +	252 30% BCFIJK LMNOQR	17 31% CIJKL MNOQR	8 15% +	207 29% BCFIJK LMNOQR	111 27% CIJKL MNOQR	223 14% +	179 18% CINR	65 17% +	101 20% CINR	30 17% +	13 10% +	39 17% +	16 20% CN*	41 18% C	56 13% +
At least once a month	252 16% CIJKL NPOQR	34 19% CIKL NOPQR	4 3% +	155 18% CIJKL NOPQR	8 16% CINPR*	4 8% +	155 22% ACFIJK LNOPQR	87 21% ACFIJK LNOPQR	104 7% +	133 13% CINPR	37 10% CNP	53 10% CINPR	30 17% CIKLNPQR	5 4% +	23 10% CNP	1 2% +	23 10% CNP	26 6% +
At least once every three months	52 3% I	6 3% +	5 4% +	44 5% AILO	4 8% ILO*	0 0% +	36 5% ILO	25 6% AIJLOR	23 1% +	32 3% IO	20 5% IO	12 2% +	4 2% +	5 4% I	3 1% +	6 7% FILMO*	11 5% IO	12 3% +
Don't know/can't remember	8 1% A	4 2% A	11 8% ABDEF GHJK LMNOQR	7 1% +	0 0% +	0 0% +	6 1% +	6 1% +	20 1% A	18 2% A	5 1% A	5 1% A	2 0% A	2 1% A	2 1% A	4 5% ADGIK LMOR*	4 2% +	3 1% +
Total	1532 100%	176 100%	129 100%	847 100%	53 100%	51 100%	705 100%	411 100%	1567 100%	1006 100%	390 100%	517 100%	178 100%	126 100%	230 100%	79 100%	225 100%	443 100%
Daily (Net)	318 21% G	51 29% ADG	64 50% ABDE GHJKM	155 18% +	13 24% +	29 57% ABDEGH HJKM	117 17% +	91 22% G	755 48% ABDE GHJKM	331 33% ADGH	151 39% ABDGH	224 43% ABDE GHJKM	52 29% ADG	76 60% ABDEGH IJKLMQ	99 43% ABDE GHJKM	41 52% ABDEGH HJKM	96 43% ABDE GHJKM	244 55% ABDEGH HJKM
Weekly (Net)	1219 80% DGH	131 75% +	109 85% DGH	641 76% +	41 77% +	47 92% ABDEGH*	508 72% +	293 71% +	1419 91% ABDEGH HJKM	823 82% DGH	328 84% BDGH	447 87% ABDGHJ	143 81% GH	114 91% ABDE GHJKM	202 88% ABDGH	68 86% GH*	188 84% BDGH	401 91% ABDEGH HJKM
Monthly (Net)	1471 96% CDGHP	165 94% +	113 88% C	796 94% C	49 92% +	51 100% CP*	663 94% C	381 93% +	1523 97% BCDG HJKPQ	955 95% CP	365 94% C	500 97% CDGHP	174 98% CHP	119 94% C	225 98% CDGHKQP	69 88% +	210 94% CHP	427 97% CHP

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: BBC iPlayer

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1620	246	190	269	79	529	358	45	48	116	1193	209	19	24	17	116	93	165	44	164	1449
Base: All Respondents who didn't select none of these at A3	1532	242	165	238	73	458	293	39	39	88	1178	205	15	14	4	107	98	147	58	141	1385
Effective Base	1090.0	152.8	125.4	181.9	56.5	365.8	250.9	32.5	28.6	86.6	802.2	148.5	14.2	18.3	13.7	82.4	66.6	122.2	31.8	103.1	982.3
A few times a day	111	14	1	3	2	27	29	8	5	12	77	0	1	1	0	0	0	0	0	25	87
7%		6%	1%	1%	2%	6%	10%	19%	12%	13%	7%	0	4%	9%	8%	0	0	0	0	17%	6%
	BCK	BC						zJ*		zJ*										zT	
At least once every day	207	15	19	23	4	51	46	4	4	11	157	19	3	1	0	13	6	12	6	21	186
14%		6%	11%	10%	6%	11%	16%	10%	11%	13%	13%	9%	18%	11%	4%	12%	6%	8%	11%	15%	13%
	A																				
About two or three times a week	492	67	47	75	28	138	92	16	15	23	379	64	5	5	2	35	29	49	15	47	443
32%		28%	28%	32%	39%	30%	31%	40%	38%	26%	32%	31%	33%	35%	39%	33%	29%	35%	33%	33%	32%
At least once a week	409	86	42	61	19	119	72	10	8	21	322	56	3	1	1	31	25	33	23	32	376
27%		36%	26%	26%	25%	26%	25%	26%	21%	24%	27%	27%	18%	6%	29%	29%	26%	23%	39%	22%	27%
	z																				
At least once a month	252	48	45	60	16	95	43	1	7	16	200	53	3	4	1	18	34	40	13	10	242
16%		20%	27%	25%	22%	21%	15%	2%	18%	18%	17%	26%	20%	31%	20%	17%	35%	27%	22%	7%	17%
	GS		z	z		z	G		18%	G*	G	z					zO*	zO		zS	
At least once every three months	52	11	7	11	4	20	10	1	0	4	39	10	1	1	0	7	3	8	1	5	46
3%		5%	4%	5%	6%	4%	4%	2%	0	4%	3%	5%	5%	7%	0	6%	3%	5%	3%	4%	3%
Don't know/can't remember	8	0	4	4	0	8	2	0	0	2	3	4	0	0	0	3	2	4	0	2	6
1%		0	3%	2%	0	2%	1%	0	0	2%	0	2%	0	0	0	2%	2%	3%	0	1%	0
	J		z	z		z				J*		z				z*		z			
Total	1532	242	165	238	73	458	293	39	39	88	1178	205	15	14	4	107	98	147	58	141	1385
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	318	29	20	26	6	78	74	12	9	23	234	19	3	3	0	13	6	13	6	46	272
21%		12%	12%	11%	8%	17%	25%	30%	24%	26%	20%	9%		20%	12%	12%	6%	9%	11%	32%	20%
	ABCDE						z													zT	
Weekly (Net)	1219	182	109	162	53	335	238	37	32	67	935	139	11	8	3	79	60	95	44	124	1091
80%		75%	66%	68%	72%	73%	81%	96%	82%	76%	79%	68%	75%	62%	80%	74%	61%	65%	75%	88%	79%
	BCE							zFLJ*								Q*				zT	
Monthly (Net)	1471	230	153	222	69	430	281	38	39	83	1136	191	14	13	4	98	94	135	57	134	1333
96%		95%	93%	93%	94%	94%	96%	98%	100%	94%	96%	93%	95%	93%	100%	91%	95%	92%	97%	95%	96%
	EOQ																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: BBC Three (now available only online)

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	187	7	6	6	0	34	64	16	11	19	110	5	0	1	0	3	2	4	1	36	149
Base: All Respondents who didn't select none of these at A3	176	11	3	3	0	26	52	14	9	13	113	3	0	0	0	1	2	2	1	29	145
Effective Base	127.1	4.5	5.3	5.3	0	27.1	48.2	10.5	9.5	16.2	73.0	4.3	0	1.0	0	2.9	1.9	3.7	1.0	21.6	103.8
A few times a day	19	0	0	0	0	2	6	2	2	2	13	0	0	0	0	0	0	0	0	10	9
T	11%	0	0	0	0	8%	11%	13%	18%	17%	12%	0	0	0	0	0	0	0	0	34%	7%
At least once every day	32	1	0	0	0	6	8	6	4	6	22	0	0	0	0	0	0	0	0	4	28
T	18%	8%	0	0	0	25%	15%	41%	52%	45%	19%	0	0	0	0	0	0	0	0	14%	19%
About two or three times a week	45	2	0	0	0	2	11	1	1	2	30	0	0	0	0	0	0	0	0	10	35
T	26%	15%	0	0	0	10%	22%	4%	12%	17%	26%	0	0	0	0	0	0	0	0	36%	24%
At least once a week	35	4	0	0	0	4	7	2	1	1	26	0	0	0	0	0	0	0	0	2	30
T	20%	40%	0	0	0	14%	14%	11%	13%	10%	23%	0	0	0	0	0	0	0	0	8%	21%
At least once a month	34	4	2	2	0	4	15	4	1	1	18	2	0	0	0	1	1	1	1	2	32
T	19%	37%	50%	50%	0	31%	30%	31%	6%	8%	16%	58%	0	0	0	56%	60%	37%	100%	7%	22%
At least once every three months	6	0	0	0	0	0	4	0	0	0	2	0	0	0	0	0	0	0	0	0	6
T	3%	0	13%	13%	0	2%	7%	0	0	3%	2%	0	0	100%	0	0	0	0	0	1%	4%
Don't know/can't remember	4	0	1	1	0	3	0	0	0	0	2	1	0	0	0	1	1	1	0	0	4
T	2%	0	36%	36%	0	11%	0	0	0	0	2%	42%	0	0	0	44%	40%	63%	0	0	3%
Total	176	11	3	3	0	26	52	14	9	13	113	3	0	0	0	1	2	2	1	29	145
T	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	100%	0	100%	100%	100%	100%	100%	100%
Daily (Net)	51	1	0	0	0	9	14	7	6	8	35	0	0	0	0	0	0	0	0	14	37
T	29%	8%	0	0	0	33%	26%	54%	69%	62%	31%	0	0	0	0	0	0	0	0	48%	26%
Weekly (Net)	131	7	0	0	0	15	32	10	8	12	91	0	0	0	0	0	0	0	0	26	103
T	75%	63%	0	0	0	57%	63%	69%	94%	88%	80%	0	0	0	0	0	0	0	0	92%	71%
Monthly (Net)	165	11	2	2	0	23	48	14	9	13	109	2	0	0	0	1	1	1	1	28	135
T	94%	100%	50%	50%	0	88%	93%	100%	100%	97%	96%	58%	0	0	0	56%	60%	37%	100%	89%	93%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: BBC iPlayer Kids

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	159	7	4	6	2	32	42	14	10	16	110	5	1	0	0	2	3	4	1	40	119
Base: All Respondents who didn't select none of these at A3	129	6	6	8	2	27	30	10	6	11	94	8	0	0	0	1	6	6	1	28	101
Effective Base	104.0	3.8	2.4	3.5	1.8	20.4	33.3	12.6	7.8	13.8	68.2	3.2	1.0	0	0	1.9	2.3	2.3	1.0	26.1	78.5
A few times a day	30	0	0	0	0	10	12	4	4	5	17	0	0	0	0	0	0	0	0	8	22
	23%	0	0	0	0	37%	39%	37%	71%	40%	18%	0	0	0	0	0	0	0	0	27%	22%
At least once every day	34	0	0	0	0	5	12	5	1	4	19	0	0	0	0	0	0	0	0	8	26
	26%	0	0	0	0	19%	41%	50%	21%	34%	20%	0	0	0	0	0	0	0	0	29%	26%
About two or three times a week	33	3	2	2	0	4	4	0	1	2	28	1	0	0	0	0	1	0	1	5	28
	26%	44%	29%	24%	0	14%	14%	0	9%	13%	30%	20%	100%	0	0	0	24%	0	100%	19%	28%
At least once a week	12	1	0	2	2	4	0	0	0	0	12	2	0	0	0	1	1	2	0	2	10
	9%	13%	0	19%	100%	14%	0	0	0	0	13%	20%	0	0	0	39%	16%	25%	0	6%	10%
At least once a month	4	0	1	1	0	1	1	0	0	0	3	1	0	0	0	1	0	1	0	2	2
	3%	4%	13%	10%	0	3%	2%	0	0	0	4%	11%	0	0	0	61%	0	14%	0	6%	2%
At least once every three months	5	2	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	1	4
	4%	39%	0	0	0	0	0	1%	4%	0	5%	0	0	0	0	0	0	0	0	4%	4%
Don't know/can't remember	11	0	4	4	0	4	1	1	0	1	10	4	0	0	0	0	4	4	0	2	8
	8%	0	58%	47%	0	14%	3%	9%	0	8%	10%	49%	0	0	0	0	60%	61%	0	8%	8%
Total	129	6	6	8	2	27	30	10	6	11	94	8	0	0	0	1	6	6	1	28	101
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	100%	100%
Daily (Net)	64	0	0	0	0	15	24	9	5	8	36	0	0	0	0	0	0	0	0	16	48
	50%	0	0	0	0	55%	80%	87%	91%	75%	38%	0	0	0	0	0	0	0	0	57%	48%
Weekly (Net)	109	3	2	3	2	23	29	9	6	10	76	3	0	0	0	1	2	2	1	23	87
	85%	57%	29%	43%	100%	83%	94%	87%	100%	88%	81%	40%	100%	0	0	39%	40%	25%	100%	81%	86%
Monthly (Net)	113	4	3	4	2	24	29	9	6	10	79	4	0	0	0	1	2	2	1	24	89
	88%	61%	42%	53%	100%	86%	96%	87%	100%	88%	85%	51%	100%	0	0	100%	40%	39%	100%	87%	89%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: ITV Hub or ITV Hub+ [formerly ITV player]

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	902	142	110	136	26	286	219	26	26	69	650	104	8	13	11	53	51	84	20	75	822
Base: All Respondents who didn't select none of these at A3 Effective Base	847	130	89	114	25	243	179	21	20	49	641	99	4	7	3	45	54	77	22	73	769
A few times a day	622.4	97.2	74.5	93.6	19.2	206.8	154.5	17.7	17.4	50.7	447.8	76.2	7.0	9.8	8.8	41.7	36.4	59.1	17.2	49.0	570.2
At least once every day	47	4	0	0	0	11	17	4	2	5	27	0	0	0	0	0	0	0	0	10	36
6%	6%	3%	0	0	0	5%	9%	21%	9%	11%	4%	0	0	0	0	1%	0	0	0	14%	5%
BCJKT	108	12	3	4	1	25	32	5	3	10	74	3	0	1	0	2	1	3	0	20	88
13%	13%	9%	4%	4%	4%	10%	18%	22%	14%	20%	12%	3%	0	11%	16%	4%	3%	4%	0	27%	11%
BCKOT	234	35	17	27	10	59	40	3	9	9	185	25	1	0	0	16	10	20	6	11	222
About two or three times a week	28%	27%	19%	24%	42%	24%	22%	17%	45%	18%	29%	26%	26%	0	16%	34%	18%	26%	26%	15%	29%
S	252	45	32	37	5	73	42	2	4	17	205	34	0	2	1	13	21	28	6	19	229
At least once a week	30%	34%	36%	33%	21%	30%	23%	8%	22%	34%	32%	34%	11%	28%	26%	28%	40%	36%	27%	26%	30%
F	155	26	28	33	5	54	36	5	2	4	114	27	1	3	1	9	18	19	9	7	148
At least once a month	18%	20%	31%	29%	20%	22%	20%	24%	11%	8%	18%	28%	25%	42%	36%	20%	34%	24%	40%	10%	19%
I	44	8	8	11	3	17	12	1	0	4	32	7	2	1	0	5	3	6	1	3	40
At least once every three months	5%	6%	9%	9%	12%	7%	6%	5%	0	8%	5%	7%	39%	20%	6%	10%	5%	8%	7%	5%	5%
Don't know/can't remember	7	0	2	2	0	4	1	1	0	1	4	2	0	0	0	2	0	2	0	2	4
T	1%	0	2%	1%	0	1%	1%	5%	0	2%	1%	2%	0	0	0	3%	0	2%	0	3%	1%
Total	847	130	89	114	25	243	179	21	20	49	641	99	4	7	3	45	54	77	22	73	769
Daily (Net)	155	16	4	5	1	36	49	9	5	15	101	4	0	1	0	2	1	4	0	30	124
BCJK	18%	12%	4%	4%	4%	15%	27%	43%	22%	31%	16%	4%	0	11%	16%	4%	3%	5%	0	41%	16%
OPQT	641	95	52	69	17	168	131	14	18	40	491	63	2	3	2	30	33	51	12	60	576
Weekly (Net)	76%	73%	59%	61%	67%	69%	73%	67%	89%	82%	77%	63%	37%	39%	58%	66%	61%	66%	53%	82%	75%
BCEKP	796	121	80	102	22	222	167	19	20	44	605	90	3	6	3	39	51	70	21	67	724
Monthly (Net)	94%	93%	90%	89%	88%	91%	93%	91%	100%	90%	94%	91%	61%	80%	94%	87%	95%	90%	93%	92%	94%
CO																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: STV Player

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	60	13	4	6	2	12	15	4	2	3	40	0	6	0	0	0	0	0	0	8	50
Base: All Respondents who didn't select none of these at A3	53	16	3	4	1	9	11	6	2	3	39	0	4	0	0	0	0	0	0	5	47
Effective Base	40.9	8.8	3.9	5.3	1.9	9.8	8.8	2.8	1.7	2.8	28.7	0	5.3	0	0	0	0	0	0	4.1	35.6
A few times a day	4	1	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	2	1
	7%	7%	0	0	0	0	8%	6%	29%	0	5%	0	0	0	0	0	0	0	0	36%	3%
At least once every day	9	0	0	0	0	0	2	1	1	1	7	0	0	0	0	0	0	0	0	0	9
	17%	0	0	0	0	0	20%	21%	71%	43%	17%	0	0	0	0	0	0	0	0	0	19%
About two or three times a week	11	8	1	1	0	4	1	0	0	1	9	0	1	0	0	0	0	0	0	2	9
	21%	47%	32%	26%	0	41%	11%	0	0	34%	23%	0	26%	0	0	0	0	0	0	42%	20%
At least once a week	17	6	1	1	1	2	2	1	0	0	15	0	1	0	0	0	0	0	0	1	15
	31%	36%	20%	35%	100%	26%	16%	20%	0	0	38%	0	35%	0	0	0	0	0	0	20%	33%
At least once a month	8	2	0	0	0	1	4	3	0	0	5	0	0	0	0	0	0	0	0	0	8
	16%	11%	0	0	0	13%	32%	51%	0	0	12%	0	0	0	0	0	0	0	0	2%	18%
At least once every three months	4	0	1	1	0	2	1	0	0	1	2	0	1	0	0	0	0	0	0	0	4
	8%	0	48%	39%	0	20%	13%	0	0	22%	5%	0	39%	0	0	0	0	0	0	0	9%
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	53	16	3	4	1	9	11	6	2	3	39	0	4	0	0	0	0	0	0	5	47
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	0	0	0	0	0	0	100%	100%
Daily (Net)	13	1	0	0	0	0	3	2	2	1	8	0	0	0	0	0	0	0	0	2	10
	24%	7%	0	0	0	0	28%	29%	100%	43%	22%	0	0	0	0	0	0	0	0	36%	22%
Weekly (Net)	41	14	2	2	1	6	6	3	2	2	32	0	2	0	0	0	0	0	0	5	34
	77%	89%	52%	61%	100%	67%	55%	49%	100%	78%	83%	0	61%	0	0	0	0	0	0	98%	74%
Monthly (Net)	49	16	2	2	1	7	10	6	2	2	37	0	2	0	0	0	0	0	0	5	43
	92%	100%	52%	61%	100%	80%	67%	100%	100%	78%	95%	0	67%	0	0	0	0	0	0	100%	91%
	*	**	**	**	**	**	**	**	**	**	**	**	**	*	*	*	*	*	*	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: S4C Clic

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	55	1	2	2	0	7	22	11	6	7	32	1	1	0	0	1	0	0	1	11	43
Base: All Respondents who didn't select none of these at A3	51	1	2	2	0	6	21	10	5	7	30	1	1	0	0	1	0	0	1	7	42
Effective Base	42.0	1.0	1.9	1.9	0	5.6	18.5	9.7	5.2	6.1	23.0	1.0	1.0	0	0	1.0	0	0	1.0	5.7	35.3
A few times a day	16	0	0	0	0	2	11	6	2	1	6	0	0	0	0	0	0	0	0	3	11
	32%	0	0	0	0	32%	50%	59%	37%	22%	19%	0	0	0	0	0	0	0	0	47%	27%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
At least once every day	13	0	0	0	0	0	2	1	1	1	11	0	0	0	0	0	0	0	0	3	9
	25%	0	0	0	0	0	7%	**	16%	12%	38%	0	0	0	0	0	0	0	0	46%	22%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
About two or three times a week	10	0	0	0	0	1	7	2	2	4	3	0	0	0	0	0	0	0	0	0	10
	20%	0	0	0	0	13%	32%	18%	36%	66%	10%	0	0	0	0	0	0	0	0	5%	24%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
At least once a week	8	1	0	0	0	2	2	2	1	0	6	0	0	0	0	0	0	0	0	0	8
	15%	100%	0	0	0	28%	10%	15%	11%	0	20%	0	0	0	0	0	0	0	0	1%	18%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
At least once a month	4	0	2	2	0	2	0	0	0	0	4	1	1	0	0	1	0	0	1	0	4
	8%	0	100%	100%	0	27%	0	0	0	0	13%	100%	100%	0	0	100%	0	0	100%	0	9%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
Total	51	1	2	2	0	6	21	10	5	7	30	1	1	0	0	1	0	0	1	7	42
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	0	0	100%	100%	100%
Daily (Net)	29	0	0	0	0	2	12	7	3	2	17	0	0	0	0	0	0	0	0	7	21
	57%	0	0	0	0	32%	58%	67%	53%	34%	57%	0	0	0	0	0	0	0	0	93%	49%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
Weekly (Net)	47	1	0	0	0	4	21	10	5	7	26	0	0	0	0	0	0	0	0	7	39
	92%	100%	0	0	0	73%	100%	100%	100%	100%	87%	0	0	0	0	0	0	0	0	100%	91%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*
Monthly (Net)	51	1	2	2	0	6	21	10	5	7	30	1	1	0	0	1	0	0	1	7	42
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	0	0	100%	100%	100%
	*	**	**	**		**	**	**	**	**	**	**	**			**		**	**	*	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: All 4 (formerly 4OD)

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	732	99	51	62	11	187	168	23	18	42	541	52	5	2	3	30	22	40	12	71	655
Base: All Respondents who didn't select none of these at A3	705	101	45	56	11	163	141	20	16	32	547	51	3	1	1	29	22	33	18	63	636
Effective Base	505.5	60.7	30.0	37.5	7.5	128.6	121.7	19.6	9.3	34.6	372.5	32.8	4.6	1.6	2.7	21.0	12.4	26.8	8.4	47.6	453.5
A few times a day	38	2	0	0	0	8	17	8	5	7	19	0	0	0	0	0	0	0	0	8	28
5%	5%	2%	1%	0	0	5%	12%	38%	32%	23%	4%	0	0	0	0	1%	0	1%	0	13%	4%
JT	JT	*	**	*	**	zJ	zJ	**	**	zFJ*	*	*	**	**	**	**	**	**	**	zT*	*
At least once every day	79	9	5	5	0	24	18	3	0	5	60	5	0	0	0	5	1	2	3	13	66
11%	11%	9%	11%	9%	0	15%	13%	13%	0	14%	11%	10%	0	0	0	16%	3%	6%	18%	21%	10%
About two or three times a week	184	19	5	7	2	42	37	4	4	9	143	6	0	1	0	4	2	4	2	21	159
26%	26%	19%	11%	13%	20%	26%	26%	20%	22%	26%	26%	11%	0	77%	74%	15%	7%	11%	12%	34%	25%
CK	CK	*	**	**	**	*	*	**	**	*	*	*	**	**	**	*	**	**	**	*	*
At least once a week	207	34	13	18	5	43	32	4	3	7	173	17	2	0	0	9	8	13	3	10	195
29%	29%	33%	30%	33%	47%	26%	22%	22%	18%	23%	32%	32%	57%	0	0	31%	34%	40%	18%	16%	31%
FS	FS	*	**	*	**	*	*	**	*	*	*	*	**	**	**	*	**	**	**	*	S
At least once a month	155	25	13	15	2	31	28	1	5	1	119	14	1	0	0	5	10	7	7	8	147
22%	22%	25%	29%	27%	19%	19%	20%	6%	28%	3%	22%	28%	18%	23%	26%	17%	43%	22%	39%	12%	23%
I	I	*	**	*	**	I	I	**	**	*	I	*	**	**	**	**	**	**	**	*	*
At least once every three months	36	9	7	8	1	12	9	0	0	3	27	7	1	0	0	4	3	5	2	2	34
5%	5%	9%	14%	14%	14%	7%	6%	2%	0	10%	5%	14%	25%	0	0	15%	14%	15%	13%	3%	5%
Don't know/can't remember	6	3	2	2	0	4	0	0	0	0	5	2	0	0	0	2	0	2	0	0	6
1%	1%	3%	4%	3%	0	2%	0	0	0	0	1%	4%	0	0	0	6%	0	6%	0	0	1%
		*	**	*	**	*	*	**	**	*	*	*	**	**	**	*	**	**	**	*	*
Total	705	101	45	56	11	163	141	20	16	32	547	51	3	1	1	29	22	33	18	63	636
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	117	11	5	5	0	32	35	10	5	12	80	5	0	0	0	5	1	2	3	21	95
17%	17%	11%	12%	10%	0	20%	25%	51%	33%	38%	15%	11%	0	0	0	17%	3%	6%	18%	34%	15%
JT	JT	*	**	**	**	zJ	zJ	**	**	zFJ*	*	*	**	**	**	*	**	**	**	zT*	*
Weekly (Net)	508	64	24	31	7	117	104	19	12	28	396	28	2	1	0	18	10	19	9	53	449
72%	72%	64%	52%	55%	66%	72%	74%	92%	72%	87%	72%	54%	57%	77%	74%	62%	44%	58%	48%	84%	71%
CKT	CKT	*	**	**	**	*	*	**	**	zF*	*	*	**	**	**	*	**	**	**	zT*	*
Monthly (Net)	663	89	37	46	9	148	132	20	16	29	515	42	2	1	1	23	19	26	16	61	596
94%	94%	88%	82%	82%	86%	90%	94%	98%	100%	90%	94%	82%	75%	100%	100%	79%	86%	79%	87%	97%	94%
CK	CK	*	**	*	**	*	*	**	**	*	*	*	**	**	**	*	**	**	**	*	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: My5 (formerly Demand 5)

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	433	67	36	40	4	129	106	18	13	35	312	36	0	2	2	21	15	28	8	49	381
Base: All Respondents who didn't select none of these at A3	411	59	32	37	4	110	90	16	13	26	309	36	0	1	0	20	16	21	15	47	361
Effective Base	294.5	46.2	18.5	21.5	3.1	84.2	73.5	14.1	6.7	27.2	211.6	20.5	0	1.8	2.0	12.3	8.3	20.0	5.3	31.8	260.8
A few times a day	40	2	0	0	0	9	12	5	0	3	27	0	0	0	0	0	0	0	0	9	30
T	10%	4%	1%	1%	0	8%	13%	30%	3%	10%	9%	1%	0	0	0	1%	0	1%	0	18%	8%
At least once every day	51	6	1	1	0	9	18	2	2	4	32	1	0	0	0	0	1	1	0	13	38
T	12%	11%	2%	2%	0	9%	20%	11%	0	16%	10%	2%	0	0	0	0	4%	3%	0	27%	11%
About two or three times a week	92	10	6	6	0	25	17	3	0	7	72	6	0	0	0	4	2	3	3	5	87
T	22%	16%	19%	17%	4%	23%	18%	21%	2%	26%	23%	17%	0	0	48%	22%	11%	13%	23%	11%	24%
At least once a week	111	20	12	13	2	31	16	5	5	7	91	12	0	1	0	8	5	7	5	12	97
F	27%	33%	36%	36%	37%	29%	18%	35%	39%	26%	30%	34%	0	100%	52%	38%	29%	34%	35%	24%	27%
At least once a month	87	15	9	10	1	25	21	0	5	3	63	10	0	0	0	5	6	6	5	5	82
T	21%	25%	29%	29%	25%	22%	23%	0	37%	12%	21%	29%	0	0	0	24%	36%	28%	32%	10%	23%
At least once every three months	25	6	3	3	0	7	5	1	0	2	20	3	0	0	0	2	2	3	0	3	22
F	6%	10%	11%	9%	0	6%	5%	4%	0	3%	6%	10%	0	0	0	9%	10%	16%	0	6%	6%
Don't know/can't remember	6	1	1	3	1	3	1	0	0	0	4	3	0	0	0	1	1	1	1	1	4
T	1%	1%	3%	7%	35%	3%	2%	0	0	0	1%	7%	0	0	0	5%	10%	5%	10%	3%	1%
Total	411	59	32	37	4	110	90	16	13	26	309	36	0	1	0	20	16	21	15	47	361
T	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	91	9	1	1	0	18	30	6	3	7	59	1	0	0	0	0	1	1	0	21	69
JT	22%	15%	3%	2%	0	17%	33%	41%	20%	27%	19%	2%	0	0	0	1%	4%	4%	0	45%	19%
Weekly (Net)	293	38	18	20	2	75	63	15	8	21	221	19	0	1	0	12	7	11	8	38	252
T	71%	64%	57%	55%	40%	68%	69%	96%	61%	79%	72%	54%	0	100%	100%	61%	44%	51%	58%	80%	70%
Monthly (Net)	381	53	28	31	3	99	84	15	13	24	285	30	0	1	0	17	12	17	13	43	334
T	93%	89%	86%	84%	65%	91%	93%	96%	97%	91%	92%	83%	0	100%	100%	86%	80%	79%	90%	91%	93%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Netflix

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1659	158	86	119	33	445	373	57	41	98	1216	89	16	6	8	49	40	72	17	241	1407
Base: All Respondents who didn't select none of these at A3	1567	161	74	101	27	366	320	47	31	81	1194	85	11	3	2	47	38	60	25	219	1336
Effective Base	1110.8	101.8	56.6	80.7	24.4	315.4	263.1	42.7	30.2	72.3	805.3	62.7	13.2	4.2	6.7	33.8	29.0	55.3	12.6	147.6	960.4
A few times a day	295	13	1	2	1	59	77	12	5	17	209	0	0	1	1	0	0	0	0	68	225
19%	19%	8%	1%	2%	3%	16%	24%	25%	15%	21%	17%	0	0	25%	39%	0	0	0	0	31%	17%
ABC	KOQT						zJ	*	*	*		*	**	**	**	*	**	*	**	zT	
At least once every day	460	31	9	13	4	97	100	18	11	28	345	11	2	0	0	4	7	11	0	58	400
29%	29%	19%	12%	13%	15%	27%	31%	38%	37%	35%	29%	13%	17%	0	7%	9%	18%	18%	0	27%	30%
ABCKO		*	*	*	**	*	*	*	*	*	*	*	**	**	**	*	**	O*	**		
About two or three times a week	442	41	25	34	9	102	76	8	7	20	350	26	6	1	1	18	8	18	8	54	386
28%	28%	26%	34%	34%	34%	28%	24%	17%	23%	25%	29%	31%	24%	29%	23%	38%	22%	30%	33%	25%	29%
F		*	*	*	**	*	*	*	*	*	*	*	*	**	**	*	**	*	*		
At least once a week	223	45	21	25	4	52	30	6	5	7	186	22	1	1	0	6	16	14	8	31	188
14%	14%	28%	29%	25%	13%	14%	9%	13%	16%	8%	16%	26%	13%	37%	12%	14%	41%	24%	31%	14%	14%
F		z	z*	z*	**	*	*	*	*	*	zF	z*	**	**	**	*	**	zO*	**		
At least once a month	104	25	12	17	6	35	31	1	3	8	72	16	1	0	0	11	5	11	5	3	96
7%	7%	15%	16%	17%	21%	10%	10%	2%	8%	10%	6%	19%	11%	9%	5%	23%	13%	18%	19%	1%	7%
S		z	z*	z*	**	z	zJ	*	*	*	*	z*	**	**	**	z*	**	z*	**	S	
At least once every three months	23	6	4	6	2	9	2	1	0	0	21	5	0	0	0	3	2	3	3	0	23
1%	1%	4%	5%	6%	7%	3%	1%	2%	0	0	2%	6%	0	0	15%	z*	6%	5%	10%	0	2%
z*		z*	z*	z*	**	*	*	*	*	*	*	z*	**	**	**	z*	**	*	*		
Don't know/can't remember	20	1	2	5	2	12	3	2	0	1	11	5	0	0	0	5	0	3	2	3	17
1%	1%	0	3%	4%	7%	z	1%	4%	0	1%	1%	5%	0	0	0	10%	0	5%	6%	1%	1%
z*		z*	z*	z*	**	z	*	*	*	*	*	z*	**	**	**	z*	**	z*	**		
Total	1567	161	74	101	27	366	320	47	31	81	1194	85	11	3	2	47	38	60	25	219	1336
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	755	44	10	15	5	156	177	30	16	45	554	11	2	1	1	4	7	11	0	126	625
48%	48%	27%	13%	14%	18%	43%	55%	63%	52%	55%	46%	13%	17%	25%	45%	9%	18%	18%	0	58%	47%
ABCE	JKOQT	BC				zJ	J*	*	*	*	*	*	**	**	**	*	**	O*	**	zT	
Weekly (Net)	1419	130	56	73	18	310	284	43	28	71	1090	59	9	3	2	28	31	43	16	212	1200
91%	91%	81%	76%	73%	84%	85%	89%	92%	92%	88%	91%	70%	89%	91%	80%	61%	81%	72%	64%	97%	90%
ABCE	KOQT				**	*	*	*	*	*	*	*	**	**	**	*	**	O*	**	zT	
Monthly (Net)	1523	155	68	91	23	345	314	44	31	80	1161	75	11	3	2	39	36	54	21	215	1296
97%	97%	96%	92%	90%	85%	94%	98%	94%	100%	99%	97%	88%	100%	100%	85%	84%	94%	91%	83%	98%	97%
BCEKQO		*	*	*	**	*	*	*	*	*	*	*	**	**	**	*	**	*	**		

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Amazon Prime/Amazon Video

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1060	94	52	63	11	236	266	38	30	70	758	44	8	5	6	29	15	34	10	145	908
Base: All Respondents who didn't select none of these at A3	1006	97	39	47	8	197	228	32	22	57	752	37	6	3	1	22	15	26	11	120	876
Effective Base	710.3	62.4	37.9	45.9	8.0	170.4	185.1	26.8	21.5	50.9	504.6	33.5	6.7	3.9	4.3	24.1	10.7	25.2	8.7	88.9	620.8
A few times a day	114	3	1	1	0	20	26	8	6	9	85	1	0	0	0	0	0	1	0	30	82
	11%	3%	3%	2%	0	10%	11%	26%	27%	16%	11%	2%	0	0	35%	1%	2%	2%	0	25%	9%
At least once every day	217	21	5	6	1	35	56	7	6	16	154	2	2	1	0	2	0	2	0	30	188
	22%	22%	13%	12%	10%	18%	25%	21%	30%	28%	21%	6%	32%	48%	18%	10%	0	9%	0	25%	21%
About two or three times a week	313	21	12	14	2	64	73	8	5	17	233	11	3	0	1	7	3	3	7	22	288
	31%	21%	31%	30%	27%	32%	32%	25%	22%	30%	31%	29%	48%	8%	39%	34%	21%	13%	63%	18%	33%
At least once a week	179	19	11	11	1	33	32	3	2	6	143	10	1	0	0	5	5	10	0	13	166
	18%	20%	28%	24%	8%	17%	14%	9%	7%	10%	19%	27%	20%	0	9%	21%	37%	40%	0	11%	19%
At least once a month	133	25	8	10	3	28	29	6	3	8	102	9	0	1	0	5	4	7	2	13	115
	13%	26%	20%	22%	35%	14%	13%	19%	15%	13%	14%	25%	0	44%	0	24%	27%	27%	20%	11%	13%
At least once every three months	32	5	2	4	2	10	7	0	0	2	22	4	0	0	0	2	2	2	2	10	23
	3%	5%	6%	9%	20%	5%	3%	0	0	3%	3%	11%	0	0	0	10%	13%	9%	17%	8%	3%
Don't know/can't remember	18	1	0	0	0	7	5	0	0	0	13	0	0	0	0	0	0	0	0	3	15
	2%	1%	0	0	0	4%	2%	0	0	0	2%	0	0	0	0	0	0	0	0	2%	2%
Total	1006	97	39	47	8	197	228	32	22	57	752	37	6	3	1	22	15	26	11	120	876
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	331	25	6	7	1	55	82	15	12	25	239	3	2	1	1	3	0	3	0	60	270
	33%	26%	16%	15%	10%	28%	36%	47%	57%	44%	32%	8%	32%	48%	52%	11%	2%	11%	0	50%	31%
Weekly (Net)	823	65	29	33	4	152	187	26	18	48	614	23	6	2	1	15	9	16	7	94	724
	82%	67%	74%	69%	45%	77%	82%	81%	85%	84%	82%	64%	100%	56%	100%	66%	60%	64%	63%	79%	83%
Monthly (Net)	955	90	37	43	6	180	216	32	22	56	717	33	6	3	1	20	13	23	9	108	838
	95%	93%	94%	91%	80%	91%	95%	100%	100%	97%	95%	89%	100%	100%	100%	90%	87%	91%	83%	90%	96%
	ES	+	+	+	++	+	+	++	++	+	+	+	++	++	++	++	++	++	++	+	zS

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Now TV

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	404	25	14	18	4	95	114	19	16	37	275	11	6	0	1	6	4	8	3	60	344
Base: All Respondents who didn't select none of these at A3	390	25	16	20	5	80	103	18	13	36	276	15	5	0	0	7	7	11	5	47	343
Effective Base	279.1	18.4	11.1	14.5	3.4	70.9	84.8	14.5	11.2	30.8	186.4	9.7	4.9	0	1.0	5.0	4.0	6.7	3.0	41.3	239.4
A few times a day	60	1	0	0	0	14	20	4	1	6	39	0	0	0	0	0	0	0	0	11	49
	15%	4%	0	0	0	18%	20%	22%	10%	18%	14%	0	0	0	0	0	0	0	0	23%	14%
At least once every day	91	6	4	5	1	20	27	4	4	9	60	3	2	0	0	2	0	3	0	14	77
	23%	23%	26%	24%	19%	25%	26%	25%	30%	25%	22%	20%	41%	0	0	28%	0	28%	0	30%	22%
About two or three times a week	112	8	8	8	0	22	24	6	4	9	86	5	3	0	0	2	3	3	1	12	100
	29%	34%	52%	40%	0	28%	23%	33%	33%	25%	31%	32%	59%	0	100%	21%	48%	32%	32%	26%	29%
At least once a week	65	6	2	6	4	17	15	0	1	7	49	6	0	0	0	2	4	4	2	2	64
	17%	23%	12%	28%	81%	21%	14%	2%	10%	20%	18%	38%	0	0	0	29%	52%	40%	33%	3%	19%
At least once a month	37	1	0	0	0	3	8	1	1	2	27	0	0	0	0	0	0	0	0	4	33
	10%	4%	0	0	0	4%	8%	3%	4%	5%	10%	0	0	0	0	0	0	0	0	8%	10%
At least once every three months	20	2	0	0	0	2	7	0	0	0	12	0	0	0	0	0	0	0	0	2	18
	5%	8%	0	0	0	2%	7%	0	0	0	4%	0	0	0	0	0	0	0	0	5%	5%
Don't know/can't remember	5	1	2	2	0	2	3	3	2	3	2	2	0	0	0	2	0	0	2	2	3
	1%	3%	10%	8%	0	2%	2%	15%	12%	7%	1%	11%	0	0	0	22%	0	0	35%	4%	1%
Total	390	25	16	20	5	80	103	18	13	36	276	15	5	0	0	7	7	11	5	47	343
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	151	7	4	5	1	34	47	8	5	16	100	3	2	0	0	2	0	3	0	25	126
	39%	27%	26%	24%	19%	43%	46%	47%	40%	43%	36%	20%	41%	0	0	28%	0	28%	0	53%	37%
Weekly (Net)	328	21	14	19	5	73	86	14	11	32	235	14	5	0	0	6	7	11	3	39	289
	84%	84%	90%	92%	100%	92%	83%	82%	84%	88%	85%	89%	100%	0	100%	78%	100%	100%	65%	83%	84%
Monthly (Net)	365	22	14	19	5	76	94	15	11	33	262	14	5	0	0	6	7	11	3	43	323
	94%	88%	90%	92%	100%	95%	91%	85%	88%	93%	95%	89%	100%	0	100%	78%	100%	100%	65%	91%	94%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Sky On Demand (Sky Go)

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	551	51	44	56	12	141	136	24	14	43	400	42	6	5	3	17	25	33	9	78	472
Base: All Respondents who didn't select none of these at A3	517	52	37	45	8	127	114	21	12	31	390	38	4	2	1	15	23	24	13	66	450
Effective Base	371.6	28.8	26.1	33.4	7.9	97.8	89.6	16.0	6.4	29.4	271.6	25.3	5.3	3.9	2.7	10.0	15.3	25.4	5.4	47.0	323.8
A few times a day	84	1	0	0	0	24	27	7	3	8	56	0	0	0	0	0	0	0	0	18	65
CT	16%	2%	1%	0	0	19%	23%	34%	22%	26%	14%	0	0	8%	0	0	0	0	0	28%	15%
At least once every day	140	12	7	8	1	19	28	4	2	10	109	6	1	1	0	4	2	3	3	21	120
E	27%	23%	18%	17%	17%	15%	25%	20%	20%	34%	28%	15%	29%	22%	35%	24%	10%	10%	25%	32%	27%
About two or three times a week	122	16	10	11	1	27	29	4	2	4	87	9	1	1	0	3	7	7	2	13	109
	24%	30%	28%	25%	12%	21%	26%	21%	19%	14%	22%	24%	26%	31%	45%	18%	28%	28%	17%	20%	24%
At least once a week	101	12	7	9	2	26	15	3	1	5	84	7	1	1	0	1	6	5	1	9	91
	20%	23%	19%	19%	22%	21%	13%	15%	7%	17%	22%	18%	18%	40%	0	8%	25%	22%	11%	14%	20%
At least once a month	53	9	12	16	4	26	9	1	4	1	44	15	1	0	0	6	8	9	6	4	49
	10%	18%	32%	34%	46%	20%	8%	3%	32%	3%	11%	39%	14%	0	20%	44%	37%	35%	47%	6%	11%
At least once every three months	12	0	1	2	0	3	4	1	0	1	8	1	1	0	0	1	0	1	0	0	12
	2%	1%	3%	3%	4%	2%	3%	3%	0	2%	2%	3%	12%	0	0	6%	1%	4%	0	0	3%
Don't know/can't remember	5	1	0	0	0	3	1	1	0	1	1	0	0	0	0	0	0	0	0	0	5
	1%	3%	0	0	0	2%	1%	4%	0	3%	0	0	0	0	0	0	0	0	0	0	1%
Total	517	52	37	45	8	127	114	21	12	31	390	38	4	2	1	15	23	24	13	66	450
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	224	13	7	8	1	43	55	11	5	18	165	6	1	1	0	4	2	3	3	39	185
CET	43%	26%	18%	18%	17%	33%	48%	54%	42%	60%	42%	15%	29%	30%	35%	24%	10%	10%	25%	60%	41%
Weekly (Net)	447	41	24	28	4	96	99	19	8	28	337	22	3	2	1	7	14	15	7	62	385
CE	87%	79%	65%	62%	50%	75%	87%	89%	68%	92%	86%	58%	73%	100%	80%	51%	63%	61%	53%	94%	85%
Monthly (Net)	500	51	36	44	7	122	109	20	12	29	380	37	4	2	1	14	23	23	13	66	433
	97%	97%	97%	97%	96%	96%	95%	92%	100%	95%	98%	97%	88%	100%	100%	94%	98%	96%	100%	100%	96%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: UKTV Play

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	193	17	15	18	3	62	67	10	11	28	120	14	1	1	2	5	9	13	1	26	167
Base: All Respondents who didn't select none of these at A3	178	19	12	14	2	54	52	7	9	20	120	12	0	1	1	4	7	11	1	21	157
Effective Base	129.4	11.4	11.9	13.6	1.8	48.9	47.2	8.3	8.1	22.3	80.5	11.0	1.0	1.0	2.0	4.1	6.9	10.2	1.0	15.5	113.9
A few times a day	22	2	0	0	0	6	6	0	2	3	15	0	0	0	0	0	0	0	0	4	19
	12%	9%	0	0	0	12%	11%	6%	17%	13%	12%	0	0	0	0	0	0	0	0	17%	12%
At least once every day	30	2	0	0	0	8	10	5	4	7	19	0	0	0	0	0	0	0	0	6	24
	17%	12%	0	2%	15%	15%	20%	67%	42%	35%	16%	0	0	0	53%	0	0	0	0	27%	16%
About two or three times a week	62	6	4	4	0	15	21	1	3	6	40	4	0	0	0	1	3	4	0	5	57
	35%	29%	33%	28%	0	29%	40%	15%	38%	29%	34%	31%	0	0	47%	18%	39%	33%	0	23%	36%
At least once a week	30	6	4	5	2	11	7	0	0	1	20	5	0	0	0	3	2	4	1	1	29
	17%	30%	30%	38%	85%	20%	13%	4%	3%	6%	17%	42%	100%	0	0	60%	31%	39%	100%	4%	19%
At least once a month	30	4	3	3	0	11	7	1	0	2	23	2	0	1	0	0	2	2	0	5	25
	17%	20%	29%	24%	0	21%	13%	8%	0	10%	19%	19%	0	100%	0	0	30%	20%	0	25%	16%
At least once every three months	4	0	1	1	0	2	2	0	0	1	2	1	0	0	0	1	0	1	0	1	3
	2%	0	8%	7%	0	3%	3%	0	0	6%	2%	8%	0	0	0	23%	0	9%	0	4%	2%
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	178	19	12	14	2	54	52	7	9	20	120	12	0	1	1	4	7	11	1	21	157
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	52	4	0	0	0	15	16	5	5	10	34	0	0	0	0	0	0	0	0	9	43
	29%	21%	0	2%	15%	27%	31%	73%	59%	48%	28%	0	0	0	53%	0	0	0	0	44%	27%
Weekly (Net)	143	16	8	10	2	41	44	7	9	17	95	9	0	0	1	3	5	8	1	15	129
	81%	80%	63%	68%	100%	76%	84%	92%	100%	84%	79%	73%	100%	0	100%	77%	70%	71%	100%	70%	82%
Monthly (Net)	174	19	11	13	2	52	51	7	9	19	118	11	0	1	1	3	7	10	1	20	154
	98%	100%	92%	93%	100%	97%	97%	100%	100%	94%	98%	92%	100%	100%	100%	77%	100%	91%	100%	96%	98%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Disney Life

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	153	2	1	1	0	27	49	18	13	21	94	1	0	0	0	0	1	0	1	43	110
Base: All Respondents who didn't select none of these at A3	126	2	1	1	0	22	40	14	10	17	80	1	0	0	0	0	1	0	1	28	98
Effective Base	107.8	1.8	1.0	1.0	0	20.7	38.9	16.5	10.3	17.7	62.3	1.0	0	0	0	0	1.0	0	1.0	28.8	80.0
A few times a day	37	0	0	0	0	5	11	5	4	5	25	0	0	0	0	0	0	0	0	11	26
	30%	0	0	0	0	20%	28%	38%	43%	28%	31%	0	0	0	0	0	0	0	0	40%	27%
At least once every day	39	2	0	0	0	9	11	1	1	6	27	0	0	0	0	0	0	0	0	8	31
	31%	66%	0	0	0	41%	29%	7%	14%	35%	34%	0	0	0	0	0	0	0	0	28%	31%
About two or three times a week	26	0	1	1	0	5	8	4	1	2	15	1	0	0	0	0	1	0	1	5	21
	20%	0	100%	100%	0	21%	20%	29%	14%	13%	19%	100%	0	0	0	0	100%	0	100%	17%	21%
At least once a week	13	1	0	0	0	4	6	0	2	2	5	0	0	0	0	0	0	0	0	4	9
	10%	34%	0	0	0	18%	16%	3%	21%	12%	6%	0	0	0	0	0	0	0	0	13%	9%
At least once a month	5	0	0	0	0	0	2	2	1	1	2	0	0	0	0	0	0	0	0	0	4
	4%	0	0	0	0	0	5%	16%	7%	7%	3%	0	0	0	0	0	0	0	0	1%	5%
At least once every three months	5	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	5
	4%	0	0	0	0	0	0	0	0	0	7%	0	0	0	0	0	0	0	0	0	5%
Don't know/can't remember	2	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	2%	7%	0	5%	0	0	0	0	0	0	0	0	0	0	2%
Total	126	2	1	1	0	22	40	14	10	17	80	1	0	0	0	0	1	0	1	28	98
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	0	0	0	100%	0	100%	100%	100%
Daily (Net)	76	2	0	0	0	14	22	6	6	11	53	0	0	0	0	0	0	0	0	19	57
	60%	66%	0	0	0	61%	56%	45%	58%	63%	66%	0	0	0	0	0	0	0	0	68%	58%
Weekly (Net)	114	2	1	1	0	22	36	11	9	15	73	1	0	0	0	0	1	0	1	27	87
	91%	100%	100%	100%	0	100%	92%	78%	93%	88%	91%	100%	0	0	0	0	100%	0	100%	98%	88%
Monthly (Net)	119	2	1	1	0	22	39	13	10	16	75	1	0	0	0	0	1	0	1	28	92
	94%	100%	100%	100%	0	100%	98%	93%	100%	95%	93%	100%	0	0	0	0	100%	0	100%	100%	93%

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A3a. How often in the past 3 months have you watched programmes using these services?: Virgin TV Catch-up/Virgin Media Anywhere

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	236	28	15	23	8	55	68	18	12	22	160	18	2	2	1	6	12	13	5	31	204
Base: All Respondents who didn't select none of these at A3	230	32	15	23	8	47	50	15	10	17	173	19	2	2	0	7	12	13	6	22	206
Effective Base	158.5	17.5	10.8	16.8	6.0	39.9	49.5	12.1	10.0	16.7	108.9	13.1	1.9	2.0	1.0	4.4	8.7	8.8	4.3	17.4	140.4
A few times a day	47	1	2	2	1	9	15	6	5	7	31	2	1	0	0	2	0	0	2	9	38
	20%	2%	11%	10%	7%	19%	30%	39%	51%	41%	18%	8%	39%	0	0	24%	0	0	26%	39%	19%
At least once every day	52	5	3	6	3	8	11	3	2	3	38	6	0	0	0	2	4	4	2	5	47
	23%	14%	22%	26%	32%	18%	23%	17%	21%	17%	22%	31%	0	0	0	23%	35%	34%	25%	22%	23%
About two or three times a week	64	15	8	11	3	17	13	5	2	4	50	9	0	2	0	3	6	6	3	2	62
	28%	45%	57%	48%	33%	35%	27%	31%	18%	26%	29%	47%	0	100%	0	49%	45%	45%	50%	9%	30%
At least once a week	39	9	0	2	2	7	7	0	1	1	31	2	0	0	0	0	2	2	0	4	35
	17%	28%	1%	10%	25%	15%	13%	3%	10%	6%	18%	12%	0	0	0	4%	16%	18%	0	19%	17%
At least once a month	23	2	1	2	0	5	2	0	0	0	20	0	1	0	0	0	0	0	0	2	20
	10%	5%	9%	7%	2%	11%	3%	1%	0	0	11%	2%	61%	0	100%	0	3%	3%	0	9%	10%
At least once every three months	3	2	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	1	2
	1%	5%	0	0	0	2%	2%	3%	0	4%	1%	0	0	0	0	0	0	0	0	2%	1%
Don't know/can't remember	2	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	2%	6%	0	5%	0	0	0	0	0	0	0	0	0	0	1%
Total	230	32	15	23	8	47	50	15	10	17	173	19	2	2	0	7	12	13	6	22	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	99	5	5	8	3	17	27	8	7	10	69	8	1	0	0	3	4	4	3	13	86
	43%	16%	33%	35%	40%	37%	53%	56%	72%	58%	40%	39%	39%	0	0	47%	35%	34%	50%	61%	42%
Weekly (Net)	202	29	13	22	8	41	47	13	10	15	151	19	1	2	0	7	12	12	6	20	183
	88%	89%	91%	93%	98%	87%	93%	90%	100%	90%	87%	98%	39%	100%	0	100%	97%	97%	100%	88%	88%
Monthly (Net)	225	31	15	23	8	46	48	13	10	15	171	19	2	2	0	7	12	13	6	22	202
	98%	95%	100%	100%	100%	98%	98%	91%	100%	90%	99%	100%	100%	100%	100%	100%	100%	100%	100%	98%	98%

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A3a. How often in the past 3 months have you watched programmes using these services?: Hayu

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	96	3	1	1	0	16	41	12	10	13	52	0	0	1	0	0	0	0	0	26	70
Base: All Respondents who didn't select none of these at A3	79	4	1	1	0	12	29	9	6	8	47	0	0	1	0	0	0	0	0	16	63
Effective Base	64.9	1.3	1.0	1.0	0	11.9	32.1	8.9	8.5	11.6	33.5	0	0	1.0	0	0	0	0	0	17.4	48.7
A few times a day	18	0	1	1	0	3	6	3	2	1	12	0	0	1	0	0	0	0	0	7	11
	23%	0	100%	100%	0	28%	19%	30%	39%	17%	25%	0	0	100%	0	0	0	0	0	45%	17%
	*	**	**	**		**	*	**	**	**	*			**						**	*
At least once every day	23	0	0	0	0	5	9	5	2	2	12	0	0	0	0	0	0	0	0	3	19
	29%	0	0	0	0	46%	31%	57%	39%	28%	26%	0	0	0	0	0	0	0	0	22%	31%
	*	**	**	**		**	*	**	**	**	*			**						**	*
About two or three times a week	11	0	0	0	0	1	8	1	1	2	3	0	0	0	0	0	0	0	0	2	9
	14%	0	0	0	0	9%	26%	13%	20%	26%	7%	0	0	0	0	0	0	0	0	11%	14%
	*	**	**	**		**	2J*	**	**	**	*			**						**	*
At least once a week	16	0	0	0	0	1	5	0	0	2	11	0	0	0	0	0	0	0	0	3	13
	20%	0	0	0	0	7%	17%	0	0	20%	23%	0	0	0	0	0	0	0	0	20%	20%
	*	**	**	**		**	*	**	**	**	*			**						**	*
At least once a month	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	2%	0	0	0	0	0	1%	0	3%	0	3%	0	0	0	0	0	0	0	0	0	2%
	*	**	**	**		**	*	**	**	**	*			**						**	*
At least once every three months	6	4	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	6
	7%	94%	0	0	0	0	0	0	0	0	12%	0	0	0	0	0	0	0	0	1%	9%
	*	**	**	**		**	*	**	**	**	*			**						**	*
Don't know/can't remember	4	0	0	0	0	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	4
	5%	6%	0	0	0	10%	6%	0	0	10%	4%	0	0	0	0	0	0	0	0	0	6%
	*	**	**	**		**	*	**	**	**	*			**						**	*
Total	79	4	1	1	0	12	29	9	6	8	47	0	0	1	0	0	0	0	0	16	63
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	0	0	100%	0	0	0	0	0	100%	100%
Daily (Net)	41	0	1	1	0	9	15	8	5	3	24	0	0	1	0	0	0	0	0	11	30
	52%	0	100%	100%	0	74%	50%	87%	78%	44%	51%	0	0	100%	0	0	0	0	0	67%	48%
	*	**	**	**		**	*	**	**	**	*			**						**	*
Weekly (Net)	68	0	1	1	0	10	27	9	6	7	39	0	0	1	0	0	0	0	0	16	52
	86%	0	100%	100%	0	90%	93%	100%	97%	90%	81%	0	0	100%	0	0	0	0	0	99%	83%
	*	**	**	**		**	*	**	**	**	*			**						**	*
Monthly (Net)	69	0	1	1	0	10	27	9	6	7	40	0	0	1	0	0	0	0	0	16	54
	88%	0	100%	100%	0	90%	94%	100%	100%	90%	84%	0	0	100%	0	0	0	0	0	99%	85%
	*	**	**	**		**	*	**	**	**	*			**						**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: A BBC YouTube Channel

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	240	9	11	15	4	51	78	25	11	23	152	10	2	2	1	4	6	7	3	43	195
Base: All Respondents who didn't select none of these at A3	225	14	7	11	4	48	65	22	10	23	149	8	1	2	0	5	3	5	3	38	186
Effective Base	164.8	5.5	8.2	11.5	3.5	36.6	56.7	18.2	8.6	17.8	104.9	7.8	1.9	2.0	1.0	3.6	5.6	5.5	2.4	23.8	140.6
A few times a day	52	5	0	0	0	9	18	7	4	7	29	0	0	0	0	0	0	0	0	13	38
	23%	32%	0	4%	13%	19%	28%	31%	43%	30%	19%	6%	0	0	0	0	15%	10%	0	35%	21%
At least once every day	44	3	2	2	0	13	10	4	2	5	33	2	0	0	0	1	1	1	1	7	37
	20%	18%	23%	15%	0	27%	16%	17%	0	19%	22%	21%	0	0	100%	15%	30%	19%	25%	18%	20%
About two or three times a week	51	3	2	3	1	11	13	3	3	3	36	2	0	1	0	2	1	2	1	9	41
	23%	19%	33%	31%	26%	22%	20%	13%	30%	15%	24%	32%	0	44%	0	34%	29%	39%	19%	24%	22%
At least once a week	41	4	1	2	1	7	14	7	1	3	26	1	1	0	0	1	0	1	0	6	35
	18%	26%	10%	14%	21%	16%	22%	32%	7%	14%	18%	11%	59%	0	0	18%	0	16%	0	16%	19%
At least once a month	23	1	1	3	2	4	6	0	0	4	16	2	0	1	0	2	0	0	2	1	22
	10%	5%	17%	25%	40%	8%	9%	0	0	16%	11%	20%	0	56%	0	34%	0	0	56%	2%	12%
At least once every three months	11	0	0	0	0	3	2	1	0	0	7	0	0	0	0	0	0	0	0	1	9
	5%	0	0	0	0	5%	3%	3%	0	0	5%	0	0	0	0	0	0	0	0	4%	5%
Don't know/can't remember	4	0	1	1	0	1	2	1	0	1	2	1	1	0	0	0	1	1	0	0	4
	2%	0	18%	12%	0	3%	3%	4%	0	4%	1%	10%	41%	0	0	0	25%	16%	0	1%	2%
Total	225	14	7	11	4	48	65	22	10	23	149	8	1	2	0	5	3	5	3	38	186
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	96	7	2	2	0	22	28	11	6	11	62	2	0	0	0	1	1	1	1	20	76
	43%	50%	23%	19%	13%	46%	43%	48%	62%	51%	41%	27%	0	0	100%	15%	46%	29%	25%	53%	41%
Weekly (Net)	188	14	5	7	2	40	55	20	10	18	124	5	1	1	0	3	2	4	1	35	152
	84%	95%	66%	64%	60%	84%	85%	93%	100%	80%	63%	70%	59%	44%	100%	66%	75%	84%	44%	94%	82%
Monthly (Net)	210	14	6	10	4	44	60	20	10	22	140	7	1	2	0	5	2	4	3	36	174
	94%	100%	82%	88%	100%	92%	94%	93%	100%	96%	94%	90%	59%	100%	100%	100%	75%	84%	100%	96%	93%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a. How often in the past 3 months have you watched programmes using these services?: Other YouTube Channel

Base: All Respondents who didn't select none of these at A3

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	468	42	24	35	11	137	129	30	16	29	321	25	2	5	3	16	9	18	7	75	389
Base: All Respondents who didn't select none of these at A3	443	44	21	32	11	114	110	28	16	25	320	27	2	2	1	18	9	19	9	58	381
Effective Base	312.0	24.1	14.5	22.9	8.6	92.4	92.1	21.2	11.9	21.6	211.7	18.0	1.9	4.1	2.2	11.1	7.1	13.6	4.7	44.1	265.2
A few times a day	115	7	1	3	3	28	39	6	5	8	74	3	0	0	0	2	1	2	2	26	87
T	26%	17%	2%	10%	27%	24%	36%	21%	29%	33%	23%	12%	0	0	0	12%	13%	9%	19%	45%	23%
At least once every day	129	20	6	7	2	29	29	8	6	8	98	7	0	1	0	6	0	2	5	16	112
T	29%	45%	27%	23%	15%	26%	26%	28%	38%	31%	31%	24%	0	32%	5%	34%	4%	32%	10%	54%	28%
About two or three times a week	101	8	6	8	2	29	25	11	1	3	69	6	1	1	0	3	3	6	1	6	94
S	23%	17%	26%	25%	23%	25%	23%	39%	5%	14%	22%	24%	39%	28%	44%	16%	38%	32%	6%	11%	25%
At least once a week	56	4	3	3	0	12	9	0	2	3	47	3	0	0	0	3	0	3	0	10	46
T	13%	10%	14%	10%	0	11%	8%	0	11%	12%	15%	11%	0	0	0	17%	0	16%	0	16%	12%
At least once a month	26	4	4	7	3	10	5	2	2	1	19	7	0	0	0	3	4	5	2	0	26
T	6%	10%	19%	22%	27%	9%	4%	8%	12%	4%	6%	26%	0	0	0	15%	46%	28%	21%	0	7%
At least once every three months	12	0	0	1	1	4	3	0	1	1	9	0	0	1	0	0	0	0	0	0	12
T	3%	1%	2%	3%	6%	3%	3%	0	4%	3%	3%	0	0	30%	50%	0	0	0	0	0	3%
Don't know/can't remember	3	0	2	2	0	2	1	1	0	1	2	1	1	0	0	1	0	1	0	0	3
T	1%	0	9%	7%	2%	2%	1%	3%	0	4%	1%	4%	61%	10%	0	6%	0	5%	0	1%	1%
Total	443	44	21	32	11	114	110	28	16	25	320	27	2	2	1	18	9	19	9	58	381
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	244	27	6	11	4	57	68	14	11	16	172	10	0	1	0	8	2	4	6	42	199
T	55%	62%	29%	33%	41%	50%	62%	50%	68%	64%	54%	36%	0	32%	5%	46%	17%	19%	73%	73%	52%
Weekly (Net)	401	39	15	22	7	98	102	24	13	22	289	19	1	1	0	14	5	13	7	58	340
T	91%	89%	70%	68%	64%	86%	92%	89%	84%	89%	90%	71%	39%	61%	50%	79%	54%	67%	79%	89%	89%
Monthly (Net)	427	44	19	29	10	108	106	27	15	23	308	26	1	1	0	17	9	18	9	58	366
T	97%	99%	89%	90%	91%	95%	96%	97%	96%	93%	96%	96%	39%	61%	50%	94%	100%	95%	100%	89%	96%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services? - Summary Table

Base: All Respondents

	BBC iPlayer (A)	BBC Three (now avai lable only online) (B)	BBC iPlayer Kids (C)	ITV Hub or ITV Hub+ [for merly ITV player] (D)	STV Player (E)	S4C Clic (F)	All 4 (for merly 4OD) (G)	My5 (for merly Demand 5) (H)	Netflix (I)	Amazon Prime/ Amazon Video (J)	Now TV (K)	Sky On Demand (Sky Go) (L)	UKTV Play (M)	Disney Life (N)	Virgin TV Catch-u p/Virgin Media Anywhere (O)	Hayu (P)	A BBC YouTube Channel (Q)	Other YouTube Channel (R)
Unweighted Base	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
A few times a day	111 3%	19 1%	30 1%	47 1%	4 0	16 0	38 1%	40 1%	295 8%	114 3%	60 2%	84 2%	22 1%	37 1%	47 1%	18 0	52 1%	115 3%
	BCDEFG HKMNOPQ	E	E	BEFMP		E	BEFP	BEFMP	ABODE FGHJKL MNOPQR	BCDEFGH KLMNOPQ	BCEF GMNP	BCDEFG HMINOPQ	E	BEFMP	BEFMP	E	BCEFMP	BCDEFG HKMNOPQ
At least once every day	207 6%	32 1%	34 1%	108 3%	9 0	13 0	79 2%	51 1%	460 12%	217 4%	91 2%	140 3%	30 1%	39 1%	52 1%	23 1%	44 1%	129 3%
	BCDEF GHKLM NOPQR	EF	EF	BCEFG HMINOPQ			BCEFH MNOPQ	EFMP	ABODE FGHJKL MNOPQR	BCDEF GHKLM NOPQR	BCEFH MNOPQ	BCEFGH KMNOPQ	EF	EF	EFMP	E	EFMP	BCEFGH KMNOPQ
About two or three times a week	492 13%	45 1%	33 1%	234 6%	11 0	10 0	184 5%	92 2%	442 12%	313 3%	112 3%	122 3%	62 2%	26 1%	64 2%	11 0	51 1%	101 3%
	BCDEF GHJKL MNOPQR	EFMP	EFMP	BCEFGHK LMNOPQR			BCEFHK LMNOPQR	BCEFP	BCDEF GHJKL MNOPQR	BCDEF GHKLM NOPQR	BCEFH MNOPQ	BCEFH MNOPQ	CEFP	FP	CEFP		EFMP	BCEFH MNOPQ
At least once a week	409 11%	35 1%	12 0	252 7%	17 0	8 0	207 5%	111 3%	223 6%	179 5%	65 2%	101 3%	30 1%	13 0	39 1%	16 0	41 1%	56 1%
	BCDEF GHJKL MNOPQR	CEFP		BCEFG HJKLM NOPQR			BCEFHK LMNOPQR	BCEFG MNOPQ	BCEFHJK LMNOPQR	BCEFHK LMNOPQR	BCEFH MNOP	BCEFG MNOPQR	CFN		CEFP		CEFP	CEFMNP
At least once a month	252 7%	34 1%	4 0	155 4%	8 0	4 0	155 4%	87 2%	104 3%	133 4%	37 1%	53 1%	30 1%	5 0	23 1%	1 0	23 1%	26 1%
	BCDEF GHJKL MNOPQR	CEFP		BCEFHK LMNOPQR			BCEFHK LMNOPQR	BCEFKL MNOPQR	BCEFKL MNOPQR	BCEFHK LMNOPQR	CEFP	CEFM NOPQR	CEFP		CEFP		CEFP	CEFP
At least once every three months	52 1%	6 0	5 0	44 1%	4 0	0 0	36 1%	25 1%	23 1%	32 1%	20 1%	12 0	4 0	5 0	3 0	6 0	11 0	12 0
	BCEHK LMNOPQR			BCEHK LMNOPQR			BCELM NOPQR	BCEM NOPQ	BCEMNOP	BCELM NOPQR	BCEMNOP	O						O
Don't know/can't remember	8 0	4 0	11 0	7 0	0 0	0 0	6 0	6 0	20 1%	18 0	5 0	5 0	0 0	2 0	2 0	4 0	4 0	3 0
	M		MNO	M			M		BDGHL MNOPQR	BHKLM NOPQR								
Never	2237 59%	3593 95%	3640 97%	2922 78%	3716 99%	3718 99%	3064 81%	3358 89%	2202 58%	2763 73%	3379 90%	3252 86%	3591 95%	3643 97%	3539 94%	3690 98%	3544 94%	3326 88%
	ADGHI JKLOQR	ADGHI JKLOQR	ABDGI JKLOQR	AJ	ABCDG HIJKL MNOPQR	ABCDG HIJKL MNOPQR	ADJ	ADGJL		AI	ADGJL	ADGU	ADGHI JKLOQR	ABDGI JKLOQR	ADGHI JKLOQR	ABDGI JKLOQR	ADGHI JKLOQR	ADGJL
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Daily (Net)	318 8%	51 1%	64 2%	155 4%	13 0	29 0	117 3%	91 2%	755 20%	331 9%	151 4%	224 6%	52 1%	76 2%	99 3%	41 1%	96 3%	244 6%
	BCDEF GHKLM NOPQR	EF	EFMP	BCEFG HMINOPQ		E	BCEFH HMNP	BCEFMP	ABODE FGHJKL MNOPQR	BCDEF GHKLM NOPQR	BCEFH MNOPQ	BCDEFG HKMNOPQ	EF	BEFMP	BCEFMNP	E	BCEFMP	BCDEFG HKMNOPQ
Weekly (Net)	1219 32%	131 3%	109 3%	641 17%	41 1%	47 1%	508 13%	293 8%	1419 38%	823 22%	328 9%	447 12%	143 4%	114 3%	202 5%	68 2%	188 5%	401 11%
	BCDEF GHJKL MNOPQR	EFMP	EFMP	BCEFGHK LMNOPQR			BCEFHK MNOPQR	BCEFH MNOPQ	ABODE FGHJKL MNOPQR	BCDEF GHKLM NOPQR	BCEFH MNOPQ	BCEFH KMNOPQ	CEFP	EFMP	BCEFMNP	E	BCEFMNP	BCEFH KMNOPQ
Monthly (Net)	1471 39%	165 4%	113 3%	796 21%	49 1%	51 1%	663 18%	381 10%	1523 40%	955 25%	365 10%	500 13%	174 5%	119 3%	225 6%	69 2%	210 6%	427 11%
	BCDEF GHJKL MNOPQR	CEFP	EFMP	BCEFGHK LMNOPQR			BCEFHK LMNOPQR	BCEFH MNOPQ	BCDEF GHJKL MNOPQR	BCDEF GHKLM NOPQR	BCEFH MNOPQ	BCEFHK MNOPQR	CEFP	EFMP	BCEFMNP		BCEFP	BCEFH MNOPQ

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: BBC iPlayer

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	111	14	1	3	2	27	29	8	5	12	77	0	1	1	0	0	0	0	0	25	87
BCDEK OPQRT	3%	3%	0	0	0	2%	3%	5%	4%	4%	3%	0	1%	3%	2%	0	0	0	0	5%	3%
At least once every day	207	15	19	23	4	51	46	4	4	11	157	19	3	1	0	13	6	12	6	21	186
ACDE KPQR	6%	3%	4%	3%	1%	3%	5%	3%	3%	4%	6%	3%	4%	3%	1%	4%	1%	3%	2%	5%	6%
About two or three times a week	492	67	47	75	28	138	92	16	15	23	379	64	5	5	2	35	29	49	15	47	443
BCDE FIKPR	13%	13%	10%	9%	7%	9%	10%	11%	11%	7%	14%	9%	8%	9%	8%	10%	7%	12%	5%	10%	13%
At least once a week	409	86	42	61	19	119	72	10	8	21	322	56	3	1	1	31	25	33	23	32	376
CDEF IKMPS	11%	16%	9%	7%	5%	8%	8%	7%	6%	7%	12%	8%	4%	2%	6%	9%	6%	8%	7%	7%	11%
At least once a month	252	48	45	60	16	95	43	1	7	16	200	53	3	4	1	18	34	40	13	10	242
FGS	7%	9%	9%	7%	4%	6%	5%	1%	5%	5%	7%	7%	5%	8%	4%	5%	9%	9%	4%	2%	7%
At least once every three months	52	11	7	11	4	20	10	1	0	4	39	10	1	1	0	7	3	8	1	5	46
Don't know/can't remember	8	0	4	4	0	8	2	0	0	2	3	4	0	0	0	3	2	4	0	2	6
J	0	0	1%	1%	0	1%	0	0	0	1%	0	1%	0	0	0	1%	0	1%	0	0	0
Never	2237	284	325	640	315	1075	603	104	93	220	1554	537	50	37	15	244	293	275	263	308	1900
ABCDE KOPQR	59%	54%	66%	73%	81%	70%	67%	73%	70%	71%	57%	72%	77%	73%	79%	69%	75%	65%	82%	69%	58%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	318	29	20	26	6	78	74	12	9	23	234	19	3	3	0	13	6	13	6	46	272
ABCD E KOPQR	8%	6%	4%	3%	2%	5%	8%	8%	7%	7%	9%	3%	5%	5%	2%	4%	1%	3%	2%	10%	8%
Weekly (Net)	1219	182	109	162	53	335	238	37	32	67	935	139	11	8	3	79	60	95	44	124	1091
BCDE FIKLM NOPQR	32%	35%	22%	16%	14%	22%	27%	26%	24%	22%	34%	19%	17%	16%	17%	23%	15%	23%	14%	28%	33%
Monthly (Net)	1471	230	153	222	69	430	281	38	39	83	1136	191	14	13	4	98	94	135	57	134	1333
BCDEF GIKLM NOPQRS	39%	44%	31%	25%	18%	28%	31%	26%	30%	27%	42%	26%	22%	25%	21%	28%	24%	32%	18%	30%	41%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: BBC Three (now available only online)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1	
19	0	0	0	0	2	6	2	2	2	13	0	0	0	0	0	0	0	0	0	10	9
1%	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	2%	0
CET	32	1	0	0	6	8	6	4	6	22	0	0	0	0	0	0	0	0	0	zT	4
1%	0	0	0	0	0	1%	4%	3%	2%	1%	0	0	0	0	0	0	0	0	0	1%	1%
CEK	45	2	0	0	2	11	1	1	2	30	0	0	0	0	0	0	0	0	0	10	35
1%	0	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	2%	1%
BCDEKQ	35	4	0	0	4	7	2	1	1	26	0	0	0	0	0	0	0	0	0	2	30
1%	1%	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	1%
C	34	4	2	2	8	15	4	1	1	18	2	0	0	0	0	1	1	1	1	2	32
1%	0	1%	0	0	1%	2%	3%	0	0	1%	0	0	0	0	0	0	0	0	0	0	1%
CJ	6	0	0	0	0	4	zU	zU	0	2	0	0	0	0	0	0	0	0	0	0	6
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	1	1	0	3	0	0	0	0	2	1	0	0	0	0	1	1	1	0	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3593	515	486	874	388	1507	844	129	123	294	2619	740	64	50	19	350	389	420	320	421	3140	
95%	98%	99%	100%	100%	98%	94%	90%	93%	96%	96%	100%	100%	99%	100%	100%	100%	100%	100%	94%	96%	
G	z	z	zA	zA	z	z	G	G	G	G	z	z	z	z	z	z	z	z	z	450	3285
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
51	1	0	0	0	9	14	7	6	8	35	0	0	0	0	0	0	0	0	14	37	
1%	0	0	0	0	1%	2%	5%	5%	3%	1%	0	0	0	0	0	0	0	0	3%	1%	
ABCDK	131	7	0	0	15	32	10	8	12	91	0	0	0	0	0	0	0	0	zT	26	103
3%	1%	0	0	0	1%	4%	7%	6%	4%	3%	0	0	0	0	0	0	0	0	6%	3%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%	2%	0	0	0	1%	5%	10%	7%	4%	4%	0	0	0	0	0	0	0	0	6%	4%	
ABCDK	165	11	2	2	23	48	14	9	13	109	2	0	0	0	0	1	1	1	1	28	135
4%</																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: BBC iPlayer Kids

Base: All Respondents

Total	Age					Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1	
30	0	0	0	0	10	12	4	4	5	17	0	0	0	0	0	0	0	0	8	22	
1%	0	0	0	0	1%	1%	3%	3%	1%	1%	0	0	0	0	0	0	0	0	2%	1%	
CK	0	0	0	0	5	12	5	1	4	19	0	0	0	0	0	0	0	0	8	26	
34	0	0	0	0	0	1%	4%	1%	1%	1%	0	0	0	0	0	0	0	0	2%	1%	
1%	0	0	0	0	0						0	0	0	0	0	0	0	0			
BCEK																					
33	3	2	2	0	4	4	0	1	2	28	1	0	0	0	0	1	0	1	5	28	
1%	1%	0	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	1%	1%	
CE																					
12	1	0	2	2	4	0	0	0	0	12	2	0	0	0	1	1	2	0	2	10	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
4	0	1	1	0	1	1	0	0	0	3	1	0	0	0	1	0	1	0	2	2	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
5	2	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0	0	1	4	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
11	0	4	4	0	4	1	1	0	1	10	4	0	0	0	0	4	4	0	2	8	
0	0	1%	0	0	0	0	1%	0	0	0	0	0	0	0	0	1%	1%	0	1%	0	
3640	520	483	869	386	1506	866	133	126	296	2639	735	64	51	19	350	384	416	320	422	3184	
97%	99%	99%	99%	100%	98%	97%	93%	96%	96%	97%	99%	99%	100%	100%	100%	98%	99%	100%	94%	97%	
GS																					
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
64	0	0	0	0	15	24	9	5	8	36	0	0	0	0	0	0	0	0	16	48	
2%	0	0	0	0	1%	3%	6%	4%	3%	1%	0	0	0	0	0	0	0	0	4%	1%	
ABCE JKOPQT						zJ	zFJ	J											zT		
109	3	2	3	2	23	29	9	6	10	76	3	0	0	0	1	2	2	1	23	67	
3%	1%	0	0	0	1%	3%	6%	4%	3%	3%	0	1%	0	0	0	1%	0	0	5%	3%	
ABCE JKOPQT							zJ												zT		
113	4	3	4	2	24	29	9	6	10	79	4	0	0	0	1	2	2	1	24	89	
3%	1%	1%	0	0	2%	3%	6%	4%	3%	3%	1%	1%	0	0	0	1%	1%	0	5%	3%	
ABCE JKOPQT							zJ												zT		

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: ITV Hub or ITV Hub+ [formerly ITV player]

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
47	4	0	0	0	0	11	17	4	2	5	27	0	0	0	0	0	0	0	0	10	36
1%	1%	0	0	0	0	1%	2%	3%	1%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
BCDEKQ	108	12	3	4	1	25	32	5	3	10	74	3	0	1	0	2	1	3	0	20	88
3%	2%	1%	1%	1%	0	2%	4%	3%	2%	3%	3%	0	0	2%	K*	1%	0	1%	0	4%	3%
BCDE KOPQR	234	35	17	27	10	59	40	3	9	9	185	25	1	0	0	16	10	20	6	11	222
6%	7%	3%	3%	3%	3%	4%	4%	2%	7%	3%	7%	3%	2%	0	2%	R	3%	5%	2%	2%	7%
BCDEF IKMPRS	252	45	32	37	5	73	42	2	4	17	205	34	0	2	1	13	21	28	6	19	229
7%	9%	7%	4%	1%	5%	5%	5%	1%	3%	5%	8%	5%	1%	4%	4%	4%	5%	7%	2%	4%	7%
CDEF GKOR	155	26	28	33	5	54	36	5	2	4	114	27	1	3	1	9	18	19	9	7	148
4%	5%	6%	4%	1%	3%	3%	4%	3%	2%	1%	4%	4%	2%	6%	5%	3%	5%	4%	3%	2%	5%
DIS	44	8	8	11	3	17	12	1	0	4	32	7	2	1	0	5	3	6	1	3	40
1%	2%	2%	1%	1%	1%	1%	1%	1%	0	1%	1%	1%	3%	3%	1%	1%	1%	1%	0	1%	1%
	7	0	2	2	0	4	1	1	0	1	4	2	0	0	0	2	0	2	0	2	4
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	1%	0
2922	396	401	763	363	1291	717	122	111	259	2091	643	60	44	16	306	337	344	299	377	2516	
78%	75%	82%	87%	84%	80%	86%	85%	84%	84%	77%	87%	93%	86%	85%	87%	86%	82%	83%	84%	84%	77%
T	zA	zAB	zABC	z	z	zJ	zF	zG	zH	zI	zJ	z	z	z	z	zQ	zQ	zOPQ	zT	zT	zT
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
155	16	4	5	1	36	49	9	5	15	101	4	0	1	0	2	1	4	0	30	124	
4%	3%	1%	1%	0	2%	5%	6%	3%	5%	4%	0	0	2%	K*	2%	1%	0	1%	0	4%	4%
BCDEK OPQRT	641	95	52	69	17	168	131	14	18	40	491	63	2	3	2	30	33	51	12	60	576
17%	18%	11%	8%	4%	11%	15%	10%	14%	13%	18%	18%	8%	2%	5%	9%	9%	8%	12%	4%	13%	16%
BCDE FGKL MOPQR	796	121	80	102	22	222	167	19	20	44	605	90	3	6	3	39	51	70	21	67	724
21%	23%	16%	12%	6%	14%	19%	13%	15%	14%	22%	22%	12%	4%	11%	14%	11%	13%	17%	6%	15%	22%
BCDE GIKL OPQRS	796	121	80	102	22	222	167	19	20	44	605	90	3	6	3	39	51	70	21	67	724

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: STV Player

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	4	1	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	2	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	T																			T	
At least once every day	9	0	0	0	0	0	2	1	1	1	7	0	0	0	0	0	0	0	0	0	9
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0
	E																				
About two or three times a week	11	8	1	1	0	4	1	0	0	1	9	0	1	0	0	0	0	0	0	2	9
	0	1%	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0
	zC																				
At least once a week	17	6	1	1	1	2	2	1	0	0	15	0	1	0	0	0	0	0	0	1	15
	0	1%	0	0	0	0	0	1%	0	0	1%	0	2%	0	0	0	0	0	0	0	0
	E																				
At least once a month	8	2	0	0	0	1	4	3	0	0	5	0	0	0	0	0	0	0	0	0	8
	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	0	0	0	0	0
	zFU																				
At least once every three months	4	0	1	1	0	2	1	0	0	1	2	0	1	0	0	0	0	0	0	0	4
	0	0	0	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0
	zK																				
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3716	510	487	874	387	1524	885	137	130	305	2694	743	61	51	19	351	391	422	321	444	3238
	99%	97%	99%	100%	100%	99%	99%	96%	99%	99%	99%	100%	94%	100%	100%	100%	100%	100%	100%	99%	99%
	AGL																				
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	13	1	0	0	0	0	3	2	2	1	8	0	0	0	0	0	0	0	0	2	10
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0
	E																				
Weekly (Net)	41	14	2	2	1	6	6	3	2	2	32	0	2	0	0	0	0	0	0	5	34
	1%	3%	0	0	0	0	1%	2%	1%	1%	1%	0	3%	0	0	0	0	0	0	1%	1%
	CEKQ	zBCD																			
Monthly (Net)	49	16	2	2	1	7	10	6	2	2	37	0	2	0	0	0	0	0	0	5	43
	1%	3%	0	0	0	0	1%	4%	1%	1%	1%	0	3%	0	0	0	0	0	0	1%	1%
	zBCD																				

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: S4C Clic

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	16	0	0	0	0	2	11	6	2	1	6	0	0	0	0	0	0	0	0	3	11
	0	0	0	0	0	0	1%	4%	1%	0	0	0	0	0	0	0	0	0	0	1%	0
CEJ							zJ	zFJ	J*												
At least once every day	13	0	0	0	0	0	2	1	1	1	11	0	0	0	0	0	0	0	0	3	9
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	1%	0
E																					
About two or three times a week	10	0	0	0	0	1	7	2	2	4	3	0	0	0	0	0	0	0	0	0	10
	0	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	0
EJ							zJ	zJ	zJ*	zJ											
At least once a week	8	1	0	0	0	2	2	2	1	0	6	0	0	0	0	0	0	0	0	0	8
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once a month	4	0	2	2	0	2	0	0	0	0	4	1	1	0	0	1	0	0	1	0	4
	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3718	526	488	876	388	1527	875	133	126	301	2703	742	63	51	19	351	391	422	321	442	3242
	99%	100%	100%	100%	100%	100%	98%	93%	96%	98%	99%	100%	99%	100%	100%	100%	100%	100%	100%	98%	99%
FGH		z		z	z	z	G			G	FGH	zL					z	z			
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	29	0	0	0	0	2	12	7	3	2	17	0	0	0	0	0	0	0	0	7	21
	1%	0	0	0	0	0	1%	5%	2%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
CEKT							z	zFJ													
Weekly (Net)	47	1	0	0	0	4	21	10	5	7	26	0	0	0	0	0	0	0	0	7	39
	1%	0	0	0	0	0	2%	7%	4%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
ABCD							zJ	zFJ	zJ*												
EJKQ	51	1	2	2	0	6	21	10	5	7	30	1	1	0	0	1	0	0	1	7	42
	1%	0	0	0	0	0	2%	7%	4%	2%	1%	0	1%	0	0	0	0	0	0	2%	1%
ACD							zJ	zFJ	zJ*				K*								
EKPQ																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: All 4 (formerly 4OD)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	38	2	0	0	0	8	17	8	5	7	19	0	0	0	0	0	0	0	0	8	29
	1%	0	0	0	0	1%	2%	5%	4%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
At least once every day	BCEJK 79	9	5	5	0	24	18	3	0	5	60	5	0	0	0	5	1	2	3	13	66
	2%	2%	1%	1%	0	2%	2%	2%	0	2%	2%	1%	0	0	0	1%	0	0	1%	3%	2%
About two or three times a week	CDKPQ 184	D	5	7	2	42	37	4	4	9	143	6	0	1	0	4	2	4	2	21	159
	5%	4%	1%	1%	1%	3%	4%	3%	3%	3%	5%	1%	0	1%	2%	1%	0	1%	1%	5%	5%
At least once a week	BCDE KOPQR 207	BCD	13	18	5	43	32	4	3	7	173	17	2	0	0	9	8	13	3	10	195
	5%	6%	3%	2%	1%	3%	4%	3%	2%	2%	6%	2%	3%	0	0	3%	2%	3%	1%	2%	6%
At least once a month	BCDEF IKOPRS 155	BCD	13	15	2	31	28	1	5	1	119	14	1	0	0	5	10	7	7	8	147
	4%	5%	3%	2%	1%	2%	3%	1%	3%	0	4%	2%	1%	0	1%	1%	2%	2%	2%	2%	4%
At least once every three months	CDEI KOQS 36	CD	D	D	0	12	9	0	0	3	27	7	1	0	0	4	3	5	2	2	34
	1%	2%	1%	1%	0	1%	1%	0	0	1%	1%	1%	1%	0	0	1%	1%	1%	1%	0	1%
Don't know/can't remember	6	3	2	2	0	4	0	0	0	0	5	2	0	0	0	2	0	2	0	0	6
	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0
Never	3064 JT 81%	426 81%	444 91%	822 94%	377 97%	1370 89%	755 84%	123 86%	115 88%	276 90%	2186 80%	692 93%	61 96%	50 98%	19 97%	322 92%	368 94%	388 92%	303 94%	387 86%	2649 81%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	117	11	5	5	0	32	35	10	5	12	80	5	0	0	0	5	1	2	3	21	95
	3%	2%	1%	1%	0	2%	4%	7%	4%	4%	3%	1%	0	0	0	1%	0	1%	1%	5%	3%
Weekly (Net)	BCD EKPO 508	CD	D	D	7	117	104	19	12	28	396	28	2	1	0	18	10	19	9	53	449
	13%	12%	5%	3%	2%	8%	12%	13%	9%	9%	15%	4%	3%	1%	2%	5%	2%	5%	3%	12%	14%
Monthly (Net)	BCDE IKLMN NOQRS 653	BCD	D	D	9	148	132	20	16	29	515	42	2	1	1	23	19	26	16	61	596
	18%	17%	8%	5%	2%	10%	15%	14%	12%	9%	19%	6%	3%	2%	3%	7%	5%	6%	5%	13%	18%
	OPQRS	BCD	CD	D			I		*	zFI			*	*	*					S	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

Base: All Respondents

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Netflix

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	295 8%	13 2%	1 0	2 0	1 0	59 4%	77 HI	12 8%	5 4%	17 5%	209 8%	0 0	0 -	1 2%	1 5%	0 0	0 0	0 0	0 0	68 15% zT	225 7%
At least once every day	ABCDEK LOPQRT 480 12%	BCD 6%	9 2%	13 1%	4 1%	97 6%	100 11%	18 12%	11 9%	28 9%	345 13%	11 1%	2 3%	0 0	0 1%	4 1%	7 2%	11 3%	0 0	58 13%	400 12%
About two or three times a week	ABCD EKL MNOPQR 442 12%	CD 8%	25 5%	34 4%	9 2%	102 7%	76 8%	8 6%	7 5%	20 6%	350 13%	26 4%	6 10%	1 2%	1 3%	18 5%	8 2%	18 4%	8 3%	54 12%	386 12%
At least once a week	ABCDEF GHIK MNOPQR 223 6%	zBCD 9%	CD 4%	D 3%	1 1%	52 3%	30 3%	6 4%	5 4%	7 2%	186 7%	22 3%	1 2%	1 2%	0 2%	6 2%	16 4%	14 3%	8 2%	31 7%	188 6%
At least once a month	ICDEF KOPQR 104 3%	zCD 5%	12 2%	17 2%	6 1%	35 2%	31 3%	1 1%	3 2%	8 3%	72 3%	16 2%	1 2%	0 1%	0 1%	11 3%	5 1%	11 3%	5 2%	3 1%	96 3%
At least once every three months	S 23 1%	zCD 6%	4 1%	6 1%	2 1%	9 1%	2 0	1 1%	0 0	0 0	21 1%	5 1%	0 0	0 0	0 2%	3 1%	2 1%	3 1%	3 1%	0 0	23 1%
Don't know/can't remember	20 1%	1 0	2 1%	5 1%	2 1%	12 1%	3 0	2 1%	0 0	1 0	11 0	5 1%	0 0	0 0	0 0	5 1%	0 0	3 1%	2 1%	3 1%	17 1%
Never	2202 58%	365 z	416 zA	776 zAB	360 zABC	1167 78%	576 zJ	96 J	101 zFJ	227 74%	1539 56%	658 89%	54 z	47 z	17 z	304 z	353 zQ	362 z	296 zOQ	231 51%	1949 59%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	755 20%	44 8%	10 2%	15 2%	5 1%	156 10%	177 20%	30 21%	16 12%	45 15%	554 20%	11 1%	2 3%	1 2%	1 5%	4 1%	7 2%	11 3%	0 0	126 28%	625 19%
Weekly (Net)	ABCD HIKLM NOPQRT 1419 38%	BCD 130 29%	56 11%	73 8%	18 5%	310 20%	284 HI	43 30%	28 21%	71 23%	1090 40%	59 8%	9 15%	3 6%	2 10%	28 8%	31 8%	43 10%	16 5%	212 47%	1200 37%
Monthly (Net)	ABCD EFGHIKLM NOPQRT 1523 40%	BCD 155 29%	68 14%	91 10%	23 6%	345 22%	314 HI	44 31%	31 23%	80 26%	1161 43%	75 10%	11 16%	3 7%	2 10%	39 11%	36 9%	54 13%	21 7%	215 48%	1296 39%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Amazon Prime/Amazon Video

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	114 3%	3 1%	1 0	1 0	0 0	20 1%	26 3%	8 6%	6 4%	9 3%	85 3%	1 0	0 0	0 0	0 3%	0 0	0 0	1 0	0 0	30 7%	82 2%
At least once every day	ABCD KOPQRT 217 6%	21 4%	5 1%	6 1%	1 0	35 2%	56 6%	7 5%	6 5%	16 5%	154 6%	2 0	2 3%	1 3%	0 1%	2 1%	0 0	2 1%	0 0	30 7%	188 6%
About two or three times a week	BCDE KOPQR 313 8%	21 4%	12 2%	14 2%	2 1%	64 4%	73 8%	8 6%	5 4%	17 6%	233 9%	11 1%	3 5%	0 0	1 3%	7 2%	3 1%	3 1%	7 2%	22 5%	288 9%
At least once a week	ABCDEK MOPQRS 179 5%	19 4%	11 2%	11 1%	1 0	33 2%	32 4%	3 2%	2 1%	6 2%	143 5%	10 1%	1 2%	0 0	2 1%	5 1%	5 1%	10 2%	0 0	13 3%	166 5%
At least once a month	BCDEI KOPQR 133 4%	25 5%	8 2%	10 1%	3 1%	28 2%	29 3%	6 4%	3 2%	8 2%	102 4%	9 1%	0 0	1 3%	0 0	5 1%	4 1%	7 2%	2 1%	13 3%	115 3%
At least once every three months	BCD EKPR 32 1%	5 1%	2 1%	4 0	2 0	10 1%	7 1%	0 0	0 0	2 0	22 1%	4 1%	0 0	0 0	0 0	2 1%	2 0	2 1%	2 1%	10 2%	23 1%
Don't know/can't remember	T 18 0	1 0	0 0	0 0	0 0	7 0	5 1%	0 0	0 0	0 0	13 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	3 1%	15 0
Never	C 2763 73%	430 82%	450 92%	830 95%	380 98%	1336 87%	668 75%	111 77%	110 84%	251 81%	1980 72%	706 95%	58 90%	48 94%	18 93%	329 94%	376 96%	396 94%	310 97%	330 73%	2408 73%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	331 9%	25 5%	6 1%	7 1%	1 0	55 4%	82 9%	15 11%	12 9%	25 8%	239 9%	3 0	2 3%	1 3%	1 4%	3 1%	0 0	3 1%	0 0	60 13%	270 8%
Weekly (Net)	ABCD KOPQRT 823 22%	65 12%	29 6%	33 4%	4 1%	152 10%	187 21%	26 18%	18 14%	48 16%	614 22%	23 3%	6 10%	2 3%	1 7%	15 4%	9 2%	16 4%	7 2%	94 21%	724 22%
Monthly (Net)	ABCD EIKLM NOPQR 955 25%	90 17%	37 7%	43 5%	6 2%	180 12%	216 24%	32 23%	22 16%	56 18%	717 26%	33 4%	6 10%	3 6%	1 7%	20 6%	13 3%	23 6%	9 3%	108 24%	839 26%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Now TV

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	60 2%	1 0	0 0	0 0	0 0	14 1%	20 2%	4 3%	1 1%	6 2%	39 1%	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	11 2%	49 1%
At least once every day	ABCD EKOPQ 91 2%	6 1%	4 1%	5 1%	1 0	20 1%	27 3%	4 3%	4 3%	9 3%	60 2%	3 0	2 K*	0 0	0 0	2 1%	0 0	3 P	0 0	14 3%	77 2%
About two or three times a week	BCDE KOPQR 112 3%	8 2%	8 2%	8 1%	0 0	22 1%	24 3%	6 4%	4 3%	9 3%	86 3%	5 1%	3 K*	0 0	0 2%	2 0	3 1%	3 1%	1 0	12 3%	100 3%
At least once a week	CDEK OPQR 65 2%	6 1%	2 0	6 1%	4 1%	17 1%	15 2%	0 0	1 1%	7 2%	49 2%	6 1%	0 0	0 0	0 0	2 1%	4 1%	4 1%	2 0	2 0	64 2%
At least once a month	BCES 37 1%	1 0	0 0	0 0	0 0	3 0	8 1%	1 0	1 0	2 1%	27 1%	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	4 1%	33 1%
At least once every three months	BCEK 20 1%	2 0	0 0	0 0	0 0	2 0	7 1%	0 0	0 0	0 0	12 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	2 0	18 1%
Don't know/can't remember	CE 5 0	1 0	2 0	2 0	0 0	2 0	3 0	3 2%	2 1%	3 1%	2 0	2 0	0 0	0 0	0 0	2 0	0 0	0 0	2 1%	2 0	3 0
Never	3379 90%	501 95%	474 97%	857 98%	383 99%	1454 95%	793 88%	125 88%	118 90%	272 88%	2456 90%	728 98%	59 93%	51 88%	19 98%	344 98%	384 98%	411 97%	317 99%	403 90%	2942 90%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	151 4%	7 1%	4 1%	5 1%	1 0	34 2%	47 5%	8 6%	5 4%	16 5%	100 4%	3 0	2 K*	0 0	0 0	2 1%	0 0	3 P	0 0	25 6%	126 4%
Weekly (Net)	ABCD KOPQR 328 9%	21 4%	14 3%	19 2%	5 1%	73 5%	86 10%	14 10%	11 8%	32 10%	235 9%	14 2%	5 KM*	0 0	0 2%	6 2%	7 2%	11 3%	3 1%	39 9%	289 9%
Monthly (Net)	ABCD KMOPQR 363 10%	22 4%	14 3%	19 2%	5 1%	76 5%	94 10%	15 10%	11 9%	33 11%	262 10%	14 2%	5 KM*	0 0	0 2%	6 2%	7 2%	11 3%	3 1%	43 9%	323 10%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Sky On Demand (Sky Go)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	84	1	0	0	0	24	27	7	3	8	56	0	0	0	0	0	0	0	0	18	65
	2%	0	0	0	0	2%	3%	5%	2%	3%	2%	0	0	0	0	0	0	0	0	4%	2%
ABCD E	KOPQR							J												zT	
At least once every day	140	12	7	8	1	19	28	4	2	10	109	6	1	1	2	4	2	3	3	21	120
	4%	2%	1%	1%	0	1%	3%	3%	2%	3%	4%	1%	2%	1%	2%	1%	1%	1%	1%	5%	4%
BCDE	KOPQR																				
About two or three times a week	122	16	10	11	1	27	29	4	2	4	87	9	1	1	0	3	7	7	2	13	109
	3%	3%	2%	1%	0	2%	3%	3%	2%	1%	3%	1%	2%	2%	2%	1%	2%	2%	1%	3%	3%
	D	D	D	D			I														
At least once a week	101	12	7	9	2	26	15	3	1	5	84	7	1	1	0	1	6	5	1	9	91
	3%	2%	1%	1%	0	2%	2%	2%	1%	2%	3%	1%	1%	2%	0	0	1%	1%	0	2%	3%
	CDEKOR																				
At least once a month	53	9	12	16	4	26	9	1	4	1	44	15	1	0	0	6	8	9	6	4	49
	1%	2%	2%	2%	1%	2%	1%	0	3%	0	2%	2%	1%	0	1%	2%	2%	2%	2%	1%	1%
At least once every three months	12	0	1	2	0	3	4	1	0	1	8	1	1	0	0	1	0	1	0	0	12
	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0
Don't know/can't remember	5	1	0	0	0	3	1	1	0	1	1	0	0	0	0	0	0	0	0	0	5
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
							J														
Never	3252	474	452	832	380	1406	782	122	120	277	2342	705	60	48	18	337	368	397	308	384	2835
	86%	90%	92%	95%	98%	92%	87%	85%	81%	90%	86%	95%	94%	95%	95%	96%	94%	94%	96%	85%	86%
	z	z	z	zAB	zABC	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	224	13	7	8	1	43	55	11	5	18	165	6	1	1	0	4	2	3	3	39	185
	6%	3%	1%	1%	0	3%	6%	8%	4%	6%	6%	1%	2%	1%	2%	1%	1%	1%	1%	9%	6%
ABCD E	KOPQR																			zT	
Weekly (Net)	447	41	24	28	4	96	99	19	8	28	337	22	3	2	1	7	14	15	7	62	385
	12%	8%	5%	3%	1%	6%	11%	13%	6%	9%	12%	3%	5%	5%	4%	2%	4%	4%	2%	14%	12%
ABCD E	KNOPQR																				
Monthly (Net)	500	51	36	44	7	122	109	20	12	29	380	37	4	2	1	14	23	23	13	66	433
	13%	10%	7%	5%	2%	8%	12%	14%	9%	9%	14%	5%	6%	5%	5%	4%	6%	6%	4%	15%	13%
ABCD E	KNOPQR																				

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: UKTV Play

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	22	2	0	0	0	6	6	0	2	3	15	0	0	0	0	0	0	0	0	4	19
	1%	0	0	0	0	0	1%	0	1%	1%	1%	0	0	0	0	0	0	0	0	1%	1%
At least once every day	CK 30	2	0	0	0	8	10	5	4	7	19	0	0	0	0	0	0	0	0	6	24
	1%	0	0	0	0	1%	1%	3%	3%	2%	1%	0	0	0	2%	0	0	0	0	1%	1%
About two or three times a week	CK 62	6	4	4	0	15	21	1	3	6	40	4	0	0	0	1	3	4	0	5	57
	2%	1%	1%	0	0	1%	2%	1%	3%	2%	1%	1%	0	0	1%	0	1%	1%	0	1%	2%
At least once a week	CDEK 30	6	4	5	2	11	7	0	0	1	20	5	0	0	0	3	2	4	1	1	29
	1%	1%	1%	1%	0	1%	1%	0	0	0	1%	1%	1%	0	0	1%	1%	1%	0	0	1%
At least once a month	30	4	3	3	0	11	7	1	0	2	23	2	0	1	0	0	2	2	0	5	25
	1%	1%	1%	0	0	1%	1%	0	0	1%	1%	0	0	2%	0	0	1%	1%	0	1%	1%
At least once every three months	4	0	1	1	0	2	2	0	0	1	2	1	0	0	0	1	0	1	0	1	3
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3591	507	477	863	386	1479	844	135	122	288	2612	731	64	50	19	347	383	410	321	429	3128
	95%	96%	98%	98%	99%	96%	94%	95%	93%	93%	96%	98%	99%	98%	97%	99%	98%	97%	100%	95%	95%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	52	4	0	0	0	15	16	5	5	10	34	0	0	0	0	0	0	0	0	9	43
	1%	1%	0	0	0	1%	2%	4%	4%	3%	1%	0	0	0	2%	0	0	0	0	2%	1%
Weekly (Net)	BCD KOPQ 143	16	8	10	2	41	44	7	9	17	95	9	0	0	1	3	5	8	1	15	129
	4%	3%	2%	1%	1%	3%	5%	5%	7%	5%	3%	1%	1%	0	3%	1%	1%	2%	0	3%	4%
Monthly (Net)	BCDE KOPR 174	19	11	13	2	52	51	7	9	19	118	11	0	1	1	3	7	10	1	20	154
	5%	4%	2%	2%	1%	3%	6%	5%	7%	6%	4%	1%	1%	2%	3%	1%	2%	2%	0	4%	5%
	BCDE KOPR	CD															R	OR			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Disney Life

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1	
37	0	0	0	0	5	11	5	4	5	25	0	0	0	0	0	0	0	0	11	26	
1%	0	0	0	0	0	1%	4%	3%	2%	1%	0	0	0	0	0	0	0	0	2%	1%	
ABCEKT	2	0	0	0	9	11	zFJ	zJ*	6	27	0	0	0	0	0	0	0	0	zT	8	
39	0	0	0	0	1%	1%	1%	1	2%	1%	0	0	0	0	0	0	0	0	2%	31	
1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	
BCEKO	0	1	1	0	5	8	4	1	2	15	1	0	0	0	0	1	0	1	5	21	
26	0	0	0	0	0	1%	3%	1%	1%	1%	0	0	0	0	0	0	0	0	1%	1%	
1%	0	0	0	0	0	0	zFJ	0	0	0	0	0	0	0	0	0	0	0	0	0	
E	13	0	0	0	4	6	0	2	2	5	0	0	0	0	0	0	0	0	4	9	
0	0	0	0	0	0	1%	0	2%	1%	0	0	0	0	0	0	0	0	0	1%	0	
J	5	0	0	0	0	2	2	1	1	2	0	0	0	0	0	0	0	0	0	4	
0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0	
5	0	0	0	0	0	0	zFJ	0	0	5	0	0	0	0	0	0	0	0	0	5	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
2	0	0	0	0	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	2	
J	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	
3643	524	488	876	388	1511	856	129	121	290	2652	741	64	51	19	351	389	422	320	422	3186	
97%	100%	100%	100%	100%	99%	96%	90%	92%	94%	97%	100%	100%	100%	100%	100%	100%	100%	100%	94%	97%	
GHS	z	z	z	z	z	G	z	z	GHI	z	z	z	z	z	z	z	z	z	zS	zS	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
76	2	0	0	0	14	22	6	6	11	53	0	0	0	0	0	0	0	0	19	57	
2%	0	0	0	0	1%	2%	4%	4%	4%	2%	0	0	0	0	0	0	0	0	4%	2%	
ABCEKT	2	1	1	0	22	36	11	9	15	73	1	0	0	0	0	1	0	1	27	87	
KOPORT	114	0	0	0	1%	4%	7%	7%	5%	3%	0	0	0	0	0	0	0	0	6%	3%	
3%	0	0	0	0	0	zJ	zJ*	zJ*	J		0	0	0	0	0	0	0	0	zT		
ABCEKT	2	1	1	0	22	39	13	10	16	75	1	0	0	0	0	1	0	1	28	92	
119	0	0	0	0	1%	4%	9%	8%	5%	3%	0	0	0	0	0	0	0	0	6%	3%	
3%	0	0	0	0	0	J	zFJ	zJ*	zJ										zT		
ABCEKT																					
KOPORT																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Virgin TV Catch-up/Virgin Media Anywhere

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	47	1	2	2	1	9	15	6	5	7	31	2	1	0	0	2	0	0	2	9	38
	1%	0	0	0	0	1%	2%	4%	4%	2%	1%	0	1%	0	0	0	0	0	1%	2%	1%
At least once every day	ACEKQ	52	3	6	3	8	11	3	2	3	38	6	0	0	0	2	4	4	2	5	47
	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	0	0	0	0	1%	1%	0	1%	1%
About two or three times a week	E	64	15	8	11	3	17	5	2	4	50	9	0	2	0	3	6	6	3	2	62
	2%	3%	2%	1%	1%	1%	1%	3%	1%	1%	2%	1%	0	4%	0	1%	1%	1%	1%	0	2%
At least once a week	E	39	9	2	2	7	7	0	1	1	31	2	0	0	1	0	2	2	0	4	35
	1%	2%	0	0	1%	0	1%	0	1%	0	1%	0	0	0	0	0	1%	1%	0	1%	1%
At least once a month	BCE	23	1	2	0	5	2	0	0	0	20	0	1	0	0	0	0	0	0	2	20
	1%	0	0	0	0	0	0	0	0	0	1%	0	1%	0	1%	0	0	0	0	0	1%
At least once every three months		3	2	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	1	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember		2	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3539	494	475	854	379	1486	846	128	121	291	2559	724	63	49	19	344	378	409	315	427	3078
	94%	94%	97%	97%	98%	97%	94%	90%	92%	94%	94%	97%	98%	96%	99%	98%	97%	97%	98%	95%	94%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	99	5	5	8	3	17	27	8	7	10	69	8	1	0	0	3	4	4	3	13	86
	3%	1%	1%	1%	1%	1%	3%	6%	6%	3%	3%	1%	1%	0	0	1%	1%	1%	1%	3%	3%
Weekly (Net)	ABCDEK	202	13	22	8	41	47	13	10	15	151	19	1	2	0	7	12	12	6	20	183
	5%	5%	3%	2%	2%	3%	5%	9%	8%	5%	6%	3%	1%	4%	0	2%	3%	3%	2%	4%	6%
Monthly (Net)	BCDEK	225	15	23	8	46	48	13	8	15	171	19	2	2	0	7	12	13	6	22	202
	6%	6%	3%	3%	2%	3%	5%	9%	8%	5%	6%	3%	2%	4%	1%	2%	3%	3%	2%	5%	6%
	BCDEKOPQR	CD																			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Hayu

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	18	0	1	1	0	3	6	3	2	1	12	0	0	1	0	0	0	0	0	7	11
	0	0	0	0	0	0	1%	2%	2%	0	0	0	0	1%	0	0	0	0	0	2%	0
T								zJ							K*					zT	
At least once every day	23	0	0	0	0	5	9	5	2	2	12	0	0	0	0	0	0	0	0	3	19
1%	0	0	0	0	0	0	1%	3%	2%	1%	0	0	0	0	0	0	0	0	0	1%	1%
CK								zFU													
About two or three times a week	11	0	0	0	0	1	8	1	1	2	3	0	0	0	1	0	0	0	0	2	9
0	0	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	0
EJ							zJ														
At least once a week	16	0	0	0	0	1	5	0	0	2	11	0	0	0	0	0	0	0	0	3	13
0	0	0	0	0	0	0	1%	0	0	1%	0	0	0	0	0	0	0	0	0	1%	0
CE																					
At least once a month	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	6	4	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	6
0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
E																					
Don't know/can't remember	4	0	0	0	0	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3690	522	489	877	388	1522	867	134	126	300	2685	743	64	50	19	351	391	422	321	434	3222
98%		99%	100%	100%	100%	99%	97%	94%	96%	97%	98%	100%	100%	99%	100%	100%	100%	100%	100%	96%	98%
FG		z	z	z	z	z					FG	z				z	z	z	z		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	41	0	1	1	0	9	15	8	5	3	24	0	0	1	0	0	0	0	0	11	30
1%		0	0	0	0	1%	2%	5%	3%	1%	1%	0	0	1%	0	0	0	0	0	2%	1%
ACEKQT								zFU		zJ*					K*					zT	
Weekly (Net)	68	0	1	1	0	10	27	9	6	7	39	0	0	1	0	0	0	0	0	16	52
2%	0	0	0	0	0	1%	3%	6%	4%	2%	1%	0	0	1%	0	0	0	0	0	4%	2%
ABCEJ							zJ	zJ	J*					K*						zT	
KOPOORT																					
Monthly (Net)	69	0	1	1	0	10	27	9	6	7	40	0	0	1	0	0	0	0	0	16	54
2%	0	0	0	0	0	1%	3%	6%	4%	2%	1%	0	0	1%	0	0	0	0	0	4%	2%
ABCEJ							zJ	zJ	J*					K*						zT	
KOPOORT																					

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: A BBC YouTube Channel

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	52	5	0	0	0	9	18	7	4	7	29	0	0	0	0	0	0	0	0	13	38
	1%	1%	0	0	0	1%	2%	5%	3%	2%	1%	0	0	0	0	0	0	0	0	3%	1%
BCEJ								zFJ	J											zT	
KOOT	44	3	2	2	0	13	10	4	2	5	33	2	0	0	0	1	1	1	1	7	37
	1%	0	0	0	0	1%	1%	3%	1%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
CDK	51	3	2	3	1	11	13	3	3	3	36	2	0	1	0	2	1	2	1	9	41
	1%	1%	1%	0	0	1%	1%	2%	2%	1%	1%	0	0	2%	0	0	0	0	0	2%	1%
CEK	41	4	1	2	1	7	14	7	1	3	26	1	1	0	0	1	0	1	0	6	35
	1%	1%	0	0	0	0	2%	5%	1%	1%	1%	0	1%	0	0	0	0	0	0	1%	1%
CEK	23	1	1	3	2	4	6	0	0	4	16	2	0	1	0	2	0	0	2	1	22
	1%	0	0	0	0	0	1%	0	0	1%	1%	0	0	2%	0	0	0	0	0	0	1%
E	11	0	0	0	0	3	2	1	0	0	7	0	0	0	0	0	0	0	0	1	9
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	4	0	1	1	0	1	2	1	0	1	2	1	1	0	0	0	1	1	0	0	4
	0	0	0	0	0	0	0	1%	0	0	0	0	1%	0	0	0	0	0	0	0	0
Never	3544	512	482	866	384	1486	831	121	121	285	2583	735	63	49	19	347	387	416	319	412	3099
	94%	97%	98%	99%	99%	97%	93%	85%	92%	93%	95%	99%	98%	96%	100%	99%	99%	99%	99%	92%	94%
G	2	2	2	2	2	2	G	G	G	G	G	2M	2	2	2	2	2	2	2	2	2
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	96	7	2	2	0	22	28	11	6	11	62	2	0	0	0	1	1	1	1	20	76
	3%	1%	0	0	0	1%	3%	7%	5%	4%	2%	0	0	0	0	0	0	0	0	4%	2%
BCDEK								zFJ												zT	
OPORT	188	14	5	7	2	40	55	20	10	18	124	5	1	1	0	3	2	4	1	35	152
	5%	3%	1%	1%	1%	3%	6%	14%	8%	6%	5%	1%	1%	2%	0	1%	1%	1%	0	8%	5%
ABCDE								zFJ												zT	
KOPORT	210	14	6	10	4	44	60	20	10	22	140	7	1	2	0	5	2	4	3	36	174
	6%	3%	1%	1%	1%	3%	7%	14%	8%	7%	5%	1%	1%	4%	0	1%	1%	1%	1%	8%	5%
ABCDE								zFJ													
KOPQR																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A3a_2. How often in the past 3 months have you watched programmes using these services?: Other YouTube Channel

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	115 3%	7 1%	1 0	3 0	3 1%	28 2%	39 zJ	6 4%	5 4%	8 3%	74 3%	3 0	0 -	0 -	0 -	2 1%	1 0	2 0	2 1%	26 6%	87 3%
At least once every day	129 3%	20 4%	6 1%	7 1%	2 0	29 2%	29 3%	8 5%	6 5%	8 2%	98 4%	7 1%	0 -	1 1%	0 -	6 2%	0 0	2 0	5 1%	16 4%	112 3%
About two or three times a week	101 3%	8 1%	6 1%	8 1%	2 1%	29 2%	25 I	11 zFHJ	1 -	3 1%	69 3%	6 1%	1 1%	1 1%	0 -	3 1%	3 1%	6 1%	1 0	6 1%	94 3%
At least once a week	56 1%	4 1%	3 1%	3 0	0 0	12 1%	9 1%	0 -	2 1%	3 1%	47 2%	3 0	0 -	0 -	0 -	3 1%	0 0	3 1%	0 0	10 2%	46 1%
At least once a month	26 1%	4 1%	4 1%	7 1%	3 1%	10 1%	5 1%	2 2%	2 1%	1 0	19 1%	7 1%	0 -	0 -	0 -	3 1%	4 1%	5 1%	2 1%	0 0	26 1%
At least once every three months	12 0	0 0	0 0	1 0	1 0	4 0	3 0	0 0	1 1%	1 0	9 0	0 0	0 -	1 1%	0 2%	0 0	0 0	0 0	0 0	0 0	12 0
Don't know/can't remember	3 0	0 0	2 0	2 0	0 0	2 0	1 0	1 1%	0 -	1 0	2 0	1 0	1 1%	0 -	0 -	1 0	0 0	1 0	0 0	0 0	3 0
Never	3326 88% G	482 92% z	468 96% zA	845 96% zA	377 97% zA	1420 93% z	786 89% G	115 81% zA	116 88% FG	283 92% G	2413 88% z	716 96% z	63 98% z'	49 95% z'	19 96% z'	333 95% z	381 98% z	403 96% z	313 97% z	391 87% zT	2903 88% z
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	244 6% BCDEKL NOPQR	27 5% BCD	6 1%	11 1%	4 1%	57 4%	68 8%	14 10%	11 8%	16 5%	172 6%	10 1%	0 -	1 1%	0 -	8 2% Q	2 0	4 1%	6 2% P	42 9% zT	199 6%
Weekly (Net)	401 11% BCDEKL MNOPQR	39 7% BCD	15 3%	22 2%	7 2%	98 6%	102 I	24 zFU	13 10%	22 7%	289 11%	19 3%	1 1%	1 3%	0 2%	14 4%	5 1%	13 3% P	7 2%	58 13%	340 10%
Monthly (Net)	427 11% BCDE IKLMI NOPQR	44 8% BCD	19 4%	29 3%	10 2%	108 7%	106 I	27 zFU	15 11%	23 7%	308 11%	26 4%	1 1%	1 3%	0 2%	17 5%	9 2%	18 4%	9 3%	58 13%	366 11%

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A4. Which, if any, of these websites or apps have you used in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
BBC.co.uk	611	83	36	53	17	122	136	21	13	41	459	46	4	3	0	37	9	33	13	73	532
	16% BCDEKL MNOQR	16% BCD	7% BCD	6% BCD	4% BCD	8% BCD	15% BCD	14% zFI	10% zFI	13% zFI	17% zFI	6% K	6% K	6% K	0% K	10% PR	2% R	8% P	4% R	16% zT	16% zT
ITV.com	357	35	14	19	5	82	94	23	12	24	281	16	1	2	0	7	9	14	2	69	316
	10% ABCD EKL NOPQR	7% BCD	3% BCD	2% BCD	1% BCD	5% BCD	10% zFI	16% zFI	9% zFI	8% zFI	10% zFI	2% K	1% K	4% K	0% K	2% R	2% R	3% R	0% R	15% zT	10% zT
stv.tv	58	3	1	2	1	7	24	9	6	6	30	0	2	0	0	0	0	0	0	7	52
	2% BCDE JKOPQ	1% BCD	0% BCD	0% BCD	0% BCD	0% BCD	3% zJ	6% zFJ	4% zJ	2% zJ	1% zJ	0% K	2% K	0% K	0% K	0% R	0% R	0% R	0% R	1% zT	2% zT
S4C	47	3	2	3	0	12	17	7	6	4	28	0	1	1	0	0	0	0	0	8	38
	1% CEKQ	1% CEKQ	0% CEKQ	0% CEKQ	0% CEKQ	1% CEKQ	2% zFJ	5% zFJ	4% zJ	1% zJ	1% zJ	0% K	1% K	3% K	0% K	0% R	0% R	0% R	0% R	2% zT	1% zT
SkySports.com	439	45	17	22	5	91	87	13	10	33	340	16	4	1	1	10	6	14	2	58	379
	12% BCDEK MOPQR	9% BCD	4% BCD	3% D	1% BCD	6% BCD	10% BCD	9% zFI	8% zFI	11% zFI	12% zFI	2% K	7% K	2% K	6% K	3% R	1% R	3% R	1% R	13% zT	12% zT
News.sky.com (Sky News)	259	26	12	19	7	59	67	16	9	23	185	17	1	2	0	10	7	13	4	38	221
	7% BCDE KOPQR	5% CD	2% CD	2% D	2% CD	4% CD	7% zFI	11% zFI	7% zFI	8% zFI	7% zFI	2% K	1% K	3% K	1% K	3% R	2% R	3% R	1% R	8% zT	7% zT
Channel4.com	239	22	6	8	2	35	67	12	8	10	164	7	0	0	0	4	3	7	0	37	199
	6% BCDEI KNOPQR	4% BCD	1% BCD	1% BCD	1% BCD	2% BCD	7% I	9% I	6% I	3% I	6% I	1% K	0% K	1% K	0% K	1% R	1% R	2% R	0% R	8% zT	6% zT
5 (channel5.com)	123	7	4	5	1	28	36	10	9	10	82	4	1	0	0	2	2	3	1	22	101
	3% ABCDE KOPQR	1% BCD	1% BCD	1% BCD	0% BCD	2% BCD	4% zJ	7% zJ	7% zJ	3% zJ	3% zJ	1% K	2% K	0% K	0% K	1% R	0% R	1% R	0% R	5% zT	3% zT
BBC Sport	651	85	54	74	20	170	131	17	16	41	509	65	4	3	2	50	13	46	18	60	598
	18% BCDEFK LMOPRS	16% CD	11% CD	8% D	5% CD	11% CD	15% zFI	12% zFI	13% zFI	13% zFI	19% zFI	9% K	7% K	6% K	8% K	14% PR	3% PR	11% PR	6% PR	13% zS	19% zS
BBC News	1104	165	97	128	31	262	204	26	28	57	868	114	8	4	2	68	46	84	30	125	969
	29% BCDEF GKILM NOPQR	31% BCD	20% CD	15% D	8% CD	17% CD	23% I	18% I	21% I	19% I	32% zFGHI	15% K	13% K	8% K	11% K	19% PR	12% PR	20% PR	9% PR	28% zT	30% zT
BBC Weather	1013	169	115	152	37	277	206	21	27	58	776	133	10	7	2	69	64	90	44	120	886
	27% CDEF GKILM NOPQR	32% zBCD	24% CD	17% D	9% CD	18% CD	23% G	15% G	21% G	19% G	28% zFGI	18% K	15% K	14% K	12% K	20% R	16% R	21% PR	14% PR	27% zT	27% zT
BBC CBeebies Playtime	96	4	3	3	0	21	22	8	5	7	71	3	0	0	0	1	2	3	0	18	78
	3% ABCDE KOPQR	1% BCD	1% BCD	0% BCD	0% BCD	1% BCD	2% zFJ	6% zFJ	4% zFJ	2% zFJ	3% zFJ	0% K	0% K	0% K	1% K	0% R	0% R	1% R	0% R	4% zT	2% zT
BBC Music	162	12	1	4	3	28	40	11	8	12	115	4	0	0	0	1	3	4	0	26	136
	4% BCDE KOPQR	2% BC	0% BC	0% BC	1% BC	2% BC	4% zFJ	8% zFJ	8% zFJ	4% zFJ	4% zFJ	1% K	0% K	0% K	0% K	0% R	1% R	1% R	0% R	6% zT	4% zT
BBC Food	351	47	13	15	3	52	67	12	13	19	271	11	2	2	0	2	9	10	1	46	302
	9% BCDEF KOPQR	9% BCD	3% BCD	2% BCD	1% BCD	3% BCD	7% zFJ	8% zFJ	10% zFJ	6% zFJ	10% zFJ	2% K	3% K	4% K	3% K	1% R	2% R	2% O	0% R	10% zT	9% zT
BBC iWonder	54	3	0	0	0	7	18	8	4	8	33	0	0	0	0	0	0	0	0	10	43
	1% BCDE KOPO	1% BCD	0% BCD	0% BCD	0% BCD	0% BCD	2% zFJ	5% zFJ	3% zFJ	2% zFJ	1% zFJ	0% K	0% K	0% K	0% K	0% R	0% R	0% R	0% R	2% zT	1% zT
BBC+	74	4	2	3	2	14	26	9	6	16	43	3	0	0	0	3	1	2	2	7	66
	2% BCDE JKPO	1% BCD	0% BCD	0% BCD	0% BCD	1% BCD	3% zJ	6% zFJ	4% J	5% zFJ	2% zFJ	0% K	0% K	0% K	0% K	1% R	0% R	0% R	0% R	2% zT	2% zT

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4. Which, if any, of these websites or apps have you used in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
BBC Bitesize	109	12	1	1	0	16	29	14	7	9	78	1	1	0	0	1	0	1	0	25	84
BCDEK OPQRT	3%	2%	0	0	0	1%	3%	10%	5%	3%	3%	0	1%	0	0	0	0	0	0	6%	3%
BBC CBeebies Storytime	92	3	1	1	0	15	29	8	5	6	62	1	0	0	0	0	1	0	1	19	73
ABCDEF KOPQR	2%	1%	0	0	0	1%	3%	5%	4%	2%	2%	0	0	0	1%	0	0	0	0	4%	2%
BBC Sounds	222	25	19	24	4	39	50	11	12	21	169	21	1	1	1	11	10	18	2	27	195
CDE KOPR	6%	5%	4%	3%	1%	3%	6%	8%	9%	7%	6%	3%	2%	1%	3%	3%	3%	4%	1%	6%	6%
None of these	1706	243	306	629	323	992	435	74	77	172	1189	527	47	41	14	235	292	271	256	189	1500
J	45%	46%	63%	72%	83%	65%	49%	52%	59%	56%	44%	71%	73%	80%	74%	67%	75%	64%	80%	42%	46%
Total	7807	996	704	1164	460	2329	1784	331	282	577	5754	987	87	67	23	510	476	613	374	983	6767
BBC (Net)	207%	169%	144%	133%	119%	152%	199%	232%	214%	168%	211%	139%	135%	132%	120%	145%	122%	145%	116%	219%	206%
BCDEF GHIKL MNOPQR	189%	269%	179%	242%	63%	501%	405%	58%	50%	121%	1433%	211%	16%	10%	5%	113%	98%	146%	65%	232%	1646%
	50%	51%	37%	28%	16%	33%	45%	40%	38%	39%	52%	28%	25%	19%	23%	32%	25%	35%	20%	52%	50%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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A4a. How often in the past 3 months have you used these websites and/or apps? - Summary Table

Base: All Respondents who didn't select none of these at A4

BBC.co.uk (A)	ITV.com (B)	stv.tv (C)	S4C (D)	SkySports.com (E)	News.sky.com (Sky News) (F)	Channel 4.com (G)	5 (channel 5.com) (H)	BBC Sport (I)	BBC News (J)	BBC Weather (K)	BBC CBeebies Playtime (L)	BBC Music (M)	BBC Food (N)	BBC iWonder (O)	BBC+ (P)	BBC Bitesize (Q)	BBC CBeebies Storytime (R)	BBC Sounds (S)
659	414	70	63	458	284	250	135	721	1189	1059	118	185	382	66	88	132	102	243
611	387	58	47	439	259	239	123	661	1104	1013	96	162	351	54	74	109	92	222
465.1	283.0	53.0	46.6	313.7	202.0	177.4	95.7	512.5	827.1	699.8	82.6	132.1	255.2	46.9	63.8	90.6	68.7	160.3
107	46	16	17	89	52	29	25	134	244	155	23	36	40	20	22	16	21	41
18%	12%	BGKNQ*	ABEFGHIJKMNQS*	BGKN	BGN	12%	21%	20%	22%	15%	BGKN*	BGKN	11%	38%	29%	15%	23%	18%
191	70	11	5	115	87	43	32	197	398	404	33	46	44	9	24	18	31	55
31%	18%	18%	11%	26%	34%	18%	26%	30%	36%	40%	35%	28%	13%	17%	32%	17%	33%	25%
135	96	14	12	120	66	56	25	170	221	243	19	30	75	17	10	27	24	54
22%	25%	24%	25%	27%	26%	23%	20%	26%	20%	24%	20%	19%	21%	31%	14%	25%	26%	24%
96	92	8	10	81	39	49	16	104	165	127	13	24	72	2	7	21	6	35
16%	24%	14%	21%	18%	15%	20%	13%	16%	15%	12%	13%	15%	20%	4%	9%	19%	6%	16%
OR	AFHIJKLMOPRS		OR*	KOR	O	KOPR		OR	O				JKOPR			OR*		OR
57	64	5	2	20	7	41	18	43	57	62	6	12	85	1	5	15	9	31
9%	17%	9%	3%	5%	3%	17%	15%	7%	5%	6%	6%	7%	24%	3%	7%	14%	10%	14%
EFJK	ADEFIJKLMO	F*	*			ADEFIJKLMOP	DEFIJKLO*	F			F		ABCDE FHIJKLMOPQRS			DEFIJKLO*	EF*	DEFIJKLO
19	15	4	0	11	6	15	5	8	15	12	1	9	26	2	2	9	1	5
3%	4%	7%	0	3%	2%	6%	4%	1%	1%	1%	1%	6%	8%	4%	2%	8%	1%	2%
IJK	IJK	DIJK*				EFJK	IK*					IJK	ADEFIJKLRS			ADEFIJKLRS*		
6	3	0	1	3	2	7	3	6	4	9	1	5	9	2	4	2	0	1
1%	1%	0	2%	1%	1%	3%	2%	1%	0	1%	1%	3%	2%	3%	6%	2%	0	0
J		*	J*			ABEF IJKS	J*			J		ELKS	JK	J*	ABCEFIJKLRS*	J*		
611	387	58	47	439	259	239	123	661	1104	1013	96	162	351	54	74	109	92	222
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
298	116	27	23	204	139	72	57	331	642	559	56	82	84	29	46	35	52	96
49%	30%	46%	48%	46%	54%	30%	46%	50%	58%	55%	59%	51%	24%	55%	62%	32%	56%	43%
BGNQ		BGN*	BGNQ*	BGNQ	BGNQS		BGNQ*	BGNQ	ABEG HINGS	ABEG INOS	BEGNQS*	BGNQ		BGNQ*		BGNQS*		BGN
529	304	49	44	405	244	176	97	605	1028	88	136	231	48	83	83	82	185	
87%	79%	84%	94%	92%	94%	74%	79%	91%	93%	92%	84%	66%	90%	85%	76%	89%	83%	
BGNQ	N	N*	BGHNGS*	ABGH MNQS	ABCGH MNQS		N*	ABGH MNQS	ABCGH MNQS	BGHNQ*	GN		GNQ*	N*	BGNQ*	GN		GN
586	368	54	46	425	251	217	116	648	1085	93	148	316	50	68	98	91	216	
96%	95%	93%	98%	97%	97%	91%	94%	96%	98%	96%	91%	90%	93%	92%	90%	99%	97%	
GMNQ	GNQ	*	*	GMNQ	GMNQ		*	ABCGH MNOPQ	ABCGH MNOPQ	ABCGH MNOPQ	GMNQ*			*	*	GMNPQ*	GMNPQ	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC.co.uk

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	659	87	47	69	22	152	173	25	22	55	465	56	7	6	0	44	12	46	10	92	564
Base: All Respondents who didn't select none of these at A4	611	83	36	53	17	122	136	21	13	41	459	46	4	3	0	37	9	33	13	73	532
Effective Base	465.1	59.0	34.0	49.9	16.0	113.9	127.4	20.1	18.0	42.0	328.7	40.8	6.6	5.4	0	32.0	8.8	36.3	7.5	57.8	406.3
A few times a day	107	15	3	4	2	14	29	6	5	12	77	4	1	0	0	3	1	4	0	17	90
	18%	16%	8%	8%	9%	11%	21%	31%	41%	30%	17%	8%	16%	0	0	7%	14%	11%	0	23%	17%
	E	*	*	*	**			**	**	zJ*		*	**	**		*	**	*	**	*	
At least once every day	191	31	14	19	5	42	40	7	3	14	145	16	1	2	0	14	2	13	3	18	172
	31%	38%	39%	36%	30%	34%	30%	32%	23%	35%	32%	35%	29%	61%	0	38%	24%	39%	25%	25%	32%
	T	*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
About two or three times a week	135	16	7	9	3	26	26	4	2	5	103	8	1	0	0	7	1	6	1	13	121
	22%	19%	18%	17%	15%	21%	19%	20%	17%	13%	22%	17%	26%	15%	0	18%	10%	19%	11%	18%	23%
		*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
At least once a week	96	18	5	11	6	24	20	3	2	5	76	11	1	0	0	7	4	5	6	16	75
	16%	21%	15%	22%	36%	19%	15%	13%	14%	11%	17%	24%	15%	0	0	20%	38%	16%	44%	22%	14%
	T	*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
At least once a month	57	2	6	6	0	12	15	0	1	3	40	5	0	0	0	5	0	3	2	5	52
	9%	3%	16%	11%	0	9%	11%	0	7%	8%	9%	11%	0	15%	0	14%	0	8%	20%	6%	10%
	*	A*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
At least once every three months	19	0	0	1	1	4	3	0	0	0	15	1	0	0	0	0	1	1	0	4	15
	3%	0	0	3%	9%	3%	2%	0	0	0	3%	3%	0	8%	0	0	13%	4%	0	5%	3%
	*	*	*	B*	**			**	**	*		*	**	**		*	**	O*	**	*	
Don't know/can't remember	6	1	2	2	0	2	2	1	0	1	3	1	1	0	0	1	0	1	0	1	6
	1%	1%	4%	3%	1%	1%	2%	5%	0	2%	1%	2%	13%	0	0	3%	0	3%	0	1%	1%
	*	*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
Total	611	83	36	53	17	122	136	21	13	41	459	46	4	3	0	37	9	33	13	73	532
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
Daily (Net)	298	46	17	23	7	56	69	13	8	27	221	20	2	2	0	16	4	17	3	35	263
	49%	56%	47%	44%	39%	45%	51%	62%	63%	65%	48%	43%	45%	61%	0	45%	38%	50%	25%	47%	49%
	*	*	*	*	**			**	**	zFJ*		*	**	**		*	**	*	**	*	
Weekly (Net)	529	80	29	44	15	105	115	20	12	37	400	38	3	2	0	30	8	28	10	64	459
	87%	96%	80%	83%	91%	86%	85%	95%	93%	90%	87%	84%	87%	76%	0	83%	87%	85%	80%	88%	86%
		zBC*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	
Monthly (Net)	586	82	34	49	15	117	130	20	13	40	440	44	3	3	0	35	8	31	13	69	511
	96%	99%	96%	94%	91%	96%	96%	95%	91%	98%	96%	95%	87%	92%	0	97%	87%	93%	100%	94%	96%
	*	*	*	*	**			**	**	*		*	**	**		*	**	*	**	*	

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: ITV.com

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	414	36	18	25	7	104	120	30	15	29	277	21	2	2	0	11	10	19	2	72	341
Base: All Respondents who didn't select none of these at A4	387	35	14	19	5	82	94	23	12	24	281	16	1	2	0	7	9	14	2	69	316
Effective Base	283.0	23.7	13.0	18.1	5.1	77.3	79.6	23.7	10.4	19.2	193.9	14.9	1.7	2.0	0	8.2	7.1	13.0	2.0	48.0	234.5
A few times a day	46	4	1	1	0	14	15	7	3	4	28	1	0	0	0	0	0	1	0	15	31
T	12%	10%	4%	3%	0	18%	16%	30%	25%	18%	10%	4%	0	0	0	3%	4%	4%	0	22%	10%
At least once every day	70	1	3	6	3	18	18	4	2	3	50	4	1	1	0	3	1	3	1	13	57
T	18%	2%	20%	31%	62%	22%	19%	18%	13%	14%	18%	27%	69%	44%	0	41%	16%	25%	50%	19%	18%
About two or three times a week	96	11	4	5	0	18	24	1	5	5	71	4	0	1	0	0	3	4	0	11	85
T	25%	33%	33%	26%	7%	21%	25%	6%	36%	22%	25%	23%	0	56%	0	5%	37%	25%	0	16%	27%
At least once a week	92	12	1	2	1	17	19	6	1	6	70	2	0	0	0	1	1	2	0	11	82
T	24%	34%	9%	13%	21%	21%	20%	25%	5%	23%	25%	15%	0	0	0	20%	11%	17%	0	15%	26%
At least once a month	64	5	4	4	0	13	14	5	3	4	48	4	0	0	0	1	3	3	1	17	45
T	17%	15%	31%	24%	5%	16%	15%	20%	21%	17%	17%	27%	31%	0	0	21%	32%	24%	50%	25%	14%
At least once every three months	15	2	0	0	0	1	4	0	0	1	11	0	0	0	0	0	0	0	0	1	15
T	4%	5%	3%	2%	0	2%	4%	0	0	5%	4%	3%	0	0	0	6%	0	3%	0	1%	5%
Don't know/can't remember	3	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	3
T	1%	1%	0	2%	6%	1%	0	0	0	0	1%	0	0	0	0	4%	0	2%	0	1%	1%
Total	387	35	14	19	5	82	94	23	12	24	281	16	1	2	0	7	9	14	2	69	316
Daily (Net)	116	4	3	6	3	32	33	11	5	8	78	5	1	1	0	3	2	4	1	28	87
T	30%	12%	24%	34%	62%	39%	35%	48%	38%	32%	28%	31%	69%	44%	0	44%	20%	29%	50%	41%	28%
Weekly (Net)	304	27	9	14	5	67	76	18	10	18	219	11	1	2	0	5	6	10	1	50	254
T	79%	79%	66%	72%	89%	81%	81%	80%	79%	78%	78%	69%	69%	100%	0	69%	68%	71%	50%	73%	80%
Monthly (Net)	368	33	13	18	5	80	90	23	12	22	268	15	1	2	0	6	9	13	2	67	299
T	95%	94%	97%	96%	94%	97%	96%	100%	100%	95%	95%	95%	100%	100%	0	90%	100%	95%	100%	98%	95%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: stv.tv

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	70	2	1	2	1	6	30	12	7	8	36	0	2	0	0	0	0	0	0	15	55
Base: All Respondents who didn't select none of these at A4	58	3	1	2	1	7	24	9	6	6	30	0	2	0	0	0	0	0	0	7	52
Effective Base	53.0	2.0	1.0	1.9	1.0	5.5	23.7	9.9	5.9	6.1	26.2	0	1.9	0	0	0	0	0	0	12.9	44.0
A few times a day	16	0	0	0	0	2	8	4	0	1	8	0	0	0	0	0	0	0	0	4	12
	28%	0	0	0	0	34%	32%	39%	8%	18%	27%	0	0	0	0	0	0	0	0	58%	24%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
At least once every day	11	0	0	1	1	4	1	1	0	0	7	0	1	0	0	0	0	0	0	1	9
	18%	0	0	39%	100%	53%	4%	10%	7%	7%	23%	0	39%			0	0	0	0	**	18%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
About two or three times a week	14	0	0	0	0	0	5	2	2	2	8	0	0	0	0	0	0	0	0	1	13
	24%	0	0	0	0	0	22%	22%	35%	34%	27%	0	0	0	0	0	0	0	0	20%	25%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
At least once a week	8	2	1	1	0	1	6	1	2	1	3	0	1	0	0	0	0	0	0	0	8
	14%	57%	100%	61%	0	13%	23%	16%	30%	12%	9%	0	61%	0	0	0	0	0	0	6%	15%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
At least once a month	5	1	0	0	0	0	4	1	1	2	1	0	0	0	0	0	0	0	0	0	5
	9%	43%	0	0	0	0	17%	12%	19%	28%	3%	0	0	0	0	0	0	0	0	0	10%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
At least once every three months	4	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	4
	7%	0	0	0	0	0	2%	0	0	0	11%	0	0	0	0	0	0	0	0	0	8%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
Total	58	3	1	2	1	7	24	9	6	6	30	0	2	0	0	0	0	0	0	7	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	0	0	0	0	0	0	100%	100%
Daily (Net)	27	0	0	1	1	6	9	4	1	2	15	0	1	0	0	0	0	0	0	5	22
	46%	0	0	39%	100%	87%	36%	49%	15%	25%	50%	0	39%	0	0	0	0	0	0	74%	42%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
Weekly (Net)	49	2	1	2	1	7	20	8	5	4	26	0	2	0	0	0	0	0	0	7	42
	84%	57%	100%	100%	100%	100%	81%	68%	81%	72%	86%	0	100%	0	0	0	0	0	0	100%	82%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*
Monthly (Net)	54	3	1	2	1	7	24	9	6	6	27	0	2	0	0	0	0	0	0	7	48
	93%	100%	100%	100%	100%	100%	98%	100%	100%	100%	89%	0	100%	0	0	0	0	0	0	100%	92%
	*	**	**	**	**	**	**	**	**	**	**	0	**			0	0	0	0	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: S4C

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	63	3	3	4	1	16	24	11	9	6	37	1	1	2	0	0	1	1	0	15	47
Base: All Respondents who didn't select none of these at A4	47	3	2	3	0	12	17	7	6	4	28	0	1	1	0	0	0	0	0	8	38
Effective Base	46.6	1.7	2.6	3.3	1.0	11.9	19.7	9.9	7.9	4.5	25.5	1.0	1.0	1.7	0	0	1.0	1.0	0	11.8	35.6
A few times a day	17	0	0	0	0	2	5	5	2	2	12	0	0	0	0	0	0	0	0	5	12
	37%	0	0	0	0	19%	31%	70%	35%	40%	42%	0	0	0	0	0	0	0	0	66%	32%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
At least once every day	5	0	0	0	0	3	3	0	1	1	2	0	0	0	0	0	0	0	0	0	5
	11%	0	0	0	0	24%	17%	0	11%	31%	5%	0	0	0	0	0	0	0	0	6%	13%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
About two or three times a week	12	0	1	2	0	2	5	1	2	0	7	0	0	1	0	0	0	0	0	1	9
	25%	0	58%	65%	100%	19%	32%	12%	32%	11%	23%	100%	0	100%	0	0	100%	100%	0	18%	24%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
At least once a week	10	3	1	1	0	4	2	1	1	1	7	0	1	0	0	0	0	0	0	1	9
	21%	96%	42%	35%	0	37%	10%	10%	23%	18%	25%	0	100%	0	0	0	0	0	0	11%	23%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
At least once a month	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
	3%	0	0	0	0	0	4%	8%	0	0	3%	0	0	0	0	0	0	0	0	0	4%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Don't know/can't remember	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	2%	4%	0	0	0	0	6%	0	0	0	0	0	0	0	0	0	0	0	0	0	3%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Total	47	3	2	3	0	12	17	7	6	4	28	0	1	1	0	0	0	0	0	8	38
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	0	100%	100%
Daily (Net)	23	0	0	0	0	5	8	5	3	3	14	0	0	0	0	0	0	0	0	6	17
	48%	0	0	0	0	43%	48%	70%	45%	71%	48%	0	0	0	0	0	0	0	0	71%	45%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Weekly (Net)	44	3	2	3	0	12	15	7	6	4	27	0	1	1	0	0	0	0	0	8	35
	94%	96%	100%	100%	100%	100%	90%	92%	100%	100%	96%	100%	100%	100%	0	0	100%	100%	0	100%	93%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Monthly (Net)	46	3	2	3	0	12	16	7	6	4	28	0	1	1	0	0	0	0	0	8	37
	98%	96%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	0	100%	97%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: SkySports.com

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	458	45	26	37	11	111	109	17	14	39	334	22	6	3	6	17	5	19	3	71	385
Base: All Respondents who didn't select none of these at A4	439	45	17	22	5	91	87	13	10	33	340	16	4	1	1	10	6	14	2	58	379
Effective Base	313.7	30.6	18.8	26.0	8.3	80.2	78.0	12.7	8.3	27.6	228.4	16.4	5.4	2.5	5.2	13.5	4.4	14.3	2.1	44.6	268.9
A few times a day	89	6	1	1	0	16	20	3	2	6	68	1	0	0	0	1	0	1	0	24	65
T	20%	12%	8%	6%	0	17%	23%	22%	18%	18%	20%	5%	0	18%	34%	9%	0	6%	0	41%	17%
At least once every day	115	11	5	5	0	29	25	3	2	12	88	3	2	0	0	2	2	3	0	10	102
F	26%	26%	30%	24%	4%	32%	29%	22%	22%	37%	26%	22%	39%	0	15%	16%	32%	26%	0	17%	27%
About two or three times a week	120	15	4	6	2	25	16	2	3	3	98	4	1	1	0	3	1	3	1	13	107
F	27%	33%	25%	28%	43%	27%	19%	15%	33%	8%	29%	25%	32%	82%	11%	34%	11%	25%	29%	22%	28%
At least once a week	81	12	5	6	2	16	18	2	1	9	59	5	1	0	0	3	2	4	1	6	74
T	18%	27%	28%	29%	32%	18%	20%	15%	8%	26%	17%	33%	17%	0	40%	31%	36%	27%	71%	11%	20%
At least once a month	20	1	0	0	0	3	4	2	2	2	16	0	0	0	0	0	0	0	0	5	15
T	5%	2%	0	1%	0	3%	5%	18%	19%	8%	5%	2%	0	0	0	3%	0	2%	0	8%	4%
At least once every three months	11	0	1	2	0	2	3	0	0	0	8	2	0	0	0	0	1	2	0	0	11
T	3%	0	7%	7%	9%	2%	3%	0	0	0	2%	10%	0	0	0	4%	20%	12%	0	0	3%
Don't know/can't remember	3	0	1	1	0	1	1	1	0	1	2	0	1	0	0	0	0	0	0	0	3
T	1%	0	3%	4%	6%	1%	1%	7%	0	3%	1%	2%	12%	0	0	3%	0	2%	0	0	1%
Total	439	45	17	22	5	91	87	13	10	33	340	16	4	1	1	10	6	14	2	58	379
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	204	17	7	7	0	45	45	6	4	18	156	4	2	0	1	2	2	4	0	34	168
T	46%	38%	38%	31%	4%	49%	52%	45%	40%	55%	46%	28%	39%	18%	49%	25%	32%	32%	0	58%	44%
Weekly (Net)	405	44	16	19	4	86	79	9	8	29	313	13	4	1	1	9	5	11	2	53	349
T	92%	98%	90%	88%	79%	94%	91%	75%	81%	90%	92%	86%	88%	100%	100%	90%	80%	84%	100%	92%	92%
Monthly (Net)	425	45	16	20	4	89	83	12	10	32	329	14	4	1	1	9	5	12	2	58	364
T	97%	100%	90%	89%	85%	97%	95%	83%	100%	97%	97%	88%	88%	100%	100%	93%	80%	86%	100%	100%	96%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: News.sky.com (Sky News)

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	284	23	18	29	11	69	85	20	11	29	190	23	1	4	1	15	8	20	3	43	240
Base: All Respondents who didn't select none of these at A4	259	26	12	19	7	59	67	16	9	23	185	17	1	2	0	10	7	13	4	38	221
Effective Base	202.0	15.4	12.6	20.6	8.0	50.3	62.4	16.6	8.3	21.7	135.1	17.3	1.0	2.2	1.0	11.7	6.1	14.9	2.8	28.1	173.9
A few times a day	52	1	2	3	1	11	17	5	4	5	34	2	0	0	0	2	0	2	0	13	39
	20%	3%	15%	13%	12%	19%	26%	29%	38%	23%	19%	13%	0	18%	100%	22%	0	16%	0	34%	18%
	T	**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
At least once every day	87	5	2	3	1	12	23	7	1	8	61	3	0	0	0	1	1	3	0	10	78
	34%	18%	15%	16%	16%	21%	34%	41%	16%	35%	33%	17%	0	6%	**	15%	20%	22%	0	26%	35%
	E	**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
About two or three times a week	66	10	3	5	1	15	17	2	3	5	48	4	1	0	0	2	2	4	0	12	54
	26%	38%	27%	24%	20%	25%	25%	14%	35%	21%	26%	24%	100%	0	0	17%	34%	30%	0	32%	24%
		**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
At least once a week	39	6	4	5	2	15	6	3	1	2	31	4	0	1	0	2	2	2	2	2	36
	15%	24%	32%	29%	23%	26%	10%	16%	11%	10%	17%	25%	0	75%	0	19%	34%	17%	56%	7%	16%
		**	**	**	**	2*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	**
At least once a month	7	1	0	2	2	4	2	0	0	2	5	2	0	0	0	2	0	1	2	0	7
	3%	4%	0	11%	29%	6%	2%	0	0	7%	3%	12%	0	0	0	22%	0	4%	44%	0	3%
		**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
At least once every three months	6	4	0	0	0	0	2	0	0	1	4	0	0	0	0	0	0	0	0	0	6
	2%	14%	4%	2%	0	1%	3%	0	0	5%	2%	3%	0	0	0	4%	0	3%	0	0	3%
		**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Don't know/can't remember	2	0	1	1	0	1	0	0	0	0	1	1	0	0	0	0	1	1	0	1	1
	1%	0	.8%	5%	0	2%	0	0	0	0	1%	.8%	0	0	0	0	13%	7%	0	.2%	0
		**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Total	259	26	12	19	7	59	67	16	9	23	185	17	1	2	0	10	7	13	4	38	221
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	139	5	4	6	2	24	40	11	5	13	95	5	0	0	0	4	1	5	0	23	117
	54%	21%	30%	29%	28%	40%	60%	70%	54%	58%	51%	30%	0	25%	100%	38%	20%	38%	0	60%	53%
	E	**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Weekly (Net)	244	22	11	16	5	53	63	16	9	21	174	13	1	2	0	7	6	11	2	37	207
	94%	82%	89%	82%	71%	91%	95%	100%	100%	89%	94%	79%	100%	100%	100%	74%	87%	86%	56%	98%	94%
		**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Monthly (Net)	251	23	11	18	7	57	65	16	9	22	180	15	1	2	0	9	6	12	4	37	214
	97%	86%	89%	93%	100%	99%	97%	100%	100%	95%	97%	92%	100%	100%	100%	96%	87%	90%	100%	98%	97%
		**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: Channel4.com

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	250	18	7	11	4	47	76	16	12	12	163	9	1	1	0	6	3	9	0	43	203
Base: All Respondents who didn't select none of these at A4	239	22	6	8	2	35	67	12	8	10	164	7	0	0	0	4	3	7	0	37	199
Effective Base	177.4	11.2	3.8	6.0	2.8	33.3	56.8	12.6	8.4	9.5	114.1	5.2	1.0	1.0	0	3.4	1.8	5.2	0	25.5	149.3
A few times a day	29	0	0	1	0	7	8	2	3	0	20	0	0	0	0	0	0	0	0	10	19
	12%	0	4%	7%	15%	21%	12%	14%	30%	3%	12%	3%	0	100%	0	6%	0	3%	0	27%	9%
At least once every day	43	3	0	0	0	7	15	3	1	3	26	0	0	0	0	0	0	0	0	7	36
	18%	13%	7%	5%	0	20%	22%	26%	12%	31%	16%	6%	0	0	0	0	15%	6%	0	18%	18%
About two or three times a week	56	5	0	1	0	4	15	2	0	4	40	1	0	0	0	1	0	1	0	9	47
	23%	22%	7%	10%	18%	13%	23%	19%	0	35%	25%	10%	0	0	0	17%	0	10%	0	24%	24%
At least once a week	49	6	2	2	0	7	8	2	2	0	38	2	0	0	0	0	2	2	0	6	40
	20%	26%	34%	25%	0	20%	12%	12%	26%	5%	23%	27%	0	0	0	0	72%	27%	0	16%	20%
At least once a month	41	7	0	1	0	7	13	1	3	0	28	0	0	0	0	0	0	0	0	4	37
	17%	33%	6%	8%	14%	6%	20%	9%	32%	0	17%	5%	100%	0	0	0	13%	5%	0	11%	16%
At least once every three months	15	0	2	3	1	5	5	1	0	2	8	3	0	0	0	3	0	3	0	0	14
	6%	2%	42%	45%	53%	16%	8%	11%	0	16%	5%	49%	0	0	0	78%	0	49%	0	1%	7%
Don't know/can't remember	7	1	0	0	0	2	2	1	0	1	4	0	0	0	0	0	0	0	0	1	7
	3%	4%	0	0	0	5%	3%	7%	0	9%	2%	0	0	0	0	0	0	0	0	2%	3%
Total	239	22	6	8	2	35	67	12	8	10	164	7	0	0	0	4	3	7	0	37	199
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	0	100%	100%
Daily (Net)	72	3	1	1	0	14	23	5	4	3	46	1	0	0	0	0	0	1	0	17	55
	30%	13%	11%	12%	15%	41%	35%	41%	42%	34%	28%	9%	0	100%	0	6%	15%	9%	0	45%	27%
Weekly (Net)	176	13	3	4	1	26	46	9	6	7	125	3	0	0	0	1	2	3	0	32	141
	74%	62%	52%	47%	33%	73%	69%	73%	68%	73%	76%	47%	0	100%	0	22%	87%	47%	0	85%	71%
Monthly (Net)	217	20	3	4	1	28	59	10	6	7	153	4	0	0	0	1	3	4	0	36	178
	91%	95%	58%	55%	47%	79%	89%	81%	100%	73%	93%	51%	100%	100%	0	22%	100%	51%	0	87%	90%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: 5 (channel5.com)

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	135	8	6	7	1	36	41	11	11	13	88	6	1	0	0	3	3	5	1	26	109
Base: All Respondents who didn't select none of these at A4	123	7	4	5	1	28	36	10	9	10	82	4	1	0	0	2	2	3	1	22	101
Effective Base	95.7	6.7	4.7	5.6	1.0	29.2	30.6	9.7	8.7	10.1	60.6	4.8	1.0	0	0	2.4	2.4	3.8	1.0	13.6	83.4
A few times a day	25	0	0	0	0	6	11	4	6	4	15	0	0	0	0	0	0	0	0	7	18
	21%	0	6%	5%	0	22%	30%	43%	68%	41%	18%	6%	0	0	0	12%	0	8%	0	33%	18%
At least once every day	32	3	2	2	0	8	9	0	0	2	20	1	1	0	0	1	0	0	1	5	27
	26%	36%	51%	40%	0	29%	24%	0	0	22%	25%	21%	100%	0	0	38%	0	0	100%	22%	26%
About two or three times a week	25	1	0	0	0	5	6	1	0	3	19	0	0	0	0	0	0	0	0	2	23
	20%	12%	0	0	0	17%	17%	14%	5%	30%	23%	0	0	0	0	0	0	0	0	7%	23%
At least once a week	16	1	2	2	0	3	4	0	1	0	12	2	0	0	0	0	2	2	0	3	13
	13%	15%	43%	34%	0	11%	12%	0	10%	0	14%	44%	0	0	0	0	100%	56%	0	11%	13%
At least once a month	18	1	0	0	0	3	4	3	1	3	14	0	0	0	0	0	0	0	0	5	13
	15%	16%	0	0	0	10%	11%	33%	8%	8%	18%	0	0	0	0	0	0	0	0	23%	13%
At least once every three months	5	1	0	1	1	3	2	1	1	0	1	1	0	0	0	1	0	1	0	0	5
	4%	10%	0	21%	100%	10%	6%	10%	9%	0	1%	28%	0	0	0	50%	0	36%	0	0	5%
Don't know/can't remember	3	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
	2%	12%	0	0	0	2%	0	0	0	0	2%	0	0	0	0	0	0	0	0	4%	2%
Total	123	7	4	5	1	28	36	10	9	10	82	4	1	0	0	2	2	3	1	22	101
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	100%	100%
Daily (Net)	57	3	2	2	0	14	19	4	6	6	35	1	1	0	0	1	0	0	1	12	45
	46%	36%	57%	45%	0	51%	54%	43%	68%	62%	43%	28%	100%	0	0	50%	0	8%	100%	55%	44%
Weekly (Net)	97	5	4	4	0	22	30	6	7	9	65	3	1	0	0	1	2	2	1	16	81
	79%	62%	100%	79%	0	79%	63%	57%	83%	92%	80%	72%	100%	0	0	50%	100%	64%	100%	73%	80%
Monthly (Net)	116	6	4	4	0	25	34	9	8	10	79	3	1	0	0	1	2	2	1	21	94
	94%	78%	100%	79%	0	89%	94%	90%	91%	100%	97%	72%	100%	0	0	50%	100%	64%	100%	96%	93%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Sport

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	721	94	66	91	25	194	155	22	20	45	539	69	6	7	9	54	14	55	14	81	638
Base: All Respondents who didn't select none of these at A4 Effective Base	661	85	54	74	20	170	131	17	16	41	509	65	4	3	2	50	13	46	18	60	598
A few times a day	512.5	64.2	43.6	60.9	17.4	141.9	118.7	16.9	14.7	36.0	377.0	50.0	5.7	4.9	6.4	37.7	11.5	39.5	11.5	54.8	458.0
At least once every day	134	15	4	7	3	26	27	3	4	11	105	7	1	0	0	5	1	5	2	24	111
BCT	20%	17%	8%	10%	15%	15%	20%	19%	26%	27%	21%	10%	14%	0	0	10%	5%	11%	9%	40%	19%
About two or three times a week	170	24	11	18	7	42	31	1	4	7	130	15	2	1	0	11	5	11	4	8	162
At least once a week	104	16	17	20	3	37	23	3	5	8	79	16	2	1	1	12	4	12	4	9	95
At least once a month	43	7	4	7	3	11	12	3	2	3	29	7	0	0	0	5	1	3	4	1	42
At least once every three months	8	0	0	1	1	3	2	1	0	0	4	1	0	0	0	1	0	1	0	0	8
Don't know/can't remember	6	0	0	0	0	3	2	1	0	1	3	0	0	0	0	0	0	0	0	1	5
Total	661	85	54	74	20	170	131	17	16	41	509	65	4	3	2	50	13	46	18	60	598
Daily (Net)	331	38	21	27	6	74	61	8	6	21	264	25	1	1	0	21	3	19	6	41	286
Weekly (Net)	605	78	49	65	16	153	116	12	15	37	473	56	4	3	1	43	12	42	14	57	543
Monthly (Net)	648	85	53	72	19	165	127	15	16	40	502	63	4	3	2	49	13	45	18	59	585
	98%	100%	99%	98%	93%	97%	97%	88%	100%	98%	99%	97%	100%	100%	100%	97%	100%	97%	100%	99%	98%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC News

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1189	170	119	163	44	321	252	33	37	72	892	131	13	9	10	78	53	106	25	141	1039
Base: All Respondents who didn't select none of these at A4	1104	165	97	128	31	262	204	26	28	57	868	114	8	4	2	68	46	84	30	125	969
Effective Base	827.1	116.0	82.5	112.9	30.8	228.0	185.8	23.5	25.1	54.1	617.5	94.5	12.1	7.0	7.7	55.5	39.0	78.0	19.0	88.3	733.2
A few times a day	244	40	12	17	5	45	54	9	10	15	178	14	2	0	0	7	7	7	7	35	206
	22%	24%	12%	13%	17%	17%	26%	36%	36%	27%	20%	12%	28%	10%	21%	11%	14%	9%	22%	28%	21%
	BCEKQQ	BC																			
At least once every day	398	65	47	60	13	104	76	7	4	26	316	53	4	2	1	33	20	42	11	44	354
	36%	39%	49%	47%	40%	40%	37%	28%	16%	46%	36%	46%	51%	51%	60%	49%	42%	50%	36%	35%	37%
		z'	z'	z'								z'				z'		z'			
About two or three times a week	221	22	15	22	7	54	33	4	7	5	180	19	1	1	0	13	6	13	6	29	191
	20%	13%	15%	17%	21%	21%	16%	15%	25%	9%	21%	17%	12%	33%	0	20%	13%	16%	20%	23%	20%
	AI																				
At least once a week	165	21	15	19	4	43	23	2	4	5	139	17	1	0	0	9	9	15	3	13	147
	15%	13%	15%	14%	11%	16%	11%	10%	15%	8%	16%	15%	6%	5%	19%	13%	18%	17%	9%	11%	15%
At least once a month	57	14	5	8	2	12	14	1	2	3	42	7	1	0	0	2	5	4	3	2	56
	5%	8%	6%	6%	7%	5%	7%	5%	7%	6%	5%	6%	7%	0	0	4%	10%	5%	10%	7%	6%
At least once every three months	15	4	1	3	1	4	3	1	0	1	12	3	0	0	0	1	1	2	1	2	13
	1%	2%	1%	2%	3%	1%	2%	4%	1%	1%	1%	2%	0	0	0	2%	2%	2%	3%	1%	1%
Don't know/can't remember	4	1	1	1	0	1	2	1	0	2	1	1	0	0	0	1	0	1	0	1	3
	0	0	1%	1%	0	0	1%	4%	0	3%	0	1%	0	0	0	1%	0	1%	0	1%	0
										zJ'											
Total	1104	165	97	128	31	262	204	26	28	57	868	114	8	4	2	68	46	84	30	125	969
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	642	104	59	77	18	149	129	17	15	41	494	67	6	3	2	40	26	67	49	78	560
	58%	63%	61%	60%	57%	57%	63%	52%	52%	73%	57%	58%	74%	62%	81%	60%	57%	59%	58%	63%	58%
										zJ'											
Weekly (Net)	1028	147	89	117	28	245	186	23	26	51	813	103	8	4	2	63	41	78	26	120	897
	93%	89%	92%	91%	90%	94%	91%	88%	92%	90%	94%	91%	93%	100%	100%	93%	88%	92%	87%	96%	93%
Monthly (Net)	1085	160	95	125	30	257	200	24	28	55	855	110	8	4	2	65	45	82	29	122	953
	98%	97%	97%	97%	97%	98%	98%	92%	98%	96%	98%	97%	100%	100%	100%	96%	96%	97%	97%	96%	98%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Weather

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1059	164	135	177	42	320	234	27	32	64	786	142	13	12	10	76	66	112	30	133	918
Base: All Respondents who didn't select none of these at A4	1013	169	115	152	37	277	206	21	27	58	776	133	10	7	2	69	64	90	44	120	886
Effective Base	699.8	102.6	85.4	115.0	29.8	218.1	158.7	18.5	18.5	49.6	515.8	94.9	11.0	9.7	6.9	51.2	43.9	79.8	22.0	83.4	610.4
A few times a day	155	30	12	15	3	35	31	3	5	11	121	12	2	1	0	7	5	11	2	27	127
T	15%	18%	10%	10%	9%	13%	15%	14%	18%	19%	16%	9%	18%	13%	6%	10%	8%	12%	4%	22%	14%
At least once every day	404	80	60	73	13	128	98	12	14	27	285	68	2	2	1	36	32	35	33	51	352
T	40%	47%	52%	48%	36%	46%	48%	57%	52%	46%	38%	51%	17%	32%	53%	52%	50%	39%	78%	43%	40%
About two or three times a week	243	27	19	28	9	52	41	2	4	11	193	23	1	4	0	12	12	19	4	21	221
AE	24%	16%	16%	18%	24%	19%	20%	9%	16%	19%	25%	17%	10%	52%	0	17%	18%	22%	9%	17%	25%
At least once a week	127	12	19	24	6	41	24	2	2	5	97	18	5	0	1	9	9	16	3	11	114
T	12%	7%	16%	16%	16%	15%	12%	8%	7%	9%	12%	14%	49%	3%	41%	14%	14%	18%	6%	9%	13%
At least once a month	62	17	4	9	5	12	7	1	1	3	52	8	1	0	0	3	5	6	2	5	56
T	6%	10%	3%	6%	13%	4%	3%	3%	4%	5%	7%	6%	6%	0	0	5%	7%	6%	5%	4%	6%
At least once every three months	12	3	1	2	1	2	3	1	1	0	9	2	0	0	0	1	1	2	0	3	9
T	1%	1%	1%	2%	3%	1%	2%	5%	4%	0	1%	2%	0	0	0	2%	2%	3%	0	3%	1%
Don't know/can't remember	9	1	1	1	0	6	2	1	0	2	8	1	0	0	0	1	0	1	0	2	7
T	1%	0	1%	1%	0	2%	1%	4%	0	3%	1%	1%	0	0	0	1%	0	1%	0	2%	1%
Total	1013	169	115	152	37	277	206	21	27	58	776	133	10	7	2	69	64	90	44	120	886
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	559	109	72	88	16	163	129	15	19	38	416	80	3	3	1	43	37	45	35	78	479
T	55%	65%	62%	58%	44%	59%	63%	70%	69%	65%	54%	60%	34%	45%	59%	62%	58%	51%	80%	65%	54%
Weekly (Net)	929	148	109	140	31	256	194	19	25	54	706	122	9	7	2	64	58	80	41	110	814
T	92%	88%	94%	92%	85%	93%	94%	87%	92%	92%	91%	91%	94%	100%	100%	92%	91%	90%	95%	91%	92%
Monthly (Net)	991	166	113	149	36	269	201	19	26	57	759	130	10	7	2	67	63	86	44	115	869
T	98%	98%	98%	98%	97%	97%	98%	91%	96%	97%	98%	97%	100%	100%	100%	97%	98%	96%	100%	96%	98%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC CBeebies Playtime

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	118	5	3	3	0	27	31	11	8	12	83	2	0	0	1	1	1	2	0	25	93
Base: All Respondents who didn't select none of these at A4	96	4	3	3	0	21	22	8	5	7	71	3	0	0	0	1	2	3	0	18	78
Effective Base	82.6	3.7	1.9	1.9	0	20.1	24.8	9.1	7.1	9.2	56.9	1.7	0	0	1.0	1.0	1.0	1.7	0	14.0	68.7
A few times a day	23	0	0	0	0	4	7	3	1	3	15	0	0	0	0	0	0	0	0	5	19
	24%	0	0	0	0	20%	30%	40%	26%	34%	22%	0	0	0	0	0	0	0	0	29%	23%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
At least once every day	33	1	0	0	0	7	9	4	2	2	23	0	0	0	0	0	0	0	0	6	27
	35%	20%	5%	5%		36%	39%	42%	43%	28%	33%	0	0	0	100%	0	0	0	0	36%	34%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
About two or three times a week	19	2	0	0	0	2	2	0	1	1	16	0	0	0	0	0	0	0	0	3	16
	20%	42%	0	0	0	9%	11%	0	21%	18%	23%	0	0	0	0	0	0	0	0	18%	20%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
At least once a week	13	1	2	2	0	4	2	0	1	2	10	2	0	0	0	0	2	2	0	2	10
	13%	29%	66%	66%	0	18%	11%	0	10%	20%	14%	70%	0	0	0	0	100%	70%	0	14%	13%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
At least once a month	6	0	1	1	0	2	2	0	0	0	4	1	0	0	0	1	0	1	0	1	5
	6%	0	29%	29%	0	9%	7%	18%	0	0	6%	30%	0	0	0	100%	0	30%	0	4%	6%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
At least once every three months	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	10%	0	0	0	4%	2%	0	0	4%	1%	0	0	0	0	0	0	0	0	0	2%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
Don't know/can't remember	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	5%	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
Total	96	4	3	3	0	21	22	8	5	7	71	3	0	0	0	1	2	3	0	18	78
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	0	100%	100%
Daily (Net)	56	1	0	0	0	12	15	7	3	5	39	0	0	0	0	0	0	0	0	11	45
	59%	20%	5%	5%	0	56%	69%	82%	69%	62%	54%	0	0	0	100%	0	0	0	0	65%	57%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
Weekly (Net)	88	4	2	2	0	17	20	7	5	7	65	2	0	0	0	0	2	2	0	17	71
	92%	90%	71%	71%	0	82%	91%	82%	100%	100%	92%	70%	0	0	100%	0	100%	70%	0	96%	91%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*
Monthly (Net)	93	4	3	3	0	19	22	8	5	7	70	3	0	0	0	1	2	3	0	18	76
	96%	90%	100%	100%	0	91%	96%	100%	100%	100%	97%	100%	0	0	100%	100%	100%	100%	0	100%	97%
	*	**	**	**		**	**	**	**	**	*	**			**	**	**	**		**	*

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Music

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	185	10	2	4	2	29	51	13	11	15	124	4	0	0	0	2	2	4	0	35	149
Base: All Respondents who didn't select none of these at A4	162	12	1	4	3	28	40	11	8	12	115	4	0	0	0	1	3	4	0	26	136
Effective Base	132.1	8.3	1.9	3.3	1.7	23.7	37.4	11.3	9.1	10.5	88.4	3.3	0	0	0	1.9	1.8	3.3	0	21.7	110.0
A few times a day	36	2	0	0	0	7	12	4	3	2	23	0	0	0	0	0	0	0	0	10	27
	22%	16%	0	0	0	23%	30%	40%	34%	20%	20%	0	0	0	0	0	0	0	0	37%	20%
At least once every day	46	3	1	1	1	9	9	1	3	3	35	1	0	0	0	1	0	1	0	8	38
	28%	28%	37%	33%	31%	32%	22%	12%	34%	27%	31%	33%	0	0	0	100%	0	33%	0	31%	28%
About two or three times a week	30	3	0	0	0	3	5	2	1	2	24	0	0	0	0	0	0	0	0	5	25
	19%	24%	0	0	0	10%	12%	20%	15%	14%	21%	0	0	0	0	0	0	0	0	20%	18%
At least once a week	24	4	1	1	0	5	4	0	1	0	19	1	0	0	0	0	1	1	0	3	21
	15%	32%	63%	23%	0	18%	11%	0	8%	2%	16%	23%	0	0	0	0	34%	23%	0	13%	15%
At least once a month	12	0	0	2	2	3	4	1	1	3	7	2	0	0	0	0	2	2	0	0	12
	7%	0	0	44%	69%	10%	11%	7%	9%	30%	6%	44%	0	0	0	0	66%	44%	0	0	9%
At least once every three months	9	0	0	0	0	0	5	2	0	0	5	0	0	0	0	0	0	0	0	0	9
	6%	0	0	0	0	0	12%	14%	0	0	4%	0	0	0	0	0	0	0	0	0	7%
Don't know/can't remember	5	0	0	0	0	2	1	1	0	1	2	0	0	0	0	0	0	0	0	0	5
	3%	0	0	0	0	6%	2%	8%	0	8%	2%	0	0	0	0	0	0	0	0	0	4%
Total	162	12	1	4	3	28	40	11	8	12	115	4	0	0	0	1	3	4	0	26	136
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	0	100%	100%	100%	0	100%	100%
Daily (Net)	82	5	1	1	1	15	21	6	5	6	58	1	0	0	0	1	0	1	0	17	65
	51%	43%	37%	33%	31%	55%	52%	51%	67%	47%	50%	33%	0	0	0	100%	0	33%	0	68%	47%
Weekly (Net)	136	12	1	2	1	23	30	8	7	8	101	2	0	0	0	1	1	2	0	26	110
	84%	100%	100%	56%	31%	84%	75%	71%	91%	63%	88%	56%	0	0	0	100%	34%	56%	0	100%	81%
Monthly (Net)	148	12	1	4	3	26	34	9	6	11	108	4	0	0	0	1	3	4	0	26	122
	91%	100%	100%	100%	100%	94%	86%	78%	100%	92%	94%	100%	0	0	0	100%	100%	100%	0	100%	90%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Food

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	382	44	17	22	5	66	81	17	18	25	286	14	2	4	2	4	10	12	2	58	322
Base: All Respondents who didn't select none of these at A4	351	47	13	15	3	52	67	12	13	19	271	11	2	2	0	2	9	10	1	46	302
Effective Base	255.2	26.7	13.4	17.3	4.3	45.2	57.6	13.3	13.2	20.7	188.1	11.6	1.9	3.8	1.4	3.8	8.3	9.8	1.9	34.9	218.9
A few times a day	40	2	0	0	0	5	16	6	5	6	23	0	0	0	0	0	0	0	0	6	34
J	11%	3%	0	0	0	10%	25%	51%	43%	34%	8%	0	0	0	0	0	0	0	0	13%	11%
At least once every day	44	3	2	2	1	9	8	1	1	4	33	1	1	1	0	1	0	1	0	9	35
I	13%	6%	14%	15%	20%	16%	12%	6%	8%	20%	12%	5%	62%	30%	0	22%	0	5%	0	20%	12%
About two or three times a week	75	19	1	2	1	6	13	2	2	1	61	2	0	0	0	1	2	2	0	11	64
I	21%	40%	9%	14%	34%	12%	20%	14%	15%	7%	23%	19%	0	0	0	22%	18%	21%	0	24%	21%
At least once a week	72	9	2	2	0	12	14	0	2	4	53	1	0	0	0	0	1	1	0	5	64
I	20%	20%	14%	12%	0	23%	21%	4%	18%	22%	20%	8%	0	20%	100%	0	11%	10%	0	10%	21%
At least once a month	85	13	3	4	1	9	9	3	2	1	75	3	0	0	0	1	3	3	0	11	74
F	24%	28%	24%	24%	25%	17%	13%	25%	14%	7%	28%	31%	0	19%	0	22%	33%	35%	0	24%	25%
At least once every three months	26	0	5	5	1	9	5	0	0	1	22	4	1	1	0	1	3	3	1	4	23
I	8%	1%	39%	36%	21%	18%	7%	0	3%	4%	8%	37%	38%	32%	0	34%	38%	29%	100%	8%	7%
Don't know/can't remember	9	1	0	0	0	2	1	0	0	1	4	0	0	0	0	0	0	0	0	0	9
I	2%	2%	0	0	0	3%	2%	0	0	6%	2%	0	0	0	0	0	0	0	0	0	3%
Total	351	47	13	15	3	52	67	12	13	19	271	11	2	2	0	2	9	10	1	46	302
I	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	84	4	2	2	1	14	25	7	6	10	55	1	1	1	0	1	0	1	0	15	69
J	24%	9%	14%	15%	20%	27%	37%	57%	51%	54%	20%	5%	62%	30%	0	22%	0	5%	0	33%	23%
Weekly (Net)	231	32	5	6	1	32	52	9	11	16	170	4	1	1	0	1	3	4	0	31	196
I	66%	69%	37%	40%	54%	61%	78%	75%	84%	83%	63%	32%	62%	50%	100%	44%	29%	36%	0	68%	65%
Monthly (Net)	316	46	8	10	2	41	61	12	12	17	245	7	1	1	0	2	5	7	0	42	270
E	90%	97%	61%	64%	79%	79%	91%	100%	97%	90%	90%	63%	62%	68%	100%	66%	62%	71%	0	92%	90%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC iWonder

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	66	4	0	0	0	11	24	9	6	9	39	0	0	0	0	0	0	0	0	18	48
Base: All Respondents who didn't select none of these at A4	54	3	0	0	0	7	18	8	4	8	33	0	0	0	0	0	0	0	0	10	43
Effective Base	46.9	2.8	0	0	0	7.2	18.5	7.9	5.4	7.9	26.9	0	0	0	0	0	0	0	0	9.7	37.3
A few times a day	20	0	0	0	0	4	4	2	1	1	15	0	0	0	0	0	0	0	0	3	17
	38%	0	0	0	0	56%	21%	27%	30%	11%	46%	0	0	0	0	0	0	0	0	32%	39%
	*	**				**	**	**	**	**	**									**	*
At least once every day	9	1	0	0	0	1	3	2	1	2	6	0	0	0	0	0	0	0	0	1	8
	17%	33%	0	0	0	7%	17%	23%	18%	20%	17%	0	0	0	0	0	0	0	0	11%	19%
	*	**				**	**	**	**	**	**									**	*
About two or three times a week	17	2	0	0	0	1	5	0	0	1	11	0	0	0	0	0	0	0	0	5	11
	31%	53%	0	0	0	16%	29%	0	0	19%	33%	0	0	0	0	0	0	0	0	53%	26%
	*	**				**	**	**	**	**	**									**	*
At least once a week	2	0	0	0	0	0	2	2	2	2	0	0	0	0	0	0	0	0	0	0	2
	4%	0	0	0	0	0	12%	30%	52%	30%	0	0	0	0	0	0	0	0	0	4%	4%
	*	**				**	**	**	**	**	**									**	*
At least once a month	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	3%	0	0	0	0	21%	8%	0	0	20%	0	0	0	0	0	0	0	0	0	0	3%
	*	**				**	**	**	**	**	**									**	*
At least once every three months	2	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2
	4%	14%	0	0	0	0	11%	20%	0	0	0	0	0	0	0	0	0	0	0	0	5%
	*	**				**	**	**	**	**	**									**	*
Don't know/can't remember	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
	3%	0	0	0	0	0	2%	0	0	0	4%	0	0	0	0	0	0	0	0	0	4%
	*	**				**	**	**	**	**	**									**	*
Total	54	3	0	0	0	7	18	8	4	8	33	0	0	0	0	0	0	0	0	10	43
	100%	100%	0	0	0	100%	100%	100%	100%	100%	100%	0	0	0	0	0	0	0	0	100%	100%
Daily (Net)	29	1	0	0	0	5	7	4	2	2	21	0	0	0	0	0	0	0	0	4	25
	55%	33%	0	0	0	63%	38%	51%	48%	31%	62%	0	0	0	0	0	0	0	0	43%	58%
	*	**				**	**	**	**	**	**									**	*
Weekly (Net)	48	3	0	0	0	6	15	6	4	6	32	0	0	0	0	0	0	0	0	10	38
	90%	86%	0	0	0	79%	80%	80%	100%	80%	96%	0	0	0	0	0	0	0	0	100%	88%
	*	**				**	**	**	**	**	**									**	*
Monthly (Net)	50	3	0	0	0	7	16	6	4	8	32	0	0	0	0	0	0	0	0	10	40
	93%	86%	0	0	0	100%	88%	80%	100%	100%	96%	0	0	0	0	0	0	0	0	100%	91%
	*	**				**	**	**	**	**	**									**	*

Overlap formulae used

- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC+

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	88	5	3	4	1	16	33	12	7	19	49	4	0	0	0	3	1	3	1	15	72
Base: All Respondents who didn't select none of these at A4	74	4	2	3	2	14	26	9	6	16	43	3	0	0	0	3	1	2	2	7	66
Effective Base	63.8	3.7	2.9	3.0	1.0	9.9	26.4	10.3	6.0	16.3	33.1	3.0	0	0	0	2.2	1.0	2.9	1.0	13.0	53.8
A few times a day	22	0	0	0	0	2	8	2	0	6	12	0	0	0	0	0	0	0	0	5	16
	29%	11%	0	0	0	13%	31%	24%	8%	34%	28%	0	0	0	0	0	0	0	0	72%	24%
At least once every day	24	0	1	1	0	6	8	4	2	6	14	1	0	0	0	1	0	1	0	0	24
	32%	0	34%	17%	0	40%	32%	45%	41%	38%	32%	17%	0	0	0	21%	0	34%	0	0	36%
About two or three times a week	10	2	1	1	0	1	5	1	2	2	5	1	0	0	0	0	1	1	0	2	8
	14%	46%	40%	20%	0	9%	18%	12%	31%	13%	12%	20%	0	0	0	0	100%	40%	0	28%	13%
At least once a week	7	1	0	2	2	3	2	1	1	2	4	2	0	0	0	2	0	0	2	0	7
	9%	17%	26%	63%	100%	20%	8%	8%	20%	10%	9%	63%	0	0	0	79%	0	26%	100%	0	10%
At least once a month	5	0	0	0	0	1	2	0	0	0	3	0	0	0	0	0	0	0	0	0	5
	7%	0	0	0	0	7%	8%	0	0	0	7%	0	0	0	0	0	0	0	0	0	8%
At least once every three months	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	2%	0	0	0	0	11%	0	0	0	0	4%	0	0	0	0	0	0	0	0	0	2%
Don't know/can't remember	4	1	0	0	0	0	1	1	0	1	4	0	0	0	0	0	0	0	0	0	4
	6%	27%	0	0	0	0	4%	11%	0	6%	8%	0	0	0	0	0	0	0	0	0	7%
Total	74	4	2	3	2	14	26	9	6	16	43	3	0	0	0	3	1	2	2	7	66
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	0	100%	100%	100%	100%	100%	100%
Daily (Net)	46	0	1	1	0	8	16	6	3	12	26	1	0	0	0	1	0	1	0	5	40
	62%	11%	34%	17%	0	53%	63%	69%	49%	72%	60%	17%	0	0	0	21%	0	34%	0	72%	60%
Weekly (Net)	63	3	2	3	2	12	23	8	6	16	35	3	0	0	0	3	1	2	2	7	55
	85%	73%	100%	100%	100%	82%	89%	89%	100%	94%	81%	100%	0	0	0	100%	100%	100%	100%	100%	83%
Monthly (Net)	68	3	2	3	2	13	25	8	6	16	38	3	0	0	0	3	1	2	2	7	60
	92%	73%	100%	100%	100%	89%	96%	89%	100%	94%	88%	100%	0	0	0	100%	100%	100%	100%	100%	91%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Bitesize

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	132	6	2	2	0	17	38	18	8	11	91	1	1	0	0	1	0	1	0	36	96
Base: All Respondents who didn't select none of these at A4	109	12	1	1	0	16	29	14	7	9	78	1	1	0	0	1	0	1	0	25	84
Effective Base	90.6	5.3	2.0	2.0	0	13.2	30.3	16.2	7.0	9.8	59.4	1.0	1.0	0	0	1.0	0	1.0	0	21.8	68.8
A few times a day	16	0	0	0	0	2	6	4	3	3	10	0	0	0	0	0	0	0	0	6	11
	15%	0	0	0	0	12%	22%	25%	46%	29%	13%	0	0	0	0	0	0	0	0	23%	13%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
At least once every day	18	0	0	0	0	4	3	2	0	1	13	0	0	0	0	0	0	0	0	3	15
	17%	0	0	0	0	26%	12%	15%	0	9%	17%	0	0	0	0	0	0	0	0	13%	18%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
About two or three times a week	27	2	1	1	0	3	7	3	3	3	20	1	0	0	0	1	0	1	0	7	20
	25%	13%	57%	57%	0	16%	23%	18%	37%	29%	26%	100%	0	0	0	100%	0	100%	0	28%	24%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
At least once a week	21	0	1	1	0	2	9	4	1	2	12	0	1	0	0	0	0	0	0	4	17
	19%	0	43%	43%	0	10%	31%	29%	17%	24%	15%	0	100%	0	0	0	0	0	0	16%	20%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
At least once a month	15	5	0	0	0	5	2	1	0	0	14	0	0	0	0	0	0	0	0	5	11
	14%	40%	0	0	0	30%	7%	7%	0	0	17%	0	0	0	0	0	0	0	0	20%	12%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
At least once every three months	9	5	0	0	0	1	0	0	0	0	8	0	0	0	0	0	0	0	0	0	9
	8%	46%	0	0	0	5%	1%	0	0	0	10%	0	0	0	0	0	0	0	0	1%	10%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
Don't know/can't remember	2	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2
	2%	0	0	0	0	0	4%	6%	0	10%	1%	0	0	0	0	0	0	0	0	0	3%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
Total	109	12	1	1	0	16	29	14	7	9	78	1	1	0	0	1	0	1	0	25	84
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	0	100%	0	100%	100%
Daily (Net)	35	0	0	0	0	6	10	6	3	3	24	0	0	0	0	0	0	0	0	9	26
	32%	0	0	0	0	38%	34%	40%	46%	38%	30%	0	0	0	0	0	0	0	0	36%	31%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
Weekly (Net)	83	2	1	1	0	10	26	13	7	8	55	1	1	0	0	1	0	1	0	20	63
	76%	13%	100%	100%	0	65%	68%	67%	100%	90%	71%	100%	100%	0	0	100%	0	100%	0	79%	74%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*
Monthly (Net)	98	6	1	1	0	15	28	14	7	8	69	1	1	0	0	1	0	1	0	25	73
	90%	54%	100%	100%	0	95%	95%	94%	100%	90%	88%	100%	100%	0	0	100%	0	100%	0	99%	87%
	*	**	**	**		**	*	**	**	**	*	**	**			**		**		**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC CBeebies Storytime

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	102	3	2	2	0	18	32	10	7	8	68	1	0	0	1	0	1	0	1	24	78
Base: All Respondents who didn't select none of these at A4	92	3	1	1	0	15	29	8	5	6	62	1	0	0	0	0	1	0	1	19	73
Effective Base	68.7	2.5	1.5	1.5	0	13.6	25.4	9.1	6.3	7.2	42.7	1.0	0	0	1.0	0	1.0	0	1.0	11.4	58.2
A few times a day	21	0	0	0	0	2	10	5	4	3	10	0	0	0	0	0	0	0	0	6	15
	23%	0	0	0	0	11%	35%	59%	66%	43%	17%	0	0	0	0	0	0	0	0	34%	20%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
At least once every day	31	0	0	0	0	9	8	2	1	1	23	0	0	0	0	0	0	0	0	6	25
	33%	0	20%	20%	0	60%	28%	31%	19%	8%	37%	0	0	0	100%	0	0	0	0	31%	34%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
About two or three times a week	24	0	0	0	0	2	4	1	1	1	19	0	0	0	0	0	0	0	0	3	21
	26%	0	0	0	0	10%	14%	10%	16%	13%	31%	0	0	0	0	0	0	0	0	15%	29%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
At least once a week	6	0	0	0	0	0	1	0	0	0	5	0	0	0	0	0	0	0	0	2	4
	6%	0	0	0	0	0	2%	0	0	0	8%	0	0	0	0	0	0	0	0	13%	5%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
At least once a month	9	3	0	0	0	2	6	0	0	2	4	0	0	0	0	0	0	0	0	2	8
	10%	87%	0	0	0	14%	20%	0	0	35%	6%	0	0	0	0	0	0	0	0	8%	11%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
At least once every three months	1	0	1	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0	1
	1%	13%	80%	80%	0	4%	1%	0	0	0	1%	100%	0	0	0	0	100%	0	100%	0	1%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
Total	92	3	1	1	0	15	29	8	5	6	62	1	0	0	0	0	1	0	1	19	73
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	0	100%	0	100%	0	100%	100%	100%
Daily (Net)	52	0	0	0	0	11	18	7	5	3	33	0	0	0	0	0	0	0	0	12	40
	56%	0	20%	20%	0	71%	63%	80%	84%	51%	53%	0	0	0	100%	0	0	0	0	64%	54%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
Weekly (Net)	82	0	0	0	0	12	23	8	5	4	58	0	0	0	0	0	0	0	0	17	64
	89%	0	20%	20%	0	82%	79%	100%	100%	65%	83%	0	0	0	100%	0	0	0	0	82%	88%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*
Monthly (Net)	91	3	0	0	0	14	29	8	5	6	61	0	0	0	0	0	0	0	0	19	72
	99%	87%	20%	20%	0	96%	99%	100%	100%	100%	99%	0	0	0	100%	0	0	0	0	100%	99%
	*	**	**	**		**	**	**	**	**	*	**			**		**		**	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a. How often in the past 3 months have you used these websites and/or apps?: BBC Sounds

Base: All Respondents who didn't select none of these at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	243	28	22	29	7	50	65	14	17	24	171	24	2	1	2	15	9	21	3	32	209
Base: All Respondents who didn't select none of these at A4	222	25	19	24	4	39	50	11	12	21	169	21	1	1	1	11	10	18	2	27	195
Effective Base	160.3	20.6	12.1	16.1	4.8	30.6	48.2	12.2	12.9	18.2	112.6	13.2	2.0	1.0	2.0	11.5	4.5	10.9	3.0	18.8	140.5
A few times a day	41	3	2	2	0	6	9	4	3	2	31	2	0	1	0	2	0	2	0	6	34
	18%	14%	12%	10%	0	17%	18%	31%	22%	9%	18%	7%	0	100%	0	15%	0	8%	0	24%	17%
At least once every day	55	1	6	7	1	11	12	5	3	7	43	6	0	0	1	2	4	6	0	8	48
	25%	6%	31%	29%	20%	28%	23%	46%	27%	34%	25%	30%	0	0	100%	18%	42%	34%	0	28%	25%
About two or three times a week	54	6	2	2	0	6	14	3	3	7	39	2	0	0	0	1	1	2	0	6	47
	24%	25%	10%	10%	7%	16%	28%	23%	22%	35%	23%	11%	0	0	0	10%	12%	12%	0	24%	24%
At least once a week	35	4	3	4	1	4	9	0	3	2	26	3	1	0	0	3	0	2	1	2	33
	16%	14%	16%	16%	19%	10%	18%	0	27%	9%	15%	15%	47%	0	0	27%	3%	13%	33%	7%	17%
At least once a month	31	7	6	7	2	10	5	0	0	2	26	7	1	0	0	2	4	6	1	5	27
	14%	29%	31%	32%	36%	26%	10%	0	2%	9%	15%	33%	53%	0	0	22%	43%	32%	33%	17%	14%
At least once every three months	5	2	0	1	1	1	1	0	0	1	4	1	0	0	0	1	0	0	1	0	5
	2%	8%	0	4%	19%	2%	3%	0	0	5%	2%	4%	0	0	0	8%	0	0	33%	0	3%
Don't know/can't remember	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	0	4%	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
Total	222	25	19	24	4	39	50	11	12	21	169	21	1	1	1	11	10	18	2	27	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	96	5	8	9	1	17	21	9	6	9	73	8	0	1	1	3	4	8	0	14	81
	43%	19%	43%	39%	20%	45%	42%	77%	49%	43%	43%	37%	0	100%	100%	33%	42%	42%	0	52%	42%
Weekly (Net)	185	15	13	15	2	28	44	11	11	19	139	13	1	1	1	7	6	12	1	22	162
	83%	59%	69%	65%	45%	72%	87%	100%	98%	86%	82%	64%	47%	100%	100%	70%	57%	68%	33%	83%	83%
Monthly (Net)	216	22	19	23	4	38	48	11	12	20	165	20	1	1	1	10	10	18	2	27	188
	97%	88%	100%	96%	81%	98%	97%	100%	100%	95%	97%	96%	100%	100%	100%	92%	100%	100%	67%	100%	97%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps? - Summary Table

Base: All Respondents

	BBC.co.uk (A)	ITV.com (B)	stv.tv (C)	S4C (D)	SkySports.com (E)	News.sky.com (Sky News) (F)	Channel 4.com (G)	5 (channel 5.com) (H)	BBC Sport (I)	BBC News (J)	BBC Weather (K)	BBC CBeebies Playtime (L)	BBC Music (M)	BBC Food (N)	BBC iWonder (O)	BBC+ (P)	BBC Bitesize (Q)	BBC CBeebies Storytime (R)	BBC Sounds (S)
Unweighted Base	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
A few times a day	107 3%	46 1%	16 0	17 0	89 2%	52 1%	29 1%	25 1%	134 4%	244 6%	155 4%	23 1%	36 1%	40 1%	20 1%	22 1%	16 0	21 1%	41 1%
At least once every day	191 5%	70 2%	11 0	5 0	115 3%	87 2%	43 1%	32 1%	197 5%	398 11%	404 11%	33 1%	46 1%	44 1%	9 0	24 1%	18 0	31 1%	55 1%
About two or three times a week	135 4%	96 3%	14 0	12 0	120 3%	66 2%	56 1%	25 1%	170 5%	221 6%	243 6%	19 0	30 1%	75 2%	17 0	10 0	27 1%	24 1%	54 1%
At least once a week	96 3%	92 2%	8 0	10 0	81 2%	39 1%	49 1%	16 0	43 1%	104 3%	127 4%	13 0	24 1%	72 2%	2 0	7 0	21 1%	6 0	35 1%
At least once a month	57 2%	64 2%	5 0	2 0	20 1%	7 0	41 1%	18 0	43 1%	57 2%	62 2%	6 0	12 0	85 2%	1 0	5 0	15 0	9 0	31 1%
At least once every three months	19 1%	15 0	4 0	0 0	11 0	6 0	15 0	5 0	8 0	15 0	12 0	1 0	9 0	26 1%	2 0	2 0	9 0	1 0	5 0
Don't know/can't remember	6 0	3 0	0 0	1 0	3 0	2 0	7 0	3 0	6 0	4 0	9 0	1 0	5 0	9 0	2 0	4 0	2 0	0 0	1 0
Never	3158 84%	3382 90%	3711 98%	3722 99%	3330 88%	3510 93%	3530 94%	3646 97%	3108 82%	2665 71%	2736 73%	3673 97%	3607 96%	3418 91%	3715 99%	3695 98%	3660 97%	3677 98%	3547 94%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Daily (Net)	298 8%	116 3%	27 1%	23 1%	204 5%	139 4%	72 2%	57 2%	331 9%	642 17%	559 15%	56 1%	82 2%	84 2%	29 1%	46 1%	35 1%	52 1%	96 3%
Weekly (Net)	529 14%	304 8%	49 1%	44 1%	405 11%	244 6%	176 5%	97 3%	605 16%	1028 27%	929 25%	88 2%	136 4%	231 6%	48 1%	63 2%	83 2%	82 2%	185 5%
Monthly (Net)	586 16%	368 10%	54 1%	46 1%	425 11%	251 7%	217 6%	116 3%	648 17%	1085 29%	991 26%	93 2%	148 4%	316 8%	50 1%	68 2%	98 3%	91 2%	216 6%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L/M/N/O/P/Q/R/S
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC.co.uk

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	107	15	3	4	2	14	29	6	5	12	77	4	1	0	0	3	1	4	0	17	90
	3%	3%	1%	1%	0	1%	3%	4%	4%	4%	3%	1%	1%	0	0	1%	0	1%	0	4%	3%
	BCDE KOPQR	BCD																			
At least once every day	191	31	14	19	5	42	40	7	3	14	145	16	1	2	0	14	2	13	3	18	172
	5%	6%	3%	2%	1%	3%	4%	5%	2%	5%	5%	2%	2%	3%	0	4%	1%	3%	1%	4%	5%
	BCD EKPR	CD														PR		P			
About two or three times a week	135	16	7	9	3	26	26	4	2	5	103	8	1	0	0	7	1	6	1	13	121
	4%	3%	1%	1%	1%	2%	3%	3%	2%	2%	4%	1%	1%	1%	0	2%	0	1%	0	3%	4%
	BCDE KPQR	CD																P			
At least once a week	96	18	5	11	6	24	20	3	2	5	76	11	1	0	0	7	4	5	6	16	75
	3%	3%	1%	1%	2%	2%	2%	2%	1%	1%	3%	1%	1%	0	0	2%	1%	1%	2%	4%	2%
	CET	C																			
At least once a month	57	2	6	6	0	12	15	0	1	3	40	5	0	0	0	5	0	3	2	5	52
	2%	0	1%	1%	0	1%	2%	0	1%	1%	1%	1%	0	0	0	1%	0	1%	1%	1%	2%
	CDEP			D																	
At least once every three months	19	0	0	1	1	4	3	0	0	0	15	1	0	0	0	0	1	1	0	4	15
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	1%	0
Don't know/can't remember	6	1	2	2	0	2	2	1	0	1	3	1	1	0	0	1	0	1	0	1	6
	0	0	0	0	0	0	0	1%	0	0	0	0	1%	0	0	0	0	0	0	0	0
Never	3158	443	454	825	371	1411	760	122	119	267	2273	697	60	48	19	315	381	388	309	376	2752
	84%	84%	93%	94%	96%	92%	85%	86%	90%	87%	83%	94%	94%	94%	100%	90%	98%	92%	96%	84%	84%
		zA	zA	zA	zA	z						z	z'	z'	z'	z	zOQ	z	zO		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	298	46	17	23	7	56	69	13	8	27	221	20	2	2	0	16	4	17	3	35	263
	8%	9%	3%	3%	2%	4%	8%	9%	6%	9%	8%	3%	3%	3%	0	5%	1%	4%	1%	8%	8%
	BCDEK NOPQR	BCD														PR		PR			
Weekly (Net)	529	80	29	44	15	105	115	20	12	37	400	38	3	2	0	30	8	28	10	64	459
	14%	15%	6%	5%	4%	7%	13%	14%	9%	12%	15%	5%	5%	4%	0	9%	2%	7%	3%	14%	14%
	BCDEKL MNOPQR	BCD														PR		P			
Monthly (Net)	596	82	34	49	15	117	130	20	13	40	440	44	3	3	0	35	8	31	13	69	511
	16%	16%	7%	6%	4%	8%	15%	14%	10%	13%	16%	6%	5%	5%	0	10%	2%	7%	4%	15%	16%
	BCDEKL MNOPQR	BCD														PR		P			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: ITV.com

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	46	4	1	1	0	14	15	7	3	4	28	1	0	0	0	0	0	1	0	15	31
	1%	1%	0	0	0	1%	2%	5%	2%	1%	1%	0	0	0	0	0	0	0	0	3%	1%
At least once every day	BCDKT	70	3	6	3	18	18	4	2	3	50	4	1	1	0	3	1	3	1	13	57
	2%	0	1%	1%	1%	1%	2%	3%	1%	1%	2%	1%	1%	2%	0	1%	0	1%	0	3%	2%
ABCEK	96	11	4	5	0	18	24	1	5	5	71	4	0	1	0	0	3	4	0	11	85
About two or three times a week	3%	2%	1%	1%	0	1%	3%	1%	3%	2%	3%	0	0	2%	0	0	1%	1%	0	3%	3%
BCDE	KOOR	92	12	2	1	17	19	6	1	6	70	2	0	0	0	1	1	2	0	11	82
At least once a week	2%	2%	0	0	0	1%	2%	4%	0	2%	3%	0	0	0	0	0	0	1%	0	2%	2%
BCDE	KOPQR	64	5	4	4	13	14	5	3	4	48	4	0	0	0	1	3	3	1	17	45
At least once a month	2%	1%	1%	1%	0	1%	2%	3%	2%	1%	2%	1%	0	0	0	0	1%	1%	0	4%	1%
At least once every three months	CDEKT	15	2	0	0	1	4	0	0	1	11	0	0	0	0	0	0	0	0	1	15
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	E	3	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	1	3
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3382	491	476	859	363	1451	802	120	119	284	2451	727	63	49	19	344	382	407	320	381	2969
	90%	93%	97%	98%	95%	95%	90%	84%	91%	92%	90%	90%	99%	96%	100%	98%	96%	97%	100%	85%	90%
GS	z	zA	zA	zA	zA	z	G			G		z	z		z	z	z	z	zPQ	zS	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	116	4	3	6	3	32	33	11	5	8	78	5	1	1	0	3	2	4	1	28	87
	3%	1%	1%	1%	1%	2%	4%	8%	4%	2%	3%	1%	1%	2%	0	1%	0	1%	0	6%	3%
ABCEK	KOPQR	304	9	14	5	67	76	18	10	18	219	11	1	2	0	5	6	10	1	50	254
Weekly (Net)	8%	5%	2%	2%	1%	4%	9%	13%	7%	6%	6%	1%	1%	4%	0	1%	1%	2%	0	11%	6%
ABCEK	LNOQR	368	13	18	5	80	90	23	12	22	268	15	1	2	0	6	9	13	2	67	299
Monthly (Net)	10%	6%	3%	2%	1%	5%	10%	16%	9%	7%	10%	2%	1%	4%	0	2%	2%	3%	0	15%	9%
ABCD	EKLN	OPQR															R	R		zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: stv.tv

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	16	0	0	0	0	2	8	4	0	1	8	0	0	0	0	0	0	0	0	4	12
CE	0	0	0	0	0	0	1%	2%	0	0	0	0	0	0	0	0	0	0	0	1%	0
At least once every day	11	0	0	1	1	4	1	1	0	0	7	0	1	0	0	0	0	0	0	1	9
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
About two or three times a week	14	0	0	0	0	0	5	2	2	2	8	0	0	0	2	0	0	0	0	1	13
E	0	0	0	0	0	0	1%	1%	2%	1%	0	0	0	0	0	0	0	0	0	0	0
At least once a week	8	2	1	1	0	1	6	1	2	1	3	0	1	0	2	0	0	0	0	0	8
J	0	0	0	0	0	0	1%	1%	1%	0	0	0	1%	0	0	0	0	0	0	0	0
At least once a month	5	1	0	0	0	0	4	1	1	2	1	0	0	0	0	0	0	0	0	0	5
J	0	0	0	0	0	0	0	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	4	0	0	0	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	4
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3711	523	489	876	387	1526	872	134	126	302	2702	743	63	51	19	351	391	422	321	443	3233
FGH	98%	99%	100%	100%	100%	100%	97%	94%	96%	98%	99%	100%	98%	100%	100%	100%	100%	100%	100%	99%	98%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	27	0	0	1	1	6	9	4	1	2	15	0	1	0	0	0	0	0	0	5	22
1%	0	0	0	0	0	0	1%	3%	1%	1%	1%	0	1%	0	0	0	0	0	1%	1%	1%
CK	49	2	1	2	1	7	20	8	5	4	26	0	2	0	0	0	0	0	0	7	42
1%	0	0	0	0	0	0	2%	6%	4%	1%	1%	0	2%	0	0	0	0	0	0	1%	1%
Weekly (Net)	BCEJKQ	54	3	1	2	7	24	9	6	6	27	0	2	0	0	0	0	0	0	7	48
Monthly (Net)	1%	1%	0	0	0	0	3%	6%	4%	2%	1%	0	2%	0	0	0	0	0	0	1%	1%
	BCEJ KOPO						zJ	zFUJ	zJ*				K*								

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: S4C

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	17	0	0	0	0	2	5	5	2	2	12	0	0	0	0	0	0	0	0	5	12
	0	0	0	0	0	0	1%	4%	2%	1%	0	0	0	0	0	0	0	0	0	1%	0
CE	5	0	0	0	0	3	3	0	1	1	2	0	0	0	0	0	0	0	0	0	5
At least once every day	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
J	12	0	1	2	0	2	5	1	2	0	7	0	0	1	0	0	0	0	0	1	9
About two or three times a week	0	0	0	0	0	0	1%	1%	1%	0	0	0	0	3%	0	0	0	0	0	0	0
At least once a week	10	3	1	1	0	4	2	1	1	1	7	0	1	0	0	0	0	0	0	1	9
	0	0	0	0	0	0	0	1%	1%	0	0	0	1%	0	0	0	0	0	0	0	0
At least once a month	2	0	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3722	523	487	875	387	1522	879	135	126	304	2704	743	63	49	19	351	390	421	321	442	3247
	99%	99%	100%	100%	100%	99%	98%	95%	96%	99%	99%	100%	99%	97%	100%	100%	100%	100%	100%	98%	99%
GH	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	23	0	0	0	0	5	8	5	3	3	14	0	0	0	0	0	0	0	0	6	17
	1%	0	0	0	0	0	1%	4%	2%	1%	0	0	0	0	0	0	0	0	0	1%	1%
CK	44	3	2	3	0	12	15	7	6	4	27	0	1	1	0	0	0	0	0	8	35
Weekly (Net)	1%	0	0	0	0	1%	2%	5%	4%	1%	1%	0	1%	3%	0	0	0	0	0	2%	1%
CKQ	46	3	2	3	0	12	16	7	6	4	28	0	1	1	0	0	0	0	0	8	37
Monthly (Net)	1%	0	0	0	0	1%	2%	5%	4%	1%	1%	0	1%	3%	0	0	0	0	0	2%	1%
CEKQ																					

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: SkySports.com

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	89	6	1	1	0	16	20	3	2	6	68	1	0	0	0	1	0	1	0	24	65
	2%	1%	0	0	0	1%	2%	2%	1%	2%	2%	0	0	0	2%	0	0	0	0	5%	2%
BCDEK															K*					zT	
OPQRT																					
At least once every day	115	11	5	5	0	29	25	3	2	12	88	3	2	0	0	2	2	3	0	10	102
	3%	2%	1%	1%	0	2%	3%	2%	2%	4%	3%	0	3%	0	1%	0	0	1%	0	2%	3%
BCDE		CD											K*								
KOPQR																					
About two or three times a week	120	15	4	6	2	25	16	2	3	3	98	4	1	1	0	3	1	3	1	13	107
	3%	3%	1%	1%	1%	2%	2%	1%	3%	1%	4%	1%	2%	2%	1%	1%	0	1%	0	3%	3%
BCDEF		CD									FI										
IKOPQR																					
At least once a week	81	12	5	6	2	16	18	2	1	9	59	5	1	0	0	3	2	4	1	6	74
	2%	2%	1%	1%	0	1%	2%	1%	1%	3%	2%	1%	1%	0	3%	1%	1%	1%	0	1%	2%
CDEK		C																			
At least once a month	20	1	0	0	0	3	4	2	2	2	16	0	0	0	0	0	0	0	0	5	15
	1%	0	0	0	0	0	0	2%	2%	1%	1%	0	0	0	0	0	0	0	0	1%	0
CE																					
At least once every three months	11	0	1	2	0	2	3	0	0	0	8	2	0	0	0	0	1	2	0	0	11
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	3	0	1	1	0	1	1	1	0	1	2	0	1	0	0	0	0	0	0	0	3
	0	0	0	0	0	0	0	1%	0	0	0	0	1%	0	0	0	0	0	0	0	0
Never	3330	481	472	855	383	1442	809	130	121	275	2393	727	60	50	18	342	385	408	319	391	2906
	88%	91%	96%	97%	99%	94%	90%	91%	92%	89%	88%	96%	93%	96%	94%	97%	99%	97%	99%	87%	88%
zA																					
zB																					
zC																					
zD																					
zE																					
zF																					
zG																					
zH																					
zI																					
zJ																					
zK																					
zL																					
zM																					
zN																					
zO																					
zP																					
zQ																					
zR																					
zS																					
zT																					
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	204	17	7	7	0	45	45	6	4	18	156	4	2	0	1	2	2	4	0	34	168
	5%	3%	1%	1%	0	3%	5%	4%	3%	6%	6%	1%	3%	0	3%	1%	0	1%	0	8%	5%
BCDE		CD		D											K*						
KOPQR																					
Weekly (Net)	405	44	16	19	4	86	79	9	8	29	313	13	4	1	1	9	5	11	2	53	349
	11%	8%	3%	2%	1%	6%	9%	7%	6%	9%	11%	2%	6%	2%	6%	2%	1%	3%	1%	12%	11%
BCDEK		BCD		D									K*		K*	R					
MOPQR																					
Monthly (Net)	425	45	16	20	4	89	83	12	10	32	329	14	4	1	1	9	5	12	2	58	364
	11%	9%	3%	2%	1%	6%	9%	6%	8%	10%	12%	2%	6%	2%	6%	3%	1%	3%	1%	13%	11%
BCDEK		BCD		D									K*		K*	R					
MOPQR																					

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: News.sky.com (Sky News)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	52	1	2	3	1	11	17	5	4	5	34	2	0	0	0	2	0	2	0	13	39
At least once every day	ACEKPT 87	0	0	0	0	1%	2%	3%	3%	2%	1%	0	0	1%	1%	1%	0	1%	0	3%	1%
	BCDE 2%	5	2	3	1	12	23	7	1	8	61	3	0	0	0	1	1	3	0	10	78
	KOPQR	1%	0	0	0	1%	3%	5%	1%	3%	2%	0	0	0	0	0	0	1%	0	2%	2%
About two or three times a week	66	10	3	5	1	15	17	2	3	5	48	4	1	0	0	2	2	4	0	12	54
At least once a week	CEK 2%	2%	1%	1%	0	1%	2%	2%	2%	2%	2%	1%	1%	0	0	0	1%	1%	0	3%	2%
	39	6	4	5	2	15	6	3	1	2	31	4	0	1	0	2	2	2	2	2	36
At least once a month	1%	1%	1%	1%	0	1%	1%	2%	1%	1%	1%	1%	0	2%	0	1%	1%	1%	1%	1%	1%
At least once every three months	7	1	0	2	2	4	2	0	0	2	5	2	0	0	0	2	0	1	2	0	7
Don't know/can't remember	0	0	0	0	1%	0	0	0	0	1%	0	0	0	0	0	1%	0	0	0	0	0
	z	0	1	1	0	1	0	0	0	0	1	1	0	0	0	0	1	1	0	1	1
Never	3510	500	478	858	381	1475	829	127	122	285	2548	726	64	49	19	342	384	408	318	412	3064
	93%	95%	98%	98%	98%	96%	93%	89%	93%	92%	93%	98%	99%	97%	99%	97%	98%	97%	99%	92%	93%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	139	5	4	6	2	24	40	11	5	13	95	5	0	0	0	4	1	5	0	23	117
	4%	1%	1%	1%	1%	2%	4%	8%	4%	4%	3%	1%	0	1%	1%	1%	0	1%	0	5%	4%
	ABCDE							zJ													
Weekly (Net)	KOPQR 244	22	11	16	5	53	63	16	9	21	174	13	1	2	0	7	6	11	2	37	207
	6%	4%	2%	2%	1%	3%	7%	11%	7%	7%	6%	2%	1%	3%	1%	2%	2%	3%	1%	8%	6%
	BCDE							zJ													
Monthly (Net)	KOPQR 251	23	11	18	7	57	65	16	9	22	180	15	1	2	0	9	6	12	4	37	214
	7%	4%	2%	2%	2%	4%	7%	11%	7%	7%	7%	2%	1%	3%	1%	3%	2%	3%	1%	8%	7%
	BCDE							zJ													
	KOPQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: Channel4.com

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	29	0	0	1	0	7	8	2	3	0	20	0	0	0	0	0	0	0	0	10	19
	1%	0	0	0	0	0	1%	1%	2%	0	1%	0	0	1%	0	0	0	0	0	2%	1%
At least once every day	43	3	0	0	0	7	15	3	1	3	26	0	0	0	0	0	0	0	0	7	36
	1%	1%	0	0	0	0	2%	2%	1%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
About two or three times a week	56	5	0	1	0	4	15	2	0	4	40	1	0	0	0	1	0	1	0	9	47
	1%	1%	0	0	0	0	2%	2%	0	1%	1%	0	0	0	0	0	0	0	0	2%	1%
At least once a week	49	6	2	2	0	7	8	2	2	0	38	2	0	0	0	0	2	2	0	6	40
	1%	1%	0	0	0	0	1%	1%	2%	0	1%	0	0	0	0	0	0	0	0	1%	1%
At least once a month	41	7	0	1	0	2	13	1	3	0	28	0	0	0	0	0	0	0	0	4	37
	1%	1%	0	0	0	0	1%	1%	2%	0	1%	0	0	0	0	0	0	0	0	1%	1%
At least once every three months	15	0	2	3	1	5	5	1	1	2	8	3	0	0	0	3	0	3	0	0	14
	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	1%	0	1%	0	0	0
Don't know/can't remember	7	1	0	0	0	2	2	1	0	1	4	0	0	0	0	0	0	0	0	1	7
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3530	504	484	870	386	1498	829	130	123	298	2568	736	64	51	19	347	388	415	321	412	3086
	94%	96%	99%	99%	99%	98%	93%	91%	94%	97%	94%	99%	100%	99%	100%	99%	99%	98%	100%	92%	94%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	72	3	1	1	0	14	23	5	4	3	46	1	0	0	0	0	0	1	0	17	55
	2%	1%	0	0	0	1%	3%	4%	3%	1%	2%	0	0	1%	0	0	0	0	0	4%	2%
Weekly (Net)	176	13	3	4	1	26	46	9	6	7	125	3	0	0	0	1	2	3	0	32	141
	5%	3%	1%	0	0	2%	5%	6%	4%	2%	5%	0	0	1%	0	0	1%	1%	0	7%	4%
Monthly (Net)	217	20	3	4	1	28	59	10	8	7	153	4	0	0	0	1	3	4	0	36	178
	6%	4%	1%	0	0	2%	7%	7%	6%	2%	6%	0	0	1%	0	0	1%	1%	0	8%	5%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: 5 (channel5.com)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	25	0	0	0	0	6	11	4	6	4	15	0	0	0	0	0	0	0	0	7	19
	1%	0	0	0	0	0	1%	3%	4%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
	CKT							zJ	zFIJ*											zT	
At least once every day	32	3	2	2	0	8	9	0	0	2	20	1	1	0	0	1	0	0	1	5	27
	1%	0	0	0	0	1%	1%	0	0	1%	1%	0	2%	0	0	0	0	0	0	1%	1%
	CK												K*								
About two or three times a week	25	1	0	0	0	5	6	1	0	3	19	0	0	0	0	0	0	0	0	2	23
	1%	0	0	0	0	0	1%	1%	0	1%	1%	0	0	0	0	0	0	0	0	0	1%
	CEK																				
At least once a week	16	1	2	2	0	3	4	0	1	0	12	2	0	0	0	0	2	2	0	3	13
	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	1%	0
At least once a month	18	1	0	0	0	3	4	3	1	1	14	0	0	0	0	0	0	0	0	5	13
	0	0	0	0	0	0	0	2%	1%	0	1%	0	0	0	0	0	0	0	0	1%	0
	CE							zFIJ													
At least once every three months	5	1	0	1	1	3	2	1	1	0	1	1	0	0	0	1	0	1	0	0	5
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0
	J							J	J*												
Don't know/can't remember	3	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3646	519	486	872	387	1505	860	133	123	298	2651	739	63	51	19	349	389	419	321	428	3184
	97%	99%	99%	99%	100%	98%	96%	93%	93%	97%	97%	99%	98%	100%	100%	99%	100%	99%	100%	95%	97%
	G	z	z	z	z	z					G	z	z	z	z	z	z	z	z		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	57	3	2	2	0	14	19	4	6	6	35	1	1	0	0	1	0	0	1	12	45
	2%	0	0	0	0	1%	2%	3%	4%	2%	1%	0	2%	0	0	0	0	0	0	3%	1%
	CDEKPO												K*								
Weekly (Net)	97	5	4	4	0	22	30	6	7	9	65	3	1	0	0	1	2	2	1	16	81
	3%	1%	1%	0	0	1%	3%	4%	5%	3%	2%	0	2%	0	0	0	0	0	0	4%	2%
	ABCDE																				
	KOPQR																				
Monthly (Net)	116	6	4	4	0	25	34	9	8	10	79	3	1	0	0	1	2	2	1	21	94
	3%	1%	1%	0	0	2%	4%	7%	6%	3%	3%	0	2%	0	0	0	0	0	0	5%	3%
	ABCDE							zJ													
	KOPQR																				

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC Sport

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	134	15	4	7	3	26	27	3	4	11	105	7	1	0	0	5	1	5	2	24	111
4% BCDE KPQR		3% C	1%	1%	1%	2%	3%	2%	3%	4%	4%	1%	1%	0	0	1%	0	1%	1%	5%	3%
At least once every day	197	23	17	20	3	48	34	5	2	11	159	18	0	1	0	16	2	13	5	17	175
5% CDE FKPR		4% D	3% D	2% D	1%	3%	4%	4%	1%	3%	6% zF	2%	0	3%	1%	4%	1%	3%	1%	4%	5%
About two or three times a week	170	24	11	18	7	42	31	1	4	7	130	15	2	1	0	11	5	11	4	8	162
5% BCDE GKPRS		5% C	2%	2%	2%	3%	3%	1%	3%	2%	5% G	2%	3%	1%	1%	3%	1%	3%	1%	2%	5% zS
At least once a week	104	16	17	20	3	37	23	3	5	8	79	16	2	1	1	12	4	12	4	9	95
3% D		3% D	3% D	2% D	1%	2%	3%	2%	4%	3%	3%	2%	3%	2%	5%	3%	1%	3%	1%	2%	3%
At least once a month	43	7	4	7	3	11	12	3	2	3	29	7	0	0	0	5	1	3	4	1	42
1% 0		1% 0	1% 0	1% 0	1%	1%	1% 0	2% 0	1% 0	1% 0	1%	1% 0	0 0	0 0	1% 0	2% 0	0 0	1% 0	1% 0	0 0	1% 0
At least once every three months	8	0	0	1	1	3	2	1	0	0	4	1	0	0	0	1	0	1	0	0	8
0		0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	6	0	0	0	0	3	2	1	0	1	3	0	0	0	0	0	0	0	0	1	5
0		0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3108	441	436	803	367	1363	765	126	115	267	2223	678	60	48	18	301	377	375	303	390	2687
82% JT		84% z	89% zAB	92% zABC	95% zABC	89% z	85% zJ	88% 143	87% 131	87% J	81% 2732	91% z	93% z	94% z	92% z	86% 351	97% 391	89% 422	94% 321	87% 450	82% 3285
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100% BCDEF KLNPR		100% CD	100% CD	100% D	100%	100%	100% 7%	100% 6%	100% 5%	100% 7%	100% zF	100% 3%	100% 1%	100% 3%	100% 1%	100% 6%	100% 1%	100% 3%	100% 2%	100% 9%	100% 9%
Daily (Net)	331	38	21	27	6	74	61	8	6	21	264	25	1	1	0	21	3	19	6	41	286
9% BCDEF KLNPR		7% CD	4%	3%	2%	5%	7%	6%	5%	7%	zF	3%	1%	3%	1%	6%	1%	3%	2%	9%	9%
Weekly (Net)	605	78	49	65	16	153	116	12	15	37	473	56	4	3	1	43	12	42	14	57	543
16% BCDEFG KLMPR		15% CD	10% CD	7% D	4%	10%	13%	6%	11%	12%	zFGI	8%	7%	6%	8%	12%	3%	10%	4%	13%	17%
Monthly (Net)	649	85	53	72	19	165	127	15	16	40	502	63	4	3	2	49	13	45	18	59	585
17% BCDE FGKL MPQRS		16% CD	11% CD	6% D	5%	11%	14%	10%	13%	13%	zFGI	8%	7%	6%	8%	14%	3%	11%	6%	13%	16% zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC News

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	244	40	12	17	5	45	54	9	10	15	178	14	2	0	0	7	7	7	7	35	206
	6%	8%	2%	2%	1%	3%	6%	7%	8%	5%	7%	2%	4%	1%	2%	2%	2%	2%	2%	6%	6%
	BCDE	BCD																			
At least once every day	598	65	47	60	13	104	76	7	4	26	316	53	4	2	1	33	20	42	11	44	354
	11%	12%	10%	7%	3%	7%	8%	5%	3%	8%	12%	7%	6%	4%	6%	9%	5%	10%	3%	10%	11%
	CDEF	CD	CD	D			H				zFGH					R		PR			
HKPR	221	22	15	22	7	54	33	4	7	5	180	19	1	1	0	13	6	13	6	29	191
	6%	4%	3%	2%	2%	4%	4%	3%	5%	2%	7%	3%	2%	3%	0	4%	1%	3%	2%	6%	6%
	BCDEF						I		1		zFI										
At least once a week	165	21	15	19	4	43	23	2	4	5	139	17	1	0	0	9	9	15	3	13	147
	4%	4%	3%	2%	1%	3%	3%	2%	3%	2%	5%	2%	1%	0	2%	3%	2%	3%	1%	3%	4%
	CDE	D		D							zFI										
FIKR	57	14	5	8	2	12	14	1	2	3	42	7	1	0	0	2	5	4	3	2	56
	2%	3%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	0	0	1%	1%	1%	1%	0	2%
	E	C																			
At least once every three months	15	4	1	3	1	4	3	1	0	1	12	3	0	0	0	1	1	2	1	2	13
	0	1%	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	4	1	1	1	0	1	2	1	0	2	1	1	0	0	0	1	0	1	0	1	3
	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	0	0	0
Never	2665	361	393	749	356	1271	692	117	103	251	1864	629	56	47	17	284	344	337	292	325	2316
	71%	69%	80%	85%	92%	83%	77%	82%	79%	81%	68%	85%	87%	92%	89%	81%	88%	80%	91%	72%	70%
	J	zA	zB	zABC	z	z	zJ	J	J	zFJ	z	z	z	z	z	z	zOQ	z	zOQ		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	642	104	59	77	18	149	129	17	15	41	494	67	6	3	2	40	26	49	17	78	560
	17%	20%	12%	9%	5%	10%	14%	12%	11%	13%	18%	9%	9%	5%	9%	11%	7%	12%	5%	17%	17%
	BCDEF	BCD	CD	D							zF					R		PR			
Weekly (Net)	1028	147	89	117	28	245	186	23	26	51	813	103	8	4	2	63	41	78	26	120	897
	27%	28%	18%	13%	7%	16%	21%	16%	20%	17%	30%	14%	12%	8%	11%	18%	10%	18%	8%	27%	27%
	BCDEF	BCD	CD	D			I				zFGHI					PR		PR			
Monthly (Net)	1085	160	95	125	30	257	200	24	28	55	855	110	8	4	2	65	45	82	29	122	953
	29%	30%	19%	14%	8%	17%	22%	17%	21%	18%	31%	15%	13%	8%	11%	19%	12%	19%	9%	27%	29%
	BCDEF	BCD	CD	D			I				zFGHI					PR		PR			
	GIKLM																				
	NOPQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC Weather

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	155	30	12	15	3	35	31	3	5	11	121	12	2	1	0	7	5	11	2	27	127
	4%	6%	2%	2%	1%	2%	3%	2%	4%	4%	4%	2%	3%	2%	1%	2%	1%	3%	1%	6%	4%
At least once every day	CDEKPR	BCD																			
	404	80	60	73	13	128	98	12	14	27	295	68	2	2	1	36	32	35	33	51	352
	11%	15%	12%	8%	3%	8%	11%	8%	11%	9%	11%	9%	3%	4%	6%	10%	8%	8%	10%	11%	11%
About two or three times a week	CDEL	zCD	CD	D																	
	243	27	19	28	9	52	41	2	4	11	193	23	1	4	0	12	12	19	4	21	221
	6%	5%	4%	3%	2%	3%	5%	1%	3%	4%	7%	3%	2%	7%	0	3%	3%	5%	1%	5%	7%
	BCDEFG										FGL							R			
At least once a week	IKNOPR																				
	127	12	19	24	6	41	24	2	2	5	97	18	5	0	1	9	9	16	3	11	114
	3%	2%	4%	3%	1%	3%	3%	1%	1%	2%	4%	2%	8%	0	5%	3%	2%	4%	1%	2%	3%
At least once a month	R												K					R			
	62	17	4	9	5	12	7	1	1	3	52	8	1	0	0	3	5	6	2	5	56
	2%	3%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0	0	1%	1%	1%	1%	1%	2%
At least once every three months	EF	zBC									F										
	12	3	1	2	1	2	3	1	1	0	9	2	0	0	0	1	1	2	0	3	9
	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	1%	0	1%	0
Don't know/can't remember	9	1	1	1	0	6	2	1	0	2	8	1	0	0	0	1	0	1	0	2	7
	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	0	0	0
Never	2756	357	374	725	351	1257	690	121	104	249	1957	610	54	44	17	282	327	332	278	329	2399
	73%	68%	76%	83%	91%	82%	77%	85%	79%	81%	72%	82%	85%	86%	88%	80%	84%	79%	86%	73%	73%
Total	AJ	A	zAB	zABC	z	zJ	zJ	zFJ	zJ	zJ	zJ	z	z	z	z	z	z	z	z	z	z
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	559	109	72	88	16	163	129	15	19	38	416	80	3	3	1	43	37	45	35	78	479
	15%	21%	15%	10%	4%	11%	14%	11%	14%	12%	15%	11%	5%	6%	7%	12%	10%	11%	11%	17%	15%
	CDE	zBCD	CD	D																	
Weekly (Net)	KLQP																				
	929	148	109	140	31	256	194	19	25	54	706	122	9	7	2	64	58	80	41	110	814
	25%	28%	22%	16%	8%	17%	22%	13%	19%	17%	26%	16%	14%	14%	12%	16%	15%	19%	13%	24%	25%
	CDEF	CD	CD	D			GI				zFGL										
Monthly (Net)	GKMN																				
	991	166	113	149	36	269	201	19	26	57	759	130	10	7	2	67	63	86	44	115	869
	26%	31%	23%	17%	9%	18%	22%	14%	20%	18%	28%	17%	15%	14%	12%	19%	16%	20%	14%	26%	26%
	CDEF	zBCD	CD	D			G				zFGL					R					
	GKMN																				
	NOPQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC CBeebies Playtime

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	23	0	0	0	0	4	7	3	1	3	15	0	0	0	0	0	0	0	0	5	18
	1%	0	0	0	0	0	1%	2%	1%	1%	1%	0	0	0	0	0	0	0	0	1%	1%
CEK	33	1	0	0	0	7	9	4	2	2	23	0	0	0	0	0	0	0	0	6	27
At least once every day	1%	0	0	0	0	0	1%	2%	2%	1%	1%	0	0	0	1%	0	0	0	0	1%	1%
CEK	19	2	0	0	0	2	2	0	1	1	16	0	0	0	0	0	0	0	0	3	16
About two or three times a week	0	0	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	1%	0
CE	13	1	2	2	0	4	2	0	1	2	10	2	0	0	0	0	2	2	0	2	10
At least once a week	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
At least once a month	6	0	1	1	0	2	2	2	0	0	4	1	0	0	0	1	0	1	0	1	5
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3673	522	487	874	388	1512	874	134	126	300	2661	740	64	51	19	350	389	419	321	432	3207
	97%	99%	99%	100%	100%	99%	98%	94%	96%	98%	97%	100%	100%	100%	99%	100%	100%	99%	100%	96%	98%
G	z	z	z	z	z	G	G	z	z	G	z	z	z	z	z	z	z	z	z	z	z
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	56	1	0	0	0	12	15	7	3	5	39	0	0	0	0	0	0	0	0	11	45
	1%	0	0	0	0	1%	2%	5%	3%	1%	1%	0	0	0	1%	0	0	0	0	3%	1%
ABCD	88	4	2	2	0	17	20	7	5	7	65	2	0	0	0	0	2	2	0	17	71
EKOPQ	2%	1%	0	0	0	1%	2%	5%	4%	2%	2%	0	0	0	1%	0	0	0	0	4%	2%
ABCD	33	4	3	3	0	19	22	8	5	7	70	3	0	0	0	1	2	3	0	18	76
KOPQR	2%	1%	1%	0	0	1%	2%	6%	4%	2%	3%	0	0	0	1%	0	0	1%	0	4%	2%
ABCD	KOPQR							zFJ	*				*	*	*						

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC Music

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	36	2	0	0	0	7	12	4	3	2	23	0	0	0	0	0	0	0	0	10	27
	1%	0	0	0	0	0	1%	3%	2%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
At least once every day	BCEKT 46	3	1	1	1	9	9	1	3	3	35	1	0	0	0	1	0	1	0	8	38
	1%	1%	0	0	0	1%	1%	1%	2%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
About two or three times a week	BCEK 30	3	0	0	0	3	5	2	1	2	24	0	0	0	0	0	0	0	0	5	25
	1%	1%	0	0	0	0	1%	2%	1%	1%	1%	0	0	0	0	0	0	0	0	1%	1%
At least once a week	CEK 24	4	1	1	0	5	4	0	1	0	19	1	0	0	0	0	1	1	0	3	21
	1%	1%	0	0	0	0	0	0	1%	0	1%	0	0	0	0	0	0	0	0	1%	1%
At least once a month	C 12	0	0	2	2	3	4	1	1	4	7	2	0	0	0	0	2	2	0	0	12
	0	0	0	0	0	0	0	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	E 9	0	0	0	0	0	5	2	0	0	5	0	0	0	0	0	0	0	0	0	9
	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	5	0	0	0	0	2	1	1	0	1	2	0	0	0	0	0	0	0	0	0	5
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3607	514	488	873	385	1506	856	132	123	296	2617	739	64	51	19	350	388	417	321	424	3149
	96%	98%	100%	100%	99%	98%	96%	92%	94%	96%	96%	99%	100%	100%	100%	100%	99%	99%	100%	94%	96%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	82	5	1	1	1	15	21	6	5	6	58	1	0	0	0	1	0	1	0	17	65
	2%	1%	0	0	0	1%	2%	4%	4%	2%	2%	0	0	0	0	0	0	0	0	4%	2%
Weekly (Net)	BCDE KOPQR 136	12	1	2	1	23	30	8	7	8	101	2	0	0	0	1	1	2	0	26	110
	4%	2%	0	0	0	2%	3%	5%	6%	2%	4%	0	0	0	0	0	0	1%	0	6%	3%
Monthly (Net)	BCDE KOPQR 148	12	1	4	3	26	34	9	8	11	108	4	0	0	0	1	3	4	0	26	122
	4%	2%	0	0	1%	2%	4%	6%	6%	4%	4%	1%	0	0	0	0	1%	1%	0	6%	4%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC Food

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	40	2	0	0	0	5	16	6	5	6	23	0	0	0	0	0	0	0	0	6	34
BCEKQ	1%	0	0	0	0	0	2%	4%	4%	2%	1%	0	0	0	0	0	0	0	0	1%	1%
At least once every day	44	3	2	2	1	9	8	1	1	4	33	1	1	1	0	1	0	1	0	9	35
CEK	1%	1%	0	0	0	1%	1%	0	1%	1%	1%	0	2%	1%	0	0	0	0	0	2%	1%
About two or three times a week	75	19	1	2	1	6	13	2	2	1	61	2	0	0	0	1	2	2	0	11	64
BCDE	2%	4%	0	0	0	0	1%	1%	1%	0	2%	0	0	0	0	0	0	1%	0	2%	2%
At least once a week	72	9	2	2	0	12	14	0	2	4	53	1	0	0	0	0	1	1	0	5	64
KOPQR	2%	2%	0	0	0	1%	2%	0	2%	1%	2%	0	0	1%	3%	0	0	0	0	1%	2%
At least once a month	85	13	3	4	1	9	9	3	2	1	75	3	0	0	0	1	3	3	0	11	74
BCDE	2%	3%	1%	0	0	1%	1%	2%	1%	0	3%	0	0	1%	0	0	1%	1%	0	2%	2%
At least once every three months	26	0	5	5	1	9	5	0	0	1	22	4	1	1	0	1	3	3	1	4	23
FIKOR	1%	0	1%	1%	0	1%	1%	0	0	0	1%	1%	1%	1%	0	0	1%	1%	0	1%	1%
Don't know/can't remember	9	1	0	0	0	2	1	0	0	1	4	0	0	0	0	0	0	0	0	0	9
Never	3418	479	477	862	385	1481	829	131	119	289	2461	732	62	49	19	349	382	412	320	403	2983
91%	91%	97%	96%	99%	97%	93%	92%	90%	94%	90%	90%	98%	97%	96%	97%	99%	98%	98%	100%	90%	91%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	84	4	2	2	1	14	25	7	6	10	55	1	1	1	0	1	0	1	0	15	69
BCDE	2%	1%	0	0	0	1%	3%	5%	5%	3%	2%	0	2%	1%	0	0	0	0	0	3%	2%
Weekly (Net)	231	32	5	6	1	32	52	9	11	16	170	4	1	1	0	1	3	4	0	31	196
KOPQR	6%	6%	1%	1%	0	2%	6%	6%	8%	5%	6%	0	2%	2%	3%	0	1%	1%	0	7%	6%
Monthly (Net)	316	46	8	10	2	41	61	12	12	17	245	7	1	1	0	2	5	7	0	42	270
BCDE	8%	9%	2%	1%	1%	3%	7%	8%	9%	5%	9%	1%	2%	2%	3%	0	1%	2%	0	9%	8%
KOPQR		BCD															R	O			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC iWonder

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	29	0	0	0	0	4	4	2	1	1	15	0	0	0	0	0	0	0	0	3	17
1%	0	0	0	0	0	0	0	1%	1%	0	1%	0	0	0	0	0	0	0	0	1%	1%
C	9	1	0	0	0	1	3	2	1	2	6	0	0	0	0	0	0	0	0	1	8
At least once every day	0	0	0	0	0	0	0	1%	1%	0	0	0	0	0	0	0	0	0	0	0	0
E	17	2	0	0	0	1	5	0	0	1	11	0	0	0	0	0	0	0	0	5	11
About two or three times a week	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
CET	2	0	0	0	0	0	2	2	2	2	0	0	0	0	0	0	0	0	0	2	2
At least once a week	0	0	0	0	0	0	0	2%	2%	1%	0	0	0	0	0	0	0	0	0	0	0
J	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
At least once a month	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
J	2	0	0	0	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2
At least once every three months	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
J	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	2
Don't know/can't remember	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3715	523	490	877	388	1526	878	135	127	300	2699	743	64	51	19	351	391	422	321	439	3241
99%	99%	99%	100%	100%	100%	100%	98%	95%	97%	98%	99%	100%	100%	100%	100%	100%	100%	100%	100%	98%	99%
G	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	29	1	0	0	0	5	7	4	2	2	21	0	0	0	0	0	0	0	0	4	25
1%	0	0	0	0	0	0	1%	3%	2%	1%	1%	0	0	0	0	0	0	0	0	1%	1%
CEK	48	3	0	0	0	6	15	zFJ	4	6	32	0	0	0	0	0	0	0	0	10	38
Weekly (Net)	1%	0	0	0	0	0	2%	4%	3%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
BCDEKQ	50	3	0	0	0	7	16	zFJ	4	8	32	0	0	0	0	0	0	0	0	10	40
1%	0	0	0	0	0	0	2%	4%	3%	2%	1%	0	0	0	0	0	0	0	0	2%	1%
BCDE KOPO								zFJ													

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC+

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	22	0	0	0	0	2	8	2	0	6	12	0	0	0	0	0	0	0	0	5	16
1%	1%	0	0	0	0	0	1%	1%	0	2%	0	0	0	0	0	0	0	0	0	1%	0
CEK	24	0	1	1	0	6	8	4	2	6	14	1	0	0	0	1	0	1	0	0	24
At least once every day	1%	0	0	0	0	0	1%	3%	2%	2%	1%	0	0	0	0	0	0	0	0	0	1%
C	10	2	1	1	0	1	5	1	2	2	5	1	0	0	0	0	1	1	0	2	8
About two or three times a week	0	0	0	0	0	0	1%	1%	1%	1%	0	0	0	0	0	0	0	0	0	0	0
At least once a week	7	1	0	2	2	3	2	1	1	2	4	2	0	0	0	2	0	0	2	0	7
0	0	0	0	0	0	0	0	1%	1%	1%	0	0	0	0	0	1%	0	0	0	0	0
At least once a month	5	0	0	0	0	1	2	0	0	0	3	0	0	0	0	0	0	0	0	0	5
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
At least once every three months	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/can't remember	4	1	0	0	0	0	1	1	0	1	4	0	0	0	0	0	0	0	0	0	4
0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
Never	3695	522	488	874	386	1519	870	134	126	291	2689	740	64	51	19	349	390	420	320	442	3218
98%	98%	99%	100%	100%	100%	99%	97%	94%	96%	95%	98%	100%	100%	100%	100%	99%	100%	100%	100%	98%	98%
FGI	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	46	0	1	1	0	8	16	6	3	12	26	1	0	0	0	1	0	1	0	5	40
1%	1%	0	0	0	0	0	2%	4%	2%	4%	1%	0	0	0	0	0	0	0	0	1%	1%
ABC DEJK	63	3	2	3	2	12	23	8	6	16	35	3	0	0	0	3	1	2	2	7	55
2%	2%	1%	0	0	0	1%	3%	5%	4%	5%	1%	0	0	0	0	1%	0	0	0	2%	2%
BCEJKP	68	3	2	3	2	13	25	8	6	16	38	3	0	0	0	3	1	2	2	7	60
2%	2%	1%	0	0	0	1%	3%	5%	4%	5%	1%	0	0	0	0	1%	0	0	0	2%	2%
BCE JK PQ							zJ	zJ	J	zFJ											

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC Bitesize

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	16	0	0	0	0	2	6	4	3	3	10	0	0	0	0	0	0	0	0	6	11
	0	0	0	0	0	0	1%	2%	2%	1%	0	0	0	0	0	0	0	0	0	1%	0
CET	18	0	0	0	0	4	3	2	0	1	13	0	0	0	0	0	0	0	0	2T	15
At least once every day	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	0	0	0	1%	0
C	27	2	1	1	0	3	7	3	3	3	20	1	0	0	0	1	0	1	0	7	20
About two or three times a week	1%	0	0	0	0	0	1%	2%	2%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
CE	21	0	1	1	0	2	9	4	1	2	12	0	1	0	0	0	0	0	0	4	17
At least once a week	1%	0	0	0	0	0	1%	3%	1%	1%	0	0	1%	0	0	0	0	0	0	1%	1%
CEK	15	5	0	0	0	5	2	1	0	0	14	0	K*	0	0	0	0	0	0	5	11
At least once a month	0	1%	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	1%	0
CT	9	5	0	0	0	1	0	0	0	0	8	0	0	0	0	0	0	0	0	T	9
At least once every three months	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
zC	2	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0	2
Don't know/can't remember	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0
zJ	3660	514	488	876	388	1518	867	128	124	299	2654	742	64	51	19	350	391	421	321	424	3201
Never	97%	98%	100%	100%	100%	99%	97%	90%	95%	97%	97%	100%	99%	100%	100%	100%	100%	100%	100%	94%	97%
GS	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Daily (Net)	35	0	0	0	0	6	10	6	3	3	24	0	0	0	0	0	0	0	0	9	26
	1%	0	0	0	0	0	1%	4%	2%	1%	1%	0	0	0	0	0	0	0	0	2%	1%
BCEKT	83	2	1	1	0	10	26	13	7	8	55	1	1	0	0	1	0	1	0	2T	63
Weekly (Net)	2%	0	0	0	0	1%	3%	9%	5%	3%	2%	0	1%	0	0	0	0	0	0	4%	2%
ABCDE	KOPQRT	98	6	1	1	15	28	14	7	8	69	1	1	0	0	1	0	1	0	25	73
Monthly (Net)	3%	1%	0	0	0	1%	3%	9%	5%	3%	3%	0	1%	0	0	0	0	0	0	6%	2%
BCDEK	OPQRT	C																		zT	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a 2. How often in the past 3 months have you used these websites and/or apps?: BBC CBeebies Storytime

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1	
21	0	0	0	0	2	10	5	4	3	10	0	0	0	0	0	0	0	0	6	15	
1%	0	0	0	0	0	1%	3%	3%	1%	0	0	0	0	0	0	0	0	0	1%	0	
CEJKT						zJ	zFJ	zJ											zT		
31	0	0	0	0	9	8	2	1	1	23	0	0	0	0	0	0	0	0	6	25	
1%	0	0	0	0	1%	1%	2%	1%	0	1%	0	0	0	1%	0	0	0	0	1%	1%	
CK														K*							
24	0	0	0	0	2	4	1	1	1	19	0	0	0	0	0	0	0	0	3	21	
1%	0	0	0	0	0	0	1%	1%	0	1%	0	0	0	0	0	0	0	0	1%	1%	
CEK																					
6	0	0	0	0	0	1	0	0	0	5	0	0	0	0	0	0	0	0	2	4	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	
E																					
9	3	0	0	0	2	6	0	0	2	4	0	0	0	0	0	0	0	0	2	8	
0	1%	0	0	0	0	1%	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	
1	0	1	1	0	1	0	0	0	0	1	1	0	0	0	0	1	0	1	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
3677	523	489	877	388	1518	867	135	126	301	2670	742	64	51	19	351	390	422	321	431	3212	
98%	99%	100%	100%	100%	99%	97%	95%	96%	98%	98%	100%	100%	100%	99%	100%	100%	100%	100%	96%	98%	
GS																					
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
52	0	0	0	0	11	18	7	5	3	33	0	0	0	0	0	0	0	0	12	40	
1%	0	0	0	0	1%	2%	5%	3%	1%	1%	0	0	0	1%	0	0	0	0	3%	1%	
ABCDE														K*					zT		
KOPQT							zFJ														
82	0	0	0	0	12	23	8	5	4	58	0	0	0	0	0	0	0	0	17	64	
2%	0	0	0	0	1%	3%	5%	4%	1%	2%	0	0	0	1%	0	0	0	0	4%	2%	
ABCDE							zJ							K*					zT		
KOPORT																					
51	3	0	0	0	14	29	8	5	6	61	0	0	0	0	0	0	0	0	19	72	
2%	1%	0	0	0	1%	3%	5%	4%	2%	2%	0	0	0	1%	0	0	0	0	4%	2%	
ABCDE							zJ							K*					zT		
KOPQR																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

A4a_2. How often in the past 3 months have you used these websites and/or apps?: BBC Sounds

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A few times a day	41	3	2	2	0	6	9	4	3	2	31	2	0	1	0	2	0	2	0	6	34
CEK	1%	1%	0	0	0	0	1%	2%	2%	1%	1%	0	0	1%	0	0	0	0	0	1%	1%
At least once every day	55	1	6	7	1	11	12	5	3	7	43	6	0	0	1	2	4	6	0	8	48
E	1%	0	1%	1%	0	1%	1%	4%	2%	2%	2%	1%	0	0	3%	1%	1%	1%	0	2%	1%
About two or three times a week	54	6	2	2	0	6	14	3	3	7	39	2	0	0	0	1	1	2	0	6	47
CDEK	1%	1%	0	0	0	0	2%	2%	2%	2%	1%	0	0	0	0	0	0	1%	0	1%	1%
At least once a week	35	4	3	4	1	4	9	0	3	2	26	3	1	0	0	3	0	2	1	2	33
E	1%	1%	1%	0	0	0	1%	0	2%	1%	1%	0	1%	0	0	1%	0	1%	0	0	1%
At least once a month	31	7	6	7	2	10	5	0	0	2	26	7	1	0	0	2	4	6	1	5	27
At least once every three months	5	2	0	1	1	1	1	0	0	1	4	1	0	0	0	1	0	0	1	0	5
Don't know/can't remember	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Never	3547	501	470	854	383	1495	846	132	120	286	2563	722	63	50	19	341	380	403	319	423	3090
	94%	95%	96%	97%	99%	97%	94%	92%	91%	93%	94%	97%	98%	99%	97%	97%	97%	96%	99%	94%	94%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Daily (Net)	96	5	8	9	1	17	21	9	6	9	73	8	0	1	1	3	4	8	0	14	81
ACDEKR	3%	1%	2%	1%	0	1%	2%	6%	4%	3%	3%	1%	0	1%	3%	1%	1%	2%	0	3%	2%
Weekly (Net)	185	15	13	15	2	28	44	11	11	19	139	13	1	1	1	7	6	12	1	22	162
BCDE	5%	3%	3%	2%	1%	2%	5%	6%	9%	6%	5%	2%	1%	1%	3%	2%	1%	3%	0	5%	5%
KOPR	216	22	19	23	4	38	48	11	12	20	165	20	1	1	1	10	10	18	2	27	188
CDE	6%	4%	4%	3%	1%	2%	5%	8%	9%	7%	6%	3%	2%	1%	3%	3%	3%	4%	1%	6%	6%
KOPR		D	CD	D												R	R	R			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

Section A summary. Cross-Media Consumption
Base: All Respondents

	Daily (A)	Weekly (B)	Monthly (C)	At least once in the last 3 months (D)	Never (E)
Unweighted Base	2803	3382	3456	389	2745
Base: All respondents	2803	3373	3443	367	2841
Effective Base	1891.5	2278.1	2322.0	255.2	1848.5
Consumption of BBC on TV	2303 82%	3087 92%	3177 92%	199 54%	534 19%
Radio	1342 48% D	2051 61% ADE	2177 63% ABDE	65 18% E	1544 54% AD
On-demand	402 14%	1339 40%	1591 46%	68 19%	2108 74% ABCD
Online	1097 39% D	1633 50% AD	1834 53% ABD	95 26% E	1877 66% ABCD
Any BBC across TV, Radio, On-demand or Online	2803 100% E	3373 100% E	3443 100% E	367 100% E	289 10% E

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers? -

Summary Table

Base: Users of each platform in the past 3 months

	BBC television services (incl uding BBC One, BBC Two, BBC Four, BBC News, CBBC/C Beebies and BBC Scotland channels as well as the BBC iPlayer and BBC Three, which is online) (A)	ITV (incl uding ITV1, ITV2, ITV3, ITV4, ITV Be, CITV and the ITV Hub) OR STV (incl uding News, STV2 and STV Player) OR UTV (incl uding UTV, ITV2,3,4, ITV Be, ITV Encore and ITV Hub) (B)	Channel 4 (incl uding Channel 4, E4, More 4, 4 Seven, Film 4, 4 Music and All4) (C)	Channel 5 (incl uding Channel 5 and 5Star, 5USA, Spike, 5 and My5) (D)	S4C (E)	Sky (incl uding Sky One, Sky Atlantic, Sky Living, Sky Cinema, Sky Sports, Pick and Now TV) (F)	Netflix (G)	Amazon Prime Video (H)	Now TV (I)
Unweighted Base	3286	2926	2730	2144	145	1191	1659	1060	281
Base: Users of each platform in the past 3 months	3290	2929	2752	2147	117	1141	1567	1006	273
Effectively Base	2213.8	1973.3	1850.3	1464.4	100.4	787.0	1110.8	710.3	192.2
Extremely Dissatisfied 1	92 3%	26 1%	24 1%	23 1%	1 1%	20 2%	8 1%	8 1%	2 1%
2	BCDGH 97 3%	55 2%	38 1%	44 2%	3 3%	BCG 17 2%	10 1%	5 1%	1 0
3	BCFGH 136 4%	GH 102 3%	GH 107 4%	GH 73 3%	GH 3 3%	G 20 2%	10 1%	8 1%	4 2%
4	FGH 126 4%	FGH 140 5%	FGH 128 5%	FGH 131 6%	G 8 7%	GH 44 4%	28 2%	33 3%	8 3%
5	G 412 13%	G 442 15%	G 434 16%	ACFGH 449 21%	GH 18 16%	G 127 11%	79 5%	G 85 8%	29 11%
6	GH 312 9%	AFGH 387 13%	AFGH 391 14%	ABCFGH 322 15%	GH 12 10%	G 100 9%	96 6%	G 99 10%	27 10%
7	G 528 16%	AFGH 545 19%	AFGH 529 19%	AFGH 367 17%	17 15%	192 17%	224 14%	188 19%	60 22%
8	770 23%	AG 582 20%	AG 546 20%	G 377 18%	21 18%	257 23%	368 23%	G 233 23%	AG 61 23%
9	BCD 374 11%	D 301 10%	D 286 10%	161 7%	17 14%	D 177 16%	BCD 311 20%	CD 142 14%	42 16%
Extremely Satisfied 10	D 443 13%	D 348 12%	D 271 10%	199 9%	D 16 14%	ABCD 186 16%	ABCDFH 433 28%	ABCD 204 20%	BCD 39 14%
Total	BCD 3290 100%	CD 2929 100%	2752 100%	2147 100%	117 100%	ABCD 1141 100%	ABCDFH 1567 100%	ABCDI 1006 100%	D 273 100%
Mean	6.92	6.90	6.83	6.55	6.98	7.35	8.16	7.65	7.44
1-2 (Net)	CD 189 6%	D 81 3%	D 62 2%	68 3%	D 4 3%	ABCD 37 3%	ABCDFH 18 1%	ABCDEF 13 1%	ABCDE 3 1%
1-3 (Net)	BCDFGH 325 10%	GH 183 6%	G 168 6%	CGH 141 7%	7 6%	GH 58 5%	29 2%	21 2%	7 3%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers? -

Summary Table

Base: Users of each platform in the past 3 months

	BBC television services (incl uding BBC One, BBC Two, BBC Four, BBC News, CBBC/C Beebies and BBC Scotland channels as well as the BBC iPlayer and BBC Three, which is online) (A)	ITV (incl uding ITV1, ITV2, ITV3, ITV4, ITV Be, CITV and the ITV Hub) OR STV (incl uding STV2 and STV Player) OR UTV (incl uding UTV, ITV2,3,4, ITV Be, ITV Encore and ITV Hub) (B)	Channel 4 (incl uding Channel 4, E4, More 4, 4 Seven, Film 4, 4 Music and All4) (C)	Channel 5 (incl uding Channel 5 and 5Star, 5USA, Spike, 5 and My5) (D)	S4C (E)	Sky (incl uding Sky One, Sky Atlantic, Sky Living, Sky Cinema, Sky Sports, Pick and Now TV) (F)	Netflix (G)	Amazon Prime Video (H)	Now TV (I)
Unweighted Base	3286	2926	2730	2144	145	1191	1659	1060	281
Base: Users of each platform in the past 3 months	3290	2929	2752	2147	117	1141	1567	1006	273
1-4 (Net)	451 14%	323 11%	296 11%	272 13%	15 13%	102 9%	56 4%	54 5%	15 5%
5-6 (Net)	BCFGHI 724 22%	GHI 829 28%	GHI 826 30%	CFGHI 771 36%	GHI 30 26%	GH 227 20%	G 175 11%	G 184 18%	G 56 20%
4-7 (Net)	GH 1378 42%	AFGHI 1514 52%	AFGHI 1482 54%	ABCEFGHI 1269 59%	G 56 48%	G 463 41%	G 427 27%	G 405 40%	G 124 45%
7-10 (Net)	G 2114 64%	AFGHI 1776 61%	AFGHI 1631 59%	ABCEFGHI 1104 51%	G 72 61%	G 812 71%	G 1336 85%	G 767 76%	G 202 74%
8-10 (Net)	BCD 1587 48%	D 1232 42%	D 1102 40%	D 737 34%	D 54 46%	ABCDE 620 54%	ABCDEFHI 1112 71%	ABCDEF 579 58%	ABCDE 142 52%
9-10 (Net)	BCD 816 25%	D 649 22%	D 556 20%	D 360 17%	D 33 28%	ABCD 363 32%	ABCDEFHI 744 47%	ABCDEF 346 34%	BCD 81 30%
	BCD	CD	D	CD	CD	ABCD	ABCDEFHI	ABCD	BCD

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

BBC television services (including BBC One, BBC Two, BBC Four, BBC News, CBBC/CBeebies and BBC Scotland channels as well as the BBC iPlayer and BBC Three, which is online)

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG 65+ OR DE (E)	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mno rity Ethnic (S)	White (T)
Unweighted Base	3286	444	470	818	348	1380	854	129	130	309	2292	614	72	68	64	318	296	409	205	378	2888
Base: Users of each platform in the past 3 months	3290	484	467	840	373	1347	781	121	121	283	2387	713	64	46	17	335	378	413	300	344	2922
Effective Base	2213.8	278.9	316.5	576.5	260.1	961.9	605.1	95.7	89.7	227.1	1531.9	457.7	59.4	55.7	53.3	229.7	229.6	292.1	170.8	236.5	1966.9
Extremely Dissatisfied 1	92	15	17	31	13	49	32	6	5	15	55	27	1	2	1	17	10	14	13	6	84
2	97	13	14	26	12	37	27	1	2	11	65	22	2	1	1	16	7	8	14	10	87
3	136	27	37	51	14	79	41	5	4	15	90	44	4	2	1	22	22	21	23	15	119
4	126	15	21	41	20	55	27	4	3	12	92	33	4	2	1	15	18	22	11	10	115
5	412	66	76	147	71	216	118	21	22	50	275	122	13	9	2	56	66	62	60	42	364
6	312	34	32	77	45	134	73	17	11	23	218	65	7	5	1	28	37	43	22	45	263
7	528	75	63	121	59	198	107	18	22	28	401	103	9	6	2	45	58	56	47	53	469
8	770	130	98	174	76	280	172	14	22	67	582	149	10	12	3	64	85	95	54	80	690
9	374	50	60	87	27	143	84	15	9	27	281	78	4	4	2	37	40	58	20	38	333
Extremely Satisfied 10	443	60	49	85	36	156	101	20	19	37	328	69	10	3	3	35	34	33	37	45	397
Total	CEKPO 3290 100%	484 100%	467 100%	840 100%	373 100%	1347 100%	781 100%	121 100%	121 100%	283 100%	2387 100%	713 100%	64 100%	46 100%	17 100%	335 100%	378 100%	413 100%	300 100%	344 100%	2922 100%
Mean	6.92	6.86	6.56	6.51	6.45	6.64	6.69	6.74	6.81	6.54	7.03	6.51	6.54	6.43	6.61	6.39	6.63	6.67	6.30	6.96	6.93
1-2 (Net)	BCDEF IKOPOR J 8%	CD 8%	31 7%	57 7%	26 7%	86 6%	59 8%	7 6%	7 5%	26 9%	121 5%	49 7%	3 4%	3 7%	2 10%	32 10%	17 4%	23 5%	27 9%	16 5%	172 6%
1-3 (Net)	325 10%	55 11%	68 15%	107 13%	40 11%	165 12%	101 13%	12 10%	10 9%	40 14%	210 9%	93 13%	6 10%	5 11%	3 15%	54 16%	39 10%	43 10%	50 17%	31 9%	291 10%
1-4 (Net)	451 14%	70 14%	89 19%	148 18%	60 16%	220 16%	127 16%	17 14%	15 12%	52 19%	303 13%	127 18%	11 17%	7 16%	4 22%	69 21%	57 15%	66 16%	61 20%	41 12%	406 14%
5-6 (Net)	724 22%	101 21%	109 23%	224 27%	115 31%	350 24%	191 24%	39 31%	33 28%	73 26%	493 21%	187 26%	20 32%	14 30%	3 19%	84 25%	104 27%	106 26%	82 27%	87 25%	627 21%
4-7 (Net)	1378 42%	190 39%	193 41%	387 46%	194 52%	603 45%	324 42%	60 50%	60 49%	112 40%	986 41%	324 45%	34 53%	22 48%	7 39%	144 43%	180 48%	184 45%	140 47%	151 44%	1212 41%
7-10 (Net)	2114 64%	314 65%	269 58%	467 56%	198 53%	777 58%	463 59%	67 55%	73 60%	158 56%	1591 67%	399 56%	33 51%	25 55%	10 59%	182 54%	217 57%	242 59%	158 53%	216 63%	1888 65%
8-10 (Net)	BCDEFI KLOPOR J 48%	CD 49%	206 44%	346 41%	140 37%	579 43%	356 46%	49 40%	51 42%	131 46%	1190 50%	296 42%	24 37%	19 41%	8 45%	137 41%	159 42%	186 45%	110 37%	163 47%	1419 49%
9-10 (Net)	CDEKOR J 25%	CD 23%	109 23%	172 20%	63 17%	300 22%	185 24%	35 29%	29 24%	63 22%	609 25%	147 21%	14 21%	7 15%	4 27%	73 22%	74 20%	90 22%	57 19%	83 24%	730 25%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

ITV (including ITV1, ITV2, ITV3, ITV4, ITV Be, CITV and the ITV Hub) OR STV (including STV2 and STV Player) OR UTV (including UTV, ITV2,3,4, ITV Be, ITV Encore and ITV Hub)

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2926	422	435	749	314	1258	763	113	117	288	2041	553	68	63	65	284	269	373	180	285	2628
Base: Users of each platform in the past 3 months	2929	449	426	763	337	1222	711	103	110	266	2111	642	61	42	18	299	343	375	267	257	2656
Effective Base	1973.3	265.8	288.3	521.4	233.2	863.8	538.0	82.2	79.7	211.4	1366.8	408.3	55.9	51.2	54.6	201.4	208.1	266.0	148.3	173.8	1794.4
Extremely Dissatisfied 1	26 1%	8 2%	4 1%	8 1%	3 1%	9 1%	8 1%	1 1%	0 0%	6 2%	17 1%	7 1%	0 0%	0 0%	0 0%	4 1%	4 1%	6 2%	1 0%	1 0%	25 1%
2	55 2%	11 2%	7 2%	17 2%	10 3%	26 2%	16 2%	5 5%	5 5%	6 2%	38 2%	15 2%	2 3%	0 0%	0 0%	6 2%	9 2%	7 2%	8 3%	2 1%	53 2%
3	102 3%	16 4%	17 4%	33 4%	16 5%	53 4%	28 4%	3 3%	1 1%	17 7%	68 3%	30 5%	1 2%	1 2%	1 5%	13 4%	18 5%	14 4%	17 6%	9 3%	91 3%
4	140 5%	23 5%	26 6%	38 5%	12 4%	60 5%	43 6%	7 7%	2 2%	12 5%	91 4%	32 5%	2 3%	6 6%	1 7%	22 7%	10 3%	24 6%	8 3%	14 5%	126 5%
5	442 15%	81 18%	86 20%	161 21%	75 22%	222 18%	110 15%	13 13%	22 20%	43 16%	305 14%	134 21%	16 26%	9 21%	2 11%	69 23%	65 19%	76 20%	58 22%	39 15%	396 15%
6	387 13%	55 12%	68 16%	109 14%	41 12%	158 13%	92 13%	9 8%	20 18%	26 10%	280 13%	83 13%	19 31%	5 13%	2 11%	39 13%	43 13%	58 16%	25 9%	34 13%	350 13%
7	545 19%	84 19%	72 17%	134 17%	61 18%	218 18%	115 16%	16 16%	16 14%	43 16%	411 19%	111 17%	9 15%	9 20%	4 25%	59 20%	52 15%	74 20%	37 14%	39 15%	504 19%
8	582 20%	92 21%	79 18%	151 20%	73 22%	231 19%	127 18%	13 12%	20 19%	53 20%	441 21%	133 21%	7 11%	4 17%	4 22%	55 18%	78 23%	73 20%	60 22%	56 22%	526 20%
9	301 10%	34 8%	38 9%	53 7%	15 5%	107 9%	72 10%	15 14%	7 6%	23 9%	221 10%	45 7%	3 4%	4 10%	2 9%	12 4%	32 9%	25 7%	20 7%	28 11%	273 10%
Extremely Satisfied 10	348 12%	45 10%	30 7%	60 8%	30 9%	138 11%	97 14%	21 21%	17 15%	38 14%	240 11%	51 8%	3 4%	4 10%	2 9%	19 6%	33 9%	18 5%	33 12%	35 14%	312 12%
Total	BCDQ 2929 100%	449 100%	426 100%	763 100%	337 100%	1222 100%	711 100%	103 100%	110 100%	266 100%	2111 100%	642 100%	61 100%	42 100%	18 100%	299 100%	343 100%	375 100%	267 100%	257 100%	2656 100%
Mean	6.90	6.66	6.53	6.52	6.50	6.74	6.83	7.08	6.84	6.74	6.94	6.52	6.16	6.85	6.93	6.29	6.72	6.39	6.71	7.05	6.89
	ABCD EKLOQ													L*	L*		OQ		O		
1-2 (Net)	81 3%	18 4%	11 3%	24 3%	13 4%	35 3%	24 3%	6 5%	5 5%	12 4%	54 3%	22 3%	2 3%	0 1%	0 0%	10 3%	12 4%	13 3%	9 3%	2 1%	78 3%
1-3 (Net)	183 6%	34 8%	28 7%	57 8%	29 9%	88 7%	52 7%	9 9%	7 6%	29 11%	122 6%	52 8%	3 5%	1 2%	1 5%	23 8%	30 9%	27 7%	26 10%	11 4%	169 6%
1-4 (Net)	323 11%	57 13%	54 13%	95 12%	41 12%	148 12%	96 13%	16 15%	9 8%	41 16%	213 10%	84 13%	5 8%	3 8%	2 12%	44 15%	40 12%	50 13%	34 13%	25 10%	296 11%
5-6 (Net)	829 28%	136 30%	154 36%	270 34%	116 34%	381 31%	203 28%	22 21%	41 38%	68 26%	585 28%	217 34%	35 57%	14 34%	4 22%	109 36%	108 31%	134 36%	82 31%	73 29%	746 28%
4-7 (Net)	1514 52%	243 54%	251 59%	441 58%	190 56%	658 54%	361 51%	45 44%	59 54%	123 46%	1087 51%	360 56%	46 75%	25 60%	10 54%	190 64%	170 50%	232 62%	128 48%	126 49%	1376 52%
7-10 (Net)	1776 61%	256 57%	218 51%	398 53%	179 53%	693 57%	412 58%	65 63%	60 54%	157 59%	1314 62%	341 53%	21 35%	24 58%	12 65%	145 49%	195 57%	190 51%	151 56%	158 62%	1615 61%
	BCDE KLOQ											L		L*	L*			zPR			
8-10 (Net)	1232 42%	171 38%	146 34%	264 35%	118 35%	476 39%	297 42%	49 47%	44 40%	114 43%	902 43%	229 36%	12 19%	16 38%	7 41%	86 29%	143 42%	116 31%	113 42%	119 46%	1111 42%
9-10 (Net)	649 22%	79 18%	68 16%	113 15%	45 13%	245 20%	170 24%	36 35%	24 22%	61 23%	461 22%	96 15%	5 9%	8 20%	3 18%	31 10%	65 19%	43 11%	53 20%	63 25%	585 22%
	BCDE KLOQ							zFHJ									OQ		OQ		

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Channel 4 (including Channel 4, E4, More 4, 4 Seven, Film 4, 4 Music and All4)

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2730	377	390	661	271	1112	694	104	107	252	1919	509	63	47	42	259	250	341	168	270	2445
Base: Users of each platform in the past 3 months	2752	403	384	685	301	1095	643	95	101	237	2002	590	54	31	10	270	320	341	248	242	2493
Effective Base	1850.3	239.6	259.6	462.8	203.2	768.7	500.6	80.6	73.8	185.5	1286.2	374.7	51.6	37.4	34.4	186.2	190.5	241.7	138.3	167.4	1676.7
Extremely Dissatisfied 1	24	7	2	3	1	10	11	3	1	9	12	3	0	0	0	2	1	3	0	4	20
J	1%	2%	0	0	0	1%	2%	3%	1%	4%	1%	0	0	1%	0	1%	0	1%	0	2%	1%
2	38	2	8	19	11	21	14	1	2	7	22	17	2	0	0	5	12	8	9	5	32
1%	1%	0	2%	3%	4%	2%	2%	1%	2%	3%	1%	3%	3%	0	0	2%	4%	2%	4%	2%	1%
3	107	16	30	56	26	73	35	5	9	14	63	2	2	2	0	15	37	23	29	6	100
4%	4%	4%	8%	8%	9%	7%	5%	6%	9%	6%	3%	9%	3%	7%	1%	6%	12%	7%	12%	3%	4%
J	128	24	24	24	12	52	31	5	11	16	94	31	4	1	1	18	13	20	11	10	118
5%	5%	6%	6%	5%	4%	5%	5%	5%	10%	7%	5%	5%	7%	4%	7%	5%	4%	6%	5%	4%	5%
5	434	59	90	173	83	228	108	13	12	45	299	145	17	9	2	81	64	80	65	31	398
16%	15%	23%	25%	28%	21%	17%	17%	14%	12%	19%	15%	25%	32%	28%	17%	30%	20%	23%	26%	13%	16%
6	391	63	52	95	43	152	72	14	12	20	303	75	11	7	2	36	40	46	30	36	352
14%	16%	13%	14%	14%	14%	14%	11%	15%	12%	9%	15%	13%	20%	22%	21%	13%	12%	13%	12%	15%	14%
FI	529	77	75	115	40	194	121	18	23	34	391	105	4	4	2	51	55	72	34	33	491
19%	19%	20%	17%	13%	18%	19%	19%	19%	23%	14%	20%	18%	7%	14%	18%	19%	17%	21%	14%	13%	20%
DLS	546	93	62	120	59	202	118	11	12	48	413	105	9	4	2	42	63	57	48	49	495
20%	23%	16%	18%	19%	18%	18%	18%	11%	12%	20%	21%	18%	17%	13%	22%	15%	20%	17%	19%	20%	20%
B	286	29	21	33	12	72	57	10	6	19	221	28	3	2	0	8	21	21	7	35	251
10%	10%	7%	5%	5%	4%	7%	9%	10%	6%	8%	11%	5%	5%	6%	4%	3%	6%	6%	3%	14%	10%
BCDEIK	271	33	22	34	13	92	77	15	14	25	184	29	3	1	1	13	15	13	15	33	236
KOOR	10%	8%	6%	5%	4%	8%	12%	16%	14%	11%	9%	5%	6%	4%	10%	5%	5%	4%	6%	14%	9%
BCD	KOPQ																				
Total	2752	403	384	685	301	1095	643	95	101	237	2002	590	54	31	10	270	320	341	248	242	2493
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.83	6.71	6.21	6.13	6.02	6.45	6.70	6.79	6.50	6.40	6.89	6.12	6.10	6.13	6.78	6.07	6.16	6.19	6.02	7.07	6.81
BCDEIK	LMOPOP																				
BCD	BCD																				
1-2 (Net)	62	9	9	22	13	31	25	4	3	16	34	20	2	0	0	7	13	11	9	9	52
2%	2%	2%	3%	4%	3%	3%	4%	4%	3%	7%	2%	3%	3%	1%	0	3%	4%	3%	4%	4%	2%
J	168	25	39	78	39	104	59	9	12	30	97	72	4	3	0	22	49	34	37	15	153
6%	6%	10%	11%	13%	10%	10%	9%	10%	12%	13%	5%	12%	7%	8%	1%	8%	15%	10%	15%	6%	6%
J	296	49	63	114	51	157	90	14	22	46	191	103	7	4	1	40	62	54	49	25	270
11%	12%	16%	17%	17%	14%	14%	15%	15%	22%	19%	10%	17%	13%	12%	8%	15%	20%	16%	20%	10%	11%
5-6 (Net)	826	122	141	268	126	379	180	27	23	66	602	220	28	16	4	117	104	126	95	67	750
30%	30%	37%	39%	42%	35%	28%	28%	28%	23%	28%	30%	37%	52%	50%	39%	43%	32%	37%	38%	28%	30%
4-7 (Net)	1482	223	240	419	179	625	333	50	57	115	1087	367	35	21	6	185	171	217	140	110	1358
54%	55%	63%	61%	60%	57%	52%	53%	53%	56%	49%	54%	60%	65%	68%	63%	69%	54%	64%	56%	45%	54%
S	1631	232	179	303	124	560	373	54	55	125	1209	267	19	12	5	113	154	162	105	149	1472
7-10 (Net)	40%	38%	47%	44%	41%	51%	58%	57%	55%	53%	60%	45%	35%	38%	53%	42%	48%	47%	42%	62%	59%
BCDEK	LMOPOP																				
BCD	BCD																				
8-10 (Net)	1102	155	104	187	83	366	252	36	32	92	818	162	15	7	4	63	99	90	71	117	982
40%	40%	27%	27%	28%	28%	33%	39%	38%	32%	38%	41%	27%	28%	23%	36%	23%	31%	26%	29%	48%	39%
BCDEK	MOPOR																				
BCD	BCD																				

Overlap formulae used

Column Proportions:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

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OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Channel 4 (including Channel 4, E4, More 4, 4 Seven, Film 4, 4 Music and All4)

Base: Users of each platform in the past 3 months

Unweighted Base
Base: Users of each
platform in the past
3 months
9-10 (Net)

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
2730	377	390	661	271	1112	694	104	107	252	1919	509	63	47	42	259	250	341	168	270	2445
2752	403	384	685	301	1095	643	95	101	237	2002	590	54	31	10	270	320	341	248	242	2493
556 20% ABCDE KOPQRT	62 15% CD	43 11%	67 10%	24 8%	164 15%	134 21%	25 27%	20 20%	44 19%	405 20%	57 10%	6 11%	3 10%	1 14%	21 8%	36 11%	34 10%	23 9%	68 28% zT	487 20%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Channel 5 (including Channel 5 and 5Star, 5USA, Spike, 5 and My5)

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2144	326	333	568	235	913	570	83	92	212	1486	433	56	45	34	234	199	290	143	188	1947
Base: Users of each platform in the past 3 months	2147	339	327	583	256	895	529	76	86	194	1538	496	50	29	9	245	250	287	209	168	1965
Effective Base	1464.4	206.6	224.4	402.9	178.5	641.2	405.1	62.2	62.9	154.3	1007.7	321.7	46.0	35.6	27.4	168.5	154.1	211.4	116.5	113.9	1347.5
Extremely Dissatisfied 1	23 1%	6 2%	8 2%	8 1%	0 0%	14 2%	7 1%	2 3%	0 0%	6 3%	13 1%	7 1%	0 0%	0 1%	0 0%	5 2%	2 1%	5 2%	2 1%	3 2%	20 1%
2	44 2%	8 2%	8 3%	15 3%	7 3%	22 2%	18 3%	3 4%	4 4%	26 5%	26 2%	15 3%	0 0%	0 0%	0 0%	4 2%	10 4%	7 3%	7 4%	1 1%	43 2%
3	73 3%	20 6%	10 3%	23 4%	13 5%	28 3%	18 3%	2 2%	3 4%	8 4%	51 3%	19 4%	4 7%	0 0%	0 5%	9 4%	10 4%	7 2%	12 6%	6 3%	68 3%
4	131 6%	37 9%	37 11%	51 9%	14 5%	63 7%	41 8%	4 6%	5 6%	16 8%	86 6%	42 9%	4 8%	5 16%	3 3%	36 15%	6 2%	16 6%	26 13%	5 3%	124 6%
5	449 21%	94 19%	176 29%	83 30%	25 32%	228 25%	104 20%	17 23%	18 21%	32 17%	322 21%	144 29%	20 41%	10 33%	3 30%	73 30%	71 28%	84 29%	60 29%	24 14%	421 21%
6	322 15%	68 20%	52 16%	94 16%	42 16%	143 16%	71 13%	9 11%	14 16%	30 16%	233 15%	80 16%	7 15%	5 18%	2 23%	43 18%	36 15%	53 18%	27 13%	31 18%	289 15%
7	367 17%	53 16%	40 12%	75 13%	36 14%	130 15%	90 17%	12 16%	9 10%	25 13%	269 17%	69 14%	2 4%	4 14%	1 8%	28 11%	41 16%	51 18%	18 9%	31 18%	336 17%
8	377 18%	52 15%	43 13%	84 14%	41 16%	148 17%	81 15%	6 8%	15 17%	29 15%	289 19%	74 15%	6 13%	2 8%	2 19%	26 11%	47 19%	41 14%	33 16%	33 19%	340 17%
9	161 7%	15 4%	16 5%	25 4%	9 4%	49 5%	36 7%	6 8%	8 9%	11 6%	117 8%	17 3%	5 9%	3 10%	1 8%	6 2%	11 4%	12 4%	5 2%	21 13%	139 7%
Extremely Satisfied 10	199 9%	23 7%	19 6%	31 5%	12 5%	70 8%	61 12%	15 20%	11 13%	26 14%	132 9%	29 6%	2 4%	0 0%	0 0%	14 6%	16 6%	11 4%	18 9%	14 8%	185 9%
Total	2147 100%	339 100%	327 100%	583 100%	256 100%	895 100%	529 100%	76 100%	86 100%	194 100%	1538 100%	496 100%	50 100%	29 100%	9 100%	245 100%	250 100%	287 100%	209 100%	168 100%	1965 100%
Mean	6.55	6.13	5.94	6.00	6.06	6.29	6.49	6.67	6.62	6.31	6.59	6.01	5.95	5.89	6.00	5.74	6.27	6.07	5.92	6.87	6.52
1-2 (Net)	88 4%	15 4%	16 5%	23 4%	7 3%	36 4%	25 5%	5 6%	4 4%	17 9%	39 3%	22 4%	0 0%	0 1%	0 0%	10 4%	12 5%	13 4%	9 4%	4 2%	63 3%
1-3 (Net)	141 7%	35 10%	26 8%	46 8%	20 8%	64 7%	43 8%	6 8%	7 8%	24 13%	90 6%	41 8%	4 7%	0 1%	1 9%	19 8%	22 9%	19 7%	22 10%	10 6%	131 7%
1-4 (Net)	272 13%	64 19%	63 19%	97 17%	34 13%	127 14%	84 16%	11 14%	12 14%	40 21%	176 11%	83 17%	7 15%	5 17%	1 12%	55 23%	28 11%	35 12%	48 23%	15 9%	255 13%
5-6 (Net)	771 36%	133 39%	146 45%	271 46%	124 49%	371 41%	175 33%	26 34%	32 37%	63 32%	556 36%	223 45%	28 56%	15 51%	5 53%	116 47%	108 43%	137 46%	87 42%	54 32%	709 36%
4-7 (Net)	1269 59%	215 63%	223 68%	397 68%	174 68%	564 63%	307 58%	43 56%	46 53%	104 53%	911 59%	335 68%	33 67%	24 81%	6 64%	180 73%	155 62%	204 71%	131 63%	90 54%	1169 59%
7-10 (Net)	1104 51%	142 42%	118 36%	216 37%	98 38%	397 44%	269 51%	39 52%	42 49%	91 47%	806 52%	189 38%	15 29%	9 32%	3 35%	74 30%	115 46%	114 40%	74 36%	99 59%	1001 51%
8-10 (Net)	737 34%	90 26%	78 24%	140 24%	62 24%	267 30%	179 34%	27 35%	34 39%	66 34%	537 35%	120 24%	13 26%	5 18%	2 27%	46 19%	74 29%	63 22%	56 27%	68 40%	665 34%
9-10 (Net)	360 17%	37 11%	35 11%	56 10%	21 8%	119 13%	98 18%	21 28%	19 22%	37 19%	249 16%	46 9%	6 13%	3 10%	1 8%	20 8%	26 10%	23 8%	23 11%	35 21%	325 17%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

S4C

Base: Users of each platform in the past 3 months

Unweighted Base
Base: Users of each
platform in the past
3 months

Effective Base
Extremely
Dissatisfied 1

2

3

4

5

6

7

8

9

Extremely Satisfied

10

Total

Mean

1-2 (Net)

1-3 (Net)

1-4 (Net)

5-6 (Net)

4-7 (Net)

7-10 (Net)

8-10 (Net)

9-10 (Net)

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	145	8	12	21	9	39	49	22	10	21	91	5	2	13	1	4	1	4	1	23	121
Base: Users of each platform in the past 3 months	117	7	10	15	5	28	38	16	7	16	76	6	2	7	0	6	0	3	3	18	98
Effective Base	100.4	5.7	6.4	11.4	5.6	24.2	40.7	19.9	8.0	16.4	58.5	2.7	2.0	9.5	1.0	2.5	1.0	2.6	1.0	13.1	87.1
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	3%	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	3	0
3	3%	0	0	0	0	0	1%	0	0	0	4%	0	0	0	0	0	0	0	0	16%	0
4	8%	1	3	3	0	3	4	1	2	3	4	3	0	0	0	3	0	0	3	0	8
5	18%	11%	32%	21%	0	11%	11%	9%	22%	16%	5%	53%	0	0	0	56%	0	0	100%	0	8%
6	12%	10%	2%	16%	43%	9%	15%	3%	21%	12%	7%	26%	0	12%	0	28%	0	56%	0	16%	8%
7	17%	17%	14%	17%	21%	21%	18%	19%	15%	19%	14%	0	0	34%	0	0	0	0	0	4%	17%
8	21%	18%	15%	14%	13%	19%	12%	9%	8%	10%	22%	0	56%	14%	100%	0	0	0	0	13%	19%
9	17%	0	0	1	0	2	5	4	1	1	11	0	0	1	0	0	0	0	0	4	13
Extremely Satisfied	16	0	0	1	1	4	7	4	1	2	8	1	0	0	0	1	0	1	0	2	15
10	14%	0	3%	6%	10%	13%	19%	26%	18%	14%	10%	15%	0	0	0	10%	100%	31%	0	9%	15%
Total	117	7	10	15	5	28	38	16	7	16	76	6	2	7	0	6	0	3	3	18	98
Mean	6.98	5.86	5.57	5.96	6.70	6.58	7.21	7.84	7.07	6.54	6.83	5.22	5.78	6.56	8.00	4.93	10.00	6.60	4.00	6.55	7.07
1-2 (Net)	4	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	3	1
1-3 (Net)	6%	0	8%	7%	7%	10%	3%	0	0	5%	8%	6%	44%	0	0	6%	0	13%	0	16%	4%
1-4 (Net)	15	11%	40%	28%	7%	21%	15%	9%	22%	23%	13%	59%	44%	0	0	63%	0	13%	100%	16%	13%
5-6 (Net)	30	4	25%	31%	43%	21%	22%	13%	21%	26%	27%	26%	0	43%	0	28%	0	56%	0	35%	23%
4-7 (Net)	56	82%	71%	69%	64%	54%	51%	41%	58%	63%	46%	79%	0	78%	0	84%	0	56%	100%	39%	49%
7-10 (Net)	72	2	4	6	3	16	24	13	4	8	46	1	1	4	0	1	0	1	0	9	63
8-10 (Net)	54	1	2	4	1	10	17	10	3	5	35	1	1	2	0	1	0	1	0	8	46
9-10 (Net)	33	0	1	1	1	5	13	8	2	4	19	1	0	1	0	1	0	1	0	6	27
	28%	0	6%	10%	16%	19%	33%	50%	34%	22%	25%	15%	0	8%	0	10%	100%	31%	0	32%	26%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV 6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Sky (including Sky One, Sky Atlantic, Sky Atlantic, Sky Living, Sky Cinema, Sky Sports, Pick and Now TV)

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1191	141	165	253	88	450	295	59	36	111	847	179	19	29	26	96	83	120	59	167	1018
Base: Users of each platform in the past 3 months	1141	142	156	233	77	410	247	50	26	90	860	190	16	20	7	94	96	104	86	134	1002
Effective Base	787.0	84.5	105.3	165.8	61.6	298.1	208.8	42.3	25.0	80.0	556.4	125.0	14.1	22.6	21.9	63.0	62.0	86.4	45.1	103.8	680.7
Extremely Dissatisfied 1	20	4	3	3	0	7	3	1	0	1	16	3	0	0	0	3	0	3	0	1	19
2	2%	3%	2%	1%	1%	2%	1%	1%	0	1%	2%	2%	0	0	0	3%	0	3%	0	1%	2%
3	17	4	1	2	1	5	5	2	1	2	12	2	0	0	0	1	1	2	0	3	14
4	2%	3%	0	1%	1%	1%	2%	4%	5%	2%	1%	1%	0	0	0	1%	1%	2%	0	3%	1%
5	20	2	5	9	5	17	2	1	0	0	18	8	0	1	0	4	4	2	6	3	17
6	2%	1%	3%	4%	6%	4%	1%	1%	0	0	2%	4%	2%	5%	0	4%	4%	2%	7%	2%	2%
7	44	5	16	18	2	21	9	3	1	5	33	17	0	0	0	14	4	4	13	2	42
8	4%	4%	10%	8%	3%	5%	4%	6%	6%	4%	4%	9%	0	1%	0	15%	4%	4%	16%	1%	4%
9	127	9	26	42	16	68	23	6	2	7	97	33	4	4	1	15	18	16	17	21	106
10	71%	6%	17%	18%	21%	17%	9%	13%	7%	8%	11%	17%	26%	20%	13%	16%	19%	15%	19%	16%	11%
1	100	20	7	22	14	34	29	3	6	14	67	20	1	1	0	8	12	9	11	10	90
2	9%	14%	5%	9%	19%	8%	12%	6%	21%	16%	8%	11%	4%	5%	0	8%	13%	8%	13%	7%	9%
3	192	32	24	32	8	57	34	3	5	11	156	26	2	2	1	16	10	19	8	24	167
4	17%	20%	15%	14%	10%	14%	14%	7%	20%	12%	18%	14%	14%	9%	17%	17%	11%	18%	9%	18%	17%
5	257	36	35	46	12	86	62	8	5	24	188	37	4	4	2	13	23	22	14	24	233
6	23%	25%	22%	20%	15%	21%	25%	16%	18%	26%	22%	19%	23%	20%	26%	14%	24%	21%	17%	18%	23%
7	177	20	15	25	10	51	38	4	2	14	136	20	1	2	2	9	11	13	8	19	158
8	16%	14%	10%	11%	13%	13%	15%	9%	8%	15%	16%	11%	8%	10%	23%	9%	12%	12%	9%	14%	16%
9	186	13	26	35	8	63	43	19	4	11	137	24	4	6	1	11	13	15	8	27	157
10	16%	9%	17%	15%	11%	15%	17%	38%	15%	12%	16%	13%	23%	29%	22%	12%	13%	15%	10%	20%	16%
Total	1141	142	156	233	77	410	247	50	26	90	860	190	16	20	7	94	96	104	86	134	1002
Mean	7.35	7.05	6.99	6.90	6.72	7.03	7.46	7.68	7.01	7.24	7.33	6.74	7.44	7.61	8.11	6.44	7.03	7.07	6.34	7.38	7.34
1-2 (Net)	CDEKOR	37	9	3	5	11	8	3	1	3	28	5	0	0	0	4	1	5	0	4	33
3	3%	6%	2%	2%	2%	3%	3%	5%	5%	3%	3%	3%	0	0	0	4%	1%	5%	0	3%	3%
1-3 (Net)	58	10	8	14	6	29	10	3	1	3	46	13	0	1	0	8	5	7	6	7	50
4	5%	7%	5%	6%	8%	7%	4%	6%	5%	4%	5%	7%	2%	5%	0	8%	5%	6%	7%	6%	5%
1-4 (Net)	102	16	24	32	8	50	19	6	3	9	79	30	0	1	0	22	9	11	20	9	93
5	9%	11%	15%	14%	10%	12%	8%	12%	11%	10%	9%	16%	2%	6%	0	23%	9%	10%	23%	7%	9%
5-6 (Net)	227	29	33	64	31	102	52	9	8	22	164	53	5	5	1	23	30	25	28	31	196
7	20%	20%	21%	27%	40%	25%	21%	19%	28%	24%	19%	28%	31%	25%	13%	24%	31%	24%	33%	23%	20%
4-7 (Net)	463	62	72	113	41	180	95	16	14	38	353	97	7	7	2	53	44	47	49	57	405
8	41%	44%	46%	48%	53%	44%	38%	31%	54%	42%	41%	51%	44%	35%	30%	56%	46%	45%	58%	42%	40%
7-10 (Net)	812	97	99	138	38	258	176	35	16	59	618	107	11	14	6	50	57	69	38	94	714
9	71%	69%	64%	59%	50%	63%	71%	70%	61%	66%	72%	56%	68%	69%	87%	53%	60%	66%	44%	70%	71%
8-10 (Net)	KOPR	69	76	106	30	201	142	31	11	49	462	81	9	12	5	34	47	51	30	70	547
9-10 (Net)	620	49%	48%	45%	39%	45%	58%	63%	41%	54%	54%	42%	54%	60%	70%	36%	49%	48%	35%	52%	55%
	CDEKOR	33	41	60	19	114	80	23	6	25	274	44	5	8	3	20	24	28	16	46	315
	363	32%	26%	26%	24%	28%	33%	47%	23%	28%	32%	23%	31%	39%	45%	21%	25%	27%	18%	34%	31%
	KR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Netflix

Base: Users of each platform in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1659	158	86	119	33	445	373	57	41	98	1216	89	16	6	8	49	40	72	17	241	1407
Base: Users of each platform in the past 3 months	1567	161	74	101	27	366	320	47	31	81	1194	85	11	3	2	47	38	60	25	219	1336
Effective Base	1110.8	101.8	56.6	80.7	24.4	315.4	263.1	42.7	30.2	72.3	805.3	62.7	13.2	4.2	6.7	33.8	29.0	55.3	12.6	147.6	960.4
Extremely Dissatisfied 1	8	2	0	0	0	4	3	1	0	0	5	0	0	0	0	0	0	0	0	2	7
2	1%	2%	0	0	0	1%	1%	2%	0	0	0	0	0	0	0	0	0	0	0	1%	1%
3	10	2	0	1	1	3	7	1	3	1	3	1	0	0	0	0	1	0	1	3	7
J	1%	1%	0	1%	5%	1%	2%	1%	10%	2%	0	2%	0	0	0	0	4%	0	6%	1%	1%
4	10	2	2	2	1	6	4	0	0	0	5	2	0	0	0	2	0	1	1	1	9
1%	1%	2%	2%	3%	3%	2%	1%	1%	0	0	0	2%	2%	0	0	3%	1%	2%	4%	1%	1%
5	28	9	2	2	0	7	5	1	0	1	22	2	0	0	0	1	0	2	0	2	26
2%	2%	6%	3%	2%	0	2%	1%	2%	0	1%	2%	2%	0	0	15%	1%	3%	3%	0	1%	2%
6	79	14	13	16	3	25	17	2	0	6	52	13	3	0	0	8	5	4	10	10	68
5%	5%	9%	18%	16%	10%	7%	5%	5%	1%	7%	4%	16%	25%	0	0	18%	13%	6%	38%	5%	5%
7	96	13	19	22	3	37	22	3	1	5	69	18	2	3	0	10	7	12	6	11	80
6%	6%	8%	26%	22%	12%	10%	7%	6%	2%	7%	6%	21%	15%	77%	15%	22%	19%	19%	25%	5%	6%
8	224	24	11	16	5	53	51	8	4	12	166	15	1	0	0	9	7	14	1	32	189
14%	14%	15%	15%	16%	19%	14%	16%	17%	14%	15%	14%	18%	5%	0	0	18%	18%	23%	6%	15%	14%
9	368	40	9	16	7	73	67	7	2	18	287	13	2	1	0	7	6	12	1	49	318
23%	23%	25%	12%	16%	26%	20%	21%	14%	7%	22%	24%	16%	19%	23%	9%	16%	15%	20%	6%	22%	24%
BH	311	28	10	15	5	61	57	11	8	11	247	12	1	0	1	5	8	11	1	49	260
20%	20%	17%	13%	14%	17%	17%	18%	24%	25%	13%	21%	15%	13%	0	31%	10%	20%	18%	22%	22%	19%
Extremely Satisfied 10	433	28	8	10	2	95	88	13	13	26	337	7	2	0	1	5	2	5	2	60	372
28%	28%	17%	11%	10%	8%	26%	28%	28%	41%	32%	28%	9%	21%	0	34%	11%	6%	8%	9%	28%	28%
Total	ABCKQO	161	74	101	27	366	320	47	31	81	1194	85	11	3	2	47	38	60	25	219	1336
Mean	1567	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	8.16	7.49	6.93	6.99	7.15	7.84	7.97	8.06	8.26	8.12	8.24	6.94	7.34	6.45	8.07	6.93	6.95	7.35	5.98	8.20	8.16
	ABCE FKOQ										zF							O*			
1-2 (Net)	18	4	0	1	1	7	10	1	3	1	9	1	0	0	0	0	1	0	1	5	14
J	1%	2%	0	1%	5%	2%	zJ	3%	10%	2%	1%	2%	0	0	0	0	0	0	6%	2%	1%
1-3 (Net)	29	6	2	4	2	13	14	2	3	1	14	4	0	0	0	2	2	1	3	6	23
J	2%	4%	2%	4%	8%	4%	zJ	4%	10%	2%	1%	4%	2%	0	0	3%	5%	2%	10%	3%	2%
1-4 (Net)	56	15	4	6	2	21	18	3	3	3	36	5	0	0	0	2	3	3	3	7	49
4%	4%	9%	5%	6%	8%	6%	zJ	6%	10%	3%	3%	6%	2%	0	15%	5%	8%	5%	10%	3%	4%
5-6 (Net)	175	27	32	38	6	62	38	5	1	11	121	31	4	3	0	19	12	15	16	21	148
11%	11%	17%	44%	38%	22%	17%	12%	11%	3%	14%	10%	37%	40%	77%	15%	40%	32%	26%	63%	10%	11%
4-7 (Net)	427	60	45	56	11	123	94	14	5	24	308	48	5	3	1	28	20	31	17	55	364
27%	27%	37%	61%	56%	40%	33%	29%	30%	16%	30%	26%	57%	45%	77%	31%	59%	53%	52%	69%	25%	27%
7-10 (Net)	1336	119	38	57	19	283	263	39	27	67	1037	48	6	1	2	26	22	42	7	190	1139
85%	85%	74%	51%	56%	70%	77%	82%	83%	87%	83%	87%	57%	58%	23%	69%	55%	59%	70%	27%	87%	85%
ABC EKOQ	1112	95	27	41	14	230	212	31	22	55	871	33	6	1	2	17	16	28	5	158	950
71%	71%	59%	37%	41%	51%	63%	66%	66%	73%	68%	73%	39%	53%	23%	69%	37%	42%	47%	21%	72%	71%
9-10 (Net)	744	55	18	25	7	157	145	25	20	37	584	20	4	0	2	10	10	16	4	109	632
47%	47%	34%	24%	25%	25%	43%	45%	52%	66%	46%	49%	23%	34%	0	65%	21%	26%	27%	15%	50%	47%
ABC EKOQ									zFI												

Overlap formulae used

Column Proportions:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_8. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Amazon Prime Video

Base: Users of each platform in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
	1060	94	52	63	11	236	266	38	30	70	758	44	8	5	6	29	15	34	10	145	908
	1006	97	39	47	8	197	228	32	22	57	752	37	6	3	1	22	15	26	11	120	876
710.3		62.4	37.9	45.9	8.0	170.4	185.1	26.8	21.5	50.9	504.6	33.5	6.7	3.9	4.3	24.1	10.7	25.2	8.7	88.9	620.8
8		0	0	2	2	3	4	0	0	2	3	2	0	0	0	2	0	0	2	0	7
1%		0	0	3%	19%	2%	2%	0	0	3%	0	4%	0	0	0	7%	0	0	14%	0	1%
5		1	0	1	1	2	3	0	0	2	2	1	0	0	0	1	0	1	0	0	5
1%		1%	0	1%	7%	1%	1%	0	0	3%	0	1%	0	0	0	2%	0	2%	0	0	1%
8		1	0	0	0	2	3	0	0	1	5	0	0	0	0	0	0	0	0	0	8
1%		1%	0	0	0	1%	1%	0	0	2%	1%	0	0	0	0	0	0	0	0	0	1%
33		2	2	2	0	6	12	5	2	4	21	5	2	0	0	1	0	1	0	1	32
3%		3%	5%	5%	4%	3%	5%	15%	11%	8%	3%	5%	0	10%	0	6%	4%	7%	0	1%	4%
85		20	7	10	2	20	18	3	2	6	64	6	2	1	0	1	6	5	2	3	82
9%		21%	18%	20%	30%	10%	8%	20%	10%	10%	9%	17%	35%	34%	0	4%	38%	18%	17%	2%	7%
S		2	2	2	2	3	4	0	0	2	3	2	0	0	0	2	0	0	2	0	7
99		5	6	6	0	26	30	1	0	5	62	5	0	0	0	3	2	3	2	17	77
10%		5%	16%	13%	0	13%	13%	2%	2%	8%	8%	15%	6%	8%	25%	15%	15%	13%	19%	14%	9%
JT		16	6	8	2	29	40	5	1	8	143	7	1	0	0	6	1	6	2	19	169
19%		17%	16%	17%	26%	15%	17%	16%	2%	14%	19%	20%	10%	0	17%	28%	9%	23%	14%	16%	19%
233		23	6	7	0	42	49	5	2	11	180	5	1	0	0	4	1	2	3	21	212
23%		24%	17%	14%	4%	21%	21%	17%	8%	19%	24%	14%	20%	0	24%	19%	6%	8%	29%	18%	24%
142		15	4	5	1	21	32	5	3	7	109	4	1	0	0	4	3	1	3	33	106
T		14%	11%	10%	10%	11%	14%	16%	12%	12%	14%	11%	0	29%	0	6%	18%	13%	7%	21%	12%
204		13	7	7	0	46	38	9	12	12	163	4	2	1	0	3	1	4	0	25	179
20%		13%	18%	15%	0	23%	0	23%	55%	21%	22%	12%	29%	19%	35%	13%	10%	17%	0	21%	20%
1006		97	39	47	8	197	228	32	22	57	752	37	6	3	1	22	15	26	11	120	876
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.65		7.34	7.25	6.88	5.06	7.53	7.32	7.60	6.43	7.17	7.77	6.74	7.30	7.08	8.04	6.78	6.68	7.03	6.07	8.11	7.60
CFK		C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*	C*
13		1	0	2	2	5	7	0	0	3	6	2	0	0	0	2	0	1	2	0	12
1%		1%	0	4%	26%	2%	3%	0	0	6%	1%	6%	0	0	0	9%	0	2%	14%	0	1%
21		1	0	2	2	7	10	0	0	4	11	2	0	0	0	2	0	1	2	0	20
J		2%	1%	0	26%	3%	4%	0	0	7%	1%	6%	0	0	0	9%	0	2%	14%	0	2%
54		4	2	4	2	12	22	5	2	9	32	4	0	0	0	3	1	2	2	2	52
5%		4%	5%	9%	29%	6%	9%	15%	11%	4%	11%	0	0	10%	0	15%	4%	9%	14%	1%	6%
J		25	13	16	3	46	49	3	2	11	126	12	3	1	0	4	8	8	4	20	159
184		26%	34%	34%	20%	24%	21%	11%	12%	18%	17%	32%	41%	42%	25%	18%	53%	30%	36%	16%	18%
405		44	21	26	5	81	100	14	5	23	290	21	3	2	1	11	10	15	6	40	359
40%		45%	55%	60%	41%	44%	44%	56%	40%	39%	39%	2	52%	52%	41%	57%	52%	52%	52%	34%	41%
767		67	24	27	3	138	158	24	17	38	594	21	4	1	1	15	6	15	6	98	665
76%		70%	61%	57%	41%	70%	69%	74%	78%	66%	79%	57%	59%	49%	75%	67%	43%	60%	50%	82%	76%
BCEFK		51	18	19	1	109	118	30	19	451	54	3	1	1	0	9%	5	10	4	79	497
58%		53%	45%	40%	15%	56%	52%	58%	75%	52%	60%	37%	49%	49%	59%	39%	34%	37%	36%	66%	57%
C		28	11	12	1	67	69	13	14	19	271	8	2	1	0	4	4	8	1	58	285
34%		29%	29%	25%	10%	34%	30%	41%	67%	33%	36%	23%	29%	48%	35%	19%	28%	30%	7%	48%	33%
T																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B1TV_9. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these television and video service providers?:

Now TV

Base: Users of each platform in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
281	21	10	12	2	65	78	9	12	19	192	7	4	0	1	5	1	5	2	36	245	
273	23	11	13	2	54	69	9	10	19	198	10	3	0	0	7	2	6	3	26	247	
192.2	16.6	7.7	9.6	1.9	48.9	55.6	6.4	8.2	15.3	131.1	6.2	3.3	0	1.0	4.4	1.0	4.2	2.0	24.6	169.2	
2	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	1	
T	**	**	**	**	2%	2%	**	**	**	**	0	**	**	**	**	**	**	**	5%	0	**
1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	
0	0	0	0	0	0	1%	4%	**	0	0	0	0	0	0	0	0	0	0	1%	0	
4	0	0	0	0	0	2	0	0	1	3	0	0	0	0	0	0	0	0	0	4	
2%	0	0	0	0	0	3%	0	0	7%	1%	0	0	0	0	0	0	0	0	0	2%	
8	1	0	0	0	1	2	1	1	1	6	**	**	**	**	**	**	**	**	**	**	
3%	**	**	**	**	2%	2%	7%	10%	3%	3%	0	0	0	0	0	0	0	0	4%	3%	
29	0	9	9	0	11	11	2	2	5	17	7	2	0	0	5	2	5	2	1	28	
11%	0	83%	67%	0	21%	16%	19%	16%	23%	9%	70%	56%	0	100%	72%	100%	79%	51%	3%	11%	
27	3	0	0	0	4	8	2	3	2	19	0	0	0	0	0	0	0	0	3	24	
10%	14%	0	0	0	7%	11%	23%	27%	10%	9%	0	0	0	0	0	0	0	0	12%	10%	
60	12	0	2	2	12	13	0	1	4	46	2	0	0	0	2	0	0	0	8	52	
22%	50%	0	12%	62%	22%	20%	3%	5%	20%	23%	16%	0	0	0	23%	0	0	49%	31%	21%	
61	3	2	2	0	6	13	0	3	3	46	0	1	0	0	0	0	0	0	5	56	
23%	15%	17%	14%	0	11%	19%	0	25%	15%	23%	4%	44%	0	**	5%	0	6%	0	20%	23%	
E	1	0	1	1	7	11	3	2	2	29	1	0	0	0	0	0	1	0	2	41	
42	5%	0	7%	38%	12%	16%	31%	17%	11%	15%	10%	0	0	0	0	0	15%	0	6%	16%	
15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
39	3	0	0	0	12	7	1	0	2	31	0	0	0	0	0	0	0	0	5	34	
14%	12%	0	0	0	23%	10%	13%	0	10%	16%	0	0	0	0	0	0	0	0	18%	14%	
273	23	11	13	2	54	69	9	10	19	198	10	3	0	0	7	2	6	3	26	247	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
7.44	7.32	5.50	5.93	7.76	7.36	7.03	7.00	6.71	6.74	7.57	5.84	6.32	0	5.00	5.62	5.00	5.77	5.98	7.23	7.46	
3	0	0	0	0	1	2	0	0	0	1	0	0	0	0	0	0	0	0	1	1	
1%	0	0	0	0	2%	3%	4%	0	0	0	0	0	0	0	0	0	0	0	6%	1%	
T	7	0	0	0	1	4	0	0	1	3	0	0	0	0	0	0	0	0	1	6	
3%	0	0	0	0	2%	6%	4%	0	7%	2%	0	0	0	0	0	0	0	0	6%	2%	
15	1	0	0	0	2	6	1	1	2	9	0	0	0	0	0	0	0	0	3	12	
5%	4%	0	0	0	4%	8%	11%	10%	10%	5%	0	0	0	0	0	0	0	0	10%	5%	
56	3	9	9	0	15	19	4	4	7	36	7	2	0	0	5	2	5	2	4	52	
20%	14%	83%	67%	0	28%	27%	42%	43%	34%	18%	70%	56%	0	100%	72%	100%	79%	51%	15%	21%	
124	16	9	10	2	28	34	5	6	11	88	8	2	0	0	6	2	5	3	13	110	
45%	69%	83%	67%	62%	51%	49%	52%	58%	57%	44%	86%	56%	0	100%	95%	100%	79%	100%	50%	45%	
202	19	2	4	2	37	45	4	5	11	153	3	1	0	0	2	0	1	2	20	183	
74%	81%	17%	33%	100%	68%	65%	47%	47%	56%	77%	30%	44%	0	0	28%	0	21%	49%	75%	74%	
142	7	3	1	1	25	31	4	4	7	106	1	1	0	0	0	0	1	0	12	131	
52%	31%	17%	21%	38%	46%	45%	44%	42%	36%	54%	14%	44%	0	0	9%	0	21%	0	44%	53%	
81	4	0	1	1	19	18	4	2	4	60	1	0	0	0	0	0	1	0	6	74	
30%	16%	0	7%	38%	35%	26%	44%	17%	21%	30%	10%	0	0	0	0	0	15%	0	24%	30%	

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

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OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B2Radio. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers? - Summary Table

Base: Used each provider at A2.1/A2.2

	BBC Radio (A)	Absolute Radio (B)	Classic FM (C)	Heart (D)	Capital (E)	Smooth (F)	talkRad io/Sport (G)	Any Kiss station (H)	Virgin Radio (I)	LBC (J)
Unweighted Base	2308	440	590	727	562	460	470	406	249	282
Base: Used each provider at A2.1/A2.2	2230	441	541	729	563	481	452	403	223	278
Effective Base	1553.9	301.7	397.3	522.2	396.0	314.0	324.6	280.5	175.8	195.9
Extremely Dissatisfied 1	15	2	1	6	0	3	0	1	3	1
	1%	1%	0	1%	0	1%	0	0	1%	0
2	25	4	8	4	4	0	5	2	1	0
	1%	1%	1%	1%	1%	0	1%	0	0	0
3	52	3	4	17	11	7	6	6	5	4
	2%	1%	1%	2%	2%	2%	1%	1%	2%	1%
4	66	3	18	18	13	15	7	8	4	10
	3%	1%	3%	2%	2%	3%	2%	2%	2%	4%
5	236	32	39	68	47	36	31	41	21	18
	11%	7%	7%	9%	8%	7%	7%	10%	10%	6%
6	208	52	61	96	53	59	61	44	30	26
	9%	12%	11%	13%	9%	12%	13%	11%	13%	9%
7	423	99	85	136	111	77	96	97	49	64
	19%	23%	16%	19%	20%	16%	21%	24%	22%	23%
8	513	126	141	176	145	109	128	79	51	65
	23%	28%	26%	24%	26%	23%	28%	19%	23%	23%
9	314	57	96	89	85	73	60	51	30	48
	14%	13%	18%	12%	15%	15%	13%	13%	14%	17%
Extremely Satisfied 10	379	63	88	119	94	104	56	76	29	41
	17%	14%	16%	16%	17%	22%	12%	19%	13%	15%
Total	2230	441	541	729	563	481	452	403	223	278
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.44	7.60	7.63	7.41	7.61	7.72	7.49	7.55	7.32	7.62
1-2 (Net)	41	I	ADI	DI	ADI	ADI	6	3	4	1
	2%	1%	2%	1%	1%	1%	1%	1%	2%	0
1-3 (Net)	93	9	13	27	15	10	12	8	9	5
	4%	2%	2%	4%	3%	2%	3%	2%	4%	2%
1-4 (Net)	159	12	31	45	28	25	19	16	13	15
	7%	3%	6%	6%	5%	5%	4%	4%	6%	5%
5-6 (Net)	444	84	101	164	100	94	92	85	51	44
	20%	19%	19%	22%	18%	20%	20%	21%	23%	16%
4-7 (Net)	932	186	204	318	224	186	195	190	105	119
	42%	42%	38%	44%	40%	39%	43%	47%	47%	43%
7-10 (Net)	1628	346	410	520	435	362	341	302	159	219
	73%	78%	76%	71%	77%	75%	75%	75%	71%	79%
8-10 (Net)	1205	AD	325	384	324	285	245	205	110	154
	54%	56%	60%	53%	59%	59%	54%	51%	49%	56%
9-10 (Net)	692	121	ADHI	208	179	177	117	127	59	89
	31%	27%	BG	29%	32%	37%	26%	31%	26%	32%
	G					ABDGI				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B2Radio_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: BBC Radio

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2308	302	310	528	218	859	604	104	96	196	1607	390	40	46	52	218	172	287	103	269	2025
Base: Used each provider at A2.1/A2.2	2230	319	290	509	219	792	523	87	80	170	1633	429	36	29	14	220	210	279	150	248	1967
Effective Base	1553.9	193.7	197.9	356.3	158.6	586.8	427.8	78.5	69.6	145.5	1076.2	279.3	33.4	37.1	43.3	150.1	129.8	198.5	84.4	170.1	1379.0
Extremely Dissatisfied 1	15	2	5	6	1	8	3	0	0	0	11	6	0	0	0	3	2	2	4	1	14
2	25	4	2	6	4	10	13	3	2	3	12	5	0	0	1	1	4	5	0	4	22
3	52	1	1	1	2	1	21	3	3	2	1	1	0	0	7	0	2	2	0	2	1
4	66	8	2	5	3	12	21	2	0	7	29	5	0	0	0	5	1	3	2	4	48
5	111	12	8	8	0	11	16	4	4	7	45	7	0	0	1	2	5	3	4	7	57
6	208	4	3	2	0	1	3	5	6	4	3	2	0	1	8	1	2	1	2	3	3
7	423	25	32	54	22	87	58	6	12	18	163	47	6	1	1	28	18	36	11	26	205
8	513	8	11	11	10	17	11	7	16	11	10	11	16	4	5	13	9	13	7	11	10
9	1000	22	20	41	21	66	54	14	5	18	147	31	4	4	1	19	12	22	10	11	194
10	1513	7	7	8	10	8	10	16	6	11	9	7	10	15	10	9	6	8	7	4	10
Extremely Satisfied	379	61	51	79	28	134	78	18	12	24	291	63	8	4	3	26	37	42	22	47	331
Mean	7.44	7.61	7.56	7.54	7.52	7.51	7.22	7.25	7.25	7.20	7.53	7.51	7.63	7.95	7.33	7.30	7.74	7.52	7.50	7.56	7.43
1-2 (Net)	41	5	7	12	5	19	15	3	2	4	22	11	0	0	1	4	6	7	4	4	36
1-3 (Net)	93	13	9	17	8	30	36	5	2	11	51	16	0	0	1	9	7	9	6	9	84
1-4 (Net)	159	25	17	25	8	42	53	10	7	18	96	22	0	0	2	11	11	12	10	16	141
5-6 (Net)	444	47	52	95	43	153	112	20	17	36	311	78	10	5	2	48	31	58	21	37	399
4-7 (Net)	932	114	109	190	81	315	215	39	32	72	687	161	16	8	5	95	65	104	57	109	812
7-10 (Net)	1628	247	221	389	168	598	358	57	55	116	1226	329	27	23	10	161	168	209	120	195	1427
8-10 (Net)	1205	192	171	302	131	447	272	42	45	88	895	253	20	21	8	115	138	166	87	130	1071
9-10 (Net)	692	110	96	153	57	248	149	25	19	45	525	128	10	10	5	50	79	87	42	86	606

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B2Radio_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Absolute Radio

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	440	37	12	14	2	98	100	20	17	33	324	11	1	2	0	11	0	8	3	58	381
Base: Used each provider at A2.1/A2.2	441	43	11	15	4	90	81	14	11	26	349	13	1	1	0	13	0	6	7	49	392
Effective Base	301.7	21.6	7.5	8.1	1.3	67.1	76.4	17.7	13.2	27.8	221.1	6.4	1.0	2.0	0	6.4	0	7.0	2.5	37.3	264.2
Extremely Dissatisfied 1	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
2	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
3	1	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4
4	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
5	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
6	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
7	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
8	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
9	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
10	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Mean	7.60	7.54	6.91	7.00	7.28	8.04	7.69	8.59	8.17	7.81	7.57	6.60	10.00	8.68	0	6.60	10.00	6.91	6.36	7.94	7.56
1-2 (Net)	6	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	6
1-3 (Net)	9	0	1	1	0	1	0	0	0	0	9	1	0	0	0	1	0	1	0	0	9
1-4 (Net)	12	0	1	1	0	1	0	0	0	0	10	1	0	0	0	1	0	1	0	1	11
5-6 (Net)	84	8	5	5	0	13	17	3	2	5	64	5	0	0	0	5	0	2	3	6	78
4-7 (Net)	186	24	6	9	3	29	36	4	5	7	144	9	0	0	0	9	0	2	6	13	172
7-10 (Net)	346	35	5	9	4	76	62	11	10	20	275	7	1	1	0	7	0	3	4	42	303
8-10 (Net)	246	19	5	6	1	60	45	11	6	19	195	4	1	1	0	4	0	3	1	35	211
9-10 (Net)	121	9	4	4	1	36	22	8	5	8	93	2	1	1	0	2	0	2	1	14	107

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B2Radio_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Classic FM

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	590	65	82	163	81	233	151	35	30	47	411	130	14	12	7	64	66	108	22	85	499
Base: Used each provider at A2.1/A2.2	541	68	72	155	83	215	131	29	26	45	389	136	9	7	2	58	79	106	30	73	464
Effective Base	397.3	39.5	55.8	113.1	57.7	164.7	109.2	27.0	22.0	33.9	271.4	93.5	12.2	9.7	5.6	45.8	49.0	75.0	18.7	56.1	337.1
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	8	0	2	4	2	4	2	1	0	1	4	3	1	0	0	0	3	0	3	2	6
3	7%	0	3%	3%	2%	2%	2%	2%	0	3%	1%	2%	8%	0	0	0	4%	0	11%	2%	1%
4	4	0	0	1	1	1	2	0	0	2	2	1	0	0	0	0	1	0	1	0	3
5	7%	0	0	0	1%	0	1%	0	0	4%	0	1%	0	0	0	0	1%	0	3%	1%	1%
6	18	2	5	8	3	8	7	0	0	4	11	8	0	0	0	2	5	8	0	3	15
7	3%	2%	7%	5%	3%	4%	5%	0	1%	9%	3%	6%	0	0	0	4%	7%	7%	0	5%	3%
8	39	1	9	10	1	19	6	2	3	1	30	9	1	1	0	5	3	8	1	6	33
9	7%	2%	13%	1%	7%	9%	5	7%	10%	2%	8%	6%	8%	11%	0	9%	6%	7%	4%	8%	7%
10	61	7	6	18	12	29	19	3	4	2	42	16	0	2	0	4	12	14	1	5	55
CEK	11%	11%	9%	12%	15%	14%	14%	9%	15%	3%	11%	11%	0	31%	27%	7%	15%	13%	5%	7%	12%
1	85	15	8	14	7	24	16	2	2	5	65	13	1	1	0	5	7	11	2	14	68
2	16%	22%	10%	9%	8%	11%	12%	5%	6%	11%	17%	9%	5%	13%	11%	9%	9%	10%	6%	20%	15%
3	141	22	18	47	29	58	32	8	4	13	103	42	3	1	1	24	18	32	10	25	116
4	26%	32%	24%	30%	35%	27%	25%	29%	16%	28%	27%	31%	32%	12%	36%	42%	23%	30%	33%	34%	25%
5	96	9	16	30	14	38	27	7	8	14	69	26	2	1	0	11	15	20	6	9	86
6	18%	14%	22%	19%	17%	17%	20%	23%	29%	31%	18%	19%	24%	19%	17%	19%	19%	19%	19%	13%	19%
7	88	11	9	23	15	35	19	7	6	3	64	20	2	1	0	6	14	14	6	8	80
8	16%	17%	12%	15%	18%	16%	15%	25%	23%	7%	16%	15%	23%	13%	10%	10%	18%	13%	10%	12%	17%
Total	541	68	72	155	83	215	131	29	26	45	389	136	9	7	2	58	79	106	30	73	464
Mean	7.63	7.88	7.33	7.59	7.81	7.57	7.55	8.18	8.07	7.46	7.68	7.57	7.94	7.35	7.72	7.74	7.45	7.59	7.50	7.44	7.67
1-2 (Net)	9	0	2	4	2	4	2	1	0	1	5	3	1	0	0	0	3	0	3	2	7
2%	0	0	3%	3%	2%	2%	2%	2%	0	3%	1%	2%	8%	0	0	0	4%	0	11%	2%	2%
1-3 (Net)	13	0	2	5	3	5	4	1	0	3	7	4	1	0	0	0	4	0	4	2	11
2%	0	3%	3%	3%	2%	3%	3%	2%	0	7%	2%	3%	8%	0	0	0	5%	0	14%	3%	2%
1-4 (Net)	31	2	7	12	5	13	11	1	0	7	17	12	1	0	0	2	9	8	4	5	25
6%	2%	10%	8%	6%	6%	6%	9%	2%	1%	16%	4%	9%	8%	0	0	4%	12%	7%	14%	7%	5%
5-6 (Net)	101	9	16	29	13	48	25	5	6	2	72	24	1	3	0	9	15	22	3	11	88
19%	13%	22%	18%	16%	22%	19%	19%	16%	25%	5%	18%	18%	8%	43%	27%	16%	19%	20%	9%	15%	19%
4-7 (Net)	204	25	28	50	22	80	48	6	8	12	147	44	1	4	1	17	28	40	5	28	171
38%	37%	39%	32%	27%	37%	37%	37%	21%	31%	26%	38%	32%	13%	56%	37%	29%	35%	37%	15%	39%	37%
7-10 (Net)	410	57	49	114	65	154	95	24	19	35	300	101	8	4	1	46	54	77	23	57	350
76%	85%	68%	74%	78%	72%	72%	72%	82%	74%	78%	77%	74%	84%	57%	73%	80%	69%	73%	78%	78%	76%
8-10 (Net)	325	42	42	100	58	130	78	22	18	30	235	88	7	3	1	41	47	67	21	42	282
60%	63%	58%	64%	70%	61%	60%	60%	77%	69%	67%	61%	64%	79%	44%	63%	71%	60%	63%	71%	58%	61%
9-10 (Net)	184	21	24	53	29	72	46	14	14	18	132	46	4	2	0	17	29	34	12	18	166
34%	31%	34%	34%	35%	34%	35%	35%	48%	52%	39%	34%	34%	47%	32%	26%	29%	37%	32%	38%	24%	36%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B2Radio_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Heart

Base: Used each provider at A2.1/A2.2

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
727	74	46	57	11	193	170	32	24	46	530	54	2	1	0	33	21	40	14	86	639	
729	74	44	59	15	182	157	28	19	38	553	58	1	1	0	36	22	36	22	76	650	
522.2	53.0	35.8	42.2	8.1	147.0	126.9	25.0	18.7	33.3	378.9	40.3	1.8	1.0	0	24.4	15.9	30.2	12.0	51.8	469.5	
6	2	1	1	0	1	0	0	0	0	6	1	0	0	0	1	0	0	1	0	6	
1%	3%	2%	2%	0	1%	0	0	0	0	1%	2%	0	0	0	3%	0	0	5%	0	1%	
4	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	4	
1%	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	
J	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
17	2	1	2	2	2	4	0	2	2	13	2	0	0	0	2	0	1	2	1	16	
2%	3%	1%	4%	10%	1%	2%	0	8%	5%	2%	4%	0	0	0	6%	0	2%	7%	2%	2%	
18	3	2	0	0	4	3	0	0	1	13	1	1	0	0	0	1	1	0	1	16	
2%	5%	4%	3%	0	2%	2%	0	0	2%	2%	2%	66%	0	0	1%	3%	3%	0	2%	3%	
68	11	5	5	0	18	17	2	1	5	50	5	0	0	0	5	0	4	1	6	62	
9%	14%	11%	8%	0	10%	11%	8%	6%	14%	9%	9%	0	0	0	14%	0	12%	4%	9%	10%	
96	13	3	6	4	24	22	2	1	7	72	6	0	0	0	6	0	3	3	9	84	
13%	17%	6%	10%	23%	13%	14%	8%	3%	18%	13%	10%	34%	0	0	15%	1%	7%	14%	12%	13%	
136	13	15	20	6	39	23	6	5	4	110	20	0	0	0	13	7	13	7	15	122	
19%	17%	33%	34%	37%	21%	15%	21%	26%	11%	20%	35%	0	0	0	36%	33%	37%	32%	19%	19%	
176	15	11	14	2	41	34	6	2	10	137	14	0	0	0	4	10	8	5	21	155	
24%	20%	25%	23%	15%	23%	21%	20%	11%	27%	25%	23%	0	0	0	11%	44%	24%	23%	28%	24%	
89	7	5	6	1	19	18	2	2	4	68	6	0	0	0	3	3	4	2	11	78	
12%	9%	12%	10%	5%	10%	12%	6%	11%	11%	12%	10%	0	0	0	9%	12%	12%	8%	14%	12%	
119	8	2	4	2	35	32	10	6	5	83	3	0	1	0	2	2	2	2	11	107	
16%	11%	5%	6%	10%	19%	20%	37%	35%	13%	15%	6%	0	100%	0	4%	7%	5%	7%	15%	16%	
729	74	44	59	15	182	157	28	19	38	553	58	1	1	0	36	22	36	22	76	650	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.41	6.83	7.03	7.00	6.93	7.53	7.41	8.17	7.91	7.17	7.40	7.02	4.68	10.00	0	6.54	7.81	7.15	6.81	7.60	7.40	
A	*	*	*	**			**	**	*		*	**	**		**	**	*	**	*		
10	2	1	1	0	1	4	0	0	0	6	1	0	0	0	1	0	0	1	0	10	
1%	3%	2%	2%	0	1%	2%	0	0	0	1%	2%	0	0	0	3%	0	0	5%	0	2%	
27	4	2	3	2	3	8	0	2	2	19	3	0	0	0	3	0	1	3	1	26	
4%	6%	4%	5%	10%	2%	5%	0	8%	5%	3%	6%	0	0	0	9%	0	2%	12%	2%	4%	
45	8	3	5	2	7	11	0	2	3	33	4	1	0	0	4	1	2	3	3	42	
6%	10%	8%	8%	10%	4%	7%	0	8%	7%	6%	7%	66%	0	0	10%	3%	4%	12%	3%	6%	
164	23	7	11	4	42	39	4	2	12	122	11	0	0	0	10	0	7	4	15	146	
22%	31%	17%	19%	23%	23%	25%	16%	8%	31%	22%	15%	34%	0	0	29%	15%	19%	18%	20%	22%	
318	40	24	33	9	85	66	10	6	17	246	32	1	0	0	24	8	21	11	31	284	
44%	53%	54%	56%	60%	46%	42%	37%	34%	44%	44%	55%	100%	0	0	67%	37%	59%	50%	41%	44%	
520	43	33	43	10	133	107	23	15	23	398	43	0	1	0	22	21	27	15	58	462	
71%	58%	75%	73%	67%	73%	68%	84%	83%	62%	72%	74%	0	100%	0	61%	96%	77%	70%	76%	71%	
A	*	*	*	**			**	**	*		*	**	**		**	**	*	**	*		
384	30	18	23	5	95	83	17	11	19	288	23	0	1	0	9	14	14	8	43	341	
53%	41%	42%	39%	30%	52%	53%	62%	57%	51%	52%	39%	0	100%	0	24%	63%	40%	38%	57%	52%	
208	15	7	10	2	53	50	12	9	9	151	9	0	1	0	5	4	6	3	22	186	
29%	20%	17%	16%	15%	29%	32%	42%	46%	24%	27%	16%	0	100%	0	13%	19%	16%	15%	29%	29%	

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B2Radio_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Capital

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	562	27	14	20	6	123	125	36	17	37	414	15	2	3	0	11	4	9	6	100	457
Base: Used each provider at A2.1/A2.2	563	30	11	21	11	106	103	31	14	28	440	17	2	2	0	15	2	6	11	88	470
Effective Base	396.0	17.3	10.9	13.6	5.0	87.8	100.1	28.0	13.3	31.2	288.3	10.2	1.9	2.6	0	8.1	3.0	6.5	5.4	59.6	333.0
Extremely Dissatisfied 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	4	0	2	2	0	2	0	0	0	0	4	2	0	0	0	2	0	0	2	0	4
3	11	1	0	0	0	0	0	0	0	0	9	0	0	0	0	0	0	0	0	0	11
4	13	1	0	0	0	2	4	2	0	1	9	0	0	0	0	0	0	0	0	2	10
5	47	2	1	1	0	7	11	2	3	2	35	0	0	0	0	0	0	0	0	3	44
6	53	4	0	5	5	14	11	6	1	5	39	5	0	0	0	5	0	0	5	9	44
7	111	7	3	5	2	25	18	6	4	4	90	5	0	0	0	4	1	4	1	24	87
8	145	12	1	3	2	21	23	2	0	6	119	3	0	0	0	2	0	1	2	22	120
9	85	1	1	3	2	19	14	4	1	2	68	2	1	0	0	2	0	0	2	13	72
Extremely Satisfied 10	94	2	3	3	1	16	23	10	4	9	68	1	1	2	0	1	0	1	0	15	78
Total	563	30	11	21	11	106	103	31	14	28	440	17	2	2	0	15	2	6	11	88	470
Mean	7.61	7.07	7.03	7.12	7.22	7.58	7.70	7.75	7.52	7.83	7.61	6.63	9.60	9.04	0	6.61	6.73	7.11	6.38	7.78	7.58
1-2 (Net)	4	0	2	2	0	2	1	0	0	0	4	2	0	0	0	2	0	0	2	0	4
1-3 (Net)	15	1	2	2	0	2	1	0	0	0	13	2	0	0	0	2	0	0	2	1	15
1-4 (Net)	28	2	2	2	0	4	4	2	0	1	21	2	0	0	0	2	0	0	2	3	25
5-6 (Net)	100	6	1	6	5	21	21	8	4	7	74	6	0	0	0	5	1	1	5	12	88
4-7 (Net)	224	14	5	11	6	49	43	15	8	12	172	11	0	0	0	9	2	5	6	38	185
7-10 (Net)	435	21	8	13	6	81	77	21	9	20	345	10	2	2	0	8	2	5	5	74	358
8-10 (Net)	324	14	4	9	4	56	59	15	5	17	255	5	2	2	0	5	0	1	4	50	271
9-10 (Net)	179	2	4	6	3	34	37	14	5	11	136	3	2	2	0	3	0	1	2	28	151

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B2Radio_6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Smooth

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	460	68	57	82	25	170	126	30	20	44	311	66	5	11	0	40	26	48	18	66	393
Base: Used each provider at A2.1/A2.2	481	89	61	93	32	178	117	26	19	43	342	82	5	6	0	50	32	52	30	55	426
Effective Base	314.0	43.4	40.1	58.3	18.4	119.7	90.4	23.7	16.0	33.2	211.4	48.3	4.2	8.7	0	28.1	20.5	36.5	14.0	39.9	273.9
Extremely Dissatisfied 1	3	0	2	2	0	2	0	0	0	0	2	1	1	0	0	1	0	0	1	0	3
2	1%	0	3%	2%	0	1%	0	0	0	0	1%	1%	16%	0	0	2%	0	0	4%	0	1%
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	7	4	0	2	4	2	2	1	0	1	5	2	0	0	0	2	0	0	2	0	7
6	2%	4%	0	2%	5%	2%	2%	3%	0	2%	1%	2%	0	0	0	3%	0	0	5%	1%	2%
7	4	2	2	2	0	4	2	0	1	1	12	2	0	0	0	2	0	0	2	1	13
8	15%	4%	4%	2%	0	2%	2%	0	5%	2%	3%	3%	0	0	0	4%	0	0	7%	2%	3%
9	36	5	11	11	0	18	15	3	4	7	21	11	0	0	0	4	7	7	4	5	31
10	7%	5%	18%	12%	0	10%	13%	0	20%	17%	6%	13%	0	0	0	8%	21%	14%	12%	9%	7%
11	59	10	7	13	6	24	14	5	3	4	40	11	2	0	0	6	4	8	3	6	52
12	12%	11%	11%	14%	19%	13%	12%	18%	17%	10%	12%	13%	38%	4%	0	13%	13%	15%	10%	11%	12%
13	77	9	7	12	5	22	17	4	1	3	58	10	1	1	0	7	3	10	0	9	68
14	16%	10%	12%	13%	15%	12%	14%	16%	6%	7%	17%	12%	16%	17%	0	14%	10%	20%	0	17%	16%
15	109	15	14	26	12	41	26	6	2	9	77	23	1	2	0	18	5	13	10	14	94
16	23%	17%	23%	28%	37%	23%	22%	23%	11%	21%	23%	28%	30%	26%	0	36%	14%	25%	33%	26%	22%
17	73	21	6	8	2	18	18	2	5	9	52	8	0	0	0	3	6	6	2	5	67
18	15%	23%	10%	9%	6%	10%	16%	8%	26%	20%	15%	10%	0	0	0	5%	17%	12%	6%	10%	16%
19	104	22	12	18	6	45	22	6	3	10	75	14	0	3	0	7	8	8	7	14	90
20	22%	25%	19%	19%	20%	25%	19%	22%	14%	22%	22%	18%	0	54%	0	14%	24%	15%	22%	25%	21%
Total	481	89	61	93	32	178	117	26	19	43	342	82	5	6	0	50	32	52	30	55	426
Mean	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1-2 (Net)	3	0	2	2	0	2	0	0	0	0	2	1	1	0	0	1	0	0	1	0	3
1-3 (Net)	1%	0	3%	2%	0	1%	0	0	0	0	1%	1%	16%	0	0	2%	0	0	4%	0	1%
1-4 (Net)	10	4	2	3	2	6	2	1	0	1	7	3	1	0	0	3	0	0	3	0	10
1-5 (Net)	2%	4%	3%	4%	5%	3%	2%	3%	0	2%	2%	3%	16%	0	0	5%	0	0	9%	1%	2%
1-6 (Net)	25	7	4	6	2	10	5	1	1	2	19	5	1	0	0	5	0	0	5	2	23
1-7 (Net)	5%	8%	7%	6%	5%	5%	4%	3%	5%	4%	5%	6%	16%	0	0	10%	0	0	16%	3%	5%
1-8 (Net)	94	14	18	24	6	42	29	7	7	12	61	21	2	0	0	10	11	15	7	11	83
1-9 (Net)	20%	16%	29%	25%	19%	23%	25%	28%	37%	27%	18%	26%	38%	4%	0	21%	34%	28%	23%	20%	19%
1-10 (Net)	186	27	27	38	11	67	48	12	9	15	131	34	3	1	0	20	14	25	9	21	164
1-11 (Net)	39%	31%	44%	40%	33%	38%	41%	44%	48%	35%	38%	41%	54%	20%	0	39%	45%	48%	29%	39%	39%
1-12 (Net)	362	67	40	64	25	126	83	18	11	30	262	56	2	6	0	35	21	37	19	42	320
1-13 (Net)	75%	76%	65%	69%	76%	71%	71%	69%	58%	70%	77%	68%	45%	96%	0	69%	66%	71%	62%	77%	75%
1-14 (Net)	285	58	32	52	20	105	66	14	10	27	204	45	1	5	0	28	18	27	19	33	252
1-15 (Net)	59%	65%	53%	56%	62%	59%	57%	53%	52%	63%	60%	55%	30%	80%	0	55%	55%	52%	62%	61%	59%
1-16 (Net)	177	43	18	26	8	63	40	8	8	18	127	23	0	3	0	10	13	14	9	19	158
1-17 (Net)	37%	49%	29%	28%	25%	36%	35%	30%	41%	42%	37%	28%	0	54%	0	19%	41%	27%	29%	35%	37%

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B2Radio_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: talkRadio/Sport

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	470	49	37	49	12	126	122	37	20	38	335	39	4	4	2	31	8	24	15	69	400
Base: Used each provider at A2.1/A2.2	452	47	36	50	13	115	104	28	15	27	338	45	3	1	0	37	9	24	22	58	393
Effective Base	324.6	32.3	24.1	31.2	7.3	86.9	85.4	28.9	14.2	29.1	231.1	26.9	3.5	3.8	2.0	20.7	6.4	14.4	12.5	44.0	279.7
Extremely Dissatisfied 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0
2	5	0	0	0	0	0	1	0	0	1	4	0	0	0	0	0	0	0	0	1	4
1%	0	0	0	0	0	0	1%	0	1%	5%	1%	0	0	0	0	0	0	1%	0	2%	1%
3	6	0	1	1	0	1	2	1	0	0	4	1	0	0	0	1	0	1	0	0	6
1%	0	0	1%	1%	0	0	2%	5%	0	2%	1%	1%	0	0	0	1%	0	2%	0	1%	1%
4	7	1	2	2	0	2	1	1	0	1	6	1	1	0	0	1	0	1	0	1	7
2%	1%	6%	4%	0	2%	1%	1%	3%	5%	2%	2%	2%	40%	0	0	2%	0	3%	0	1%	2%
5	31	3	0	0	0	4	10	4	2	3	21	0	0	0	0	0	0	0	0	6	25
7%	7%	0	0	0	0	3%	9%	14%	0	10%	6%	0	0	0	0	0	0	0	0	10%	6%
6	61	10	6	7	2	18	14	4	4	3	43	7	0	0	0	4	3	3	4	2	59
13%	20%	15%	14%	12%	15%	13%	13%	15%	25%	12%	13%	15%	0	18%	0	11%	32%	14%	16%	4%	15%
7	96	10	8	14	5	27	20	4	2	2	74	14	0	0	0	13	1	5	8	6	89
21%	21%	23%	27%	40%	24%	19%	19%	14%	14%	8%	22%	30%	0	0	0	35%	11%	23%	38%	11%	23%
8	128	18	14	15	1	30	27	5	3	7	100	13	1	1	0	10	3	8	5	23	105
28%	38%	39%	31%	8%	26%	26%	26%	16%	22%	27%	30%	30%	39%	55%	49%	29%	33%	35%	23%	40%	27%
9	60	3	2	5	3	15	11	4	2	3	47	5	0	0	0	5	0	2	3	9	51
13%	7%	6%	11%	25%	13%	11%	11%	14%	12%	11%	14%	12%	0	0	0	14%	3%	9%	15%	15%	13%
Extremely Satisfied	56	3	3	6	2	19	17	5	2	5	38	4	1	0	0	3	2	3	2	9	48
10	12%	7%	9%	11%	16%	16%	17%	16%	11%	20%	11%	10%	20%	27%	51%	7%	21%	12%	7%	15%	12%
Total	452	47	36	50	13	115	104	28	15	27	338	45	3	1	0	37	9	24	22	58	393
Mean	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7.49	7.34	7.39	7.53	7.94	7.71	7.47	7.25	7.11	7.34	7.50	7.56	6.78	8.17	9.01	7.53	7.70	7.53	7.59	7.71	7.46
1-2 (Net)	6	0	0	0	0	0	2	0	0	1	4	0	0	0	0	0	0	0	0	2	4
1%	0	0	0	0	0	0	2%	0	1%	5%	1%	0	0	0	0	0	0	1%	0	3%	1%
1-3 (Net)	12	0	1	1	0	1	4	1	0	2	8	1	0	0	0	1	0	1	0	2	10
3%	0	2%	1%	0	1%	4%	4%	5%	1%	6%	2%	2%	0	0	0	2%	0	3%	0	3%	2%
1-4 (Net)	19	1	3	3	0	3	5	2	1	2	14	2	1	0	0	2	0	2	0	3	16
4%	1%	8%	9%	0	2%	4%	4%	8%	6%	9%	4%	3%	40%	0	0	4%	0	7%	0	5%	4%
5-6 (Net)	92	13	6	7	2	21	23	8	5	7	64	7	0	0	0	4	3	3	4	8	84
20%	27%	15%	14%	12%	19%	23%	23%	30%	35%	24%	19%	15%	0	18%	0	11%	32%	14%	16%	14%	21%
4-7 (Net)	195	23	16	23	7	50	44	13	8	9	145	21	1	0	0	18	4	10	12	15	179
43%	49%	44%	46%	51%	44%	42%	47%	47%	54%	35%	43%	47%	40%	18%	0	48%	43%	40%	54%	26%	46%
7-10 (Net)	341	34	28	40	12	91	76	17	9	18	259	37	2	1	0	31	6	19	18	47	293
75%	72%	77%	80%	88%	79%	73%	76%	62%	59%	66%	77%	81%	60%	82%	100%	85%	68%	79%	84%	81%	75%
8-10 (Net)	245	24	20	26	6	64	56	13	7	16	185	23	2	1	0	18	5	13	10	41	204
54%	51%	54%	53%	49%	55%	54%	54%	48%	44%	58%	55%	51%	60%	82%	100%	50%	57%	57%	46%	70%	52%
9-10 (Net)	117	6	6	11	5	34	29	9	3	8	85	10	1	0	0	8	2	5	5	18	99
26%	13%	15%	22%	41%	30%	28%	28%	32%	22%	31%	25%	22%	20%	27%	51%	21%	24%	22%	22%	30%	25%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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B2Radio_8. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Any Kiss station

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	406	21	10	12	2	86	95	25	12	22	291	12	0	0	0	8	3	11	1	89	316
Base: Used each provider at A2.1/A2.2	403	22	11	13	2	83	80	20	10	20	310	13	0	0	0	11	2	12	1	75	327
Effective Base	280.5	16.7	6.0	7.7	1.9	61.0	78.1	21.9	10.7	18.2	197.1	7.7	0	0	0	5.5	2.3	6.8	1.0	56.0	223.9
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
4	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	403	22	11	13	2	83	80	20	10	20	310	13	0	0	0	11	2	12	1	75	327
Mean	7.55	7.27	5.61	6.08	8.13	7.47	7.48	7.33	7.77	7.46	7.55	6.08	0	0	0	5.66	6.57	6.41	3.00	7.52	7.56
1-2 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	2
1-3 (Net)	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	1%	1%
1-4 (Net)	8	0	2	2	0	2	1	0	0	0	7	2	0	0	0	2	0	1	1	1	8
2	0	0	17%	14%	0	3%	1%	0	0	0	2%	14%	0	0	0	17%	0	4%	100%	1%	2%
1-6 (Net)	16	0	3	3	0	4	5	1	0	2	11	3	0	0	0	2	0	2	1	3	13
5-6 (Net)	4%	0	26%	21%	0	4%	6%	3%	3%	12%	4%	21%	0	0	0	23%	20%	13%	100%	5%	4%
4-7 (Net)	85	6	4	4	0	15	24	9	2	5	60	4	0	0	0	4	0	4	0	15	70
7-10 (Net)	21%	29%	36%	29%	0	18%	30%	47%	19%	24%	19%	29%	0	0	0	33%	20%	32%	0	20%	21%
4-7 (Net)	190	14	8	10	2	42	38	11	5	9	147	10	0	0	0	9	1	10	0	35	155
7-10 (Net)	47%	66%	74%	72%	62%	51%	48%	57%	52%	46%	48%	72%	0	0	0	83%	41%	80%	0	47%	47%
8-10 (Net)	302	15	4	7	2	64	52	10	8	13	239	7	0	0	0	5	1	7	0	57	244
9-10 (Net)	75%	71%	36%	50%	100%	77%	65%	50%	78%	64%	77%	50%	0	0	0	44%	59%	55%	0	76%	75%
8-10 (Net)	F	7	1	2	1	39	41	8	5	11	155	F	0	0	0	0	0	0	0	39	165
9-10 (Net)	205	34%	9%	14%	38%	47%	51%	43%	48%	54%	50%	14%	0	0	0	0	59%	16%	0	52%	50%
9-10 (Net)	127	4	0	1	1	24	29	8	4	7	92	1	0	0	0	0	0	1	0	23	104
	31%	17%	0	7%	38%	29%	36%	39%	41%	38%	30%	7%	0	0	0	0	0	8%	0	30%	32%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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B2Radio_10. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: Virgin Radio

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	249	6	12	12	0	48	76	24	13	22	164	10	1	1	0	6	4	10	0	53	194
Base: Used each provider at A2.1/A2.2	223	5	10	10	0	45	55	20	9	19	162	9	1	0	0	6	3	9	0	39	183
Effective Base	175.8	5.7	9.7	9.7	0	34.9	53.9	19.7	10.2	14.5	118.3	8.4	1.0	1.0	0	5.2	3.4	8.4	0	31.5	143.3
Extremely Dissatisfied 1	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
2	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1
3	0	0	0	0	0	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0
4	5	0	0	0	0	1	4	0	1	3	1	0	0	0	0	0	0	0	0	0	5
5	2	0	2	2	0	3	7	0	12	15	1	0	0	100	0	0	0	0	0	0	3
6	4	1	1	1	0	1	2	0	0	0	3	1	0	0	0	1	0	1	0	0	4
7	2	10	8	8	0	2	1	2	0	2	2	10	0	0	0	14	0	10	0	1	2
8	21	1	2	2	0	6	9	5	0	3	12	2	0	0	0	2	1	2	0	0	21
9	10	22	21	21	0	12	16	27	0	15	8	26	0	0	0	26	0	25	0	0	12
10	30	1	2	2	0	7	7	3	1	1	21	2	0	0	0	2	0	2	0	1	28
Extremely Satisfied	13	16	15	15	0	17	12	15	12	4	13	18	0	0	0	26	0	18	0	4	15
1	49	2	2	2	0	10	9	2	2	2	39	2	0	0	0	1	2	2	0	5	44
2	22	35	23	23	0	22	17	8	17	12	24	27	0	0	0	9	64	27	0	14	24
3	51	0	1	1	0	6	15	2	1	5	36	1	0	0	0	1	0	1	0	17	33
4	23	0	10	10	0	13	26	10	11	28	22	12	0	0	0	11	14	12	0	43	18
5	30	0	0	0	0	5	6	5	3	2	23	0	0	0	0	0	0	0	0	zT*	11
6	14	0	0	0	0	12	11	23	30	13	14	0	0	0	0	0	0	0	0	29	10
7	29	1	2	2	0	9	4	2	2	2	24	1	1	0	0	1	0	1	0	zT*	4
8	13	17	20	20	0	19	8	12	19	11	15	9	100	0	0	14	0	9	0	10	14
Total	223	5	10	10	0	45	55	20	9	19	162	9	1	0	0	6	3	9	0	39	183
Mean	100	100	100	100	0	100	100	100	100	100	100	100	100	100	100	100	100	100	0	100	100
1-2 (Net)	7.32	6.62	6.78	6.78	0	7.34	6.90	6.97	7.68	6.85	7.46	6.44	10.00	3.00	0	6.32	6.70	6.44	0	8.24	7.11
1-3 (Net)	4	0	0	0	0	0	1	1	0	0	3	0	0	0	0	0	0	0	0	zT*	0
1-4 (Net)	2	0	0	0	0	0	1	4	0	0	2	0	0	0	0	0	0	0	0	0	2
5-6 (Net)	9	0	0	0	0	1	5	1	1	3	4	0	0	0	0	0	0	0	0	0	9
7-10 (Net)	4	0	2	2	0	3	9	4	12	15	2	0	0	100	0	0	0	0	0	0	5
1-2 (Net)	13	1	1	1	0	2	1	1	1	3	7	1	0	0	0	1	0	1	0	0	13
3-4 (Net)	6	10	11	11	0	5	9	6	12	17	5	10	0	100	0	14	0	10	0	1	7
5-6 (Net)	51	2	4	4	0	13	16	8	1	4	33	4	0	0	0	3	1	4	0	1	50
7-10 (Net)	23	36	36	36	0	29	29	42	12	19	20	42	0	0	0	52	22	42	0	4	27
1-2 (Net)	105	5	7	7	0	24	25	10	3	6	76	7	0	0	0	4	2	7	0	7	98
3-4 (Net)	47	83	68	68	0	53	46	52	29	34	47	79	0	0	0	75	86	79	0	19	53
5-6 (Net)	159	3	5	5	0	30	34	10	7	12	121	4	1	0	0	2	2	4	0	37	121
7-10 (Net)	71	52	53	53	0	66	62	52	77	64	75	48	100	0	0	34	76	48	0	95	66
1-2 (Net)	110	1	3	3	0	20	25	3	5	10	82	2	1	0	0	2	0	2	0	zT*	32
3-4 (Net)	49	17	30	30	0	44	45	44	59	51	51	21	100	0	0	25	14	21	0	81	42
5-6 (Net)	59	1	2	2	0	14	10	7	4	5	47	1	1	0	0	1	0	1	0	zT*	15
7-10 (Net)	26	17	20	20	0	30	19	34	49	24	29	9	100	0	0	14	0	9	0	39	24

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B2Radio_11. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with these radio providers?: LBC

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	282	34	27	53	26	87	60	12	13	26	205	49	2	1	1	32	17	32	17	55	224
Base: Used each provider at A2.1/A2.2	278	46	17	46	29	82	48	10	8	22	211	43	2	1	0	28	15	19	23	57	218
Effective Base	195.9	22.1	18.8	34.7	18.6	57.3	44.4	10.7	7.8	20.8	143.1	31.7	1.7	1.0	1.0	20.1	11.7	21.3	13.6	37.5	156.3
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Extremely Satisfied 10	41	5	4	11	7	16	10	4	3	3	29	11	0	0	0	6	5	2	8	8	33
Total	278	46	17	46	29	82	48	10	8	22	211	43	2	1	0	28	15	19	23	57	218
Mean	7.62	7.59	8.04	7.83	7.71	7.46	7.27	7.96	7.57	6.92	7.70	7.82	7.41	9.00	7.00	7.56	8.30	7.51	8.09	7.93	7.53
1-2 (Net)	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
1-3 (Net)	5	0	0	1	1	2	1	0	0	1	3	1	0	0	0	1	0	1	0	1	4
1-4 (Net)	2%	0	0	2%	2%	2%	3%	0	0	6%	1%	2%	0	0	0	3%	1%	5%	0	2%	2%
5-6 (Net)	44	6	2	9	7	15	15	3	1	8	28	9	1	0	0	9	0	2	7	7	37
4-7 (Net)	119	21	4	18	14	40	24	5	4	11	87	17	1	0	0	13	4	9	9	20	97
7-10 (Net)	219	37	14	35	21	61	28	6	5	11	174	33	1	1	0	18	15	16	17	49	167
8-10 (Net)	154	24	12	27	15	41	23	5	4	10	121	24	1	1	0	14	10	10	15	37	117
9-10 (Net)	89	16	6	14	9	23	19	5	4	6	66	13	0	1	0	8	6	5	9	22	67
	32%	36%	35%	32%	30%	28%	38%	49%	52%	29%	31%	32%	0	100%	0	28%	37%	24%	38%	38%	31%

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B3MEAPP. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps? - Summary

Table

Base: Used each provider at A4

	BBC website and apps (A)	ITV website and apps (B)	Sky website and apps (C)	Channel 4 website and apps (D)	Channel 5 website and apps (E)	STV website and apps (F)	S4C website and apps (G)
Unweighted Base	2011	395	549	244	134	70	62
Base: Used each provider at A4	1892	374	518	237	123	58	47
Effective Base	1358.1	270.4	378.1	174.4	95.2	53.0	46.4
Extremely Dissatisfied 1	10 1%	0 0	4 1%	1 0	1 1%	1 1%	0 0
2	10 1%	4 1%	3 1%	0 0	2 2%	2 4%	0 0
3	41 2%	6 2%	10 2%	2 1%	6 5%	2 3%	2 3%
4	56 3%	13 3%	21 4%	13 5%	7 6%	3 5%	1 3%
5	194 10%	37 10%	52 10%	23 10%	18 14%	7 12%	2 4%
6	213 11%	49 13%	52 10%	30 13%	11 9%	9 16%	5 11%
7	358 19%	83 22%	119 23%	55 23%	19 15%	11 18%	8 17%
8	458 24%	71 19%	114 22%	62 26%	23 19%	9 16%	12 25%
9	274 14%	52 14%	68 13%	21 9%	16 13%	9 15%	11 24%
Extremely Satisfied 10	D 278 15%	59 16%	75 14%	31 13%	21 17%	5 9%	5 12%
Total	1892 100%	374 100%	518 100%	237 100%	123 100%	58 100%	47 100%
Mean	7.42	7.39	7.34	7.28	7.10	6.75	7.64
1-2 (Net)	F 20 1%	F 4 1%	F 8 1%	1 0	3 2%	3 5%	F+ 0 0
1-3 (Net)	60 3%	10 3%	17 3%	3 1%	9 7%	5 8%	2 4%
1-4 (Net)	116 6%	23 6%	38 7%	16 7%	16 13%	8 14%	3 7%
5-6 (Net)	407 22%	86 23%	104 20%	53 22%	23 23%	17 29%	7 15%
4-7 (Net)	821 43%	182 49%	244 47%	120 51%	54 44%	30 52%	17 35%
7-10 (Net)	1369 72%	265 71%	376 73%	168 71%	79 64%	34 58%	37 78%
8-10 (Net)	F 1010 53%	F 182 49%	F 256 50%	F 114 48%	F 60 49%	F 23 40%	F+ 29 61%
9-10 (Net)	F 552 29%	F 111 30%	F 143 28%	F 52 22%	F 37 30%	F 14 24%	F+ 17 36%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

B3MEAPP_1. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: BBC

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2011	264	213	288	75	597	482	74	65	150	1453	225	22	20	21	129	95	175	50	269	1729
Base: Used each provider at A4	1892	269	179	242	63	501	405	58	50	121	1433	211	16	10	5	113	98	146	65	232	1646
Effective Base	1358.1	170.6	137.9	190.1	52.4	411.1	343.7	57.7	40.6	112.9	974.2	156.0	19.2	14.7	15.5	91.7	65.0	124.6	37.0	168.0	1180.7
Extremely Dissatisfied 1	10	0	1	2	1	3	4	0	0	2	6	1	1	0	0	0	1	1	0	1	9
	1%	0	1%	1%	1%	1%	1%	0	0	1%	0	0	4%	0	0	0	1%	1%	0	1%	1%
2	10	0	1	1	0	3	3	1	0	2	6	0	0	0	1	0	0	0	0	1	8
	1%	0	0	0	1%	1%	1%	2%	0	1%	0	0	0	0	15%	0	0	0	0	0	1%
3	41	1	6	8	2	13	15	3	2	7	25	8	0	0	0	6	2	3	6	10	30
	2%	1%	3%	3%	4%	3%	4%	5%	4%	6%	2%	4%	0	0	0	5%	2%	2%	9%	4%	2%
4	56	6	A	A	12	19	25	3	6	zJ	27	11	1	1	0	zQ	7	3	6	5	zT
	3%	2%	5%	5%	6%	4%	6%	11%	11%	2%	2%	5%	5%	5%	3%	7%	3%	4%	8%	2%	3%
5	194	17	26	42	16	71	44	11	zJ	10	144	35	4	3	0	z	14	22	13	26	165
	10%	6%	15%	17%	25%	14%	11%	19%	20%	17%	10%	17%	25%	26%	11%	19%	14%	15%	20%	11%	10%
6	213	36	A	zA	zA	60	47	8	zFJ	zJ	158	22	1	0	0	z	12	14	8	28	180
	11%	13%	10%	10%	12%	12%	12%	14%	15%	10%	11%	10%	7%	0	0	10%	11%	10%	12%	12%	11%
7	358	59	32	37	5	92	74	4	6	21	269	34	2	0	1	18	16	22	11	35	321
	19%	22%	18%	15%	7%	18%	18%	7%	12%	17%	19%	16%	11%	3%	19%	16%	17%	15%	18%	15%	19%
8	458	72	44	59	15	108	87	7	9	23	361	50	3	4	2	25	24	37	13	57	401
	24%	27%	25%	24%	24%	22%	22%	13%	19%	19%	25%	24%	18%	45%	36%	22%	24%	25%	20%	24%	24%
9	274	39	23	30	7	69	54	9	3	18	212	26	1	2	1	13	14	22	4	37	236
	14%	15%	13%	12%	11%	14%	13%	16%	7%	15%	15%	12%	9%	16%	16%	11%	14%	15%	6%	16%	14%
Extremely Satisfied 10	278	37	19	28	8	63	51	10	6	15	223	24	4	0	0	11	13	19	5	34	244
	15%	14%	11%	12%	13%	13%	13%	17%	13%	12%	16%	11%	22%	4%	0	10%	13%	13%	7%	14%	15%
Total	1892	269	179	242	63	501	405	58	50	121	1433	211	16	10	5	113	98	146	65	232	1646
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.42	7.62	7.11	7.04	6.86	7.19	7.09	6.99	6.66	6.96	7.53	7.04	7.09	7.20	6.62	6.83	7.28	7.31	6.42	7.36	7.44
	BCDEF HIKOR	BCD								zFGHI							R	OR			
1-2 (Net)	20	0	2	3	1	6	7	1	0	3	13	1	1	0	1	0	1	1	0	3	17
	1%	0	1%	1%	2%	1%	2%	2%	0	3%	1%	1%	4%	0	15%	0	1%	1%	0	1%	1%
1-3 (Net)	60	2	8	11	3	19	22	4	2	11	38	10	1	0	1	6	3	4	6	13	48
	3%	1%	A	A	5%	4%	5%	7%	4%	9%	3%	5%	4%	0	15%	Q	3%	3%	9%	5%	3%
1-4 (Net)	116	8	16	23	A	37	47	7	8	13	65	21	1	1	1	14	7	10	11	17	99
	6%	3%	A	10%	11%	7%	12%	13%	15%	13%	5%	10%	8%	5%	18%	12%	7%	7%	z	7%	6%
5-6 (Net)	407	53	44	65	A	131	91	19	zJ	32	302	57	5	3	0	zQ	33	24	36	53	345
	22%	20%	25%	27%	34%	26%	23%	33%	35%	27%	21%	27%	32%	26%	11%	29%	25%	24%	32%	23%	21%
4-7 (Net)	821	118	85	114	zA	191	242	27	zFJ	56	599	102	8	3	1	58	44	64	38	93	717
	43%	44%	47%	47%	47%	48%	47%	47%	58%	46%	42%	48%	47%	35%	33%	51%	45%	44%	58%	40%	44%
7-10 (Net)	1369	208	119	154	35	333	266	31	25	76	1065	134	10	7	3	66	67	101	33	162	1202
	72%	77%	66%	63%	55%	66%	66%	54%	50%	63%	zFGHI	63%	60%	68%	71%	59%	68%	69%	51%	70%	73%
	CDEFG HIKOR	BCD					GH										R	OR			
8-10 (Net)	1010	149	87	117	30	241	192	27	19	55	796	100	8	6	2	48	51	78	22	127	881
	53%	55%	48%	48%	48%	48%	47%	47%	38%	45%	56%	47%	49%	65%	52%	43%	52%	54%	33%	55%	54%
9-10 (Net)	552	76	43	58	15	132	104	20	10	33	435	50	5	2	1	23	27	41	9	70	480
	29%	28%	24%	24%	24%	26%	26%	34%	20%	27%	30%	24%	31%	20%	16%	21%	27%	28%	14%	30%	29%
	R																	O			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
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B3MEAPP_2. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: ITV

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	395	36	18	24	6	102	115	26	13	28	264	20	2	2	0	10	10	18	2	64	330
Base: Used each provider at A4	374	35	14	18	4	81	88	20	11	23	274	15	1	2	0	6	9	13	2	65	307
Effective Base	270.4	23.7	13.0	17.1	4.1	75.5	75.6	20.0	9.0	18.3	186.4	13.9	1.7	2.0	0	7.3	7.1	12.0	2.0	44.0	226.1
Extremely Dissatisfied 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	4	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4
4	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
5	6	0	2	2	0	3	1	0	0	0	4	2	0	0	0	0	2	2	0	0	6
6	2%	0	13%	10%	0	4%	1%	0	0	2%	2%	13%	0	0	0	0	21%	14%	0	0	2%
7	13	1	0	0	0	3	5	1	2	1	8	0	0	0	0	0	0	0	0	2	11
8	3%	2%	0	0	0	4%	5%	7%	17%	5%	3%	0	0	0	0	0	0	0	0	3%	4%
9	37	3	3	6	3	10	9	3	4	0	28	5	0	1	0	2	2	5	0	10	27
10	10%	8%	22%	32%	63%	12%	10%	17%	37%	0	10%	32%	0	44%	0	39%	27%	36%	0	16%	9%
11	49	5	2	2	0	10	13	3	0	8	35	1	0	1	0	1	0	1	0	10	37
12	13%	13%	18%	14%	0	12%	15%	0	0	33%	13%	8%	0	56%	0	20%	0	9%	0	15%	12%
13	83	9	2	3	1	19	24	6	3	5	55	3	1	0	0	1	1	2	1	6	77
14	22%	25%	16%	19%	31%	24%	27%	29%	27%	24%	20%	17%	100%	0	0	23%	13%	13%	50%	10%	25%
15	71	8	2	2	0	12	15	1	1	3	54	2	0	0	0	1	1	1	1	12	59
16	19%	22%	13%	10%	0	15%	17%	4%	8%	15%	20%	12%	0	0	0	13%	11%	7%	50%	19%	19%
17	52	3	2	2	0	12	8	4	0	1	44	2	0	0	0	0	2	2	0	11	41
18	14%	9%	13%	10%	0	15%	9%	20%	0	6%	16%	12%	0	0	0	0	20%	13%	0	17%	13%
19	59	7	1	1	0	11	13	2	1	3	42	1	0	0	0	0	1	1	0	14	45
20	16%	21%	5%	5%	7%	14%	15%	8%	11%	15%	15%	7%	0	0	0	5%	8%	7%	0	22%	15%
Total	374	35	14	18	4	81	88	20	11	23	274	15	1	2	0	6	9	13	2	65	307
Mean	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
1-2 (Net)	7.39	7.68	6.36	6.27	5.96	7.23	7.25	7.00	6.15	7.16	7.42	6.34	7.00	5.56	0	6.30	6.36	6.19	7.50	7.63	7.35
1-3 (Net)	4	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4
1-4 (Net)	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
2-3 (Net)	10	0	2	2	0	3	1	0	0	0	8	2	0	0	0	0	2	2	0	0	10
2-4 (Net)	3%	0	13%	10%	0	4%	1%	0	0	2%	3%	13%	0	0	0	0	21%	14%	0	0	3%
3-4 (Net)	23	1	2	2	0	6	6	1	2	2	17	2	0	0	0	0	2	2	0	2	21
3-5 (Net)	6%	2%	13%	10%	0	8%	7%	7%	17%	7%	6%	13%	0	0	0	0	21%	14%	0	3%	7%
4-5 (Net)	86	8	6	8	3	20	22	6	4	8	63	6	0	2	0	4	2	6	0	20	64
4-7 (Net)	23%	22%	40%	46%	63%	24%	25%	31%	37%	33%	23%	40%	0	100%	0	59%	27%	45%	0	30%	21%
5-7 (Net)	182	17	8	11	4	42	50	13	9	14	126	8	1	2	0	5	3	8	1	28	152
5-10 (Net)	49%	48%	56%	65%	93%	52%	57%	68%	81%	62%	46%	57%	100%	100%	0	62%	40%	58%	50%	43%	50%
6-10 (Net)	265	27	6	8	2	55	61	12	5	14	195	7	1	0	0	2	4	5	2	44	221
7-10 (Net)	71%	77%	46%	44%	37%	68%	69%	62%	46%	60%	71%	48%	100%	0	0	41%	52%	41%	100%	67%	72%
8-10 (Net)	182	18	4	0	0	36	37	6	2	8	140	4	0	0	0	1	3	4	1	37	145
9-10 (Net)	49%	52%	30%	25%	7%	44%	42%	32%	19%	36%	51%	30%	0	0	0	18%	39%	28%	50%	57%	47%
10-10 (Net)	111	10	2	3	0	24	22	0	1	5	86	3	0	0	0	0	2	3	0	25	86
11-10 (Net)	30%	30%	18%	15%	7%	29%	24%	29%	11%	21%	31%	18%	0	0	0	5%	28%	21%	0	39%	28%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
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B3MEAPP_3. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Sky

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	549	58	36	55	19	143	141	25	16	51	391	38	6	5	6	28	10	33	5	73	474
Base: Used each provider at A4	518	60	24	34	10	115	113	22	14	44	391	26	4	2	1	17	10	22	4	62	453
Effective Base	378.1	38.2	27.2	40.1	13.1	102.9	103.3	20.1	10.7	37.6	267.7	29.2	5.4	3.2	5.2	22.0	8.3	25.7	3.8	48.0	329.9
Extremely Dissatisfied 1	4	1	0	0	0	0	1	0	0	1	3	0	0	0	0	0	0	0	0	0	4
	1%	2%	0	1%	3%	0	1%	0	0	2%	1%	1%	0	0	0	2%	0	1%	0	0	1%
2	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	1%	1%
3	10	0	0	1	1	3	5	3	2	3	5	1	0	0	0	1	0	1	0	2	8
	2%	0	2%	3%	5%	2%	4%	12%	15%	7%	1%	4%	0	0	0	6%	0	4%	0	3%	2%
4	21	0	0	1	1	2	6	3	2	3	15	1	0	0	0	1	0	1	0	2	19
	4%	1%	0	3%	11%	2%	6%	15%	14%	6%	4%	4%	0	0	0	6%	0	5%	0	3%	4%
5	52	10	7	9	2	15	13	3	3	4	38	6	1	2	0	3	1	6	0	3	46
	10%	17%	29%	26%	19%	13%	11%	13%	24%	10%	10%	24%	17%	73%	23%	19%	33%	28%	0	5%	10%
6	52	8	1	2	1	6	12	2	1	4	38	1	1	0	0	1	0	0	1	8	44
	10%	14%	5%	6%	10%	5%	11%	7%	4%	9%	10%	5%	14%	0	0	7%	0	2%	19%	13%	10%
7	119	11	6	6	1	28	18	1	1	13	99	6	1	0	0	4	2	6	0	13	107
	23%	18%	23%	19%	8%	24%	16%	7%	5%	28%	25%	22%	12%	0	0	22%	22%	26%	0	21%	24%
8	114	16	6	8	1	31	17	2	3	4	93	7	0	1	0	2	4	5	2	14	99
	22%	27%	25%	22%	14%	27%	15%	8%	22%	9%	24%	25%	0	27%	22%	14%	46%	21%	45%	23%	22%
9	68	8	2	1	1	13	26	4	2	8	42	2	1	0	0	2	0	2	0	6	62
	13%	14%	8%	7%	5%	11%	23%	18%	16%	17%	11%	7%	12%	0	0	12%	0	9%	0	10%	14%
Extremely Satisfied 10	75	4	2	4	2	18	15	5	0	5	56	2	2	0	0	2	0	1	2	13	62
	14%	7%	9%	13%	23%	16%	13%	21%	0	11%	14%	8%	45%	0	0	13%	0	3%	36%	22%	14%
Total	518	60	24	34	10	115	113	22	14	44	391	26	4	2	1	17	10	22	4	62	453
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.34	7.16	6.99	6.92	6.75	7.49	7.25	6.83	6.02	6.90	7.33	6.79	8.11	5.81	7.31	6.78	6.81	6.49	8.35	7.60	7.31
1-2 (Net)	8	1	0	0	0	0	1	0	0	1	6	0	0	0	0	0	0	0	0	0	7
	1%	2%	0	1%	3%	0	1%	0	0	2%	2%	1%	0	0	0	2%	0	1%	0	1%	2%
1-3 (Net)	17	1	0	1	1	3	6	3	2	4	11	1	0	0	0	1	0	1	0	2	15
	3%	2%	2%	4%	8%	3%	6%	12%	15%	9%	3%	5%	0	0	0	7%	0	6%	0	4%	3%
1-4 (Net)	38	1	0	2	2	5	13	6	4	7	26	2	0	0	0	2	0	2	0	4	35
	7%	2%	2%	7%	19%	4%	11%	26%	29%	15%	7%	9%	0	0	0	14%	0	10%	0	6%	8%
5-6 (Net)	104	19	8	11	3	21	25	4	4	8	77	7	1	2	1	4	3	7	1	12	99
	20%	32%	33%	32%	30%	18%	22%	20%	28%	19%	20%	28%	31%	73%	50%	26%	33%	30%	19%	19%	20%
4-7 (Net)	244	30	14	18	5	50	49	9	6	23	190	14	2	2	1	9	5	14	1	26	215
	47%	50%	56%	54%	48%	44%	44%	41%	47%	53%	49%	54%	43%	73%	50%	55%	54%	61%	19%	42%	48%
7-10 (Net)	376	39	16	21	5	90	76	12	6	29	289	17	3	1	1	10	6	13	3	47	329
	73%	66%	65%	61%	51%	78%	67%	54%	44%	66%	74%	63%	69%	27%	50%	60%	67%	59%	81%	75%	73%
8-10 (Net)	256	29	10	14	4	62	57	10	5	17	190	11	2	1	1	6	4	7	3	34	223
	50%	48%	42%	42%	43%	54%	51%	47%	39%	38%	49%	41%	57%	27%	50%	38%	46%	33%	81%	54%	49%
9-10 (Net)	143	13	4	7	3	31	40	9	2	13	97	4	2	0	0	4	0	3	2	19	123
	28%	21%	17%	20%	29%	27%	36%	39%	16%	29%	25%	16%	57%	0	27%	24%	0	12%	36%	31%	27%

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B3MEAPP_4. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Channel 4

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	244	18	7	11	4	47	75	15	11	12	158	9	1	1	0	6	3	9	0	38	202
Base: Used each provider at A4	237	22	6	8	2	35	66	12	8	10	162	7	0	0	0	4	3	7	0	35	198
Effective Base	174.4	11.2	3.8	6.0	2.8	33.3	56.2	11.9	7.7	9.5	111.9	5.2	1.0	1.0	0	3.4	1.8	5.2	0	23.3	148.7
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	237	22	6	8	2	35	66	12	8	10	162	7	0	0	0	4	3	7	0	35	198
Mean	7.28	7.56	6.08	5.98	5.69	6.73	7.04	6.50	6.13	7.61	7.40	5.81	7.00	9.00	0	6.35	4.91	5.81	0	7.92	7.19
1-2 (Net)	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
1-3 (Net)	3	0	0	0	0	1	2	0	0	1	1	0	0	0	0	0	0	0	0	0	3
1-4 (Net)	16	0	2	3	1	6	10	1	4	1	6	3	0	0	0	1	2	3	0	1	15
5-6 (Net)	53	2	0	0	0	12	14	4	0	2	35	0	0	0	0	0	0	0	0	3	47
4-7 (Net)	120	11	5	7	2	21	35	7	4	4	79	6	0	0	0	4	2	6	0	10	107
7-10 (Net)	168	20	3	1	4	42	7	4	7	122	4	4	0	0	0	3	0	4	0	32	137
8-10 (Net)	114	11	1	0	0	13	29	5	4	6	83	1	0	0	0	0	0	1	0	25	88
9-10 (Net)	52	3	0	1	0	8	15	1	2	4	35	0	0	0	0	0	0	0	0	11	41

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

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B3MEAPP_5. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: Channel 5

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	134	8	5	6	1	35	40	11	10	13	88	5	1	0	0	3	2	4	1	26	108
Base: Used each provider at A4	123	7	4	5	1	28	36	10	8	10	82	3	1	0	0	2	1	3	1	22	101
Effective Base	95.2	6.7	4.0	5.0	1.0	28.6	30.1	9.7	8.1	10.1	60.6	4.1	1.0	0	0	2.4	1.7	3.1	1.0	13.6	82.9
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
2	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
3	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	1
4	1%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	4%	1%
5	6	0	0	0	0	2	2	0	1	0	4	0	0	0	0	0	0	0	0	0	6
6	5%	0	0	0	0	.6%	5%	0	13%	0	5%	0	0	0	0	0	0	0	0	.2%	6%
7	7	0	0	1	1	2	6	1	0	1	1	1	0	0	0	1	0	1	0	0	7
8	6%	0	0	23%	100%	.6%	16%	10%	0	6%	2%	31%	0	0	0	50%	0	40%	0	0	7%
9	18	0	0	0	0	6	24	4	2	3	10	0	2	0	0	0	0	0	0	4	14
10	14%	2%	11%	9%	0	21%	16%	40%	19%	28%	12%	12%	0	0	0	0	30%	15%	0	19%	13%
11	11	1	1	1	0	2	2	1	0	0	9	1	0	0	0	1	0	0	1	2	8
12	9%	10%	22%	17%	0	9%	5%	11%	0	4%	11%	23%	0	0	0	38%	0	100%	100%	10%	8%
13	19	3	0	0	0	3	6	0	2	1	12	0	0	0	0	0	0	0	0	3	15
14	15%	36%	7%	5%	0	10%	18%	0	24%	6%	14%	7%	0	0	0	12%	0	9%	0	14%	15%
15	23	1	0	0	0	2	2	0	0	1	20	0	0	0	0	0	0	0	0	6	17
16	19%	16%	0	0	0	6%	7%	4%	5%	8%	25%	0	0	0	0	0	0	0	0	25%	17%
17	16	1	1	1	0	5	3	2	1	0	12	0	0	0	0	0	1	0	0	2	14
18	13%	10%	26%	20%	0	19%	8%	16%	15%	0	14%	27%	0	0	0	0	70%	36%	0	10%	14%
19	21	2	1	1	0	7	9	2	2	5	11	0	1	0	0	0	0	0	0	3	17
20	17%	26%	33%	26%	0	24%	25%	19%	24%	49%	13%	0	100%	0	0	0	0	0	0	16%	17%
Total	123	7	4	5	1	28	36	10	8	10	82	3	1	0	0	2	1	3	1	22	101
Mean	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	100%	100%
1-2 (Net)	7.10	8.02	8.09	7.15	4.00	7.26	6.94	6.71	7.15	7.79	7.14	6.16	10.00	0	0	5.11	7.81	6.21	6.00	7.17	7.08
1-3 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	2
1-4 (Net)	2%	0	0	0	0	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	4%	2%
5-6 (Net)	9	0	0	0	0	2	2	0	1	0	7	0	0	0	0	0	0	0	0	1	8
4-7 (Net)	7%	0	0	0	0	.6%	5%	0	13%	0	9%	0	0	0	0	0	0	0	0	.6%	8%
7-10 (Net)	16	0	0	1	1	3	7	1	1	1	8	1	0	0	0	1	0	1	0	1	15
8-10 (Net)	13%	0	0	23%	100%	11%	21%	10%	13%	6%	10%	31%	0	0	0	50%	0	40%	0	6%	14%
9-10 (Net)	28	1	1	1	0	8	8	5	2	3	19	1	0	0	0	1	0	0	1	6	22
4-7 (Net)	23%	12%	33%	26%	0	29%	21%	51%	19%	31%	23%	35%	0	0	0	38%	30%	15%	100%	29%	22%
7-10 (Net)	54	3	1	2	1	12	19	6	4	4	32	2	0	0	0	2	0	2	1	10	44
8-10 (Net)	44%	47%	40%	54%	100%	45%	55%	61%	43%	43%	39%	73%	0	0	0	100%	30%	64%	100%	44%	44%
9-10 (Net)	79	6	2	5	0	16	21	4	6	6	54	1	1	0	0	0	1	1	0	14	64
4-7 (Net)	64%	88%	67%	51%	0	59%	58%	39%	68%	63%	67%	34%	100%	0	0	12%	70%	45%	0	65%	64%
7-10 (Net)	60	4	2	2	0	14	14	4	4	5	43	1	1	0	0	0	1	1	0	11	49
8-10 (Net)	49%	53%	60%	46%	0	49%	40%	39%	44%	53%	53%	27%	100%	0	0	0	70%	36%	0	51%	49%
9-10 (Net)	37	3	2	2	0	12	12	4	3	5	22	1	1	0	0	0	1	1	0	6	31
4-7 (Net)	30%	36%	60%	46%	0	43%	33%	35%	39%	49%	27%	27%	100%	0	0	0	70%	36%	0	26%	31%

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B3MEAPP_6. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: STV

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	70	2	1	2	1	6	30	12	7	8	36	0	2	0	0	0	0	0	0	15	55
Base: Used each provider at A4	58	3	1	2	1	7	24	9	6	6	30	0	2	0	0	0	0	0	0	7	52
Effective Base	53.0	2.0	1.0	1.9	1.0	5.5	23.7	9.9	5.9	6.1	26.2	0	1.9	0	0	0	0	0	0	12.9	44.0
Extremely Dissatisfied 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	0	2%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
2	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	4%	0	0	0	0	0	0	0	0	0	7%	0	0	0	0	0	0	0	0	0	5%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
3	2	0	0	0	0	0	2	2	1	1	0	0	0	0	0	0	0	0	0	1	1
	3%	0	0	0	0	0	7%	18%	19%	19%	0	0	0	0	0	0	0	0	0	8%	2%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
4	3	0	0	0	0	1	3	1	1	1	0	0	0	0	0	0	0	0	0	1	2
	5%	0	0	0	0	16%	13%	8%	12%	12%	0	0	0	0	0	0	0	0	0	10%	5%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
5	7	0	0	1	0	1	3	0	1	0	3	0	1	0	0	0	0	0	0	0	7
	12%	0	0	39%	100%	8%	14%	0	18%	0	11%	0	39%	0	0	0	0	0	0	6%	13%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
6	9	1	0	0	0	0	4	1	0	1	4	0	0	0	0	0	0	0	0	0	9
	16%	43%	0	0	0	0	16%	0	16%	0	13%	0	0	0	0	0	0	0	0	6%	17%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
7	11	0	0	0	0	2	4	0	1	0	6	0	0	0	0	0	0	0	0	1	10
	18%	0	0	0	0	23%	17%	0	10%	1%	19%	0	0	0	0	0	0	0	0	11%	19%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
8	9	2	1	1	0	4	2	0	0	1	7	0	1	0	0	0	0	0	0	0	9
	16%	57%	100%	61%	0	52%	7%	0	0	10%	24%	0	61%	0	0	0	0	0	0	0	18%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
9	9	0	0	0	0	0	2	0	1	1	7	0	0	0	0	0	0	0	0	3	5
	15%	0	0	0	0	0	8%	22%	25%	24%	22%	0	0	0	0	0	0	0	0	51%	10%
	T*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Extremely Satisfied 10	5	0	0	0	0	0	4	3	1	1	0	0	0	0	0	0	0	0	0	0	5
	9%	0	0	0	0	0	17%	32%	15%	0	17%	0	0	0	0	0	0	0	0	7%	9%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
Total	58	3	1	2	1	7	24	9	6	6	30	0	2	0	0	0	0	0	0	7	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	0	0	0	0	0	0	100%	100%
Mean	6.75	7.14	8.00	6.82	5.00	6.86	6.58	7.07	6.46	6.81	6.88	0	6.82	0	0	0	0	0	0	7.40	6.67
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
1-2 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	5%	0	0	0	0	0	0	0	0	0	9%	0	0	0	0	0	0	0	0	0	6%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
1-3 (Net)	5	0	0	0	0	0	2	2	1	1	3	0	0	0	0	0	0	0	0	1	4
	8%	0	0	0	0	0	8%	22%	19%	19%	9%	0	0	0	0	0	0	0	0	8%	8%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
1-4 (Net)	8	0	0	0	0	1	5	3	2	2	3	0	0	0	0	0	0	0	0	1	7
	14%	0	0	0	0	16%	21%	30%	32%	31%	9%	0	0	0	0	0	0	0	0	18%	13%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
5-6 (Net)	17	1	0	1	1	1	7	1	1	1	7	0	1	0	0	0	0	0	0	1	16
	29%	43%	0	39%	100%	8%	30%	16%	18%	17%	24%	0	39%	0	0	0	0	0	0	13%	31%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
4-7 (Net)	30	1	0	1	1	3	14	2	2	2	13	0	1	0	0	0	0	0	0	2	28
	52%	43%	0	39%	100%	48%	59%	24%	40%	30%	43%	0	39%	0	0	0	0	0	0	34%	54%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
7-10 (Net)	34	2	1	1	0	5	12	5	3	3	20	0	1	0	0	0	0	0	0	5	29
	58%	57%	100%	61%	0	75%	49%	54%	51%	52%	67%	0	61%	0	0	0	0	0	0	69%	56%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
8-10 (Net)	23	2	1	1	0	4	8	5	2	3	15	0	1	0	0	0	0	0	0	4	19
	40%	57%	100%	61%	0	52%	32%	54%	40%	51%	48%	0	61%	0	0	0	0	0	0	58%	37%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*
9-10 (Net)	14	0	0	0	0	0	6	5	0	2	7	0	0	0	0	0	0	0	0	4	10
	24%	0	0	0	0	0	25%	54%	40%	41%	23%	0	0	0	0	0	0	0	0	58%	20%
	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	*

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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B3MEAPP_7. On a scale of 1 to 10, where 1 means extremely dissatisfied and 10 means extremely satisfied, overall how satisfied or dissatisfied are you with the following websites and apps?: S4C

website and apps

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	62	2	3	4	1	16	24	11	9	6	36	1	1	2	0	0	1	1	0	15	46
Base: Used each provider at A4	47	3	2	3	0	12	17	7	6	4	28	0	1	1	0	0	0	0	0	8	38
Effective Base	46.4	1.5	2.6	3.3	1.0	11.9	19.7	9.9	7.9	4.5	25.3	1.0	1.0	1.7	0	0	1.0	1.0	0	11.8	35.4
Extremely Dissatisfied 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	47	3	2	3	0	12	17	7	6	4	28	0	1	1	0	0	0	0	0	8	38
Mean	7.64	8.77	7.86	7.88	8.00	7.92	7.55	8.84	8.17	8.93	7.74	10.00	8.00	7.29	0	0	10.00	10.00	0	7.73	7.81
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-4 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5-6 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4-7 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7-10 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8-10 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9-10 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC1. On a scale of 1 – 10 where 1 is extremely unfavourable and 10 is extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Extremely Unfavourable 1	174 5%	34 7%	17 3%	28 3%	11 3%	73 5%	48 5%	7 5%	2 1%	21 7%	116 4%	22 3%	1 2%	4 8%	0 2%	10 3%	12 3%	11 3%	10 3%	12 3%	161 5%
2	106 3%	17 3%	22 5%	33 4%	11 3%	47 3%	30 3%	2 2%	6 4%	9 3%	76 3%	28 4%	1 2%	2 5%	1 5%	18 5%	10 3%	7 2%	21 7%	8 2%	97 3%
3	122 3%	18 3%	23 5%	44 5%	21 5%	72 5%	33 4%	2 2%	3 3%	15 5%	80 3%	37 5%	4 6%	2 5%	1 5%	19 6%	17 4%	23 6%	13 4%	13 3%	108 3%
4	186 5%	26 5%	35 7%	60 7%	26 7%	95 6%	36 4%	10 7%	9 7%	14 4%	140 5%	51 7%	4 6%	4 7%	1 6%	24 7%	27 7%	26 6%	25 8%	29 6%	154 5%
5	431 11%	43 8%	61 12%	119 14%	58 15%	216 14%	114 13%	16 11%	15 11%	39 13%	299 11%	103 14%	6 10%	6 12%	4 21%	55 16%	48 12%	53 13%	50 15%	64 14%	357 11%
6	339 9%	42 8%	36 7%	71 8%	35 9%	134 9%	86 10%	21 15%	14 10%	30 10%	239 9%	57 8%	7 10%	6 11%	1 5%	27 8%	30 8%	33 8%	25 8%	36 8%	298 9%
7	650 17%	86 16%	74 15%	136 15%	61 16%	234 15%	163 18%	26 18%	19 15%	48 16%	468 17%	109 15%	17 27%	7 13%	3 14%	48 14%	61 16%	65 15%	44 14%	74 16%	575 17%
8	831 22%	129 25%	97 20%	188 21%	91 23%	314 20%	182 20%	21 14%	35 26%	65 21%	615 23%	160 22%	9 14%	15 29%	4 22%	71 20%	89 23%	92 22%	68 21%	101 22%	723 22%
9	514 14%	72 14%	78 16%	113 13%	35 9%	191 12%	106 12%	11 8%	13 10%	39 13%	395 14%	103 14%	6 9%	3 6%	2 9%	49 14%	54 14%	71 17%	32 10%	53 12%	460 14%
Extremely Favourable 10	415 11%	58 11%	47 10%	86 10%	38 10%	158 10%	98 11%	26 18%	16 12%	29 9%	304 11%	73 10%	9 13%	2 5%	2 11%	31 9%	42 11%	41 10%	32 10%	60 13%	354 11%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.81	6.76	6.66	6.63	6.60	6.58	6.66	6.79	6.90	6.53	6.88	6.66	6.76	6.07	6.49	6.50	6.81	6.86	6.40	6.94	6.80
1-2 (Net)	CEIMOR 280 7%	52 10%	39 8%	60 7%	22 6%	120 8%	78 9%	10 7%	8 6%	29 10%	192 7%	50 7%	3 4%	7 13%	1 7%	28 8%	22 6%	18 4%	32 10%	20 5%	258 8%
1-3 (Net)	QS 403 11%	70 13%	62 13%	104 12%	43 11%	191 12%	111 12%	12 8%	11 8%	44 14%	271 10%	86 12%	7 10%	9 18%	2 12%	47 13%	39 10%	42 10%	45 14%	33 7%	366 11%
1-4 (Net)	S 588 16%	96 18%	96 20%	165 19%	69 18%	286 19%	147 16%	23 16%	20 15%	58 19%	412 15%	138 19%	11 17%	13 25%	3 18%	71 20%	67 17%	68 16%	70 22%	62 14%	520 16%
5-6 (Net)	770 20%	85 16%	97 20%	189 24%	93 24%	350 23%	200 22%	37 26%	28 22%	69 22%	538 20%	160 22%	13 20%	12 23%	5 26%	82 23%	78 20%	85 20%	75 23%	100 22%	655 20%
7-10 (Net)	A 2411 64%	345 66%	297 61%	523 60%	226 58%	897 59%	549 61%	83 58%	83 63%	181 59%	1783 65%	445 60%	41 63%	27 52%	11 56%	198 56%	246 63%	268 64%	177 55%	288 64%	2110 64%
8-10 (Net)	CDEKOR 1760 47%	259 49%	223 45%	387 44%	165 42%	663 43%	386 43%	58 40%	64 49%	133 43%	1315 48%	336 45%	24 37%	20 39%	8 42%	150 43%	186 47%	203 48%	132 41%	214 48%	1536 47%
9-10 (Net)	EF 929 25%	130 25%	126 26%	199 23%	74 19%	350 23%	204 23%	37 26%	29 22%	68 22%	700 26%	176 24%	14 22%	5 11%	4 19%	79 23%	96 25%	112 26%	64 20%	113 25%	813 25%
	DM											M									

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides - Summary Table

Base: All Respondents

	Impartial news and information to help people understand and engage with the world around them. (A)	Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (B)	A range of high quality, distinctive and creative content that is different to that of other providers. (C)	Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	198 5%	96 3%	104 3%	123 3%
2	112 3% BCD	55 1%	88 2% B	87 2% B
3	118 3%	93 2%	111 3%	117 3%
4	206 5% B	147 4%	176 5%	195 5% B
5	343 9%	321 9%	341 9%	378 10% B
6	404 11%	413 11%	456 12% D	376 10%
7	579 15%	618 16%	657 17% A	713 19% AB
8	797 21%	864 23% CD	778 21%	790 21%
9	475 13% D	503 13% D	474 13% D	419 11%
Extremely Well 10	360 10% D	399 11% AD	381 10% D	307 8%
Don't know	176 5%	260 7% AC	201 5%	263 7% AC
Total	3769 100%	3769 100%	3769 100%	3769 100%
Mean	6.69	7.10	6.91	6.77
1-2 (Net)	310 8% BCD	151 4% ACD	192 5% AD	210 6% A
1-3 (Net)	428 11% BCD	244 6% B	303 8% B	328 9% B
1-4 (Net)	634 17% BCD	391 10% B	480 13% B	523 14% B
5-6 (Net)	747 20% B	734 19% B	797 21% B	754 20% B

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides - Summary Table

Base: All Respondents

	Impartial news and information to help people understand and engage with the world around them. (A)	Infor mative and educa tional content, which is inspiring and challe nging, and that supports learning for all ages. (B)	A range of high quality, disti nctive and creative content that is different to that of other provi ders. (C)	Content that accur ately repre sents and authen tically portrays the life and culture of a range of different commu nities throu ghout the UK. (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
7-10 (Net)	2211 59%	2384 63%	2291 61%	2229 59%
8-10 (Net)	1633 43%	1766 47%	1634 43%	1516 40%
9-10 (Net)	836 22%	902 24%	856 23%	726 19%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2_1. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Impartial news and information to help

people understand and engage with the world around them

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	198	26	35	57	22	89	53	5	12	27	136	48	2	4	2	29	19	25	23	7	189
S	9%	5%	7%	6%	6%	6%	6%	3%	9%	9%	5%	6%	4%	8%	10%	8%	5%	6%	7%	2%	6%
2	112	28	23	33	10	47	23	6	0	9	82	31	0	0	1	14	18	16	15	11	97
z	3%	5%	5%	4%	3%	3%	3%	4%	0	3%	3%	4%	0	1%	4%	4%	4%	4%	5%	3%	3%
3	118	28	24	38	15	63	36	4	1	10	66	34	3	1	1	17	17	20	14	16	100
z	3%	5%	5%	4%	4%	4%	4%	3%	1%	3%	2%	5%	4%	3%	3%	5%	4%	5%	4%	3%	3%
4	206	38	24	48	24	87	61	10	11	12	137	39	2	5	1	20	19	23	16	22	177
5	343	55	42	88	46	157	89	7%	7%	9%	4%	5%	3%	11%	6%	6%	5%	5%	5%	5%	5%
6	404	59	45	95	26	154	98	14	12	30	293	71	7	5	2	34	37	38	33	40	359
7	579	84	69	137	68	233	147	26	28	53	410	119	9	7	2	60	58	72	47	59	516
8	797	84	95	185	90	305	172	21	23	49	602	160	11	10	5	65	94	90	69	96	699
9	475	58	58	107	49	165	101	16	16	32	358	91	10	5	1	45	46	60	31	71	404
Extremely Well 10	360	55	48	72	24	142	76	15	8	31	273	61	7	3	1	24	37	27	35	45	313
Don't know	176	22	13	28	15	91	39	8	8	16	130	22	1	3	2	6	16	11	10	29	147
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Mean	6.69	6.37	6.42	6.48	6.55	6.52	6.49	6.52	6.42	6.35	6.78	6.47	6.80	6.19	6.18	6.27	6.65	6.49	6.45	6.99	6.67
1-2 (Net)	310	54	58	89	31	137	76	11	13	36	221	80	2	5	3	43	37	42	38	18	286
1-3 (Net)	428	82	81	128	46	199	113	15	13	46	286	113	5	6	3	59	54	61	52	34	386
1-4 (Net)	634	120	105	175	70	286	174	25	24	58	423	152	7	11	4	79	73	84	68	56	563
5-6 (Net)	747	103	101	173	72	311	187	34	25	69	537	139	19	12	3	72	67	78	61	95	642
7-10 (Net)	2211	281	270	501	231	846	496	76	74	164	1642	430	36	25	9	194	235	248	182	270	1933
8-10 (Net)	1633	197	201	364	163	612	349	51	46	112	1232	311	27	18	7	134	177	177	135	211	1416
9-10 (Net)	836	113	106	179	73	307	177	29	23	63	630	152	17	8	3	69	83	86	66	116	717
E	22%	21%	22%	20%	19%	20%	20%	21%	18%	20%	23%	20%	26%	16%	13%	20%	21%	20%	20%	26%	22%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2. 2. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Informative and educational content, which is inspiring and challenging, and that supports learning for all ages
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	96 3%	11 2%	10 2%	16 2%	6 1%	42 3%	27 3%	1 1%	3 2%	12 4%	65 2%	14 2%	0 0%	1 2%	1 5%	5 2%	8 2%	8 2%	6 2%	6 1%	90 3%
2	55 1%	13 3%	16 3%	20 2%	4 1%	26 2%	20 2%	4 3%	3 2%	10 3%	33 1%	19 3%	0 0%	0 1%	0 2%	16 4%	3 1%	6 1%	13 4%	5 1%	50 2%
3	93 2%	17 3%	22 4%	35 4%	13 3%	58 4%	31 3%	7 5%	2 1%	16 5%	58 2%	31 4%	3 5%	0 0%	0 2%	12 3%	19 5%	12 3%	19 6%	8 2%	85 3%
4	147 4%	24 5%	18 4%	45 5%	26 7%	68 4%	38 4%	10 7%	4 3%	9 3%	99 4%	37 5%	3 5%	4 7%	1 6%	19 5%	18 5%	21 5%	16 5%	21 5%	119 4%
5	321 9%	51 10%	41 8%	86 10%	44 11%	151 10%	84 9%	16 12%	17 13%	30 10%	220 8%	73 10%	6 9%	3 7%	3 14%	36 10%	38 10%	45 11%	28 9%	43 10%	271 8%
6	413 11%	59 11%	70 14%	92 10%	22 6%	174 11%	101 11%	12 8%	10 7%	33 11%	301 11%	77 10%	8 12%	6 11%	2 8%	41 12%	35 9%	39 9%	38 12%	47 10%	360 11%
7	618 16%	84 16%	128 14%	60 15%	60 16%	222 14%	135 15%	19 14%	21 16%	51 17%	461 17%	107 14%	11 18%	9 17%	1 5%	47 13%	60 15%	62 15%	45 14%	66 15%	551 17%
8	864 23%	111 21%	93 19%	177 20%	84 22%	300 20%	194 22%	25 18%	27 21%	58 19%	644 24%	152 20%	9 14%	11 21%	6 30%	73 21%	79 20%	93 22%	59 18%	106 24%	750 23%
9	503 13%	54 10%	72 15%	130 15%	58 15%	201 13%	103 12%	21 15%	12 9%	29 9%	383 14%	111 15%	13 20%	4 9%	2 8%	48 14%	63 16%	74 17%	37 12%	62 14%	439 13%
Extremely Well 10	399 11%	63 12%	46 9%	70 8%	24 6%	143 9%	97 11%	20 14%	16 12%	33 11%	286 10%	59 8%	7 11%	3 6%	1 5%	26 8%	31 8%	35 8%	24 7%	46 10%	351 11%
Don't know	260 7%	38 7%	33 7%	79 9%	46 12%	149 10%	66 7%	8 6%	19 14%	26 8%	181 7%	63 9%	4 6%	10 19%	3 13%	28 8%	35 9%	27 6%	36 11%	39 9%	218 7%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.10	6.94	6.87	6.89	6.92	6.88	6.91	7.01	7.04	6.67	7.17	6.87	7.25	6.88	6.53	6.75	6.97	7.07	6.59	7.20	7.10
	BCEF IKOR										zFI						R	OR			
1-2 (Net)	151 4%	25 5%	26 5%	36 4%	10 3%	68 4%	47 5%	5 3%	6 4%	22 7%	98 4%	33 4%	0 0%	2 3%	1 7%	21 6%	12 3%	14 3%	19 6%	10 2%	140 4%
1-3 (Net)	244 6%	42 8%	48 10%	71 8%	23 6%	126 8%	77 9%	11 8%	8 6%	38 12%	156 6%	64 9%	3 5%	2 3%	2 9%	33 9%	31 8%	25 6%	39 12%	19 4%	225 7%
1-4 (Net)	391 10%	66 13%	66 13%	116 13%	50 13%	194 13%	116 13%	21 15%	12 9%	47 15%	256 9%	101 14%	6 10%	5 10%	3 15%	52 15%	49 13%	47 11%	54 17%	39 9%	344 10%
5-6 (Net)	734 19%	110 21%	111 23%	177 20%	66 17%	325 21%	185 21%	28 20%	26 20%	63 21%	522 19%	150 20%	14 21%	9 18%	4 23%	77 22%	73 19%	84 20%	66 21%	90 20%	631 19%
7-10 (Net)	2384 63%	312 59%	279 57%	505 58%	226 58%	866 56%	529 59%	85 60%	75 57%	171 56%	1774 65%	428 58%	41 63%	27 52%	9 49%	194 55%	233 60%	264 63%	165 51%	281 63%	2092 64%
8-10 (Net)	1766 47%	228 43%	211 43%	377 43%	165 43%	644 42%	394 44%	66 46%	54 41%	120 39%	1313 48%	321 43%	29 45%	18 35%	8 44%	147 42%	173 44%	201 46%	120 37%	215 48%	1541 47%
9-10 (Net)	902 24%	116 22%	118 24%	200 23%	81 21%	344 22%	200 22%	41 29%	27 21%	62 20%	669 24%	170 23%	20 31%	7 15%	3 13%	74 21%	95 24%	108 26%	61 19%	109 24%	790 24%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2_3. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: A range of high quality, distinctive

and creative content that is different to that of other providers

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	104 3%	13 2%	13 3%	19 2%	6 2%	48 3%	32 4%	4 3%	2 2%	16 5%	65 2%	17 2%	0 0%	2 3%	1 5%	11 3%	6 2%	9 2%	8 2%	8 2%	96 3%
2	88 2%	14 3%	19 4%	32 4%	13 3%	43 3%	23 3%	3 2%	3 2%	10 3%	60 2%	29 4%	3 5%	0 0%	0 3%	10 3%	19 5%	12 3%	17 5%	9 2%	78 2%
3	111 3%	24 5%	27 5%	38 4%	11 3%	52 3%	31 3%	9 6%	6 4%	14 5%	76 3%	35 5%	1 1%	1 2%	1 5%	22 6%	13 3%	19 5%	16 5%	11 2%	100 3%
4	176 5%	23 4%	28 6%	61 7%	32 8%	93 6%	62 7%	10 7%	10 8%	18 6%	102 4%	50 7%	4 6%	7 14%	0 1%	22 6%	28 7%	28 7%	22 7%	19 4%	152 5%
5	J 341 9%	55 11%	49 10%	86 10%	37 10%	155 10%	83 9%	13 9%	13 10%	27 9%	244 9%	71 10%	7 11%	6 12%	2 12%	37 10%	35 9%	28 7%	43 13%	52 12%	279 9%
6	T 456 12%	71 13%	56 11%	99 11%	42 11%	179 12%	103 11%	15 11%	18 13%	38 13%	338 12%	78 11%	9 15%	9 17%	2 12%	34 10%	44 11%	42 10%	36 11%	48 11%	405 12%
7	657 17%	92 18%	78 16%	140 16%	62 16%	237 15%	152 17%	21 15%	22 17%	46 15%	481 18%	116 16%	13 20%	8 16%	3 16%	49 14%	67 17%	69 16%	47 15%	58 13%	593 18%
8	ES 778 21%	102 19%	100 21%	177 20%	76 20%	296 19%	156 17%	19 14%	27 21%	57 18%	593 22%	150 20%	13 21%	9 17%	5 23%	73 21%	77 20%	103 24%	48 15%	97 21%	678 21%
9	FR 474 13%	53 10%	63 13%	107 12%	44 11%	179 12%	127 14%	21 15%	14 10%	35 11%	337 12%	97 13%	5 8%	3 7%	2 9%	43 12%	54 14%	62 15%	35 11%	67 15%	405 12%
Extremely Well 10	381 10%	52 10%	36 7%	67 8%	31 8%	136 9%	84 9%	20 14%	14 10%	27 9%	287 11%	58 8%	7 10%	2 3%	1 4%	29 8%	29 7%	33 8%	24 8%	45 10%	335 10%
Don't know	201 5%	27 5%	19 4%	52 6%	33 9%	115 7%	43 5%	7 5%	4 3%	20 6%	149 5%	43 6%	2 4%	5 10%	2 10%	23 6%	20 5%	16 4%	27 8%	36 8%	164 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.91	6.74	6.60	6.65	6.72	6.70	6.74	6.87	6.78	6.51	7.00	6.66	6.87	6.26	6.43	6.60	6.71	6.89	6.35	7.05	6.91
	BCEF IKMOR										zFI						R	OR			
1-2 (Net)	192 5%	27 5%	32 7%	51 6%	19 5%	92 6%	55 6%	6 4%	5 4%	26 8%	125 5%	45 6%	3 5%	2 3%	1 8%	21 6%	25 6%	21 5%	25 8%	16 4%	174 5%
1-3 (Net)	303 8%	51 10%	59 12%	89 10%	30 8%	144 9%	86 10%	15 10%	11 8%	40 13%	201 7%	81 11%	4 6%	2 5%	3 13%	43 12%	38 10%	40 10%	41 13%	27 6%	274 8%
1-4 (Net)	J 480 13%	74 14%	88 16%	150 17%	62 16%	236 15%	148 17%	24 17%	21 16%	58 19%	303 11%	130 16%	8 12%	9 18%	3 14%	65 16%	66 17%	68 16%	62 19%	47 10%	426 13%
5-6 (Net)	J 797 21%	126 24%	106 22%	185 21%	79 20%	334 22%	186 21%	29 20%	30 23%	66 21%	582 21%	150 20%	16 25%	15 29%	5 23%	71 20%	79 20%	70 17%	79 25%	100 22%	685 21%
7-10 (Net)	Q 2291 61%	299 57%	277 57%	490 56%	213 55%	848 55%	519 58%	82 58%	76 58%	164 53%	1698 62%	421 57%	38 59%	22 43%	10 52%	193 55%	226 58%	267 63%	153 48%	267 59%	2010 61%
8-10 (Net)	CDE IKMR										zI						R	OPR			
	1634 43%	207 39%	199 41%	350 40%	151 39%	611 40%	366 41%	61 43%	55 42%	118 38%	1217 45%	304 41%	25 40%	14 27%	7 36%	145 41%	159 41%	198 47%	107 33%	208 46%	1417 43%
9-10 (Net)	EMR 856 23%	105 20%	99 20%	174 20%	75 19%	315 21%	211 24%	42 29%	28 21%	61 20%	624 23%	154 21%	10 19%	5 10%	2 13%	72 20%	83 21%	95 23%	59 16%	112 25%	739 23%
	CEM										I										

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC2_4. On a scale of 1 to 10 where 1 means not at all well and 10 means extremely well, how well, if at all, do you personally think the BBC as a whole provides: Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	123 3%	16 3%	13 3%	21 2%	9 2%	54 3%	40 4%	7 5%	5 4%	15 5%	79 3%	17 2%	1 1%	2 4%	1 6%	8 2%	10 2%	12 3%	5 2%	8 2%	115 3%
2	87 2%	13 2%	27 6%	36 4%	8 2%	51 3%	25 3%	7 5%	4 3%	16 5%	59 2%	33 4%	3 4%	0 0%	0 3%	18 5%	15 4%	7 2%	26 3%	9 2%	76 2%
3	117 3%	15 3%	20 4%	35 4%	15 4%	57 4%	35 4%	4 2%	6 5%	15 5%	76 3%	28 4%	2 3%	4 8%	1 4%	17 5%	11 3%	17 4%	11 4%	19 4%	97 3%
4	195 5%	34 7%	39 8%	66 8%	27 7%	100 7%	52 6%	6 4%	4 3%	16 5%	129 5%	58 8%	5 8%	2 4%	0 2%	30 8%	29 7%	32 8%	26 8%	20 4%	169 5%
5	378 10%	54 10%	63 13%	117 13%	54 14%	185 12%	95 11%	14 10%	12 9%	39 13%	266 10%	13 13%	10 15%	9 16%	4 19%	38 11%	57 15%	47 11%	48 15%	44 10%	328 10%
6	376 10%	58 11%	35 7%	63 7%	28 7%	130 8%	67 10%	11 7%	15 11%	27 9%	278 10%	51 7%	5 8%	5 11%	1 7%	31 9%	20 5%	34 8%	18 6%	35 8%	337 10%
7	713 19%	110 21%	82 17%	141 16%	60 15%	252 16%	155 17%	26 18%	22 17%	49 16%	535 20%	121 16%	12 19%	5 11%	2 11%	55 16%	67 17%	75 14%	46 14%	90 20%	617 19%
8	790 21%	95 18%	99 20%	177 20%	78 20%	285 19%	186 21%	29 20%	22 16%	55 18%	584 21%	151 20%	10 15%	12 23%	4 21%	70 20%	81 21%	92 22%	59 18%	82 18%	702 21%
9	419 11%	43 8%	45 9%	86 10%	41 11%	148 10%	83 9%	17 12%	15 12%	23 8%	319 12%	76 10%	5 8%	4 8%	2 8%	32 9%	43 11%	46 11%	30 9%	58 13%	360 11%
Extremely Well 10	307 8%	46 9%	35 7%	60 7%	25 6%	123 8%	72 8%	16 11%	11 8%	27 9%	225 8%	49 7%	8 13%	2 3%	1 5%	31 9%	18 5%	24 8%	25 8%	42 9%	264 8%
Don't know	263 7%	42 8%	32 7%	74 8%	42 11%	149 10%	67 7%	6 4%	16 12%	26 9%	183 7%	63 8%	3 5%	5 10%	3 15%	22 6%	41 10%	36 9%	27 8%	42 8%	221 7%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Mean	6.77	6.64	6.39	6.48	6.61	6.53	6.55	6.74	6.65	6.29	6.85	6.49	6.63	6.29	6.25	6.46	6.50	6.63	6.30	6.92	6.76
1-2 (Net)	210 6%	29 6%	40 8%	57 6%	17 4%	105 7%	65 7%	14 10%	9 7%	31 10%	137 5%	50 7%	3 5%	2 4%	2 9%	26 7%	24 6%	19 4%	31 10%	17 4%	191 6%
1-3 (Net)	328 9%	44 8%	60 12%	92 10%	32 8%	162 11%	100 11%	17 12%	15 11%	46 15%	213 8%	78 11%	5 8%	6 12%	2 13%	43 12%	35 9%	36 8%	42 13%	37 8%	288 9%
1-4 (Net)	523 14%	79 15%	99 20%	158 18%	59 15%	261 17%	152 17%	24 16%	19 14%	62 20%	343 13%	137 18%	11 17%	8 16%	3 14%	73 21%	64 16%	68 16%	68 21%	57 13%	458 14%
5-6 (Net)	754 20%	111 21%	98 20%	181 21%	82 21%	315 21%	182 20%	25 17%	27 21%	66 21%	544 20%	147 20%	15 23%	14 28%	5 26%	69 20%	78 20%	81 19%	66 21%	79 18%	664 20%
7-10 (Net)	2229 59%	294 56%	260 53%	464 53%	204 53%	808 53%	495 55%	88 62%	70 53%	154 50%	1663 61%	397 53%	35 55%	23 46%	9 45%	187 53%	208 53%	237 56%	160 50%	271 60%	1942 59%
8-10 (Net)	1516 40%	184 35%	178 36%	322 37%	144 37%	556 36%	340 38%	62 44%	48 36%	105 34%	1127 41%	275 37%	23 35%	18 35%	7 34%	133 38%	142 36%	162 38%	114 35%	181 40%	1325 40%
9-10 (Net)	726 19%	89 17%	80 16%	146 17%	66 17%	271 18%	154 17%	33 23%	26 20%	50 16%	543 20%	124 17%	13 20%	6 12%	3 13%	63 18%	61 16%	70 17%	54 17%	100 22%	623 19%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3. On a scale of 1-10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides - Summary Table

Base: All Respondents

	Impartial news and information to help people understand and engage with the world around them. (A)	Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (B)	A range of high quality, distinctive and creative content that is different to that of other providers. (C)	Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2
Not At All Important	82	58	59	81
1	2%	2%	2%	2%
	BC			BC
2	60	42	62	50
	2%	1%	2%	1%
	B		B	
3	52	78	71	71
	1%	2%	2%	2%
		A		
4	113	99	124	136
	3%	3%	3%	4%
				B
5	277	257	311	294
	7%	7%	8%	8%
			B	
6	334	374	435	412
	9%	10%	12%	11%
			AB	A
7	533	584	621	617
	14%	15%	16%	16%
			A	A
8	748	798	845	783
	20%	21%	22%	21%
			A	
9	491	541	478	458
	13%	14%	13%	12%
		CD		
Extremely Important	897	736	583	661
10	24%	20%	15%	18%
	BCD	CD		C
Don't know	181	202	178	207
	5%	5%	5%	5%
			AC	
Total	3769	3769	3769	3769
	100%	100%	100%	100%
Mean	7.61	7.57	7.33	7.35
	CD	CD		
1-2 (Net)	143	100	122	130
	4%	3%	3%	3%
	B		B	B
1-3 (Net)	195	178	192	201
	5%	5%	5%	5%
1-4 (Net)	309	277	317	338
	8%	7%	8%	9%
			B	B
5-6 (Net)	611	632	746	706
	16%	17%	20%	19%
			AB	AB

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3. On a scale of 1-10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides - Summary Table

Base: All Respondents

Impartial news and information to help people understand and engage with the world around them. (A)	Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (B)	A range of high quality, distinctive and creative content that is different to that of other providers. (C)	Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (D)
3769	3769	3769	3769
3769	3769	3769	3769
2669 71%	2658 71%	2527 67%	2519 67%
CD	CD		
2136 57%	2075 55%	1906 51%	1902 50%
CD	CD		
1388 37%	1277 34%	1061 28%	1119 30%
BCD	CD		

Unweighted Base

Base: All respondents

7-10 (Net)

8-10 (Net)

9-10 (Net)

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3. 1. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Impartial news and information to help people understand and engage with the world around them

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1758.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	82 2%	14 3%	10 2%	16 2%	7 2%	35 2%	20 2%	2 1%	2 1%	12 4%	55 2%	14 2%	0 0%	1 3%	1 3%	11 3%	4 1%	6 1%	8 3%	4 1%	78 2%
2	60 2%	9 2%	18 4%	22 3%	4 1%	32 2%	14 2%	5 4%	0 0%	4 1%	41 2%	22 3%	0 0%	0 0%	0 1%	11 3%	11 3%	10 2%	12 4%	7 1%	54 2%
3	52 1%	13 2%	11 2%	17 2%	7 2%	29 2%	13 1%	3 2%	1 0%	7 2%	36 1%	15 2%	1 2%	0 0%	1 4%	9 3%	6 2%	9 2%	6 2%	7 2%	45 1%
4	113 3%	13 2%	15 3%	31 3%	16 4%	47 3%	31 3%	6 4%	8 6%	5 2%	73 3%	27 4%	1 2%	3 5%	0 0%	11 3%	16 4%	17 4%	10 3%	17 4%	95 3%
5	277 7%	39 7%	27 6%	59 7%	32 8%	128 8%	54 6%	8 5%	4 3%	22 7%	212 8%	52 7%	3 4%	4 9%	1 5%	28 8%	23 6%	25 6%	26 8%	42 9%	230 7%
6	334 9%	48 9%	34 7%	65 7%	31 8%	142 9%	96 11%	19 13%	11 8%	34 11%	219 8%	52 7%	8 13%	2 5%	2 8%	28 8%	24 6%	32 8%	20 6%	35 8%	292 9%
7	533 14%	64 12%	62 13%	110 13%	48 12%	197 13%	119 13%	18 13%	17 13%	54 18%	400 15%	94 13%	8 12%	5 11%	3 13%	44 13%	50 13%	45 11%	49 15%	65 14%	463 14%
8	748 20%	95 18%	78 16%	147 17%	70 18%	251 16%	178 20%	23 16%	29 22%	52 17%	552 20%	125 17%	8 12%	11 22%	4 19%	56 16%	68 18%	83 20%	41 13%	101 23%	645 20%
9	491 13%	59 11%	77 16%	128 15%	50 13%	203 13%	116 13%	22 15%	17 13%	41 13%	357 13%	104 14%	16 26%	5 8%	2 13%	49 14%	55 14%	61 14%	43 14%	47 10%	443 13%
Extremely Important 10	897 24%	138 26%	138 28%	237 27%	99 26%	360 23%	208 23%	30 21%	26 20%	58 19%	661 24%	201 27%	18 27%	15 29%	4 21%	92 26%	109 28%	120 29%	81 25%	96 21%	788 24%
Don't know	181 5%	32 6%	20 4%	45 5%	24 6%	111 7%	46 5%	7 5%	16 12%	18 6%	126 5%	36 5%	1 2%	4 8%	2 12%	12 3%	25 6%	11 3%	25 8%	29 6%	152 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.61	7.56	7.69	7.67	7.65	7.50	7.58	7.37	7.75	7.33	7.66	7.63	8.13	7.81	7.62	7.46	7.77	7.75	7.46	7.54	7.62
1-2 (Net)	143 4%	24 4%	28 6%	39 4%	11 3%	67 4%	34 4%	8 6%	2 1%	16 5%	96 4%	37 5%	0 0%	1 3%	1 4%	22 6%	15 4%	16 4%	20 6%	10 2%	132 4%
1-3 (Net)	195 5%	37 7%	38 8%	56 6%	18 5%	96 6%	47 5%	11 8%	3 2%	23 7%	132 5%	52 7%	1 2%	1 3%	1 8%	31 9%	21 5%	26 6%	26 8%	18 4%	176 5%
1-4 (Net)	309 8%	50 9%	53 11%	86 10%	33 9%	142 9%	78 9%	17 12%	10 8%	28 9%	206 8%	79 11%	3 4%	4 8%	1 8%	42 12%	37 9%	43 10%	36 11%	35 8%	272 8%
5-6 (Net)	611 16%	87 17%	61 12%	124 14%	63 16%	270 18%	150 17%	26 18%	15 11%	56 18%	430 16%	104 14%	11 17%	7 13%	2 13%	56 16%	48 12%	57 14%	47 15%	77 17%	522 16%
7-10 (Net)	2669 71%	357 68%	355 73%	622 71%	267 69%	1010 66%	622 69%	93 65%	90 69%	205 67%	1970 72%	524 71%	50 77%	36 71%	13 67%	241 69%	281 72%	310 73%	214 67%	309 69%	2339 71%
8-10 (Net)	2136 57%	293 56%	293 60%	512 58%	219 57%	814 53%	502 56%	74 52%	73 55%	151 49%	1570 57%	430 58%	42 65%	30 60%	10 54%	197 56%	232 59%	264 63%	165 51%	244 54%	1876 57%
9-10 (Net)	1388 37%	198 38%	216 44%	365 42%	149 39%	563 37%	324 36%	52 36%	43 33%	99 32%	1019 37%	305 41%	34 53%	19 38%	7 34%	141 40%	163 42%	181 43%	124 39%	143 32%	1231 37%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3_2. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Informative and educational content,

which is inspiring and challenging, and that supports learning for all ages

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	58 2%	5 1%	8 2%	12 1%	4 1%	25 2%	19 2%	2 2%	2 1%	10 3%	37 1%	11 1%	0 0%	1 2%	1 4%	8 2%	3 1%	4 1%	7 2%	6 1%	51 2%
2	42 1%	7 1%	10 2%	13 1%	3 1%	23 2%	15 2%	5 3%	3 2%	5 2%	27 1%	13 2%	0 0%	0 0%	0 0%	10 3%	2 1%	4 1%	9 3%	3 1%	39 1%
3	78 2%	21 4%	14 3%	21 2%	6 2%	35 2%	14 2%	3 2%	0 0%	3 1%	57 2%	19 3%	1 2%	0 0%	0 2%	11 3%	9 2%	10 2%	9 3%	9 2%	69 2%
4	99 3%	16 3%	12 2%	26 3%	14 4%	46 3%	31 3%	5 4%	5 4%	11 4%	65 2%	24 3%	0 1%	1 2%	0 0%	11 3%	13 3%	8 2%	16 5%	7 2%	90 3%
5	257 7%	37 7%	18 4%	45 5%	28 7%	100 7%	59 7%	10 7%	6 4%	23 8%	182 7%	34 5%	3 4%	8 15%	1 4%	16 4%	19 5%	19 5%	15 5%	45 10%	207 6%
6	374 10%	51 10%	45 9%	82 9%	36 9%	155 10%	99 11%	14 10%	16 12%	39 13%	259 9%	67 9%	6 9%	7 15%	1 5%	32 9%	36 9%	31 7%	36 11%	52 12%	321 10%
7	584 15%	64 12%	71 14%	118 13%	48 12%	204 13%	129 14%	20 14%	16 13%	43 14%	435 16%	102 14%	9 14%	4 8%	4 19%	55 16%	46 12%	68 16%	34 11%	67 15%	503 15%
8	798 21%	108 21%	92 19%	174 20%	82 21%	282 18%	188 21%	27 19%	26 19%	69 22%	592 22%	148 20%	12 18%	10 21%	4 20%	71 20%	77 20%	90 21%	58 18%	85 19%	711 22%
9	541 14%	58 11%	87 18%	139 16%	52 13%	217 14%	127 14%	21 15%	21 16%	39 13%	394 14%	113 15%	16 25%	6 11%	4 22%	49 14%	64 16%	66 16%	47 15%	53 12%	483 15%
Extremely Important 10	736 20%	123 23%	119 24%	202 23%	82 21%	324 21%	169 19%	27 19%	24 18%	47 15%	541 20%	173 23%	16 25%	10 19%	2 12%	75 21%	98 25%	100 24%	73 23%	85 19%	647 20%
Don't know	202 5%	36 7%	13 3%	46 5%	32 8%	121 8%	47 5%	7 5%	13 10%	19 6%	142 5%	38 5%	1 2%	4 7%	2 12%	14 4%	25 6%	21 5%	18 6%	35 8%	164 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.57	7.56	7.74	7.70	7.66	7.56	7.48	7.39	7.62	7.25	7.62	7.68	8.18	7.43	7.64	7.46	7.89	7.87	7.44	7.46	7.59
1-2 (Net)	100 3%	12 2%	18 4%	25 3%	7 2%	49 3%	32 4%	7 5%	5 4%	15 5%	64 2%	24 3%	0 0%	1 2%	1 4%	18 5%	5 1%	8 2%	16 5%	10 2%	90 3%
1-3 (Net)	178 5%	33 6%	32 7%	46 5%	13 3%	83 5%	46 5%	10 7%	5 4%	18 6%	121 4%	43 6%	1 2%	1 2%	1 6%	29 8%	14 3%	18 4%	25 8%	18 4%	159 5%
1-4 (Net)	277 7%	49 9%	44 9%	72 8%	27 7%	129 8%	77 9%	15 11%	9 7%	29 9%	186 7%	67 9%	2 3%	2 4%	1 6%	40 12%	26 7%	26 6%	41 13%	26 6%	249 8%
5-6 (Net)	632 17%	88 17%	63 13%	127 14%	64 17%	255 17%	158 18%	24 17%	22 17%	63 20%	441 16%	102 14%	9 13%	15 30%	2 9%	48 14%	54 14%	50 12%	52 16%	98 22%	528 16%
7-10 (Net)	2658 71%	353 67%	369 75%	633 72%	264 68%	1028 67%	614 69%	96 67%	87 66%	197 64%	1963 72%	536 72%	53 82%	30 59%	14 74%	250 71%	285 73%	325 77%	211 66%	291 65%	2343 71%
8-10 (Net)	2075 55%	290 55%	298 61%	515 59%	216 56%	823 54%	485 54%	76 53%	71 54%	155 50%	1527 56%	434 58%	44 68%	26 51%	10 54%	195 56%	239 61%	257 61%	177 55%	223 50%	1841 56%
9-10 (Net)	1277 34%	182 35%	206 42%	341 39%	135 35%	541 35%	297 33%	49 34%	45 34%	86 28%	935 34%	286 39%	32 50%	15 30%	7 34%	124 35%	162 41%	167 40%	120 37%	139 31%	1130 34%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3. 3. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: A range of high quality, distinctive and creative content that is different to that of other providers

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	59	9	6	11	5	30	18	5	2	6	37	8	0	2	0	8	0	4	1	5	52
1	2%	2%	1%	1%	1%	2%	2%	3%	1%	2%	1%	1%	0	4%	2%	2%	0	1%	1%	1%	2%
2	62	18	18	25	7	32	19	3	1	12	43	23	1	0	0	16	7	9	14	7	55
	2%	3%	4%	3%	2%	2%	2%	2%	1%	4%	2%	3%	2%	1%	0	5%	2%	2%	4%	1%	2%
3	71	16	10	19	9	28	15	5	2	9	47	17	1	0	1	6	11	8	9	7	64
	2%	3%	2%	2%	2%	2%	2%	4%	1%	3%	2%	2%	2%	0	3%	2%	3%	2%	3%	2%	2%
4	124	21	19	32	13	55	32	4	3	6	87	30	0	1	0	17	13	19	11	20	102
	3%	4%	4%	4%	3%	4%	4%	2%	3%	2%	3%	4%	0	3%	2%	5%	3%	5%	3%	4%	3%
5	311	39	28	56	27	123	78	14	14	28	221	44	5	6	1	25	19	19	24	55	255
	8%	7%	6%	6%	7%	8%	9%	10%	11%	9%	8%	6%	7%	12%	7%	7%	5%	5%	7%	12%	8%
6	435	65	45	92	47	187	112	17	13	42	305	75	10	6	1	29	46	37	38	45	385
	12%	12%	9%	11%	12%	12%	12%	12%	10%	13%	11%	10%	15%	12%	8%	8%	12%	9%	12%	10%	12%
7	621	75	81	132	51	224	143	23	21	45	453	107	13	8	3	50	56	55	52	68	542
	16%	14%	16%	15%	13%	15%	16%	16%	16%	15%	17%	14%	20%	17%	17%	14%	14%	13%	16%	15%	17%
8	845	108	100	187	88	306	178	21	29	62	646	162	11	11	4	77	85	100	63	83	758
	22%	21%	20%	21%	23%	20%	20%	15%	22%	20%	24%	22%	16%	21%	20%	22%	22%	24%	20%	19%	23%
9	478	63	73	111	38	179	116	13	23	40	340	96	7	5	3	45	51	69	26	54	421
	13%	12%	15%	13%	10%	12%	13%	9%	17%	13%	12%	13%	11%	9%	17%	13%	13%	16%	8%	12%	13%
Extremely Important	583	82	98	171	73	270	148	30	19	39	424	145	15	8	2	61	84	79	66	65	516
10	15%	16%	20%	19%	19%	18%	17%	21%	14%	13%	16%	20%	23%	16%	13%	17%	22%	19%	21%	14%	16%
Don't know	178	32	12	43	31	100	37	8	6	19	130	36	1	3	2	18	19	22	14	41	135
	5%	6%	2%	5%	8%	7%	4%	5%	5%	6%	5%	5%	2%	6%	12%	5%	5%	5%	4%	9%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.33	7.14	7.45	7.43	7.40	7.29	7.26	7.13	7.46	7.04	7.37	7.43	7.59	7.17	7.45	7.20	7.64	7.61	7.21	7.19	7.35
1-2 (Net)	122	26	24	35	11	62	38	7	3	18	79	31	1	2	0	24	7	13	18	12	107
	3%	5%	5%	4%	3%	4%	4%	5%	2%	6%	3%	4%	2%	5%	2%	7%	2%	3%	6%	3%	3%
1-3 (Net)	192	43	34	54	20	90	52	12	4	27	126	48	3	2	1	30	18	21	27	19	171
	5%	8%	7%	6%	5%	6%	6%	9%	3%	9%	5%	6%	4%	5%	5%	9%	5%	5%	8%	4%	5%
1-4 (Net)	317	63	53	86	33	145	84	16	8	33	213	78	3	4	1	47	31	40	38	39	273
	8%	12%	11%	10%	9%	9%	9%	11%	6%	11%	8%	10%	4%	8%	7%	13%	8%	9%	12%	9%	8%
5-6 (Net)	746	104	74	148	74	310	190	32	26	69	526	119	15	12	3	54	65	57	62	101	639
	20%	20%	15%	17%	19%	20%	21%	22%	20%	23%	19%	16%	23%	23%	15%	15%	17%	13%	19%	22%	19%
7-10 (Net)	2527	327	351	601	249	979	585	87	91	187	1863	510	46	32	13	233	276	303	207	270	2237
	67%	62%	72%	68%	64%	64%	65%	61%	69%	61%	68%	69%	71%	63%	67%	66%	71%	72%	65%	60%	68%
8-10 (Net)	1906	253	271	469	198	754	442	64	70	141	1411	403	32	24	10	183	220	248	155	202	1695
	51%	48%	55%	53%	51%	49%	49%	45%	53%	46%	52%	54%	57%	46%	49%	52%	56%	59%	48%	45%	52%
9-10 (Net)	1061	145	171	281	110	448	264	43	42	79	765	241	22	13	6	106	135	149	92	118	937
	28%	28%	35%	32%	28%	29%	29%	30%	32%	26%	28%	32%	34%	25%	30%	30%	35%	35%	29%	26%	29%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC3. 4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL is it that the BBC provides: Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	81	9	12	20	9	38	22	5	3	12	55	18	1	1	1	14	4	8	10	7	73
1	2%	2%	2%	2%	2%	2%	2%	3%	2%	4%	2%	2%	1%	2%	3%	4%	1%	2%	3%	2%	2%
2	50	8	13	13	0	26	15	4	6	6	34	13	0	0	0	10	4	5	8	4	45
	1%	2%	3%	2%	0	2%	2%	2%	5%	2%	1%	2%	0	0	0	3%	1%	1%	3%	1%	1%
3	71	14	11	20	9	33	17	2	0	6	43	19	1	0	0	9	10	12	7	8	62
	2%	3%	2%	2%	2%	2%	2%	1%	0	2%	2%	3%	2%	0	0	2%	3%	3%	2%	2%	2%
4	136	24	26	48	21	71	46	5	10	13	84	42	1	4	0	17	26	24	18	18	114
	4%	5%	5%	5%	5%	5%	5%	3%	8%	4%	3%	6%	1%	8%	2%	5%	7%	6%	6%	4%	3%
5	294	49	31	58	28	121	65	8	8	28	213	46	6	4	2	26	19	2	27	43	248
	8%	9%	6%	7%	7%	8%	7%	6%	6%	9%	8%	6%	10%	9%	9%	8%	5%	4%	8%	9%	8%
6	412	46	53	88	35	165	102	11	16	33	297	73	8	6	1	38	35	41	32	47	361
	11%	9%	11%	10%	9%	11%	11%	8%	12%	11%	11%	10%	12%	12%	6%	11%	9%	10%	10%	10%	11%
7	617	75	71	123	52	229	125	28	16	38	466	108	7	6	3	49	58	55	52	72	540
	16%	14%	15%	14%	13%	15%	14%	19%	12%	12%	17%	14%	11%	11%	13%	14%	15%	13%	16%	16%	16%
8	783	111	96	177	82	284	175	22	29	68	592	148	14	11	4	75	73	94	55	78	700
	21%	21%	20%	20%	21%	19%	20%	15%	22%	22%	22%	20%	21%	22%	21%	21%	19%	22%	17%	17%	21%
9	458	57	63	104	41	166	107	20	15	34	335	83	12	6	3	28	54	52	31	65	392
	12%	11%	13%	12%	11%	11%	12%	14%	12%	11%	12%	11%	18%	11%	17%	8%	14%	12%	10%	15%	12%
Extremely Important	661	96	98	178	80	280	173	32	19	43	468	149	15	10	3	65	84	92	57	70	584
10	18%	18%	20%	20%	21%	18%	19%	23%	15%	14%	17%	20%	23%	20%	18%	18%	22%	22%	18%	16%	18%
Don't know	207	36	17	49	32	121	49	6	10	26	146	44	0	3	2	20	24	19	24	38	166
	5%	7%	3%	6%	8%	8%	5%	4%	8%	9%	5%	6%	0	5%	13%	6%	6%	5%	8%	8%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.35	7.30	7.30	7.36	7.45	7.25	7.31	7.46	7.06	7.05	7.40	7.31	7.78	7.41	7.70	7.06	7.54	7.49	7.08	7.34	7.36
1-2 (Net)	130	17	25	34	9	64	37	9	9	17	88	32	1	1	1	24	8	14	18	11	118
	3%	3%	5%	4%	2%	4%	4%	6%	7%	6%	3%	4%	1%	2%	3%	7%	2%	3%	6%	3%	4%
1-3 (Net)	201	31	35	54	18	96	54	11	9	24	131	50	2	1	1	32	18	26	25	19	180
	5%	6%	7%	6%	5%	6%	6%	8%	7%	8%	5%	7%	3%	2%	3%	9%	5%	6%	8%	4%	5%
1-4 (Net)	338	55	62	101	40	167	100	15	19	37	215	93	3	5	1	49	44	50	43	37	294
	9%	10%	13%	12%	10%	11%	11%	11%	15%	12%	8%	12%	4%	10%	5%	14%	11%	12%	13%	8%	9%
5-6 (Net)	706	95	84	146	62	286	167	19	23	61	510	118	14	11	3	64	54	59	59	89	608
	19%	18%	17%	16%	16%	19%	19%	13%	18%	20%	19%	16%	22%	21%	14%	18%	14%	14%	18%	20%	19%
7-10 (Net)	2519	340	327	581	254	959	580	102	79	183	1862	488	47	33	13	218	270	293	195	286	2217
	67%	65%	67%	66%	66%	63%	65%	72%	60%	60%	68%	66%	74%	64%	68%	62%	69%	69%	61%	64%	67%
8-10 (Net)	1902	265	256	459	203	730	455	75	63	146	1396	381	40	27	11	169	211	237	143	214	1677
	50%	50%	52%	52%	52%	48%	51%	52%	48%	47%	51%	51%	63%	53%	55%	48%	54%	56%	45%	48%	51%
9-10 (Net)	1119	153	161	282	121	446	280	53	35	77	803	232	27	16	7	93	138	144	89	135	977
	30%	29%	33%	32%	31%	29%	31%	37%	26%	25%	29%	31%	41%	31%	35%	27%	35%	34%	28%	30%	30%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides - Summary Table

Base: All Respondents

	Impartial news and information to help people understand and engage with the world around them. (A)	Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (B)	A range of high quality, distinctive and creative content that is different to that of other providers. (C)	Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2
Not At All Important				
1	92 2%	107 3%	103 3%	119 3%
2	46 1%	49 1%	44 1%	76 2%
3	67 2%	66 2%	67 2%	78 2%
4	102 3%	119 3%	117 3%	131 3%
5	258 7%	305 8%	292 8%	296 8%
6	358 9%	396 10%	420 11%	407 11%
7	506 13%	574 15%	623 17%	611 16%
8	732 19%	821 22%	782 21%	794 21%
9	528 14%	468 12%	520 14%	429 11%
Extremely Important				
10	925 25%	690 16%	610 16%	635 17%
Don't know	BCD 156 4%	CD 176 5%	191 5%	193 5%
Total	3769 100%	3769 100%	3769 100%	3769 100%
Mean	7.65 BCD	7.36 D	7.33 D	7.21
1-2 (Net)	138 4%	156 4%	147 4%	196 5%
1-3 (Net)	205 5%	222 6%	214 6%	273 7%
1-4 (Net)	307 8%	341 9%	330 9%	404 11%
5-6 (Net)	616 16%	701 19%	712 19%	703 19%
	A	A	A	A

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides - Summary Table

Base: All Respondents

Unweighted Base

Base: All
respondents

7-10 (Net)

8-10 (Net)

9-10 (Net)

Impartial news and information to help people understand and engage with the world around them. (A)	Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (B)	A range of high quality, distinctive and creative content that is different to that of other providers. (C)	Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (D)
3769	3769	3769	3769
3769	3769	3769	3769
2691 71%	2551 68%	2535 67%	2469 65%
BCD	D	D	
2185 58%	1978 52%	1912 51%	1858 49%
BCD	CD		
1453 39%	1157 31%	1130 30%	1064 28%
BCD	D	D	

Overlap formulae used

- Column Proportions:
Columns Tested (5%): A/B/C/D
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): A/B/C/D
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4_1. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Impartial news and information to help people understand and engage with the world around them

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	841	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	92	21	8	20	11	46	35	13	4	21	51	18	0	1	1	10	8	9	9	4	88
	J	4%	2%	2%	3%	3%	4%	9%	3%	7%	2%	2%	0	3%	5%	3%	2%	2%	3%	1%	3%
2	46	12	13	16	3	25	12	1	2	2	34	16	0	0	0	11	5	8	8	5	40
	J	1%	3%	2%	1%	2%	1%	1%	1%	1%	1%	2%	0	0	0	3%	1%	2%	3%	1%	1%
3	67	11	10	20	10	34	15	3	4	3	46	18	1	1	0	9	9	11	7	9	58
	J	2%	2%	2%	3%	2%	2%	2%	3%	1%	2%	2%	1%	2%	2%	3%	2%	3%	2%	2%	2%
4	102	25	10	23	13	46	18	3	3	3	73	20	1	2	0	7	12	10	10	23	77
	T	3%	5%	3%	3%	3%	2%	2%	3%	1%	3%	3%	2%	4%	1%	2%	3%	2%	3%	5%	2%
5	258	31	29	52	24	112	64	12	6	25	186	44	4	4	1	27	17	28	15	34	216
	T	7%	6%	6%	6%	7%	7%	8%	4%	8%	7%	6%	6%	7%	5%	8%	4%	7%	5%	8%	7%
6	358	55	43	71	28	140	83	9	7	27	259	61	9	0	1	30	30	36	26	45	311
	M	9%	9%	8%	7%	9%	9%	8%	7%	9%	9%	9%	13%	0	4%	9%	8%	8%	8%	10%	9%
7	506	64	56	84	27	179	107	21	21	36	384	70	7	3	3	42	28	35	35	57	443
	D	13%	12%	11%	7%	12%	12%	15%	16%	12%	14%	9%	12%	7%	14%	12%	7%	8%	11%	13%	13%
8	732	90	84	174	90	276	180	26	26	63	531	139	13	17	5	55	85	77	62	96	634
	O	19%	17%	20%	23%	18%	20%	18%	20%	20%	19%	19%	19%	33%	27%	16%	22%	18%	19%	21%	19%
9	528	61	70	123	53	199	136	17	22	46	371	104	9	9	2	51	52	60	44	65	460
	T	14%	12%	14%	14%	13%	15%	12%	17%	15%	14%	14%	14%	17%	10%	15%	13%	14%	14%	14%	14%
Extremely Important 10	925	135	151	260	108	388	206	34	26	62	691	222	20	13	5	99	124	131	91	81	833
	S	25%	31%	30%	28%	25%	23%	24%	20%	20%	25%	30%	31%	25%	27%	28%	32%	31%	28%	18%	25%
Don't know	156	20	15	36	21	88	41	4	11	20	107	31	1	2	1	10	22	17	14	29	126
	T	4%	4%	4%	5%	6%	5%	3%	8%	7%	4%	4%	2%	4%	7%	3%	6%	4%	4%	7%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.65	7.38	7.83	7.81	7.78	7.55	7.56	7.16	7.61	7.37	7.70	7.77	8.07	7.98	7.82	7.57	7.96	7.82	7.70	7.47	7.67
1-2 (Net)	138	33	22	36	14	71	46	14	6	23	84	33	0	1	1	21	13	17	17	10	128
	J	4%	6%	4%	4%	5%	5%	10%	4%	7%	3%	5%	0	3%	5%	6%	3%	4%	5%	2%	4%
1-3 (Net)	205	44	32	55	24	105	62	18	9	26	130	51	1	2	1	30	21	27	24	19	186
	J	5%	8%	6%	6%	7%	7%	12%	7%	8%	5%	7%	1%	4%	6%	9%	5%	7%	7%	4%	6%
1-4 (Net)	307	70	41	78	37	151	80	21	13	28	203	71	2	4	1	37	34	37	34	42	263
	J	8%	13%	8%	9%	9%	9%	14%	10%	9%	7%	10%	3%	8%	7%	11%	9%	9%	11%	9%	8%
5-6 (Net)	616	87	71	123	52	252	147	20	13	53	445	105	12	4	2	57	47	64	41	79	527
	M	16%	15%	14%	13%	16%	16%	14%	10%	17%	16%	14%	19%	7%	8%	16%	12%	15%	13%	16%	16%
7-10 (Net)	2691	350	362	640	278	1042	628	98	95	206	1977	535	49	41	15	247	289	303	232	299	2370
	A	71%	74%	73%	72%	68%	70%	68%	72%	67%	72%	72%	76%	81%	77%	70%	74%	72%	72%	67%	72%
8-10 (Net)	2185	287	306	557	251	862	522	77	74	170	1593	465	41	38	12	205	261	268	197	242	1927
	A	58%	62%	63%	65%	56%	58%	54%	56%	55%	58%	63%	64%	74%	63%	58%	67%	64%	61%	54%	59%
9-10 (Net)	1453	196	222	383	161	587	342	51	48	107	1062	328	29	21	7	150	176	191	135	146	1293
	S	39%	37%	45%	44%	38%	38%	35%	37%	35%	39%	44%	45%	41%	37%	43%	45%	45%	42%	32%	39%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4_2. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Informative and educational content, which is inspiring and challenging, and that supports learning for all ages
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	107	15	9	21	12	53	34	11	4	20	66	18	0	2	1	11	7	8	10	12	95
	J	3%	2%	2%	3%	3%	4%	8%	3%	6%	2%	2%	0	5%	4%	3%	2%	2%	3%	3%	3%
2	49	12	15	20	4	28	10	3	0	1	37	19	0	0	0	12	7	7	12	5	44
	1%	2%	3%	2%	1%	2%	1%	2%	0	0	1%	3%	0	1%	0	3%	2%	2%	4%	1%	1%
3	66	7	10	20	9	33	18	2	1	5	48	19	1	0	0	10	9	9	10	7	59
	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%	3%	1%	0	0	3%	2%	2%	3%	2%	2%
4	119	23	18	35	17	59	31	6	5	8	81	32	1	2	0	18	14	14	17	13	105
	3%	4%	4%	4%	4%	4%	3%	4%	4%	3%	3%	4%	2%	3%	1%	5%	4%	3%	5%	3%	3%
5	305	55	37	62	25	126	86	22	9	32	205	46	6	10	1	18	28	31	15	40	258
	8%	10%	8%	7%	6%	8%	10%	15%	7%	10%	8%	6%	9%	19%	4%	5%	7%	7%	5%	9%	8%
6	396	56	37	67	30	138	88	17	9	28	295	57	5	3	2	24	33	31	26	50	338
	10%	11%	8%	8%	8%	9%	10%	12%	7%	9%	11%	8%	8%	7%	11%	7%	9%	7%	8%	11%	10%
7	574	51	68	106	38	204	143	20	20	52	408	86	11	7	2	50	35	51	35	72	494
	15%	10%	14%	12%	10%	13%	16%	14%	15%	17%	15%	12%	17%	14%	10%	14%	9%	12%	11%	16%	15%
8	821	123	90	175	86	300	181	21	30	68	614	146	13	12	5	78	68	86	59	98	716
	22%	23%	18%	20%	22%	20%	20%	15%	23%	22%	22%	20%	20%	23%	26%	22%	17%	20%	18%	22%	22%
9	468	56	74	121	47	186	98	9	12	28	354	101	11	5	3	40	62	54	48	57	410
	12%	11%	15%	14%	12%	12%	11%	6%	9%	9%	13%	14%	17%	10%	17%	11%	16%	13%	15%	13%	12%
Extremely Important 10	690	100	118	202	84	306	158	27	27	43	509	174	16	9	4	76	98	107	67	67	618
	18%	19%	24%	23%	22%	20%	18%	19%	20%	14%	19%	23%	24%	18%	20%	22%	25%	25%	21%	15%	19%
Don't know	176	28	13	48	35	102	50	5	14	23	115	44	1	1	1	15	30	22	22	28	147
	5%	5%	3%	5%	9%	7%	6%	3%	10%	8%	4%	6%	2%	2%	7%	4%	8%	5%	7%	6%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.36	7.25	7.53	7.51	7.48	7.30	7.21	6.64	7.50	6.96	7.43	7.49	7.95	7.08	7.81	7.30	7.67	7.65	7.29	7.27	7.38
1-2 (Net)	156	27	24	41	17	80	44	14	4	21	103	37	0	3	1	24	14	15	22	17	138
	4%	5%	5%	5%	4%	5%	5%	10%	3%	7%	4%	5%	0	6%	4%	7%	3%	4%	7%	4%	4%
1-3 (Net)	222	34	34	60	26	113	62	16	6	26	151	56	1	3	1	33	23	24	32	24	197
	6%	6%	7%	7%	7%	7%	7%	11%	4%	8%	6%	8%	1%	6%	4%	10%	6%	6%	10%	5%	6%
1-4 (Net)	341	57	52	95	43	172	93	22	11	34	231	88	2	4	1	51	37	39	49	38	302
	9%	11%	11%	11%	11%	11%	10%	16%	8%	11%	8%	12%	3%	9%	5%	15%	9%	9%	15%	8%	9%
5-6 (Net)	701	110	75	130	55	264	173	38	18	60	500	103	11	13	3	42	61	62	41	91	597
	19%	21%	15%	15%	14%	17%	19%	27%	14%	20%	18%	14%	17%	26%	14%	12%	16%	15%	13%	20%	18%
7-10 (Net)	2551	331	350	604	255	995	580	77	88	190	1886	507	50	32	14	243	263	298	209	293	2239
	68%	63%	71%	69%	66%	65%	65%	54%	67%	62%	69%	68%	78%	64%	74%	69%	67%	71%	65%	65%	68%
8-10 (Net)	1978	280	281	499	217	791	438	57	68	138	1477	421	40	26	12	193	228	247	174	221	1745
	52%	53%	57%	57%	56%	52%	49%	40%	52%	45%	54%	57%	62%	50%	63%	55%	58%	59%	54%	49%	53%
9-10 (Net)	1157	157	192	323	131	491	256	36	38	70	863	275	27	14	7	116	160	161	114	124	1029
	31%	30%	39%	37%	34%	32%	29%	25%	29%	23%	32%	37%	42%	27%	37%	33%	41%	38%	36%	27%	31%

Overlap formulae used
 - Column Proportions:
 - Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 - Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 - Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 - Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4_3. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: A range of high quality, distinctive and creative content that is different to that of other providers
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	103	16	8	18	9	44	34	7	2	15	63	14	0	3	1	11	4	6	8	11	90
1	3%	3%	2%	2%	2%	3%	4%	5%	2%	5%	2%	2%	0	5%	4%	3%	1%	2%	3%	3%	3%
J	44	9	16	18	2	24	7	1	1	1	34	17	0	1	0	10	6	6	10	7	35
2	1%	2%	3%	2%	0	2%	1%	1%	1%	0	1%	2%	0	2%	0	3%	2%	2%	3%	2%	1%
3	67	16	9	19	10	30	15	4	1	3	50	17	1	1	0	9	8	9	8	5	62
3	2%	3%	2%	2%	3%	2%	2%	3%	1%	1%	2%	2%	1%	2%	0	3%	2%	2%	2%	1%	2%
4	117	21	13	26	13	53	30	5	1	11	79	23	2	1	0	15	8	13	10	20	97
4	3%	4%	3%	3%	3%	3%	3%	4%	1%	4%	3%	3%	3%	2%	0	4%	2%	3%	3%	4%	3%
5	292	38	28	60	31	125	68	12	10	31	209	50	7	2	1	29	21	32	18	45	243
5	8%	7%	6%	7%	8%	8%	8%	9%	8%	10%	8%	7%	10%	4%	4%	8%	5%	6%	6%	10%	7%
6	420	49	59	90	31	163	119	16	27	39	289	75	9	5	1	29	46	42	32	39	375
6	11%	9%	12%	10%	8%	11%	13%	12%	20%	13%	11%	10%	14%	9%	6%	8%	12%	10%	10%	9%	11%
7	623	60	82	140	58	230	139	22	17	57	462	120	12	5	4	61	58	61	59	72	540
7	17%	11%	17%	16%	15%	15%	15%	15%	13%	19%	17%	16%	19%	10%	19%	17%	15%	14%	18%	16%	16%
8	782	111	94	171	77	293	173	23	23	55	581	138	13	15	5	58	79	86	52	89	687
8	21%	21%	19%	20%	20%	19%	19%	16%	18%	18%	21%	19%	20%	30%	28%	17%	20%	20%	16%	20%	21%
9	520	77	65	112	47	185	131	16	26	36	373	97	4	9	3	45	52	59	38	52	467
9	14%	15%	13%	12%	12%	12%	15%	11%	20%	12%	14%	13%	6%	17%	16%	13%	13%	14%	12%	12%	14%
Extremely Important	610	90	103	176	73	274	133	27	15	40	458	152	16	5	3	65	86	85	67	75	532
10	16%	17%	21%	20%	19%	18%	15%	19%	12%	13%	17%	20%	25%	11%	14%	19%	22%	20%	21%	17%	16%
Don't know	191	38	11	48	37	112	46	8	7	19	134	41	1	4	2	18	23	22	18	34	156
Don't know	5%	7%	2%	5%	10%	7%	5%	6%	5%	6%	5%	5%	2%	8%	10%	5%	6%	5%	6%	8%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.33	7.29	7.45	7.44	7.43	7.29	7.22	7.09	7.36	7.00	7.39	7.43	7.58	7.24	7.70	7.18	7.66	7.51	7.33	7.25	7.35
1-2 (Net)	147	26	25	36	11	68	42	9	3	16	96	31	0	4	1	21	10	13	18	19	125
1-2 (Net)	4%	5%	5%	4%	3%	4%	5%	6%	3%	5%	4%	4%	0	7%	4%	6%	3%	3%	6%	4%	4%
1-3 (Net)	214	41	33	55	21	98	57	13	5	20	147	49	1	5	1	30	18	22	26	24	187
1-3 (Net)	6%	8%	7%	6%	6%	6%	6%	9%	4%	6%	5%	7%	1%	9%	4%	9%	5%	5%	8%	5%	6%
1-4 (Net)	330	62	46	81	35	151	87	18	6	31	226	71	3	6	1	45	26	35	37	44	284
1-4 (Net)	9%	12%	9%	9%	9%	10%	10%	13%	4%	10%	8%	10%	4%	11%	4%	13%	7%	8%	11%	10%	9%
5-6 (Net)	712	88	67	149	62	288	188	29	37	70	498	125	16	7	2	58	67	74	50	84	619
5-6 (Net)	19%	17%	18%	17%	16%	19%	21%	20%	28%	23%	18%	17%	24%	14%	10%	17%	17%	18%	16%	19%	19%
7-10 (Net)	2535	339	345	599	254	982	576	88	81	188	1874	506	44	34	15	230	275	290	216	288	2226
7-10 (Net)	67%	64%	70%	68%	66%	64%	64%	61%	62%	61%	69%	68%	69%	67%	77%	66%	70%	69%	67%	64%	68%
8-10 (Net)	1912	279	263	459	196	752	437	66	64	131	1412	387	32	29	11	169	217	229	157	216	1686
8-10 (Net)	51%	53%	54%	52%	51%	49%	49%	46%	49%	43%	52%	52%	50%	57%	58%	48%	55%	54%	49%	48%	51%
9-10 (Net)	1130	168	169	288	119	459	264	43	41	76	831	249	19	14	6	111	138	144	105	127	999
9-10 (Net)	30%	32%	34%	33%	31%	30%	29%	30%	31%	25%	30%	33%	30%	28%	30%	32%	35%	34%	33%	28%	30%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC4. 4. On a scale of 1 -10 where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	119 3%	12 2%	13 3%	26 3%	13 3%	54 3%	36 4%	13 9%	4 3%	22 7%	76 3%	23 3%	1 1%	2 4%	0 2%	15 4%	8 2%	12 3%	11 3%	12 3%	107 3%
2	76 2%	22 4%	15 3%	19 2%	4 1%	36 2%	14 2%	0 0%	3 3%	3 1%	58 2%	18 2%	0 0%	1 1%	0 0%	10 3%	8 2%	10 2%	8 3%	5 1%	70 2%
3	78 2%	12 2%	8 2%	14 2%	6 2%	30 2%	28 3%	7 5%	3 2%	8 3%	48 2%	12 2%	1 1%	2 4%	0 1%	9 3%	2 1%	6 1%	6 2%	7 1%	70 2%
4	131 3%	25 5%	26 5%	43 5%	17 4%	72 5%	32 4%	5 3%	2 2%	12 4%	91 3%	37 5%	2 3%	3 5%	1 6%	19 5%	18 5%	21 5%	15 5%	20 4%	109 3%
5	296 8%	40 8%	42 9%	64 7%	23 6%	129 8%	76 9%	15 10%	13 10%	31 10%	210 8%	51 7%	9 14%	3 6%	1 7%	26 7%	25 6%	27 6%	24 7%	36 8%	255 8%
6	407 11%	59 11%	49 10%	76 9%	27 7%	141 9%	97 11%	15 11%	13 10%	34 11%	296 11%	65 9%	6 10%	4 8%	1 5%	31 9%	34 9%	34 8%	31 10%	48 11%	357 11%
7	611 16%	57 11%	73 15%	118 14%	46 12%	219 14%	120 13%	16 11%	15 11%	38 12%	468 17%	103 14%	9 13%	5 10%	2 10%	52 15%	51 13%	62 15%	40 13%	75 17%	525 16%
8	794 21%	117 22%	96 20%	187 21%	91 23%	302 20%	196 22%	25 17%	33 25%	77 25%	569 21%	157 21%	14 21%	12 24%	4 23%	67 19%	90 23%	101 24%	56 18%	95 21%	696 21%
9	429 11%	50 9%	63 13%	110 13%	48 12%	173 11%	85 9%	14 10%	12 9%	22 7%	330 12%	93 13%	6 9%	7 14%	4 22%	41 12%	52 13%	44 11%	49 15%	52 12%	377 11%
Extremely Important 10	635 17%	94 18%	89 18%	165 19%	76 20%	260 17%	159 18%	28 20%	22 17%	39 13%	455 17%	139 19%	14 22%	9 17%	3 14%	66 19%	72 16%	86 20%	53 16%	62 14%	562 17%
Don't know	193 5%	38 7%	17 3%	54 6%	37 9%	118 8%	54 6%	5 4%	12 9%	23 7%	131 5%	46 6%	3 4%	3 6%	2 9%	15 4%	31 8%	18 4%	28 9%	36 8%	157 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.21	7.11	7.20	7.31	7.47	7.13	7.12	6.81	7.24	6.75	7.25	7.30	7.50	7.24	7.58	7.09	7.48	7.37	7.19	7.19	7.21
1-2 (Net)	196 5%	34 6%	27 6%	45 5%	18 5%	90 6%	50 6%	13 9%	7 5%	24 8%	134 5%	41 6%	1 1%	3 5%	0 2%	25 7%	16 4%	22 5%	19 5%	18 4%	177 5%
1-3 (Net)	273 7%	46 9%	35 7%	60 7%	24 6%	120 8%	77 9%	20 14%	10 7%	33 11%	183 7%	53 7%	1 2%	5 9%	1 3%	34 10%	18 5%	28 7%	25 8%	24 5%	247 6%
1-4 (Net)	404 11%	71 13%	61 13%	102 12%	41 11%	192 13%	110 12%	24 17%	12 9%	44 14%	274 10%	90 12%	4 5%	7 14%	2 10%	53 15%	36 9%	49 12%	41 13%	45 10%	356 11%
5-6 (Net)	703 19%	99 19%	91 19%	141 16%	49 13%	270 18%	173 19%	30 21%	26 20%	65 21%	506 19%	116 16%	15 24%	7 14%	2 12%	57 16%	59 15%	61 14%	55 17%	84 19%	612 19%
7-10 (Net)	2469 65%	318 60%	320 65%	581 66%	260 67%	954 62%	559 62%	83 58%	82 62%	176 57%	1822 67%	492 66%	43 66%	33 65%	13 61%	226 64%	265 68%	294 70%	198 62%	285 63%	2160 66%
8-10 (Net)	1858 49%	261 50%	248 51%	462 53%	215 55%	735 48%	439 49%	67 47%	67 51%	137 45%	1354 50%	389 52%	34 53%	28 55%	11 59%	174 50%	214 55%	231 55%	158 49%	210 47%	1635 50%
9-10 (Net)	1064 28%	144 27%	151 31%	275 31%	124 32%	433 28%	243 27%	42 30%	34 26%	60 20%	785 29%	232 31%	20 32%	16 31%	7 36%	107 30%	124 32%	130 31%	101 32%	114 25%	939 29%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

Summary Table. Summary of Purpose - Impartial news and information to help people understand and engage with the world around them. (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3121	387	414	706	292	1252	818	125	120	272	2181	523	63	61	59	264	258	341	182	388	2709
Base: All respondents	3059	404	401	722	321	1200	733	114	108	245	2224	606	56	43	16	279	327	337	269	352	2682
Effective Base	2133.9	248.4	280.1	502.8	222.8	879.4	580.2	91.7	88.9	199.2	1482.9	394.7	51.5	50.5	48.7	192.8	202.2	248.9	152.6	247.1	1873.8
7-10 on Performance (C2)	2211	281	270	501	231	846	496	76	74	164	1642	430	36	25	9	194	235	248	182	270	1933
FM	72%	69%	67%	69%	72%	70%	68%	67%	69%	67%	74%	71%	65%	57%	61%	70%	72%	74%	68%	77%	72%
7-10 on Importance to society (C3)	2669	357	355	622	267	1010	622	93	90	205	1970	524	50	36	13	241	261	310	214	309	2339
EFR	87%	88%	89%	86%	83%	84%	85%	82%	84%	84%	89%	86%	88%	83%	83%	87%	86%	92%	80%	88%	87%
7-10 on Importance personally (C4)	2691	350	362	640	278	1042	628	98	95	206	1977	535	49	41	15	247	289	303	232	299	2370
zF	88%	87%	90%	89%	87%	87%	86%	86%	88%	84%	89%	88%	86%	96%	95%	89%	88%	90%	86%	85%	88%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

Summary Table. Summary of Purpose - Informative and educational content, which is inspiring and challenging, and that supports learning for all ages. (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3111	377	421	711	290	1255	810	128	122	282	2175	528	64	58	61	273	254	356	172	392	2693
Base: All respondents	3045	396	412	717	306	1196	722	115	107	232	2219	606	57	39	16	285	319	354	251	347	2672
Effective Base	2111.9	242.7	284.9	500.4	215.5	871.6	573.6	94.2	87.0	191.8	1467.2	394.7	52.4	46.9	50.6	197.5	197.6	257.5	142.9	248.6	1849.3
7-10 on Performance (C2)	2384	312	279	505	226	866	529	85	75	171	1774	428	41	27	9	194	233	264	165	281	2092
	78%	79%	68%	70%	74%	72%	73%	74%	70%	74%	80%	71%	72%	69%	59%	68%	73%	74%	66%	81%	78%
	BCEF	BC									zFH						R	O			
	KNOR																				
7-10 on Importance to society (C3)	2659	353	369	633	264	1028	614	96	87	197	1963	536	53	30	14	250	285	325	211	291	2343
	87%	89%	90%	88%	86%	86%	85%	83%	81%	85%	88%	89%	93%	78%	88%	88%	89%	92%	84%	84%	88%
	M										zFH	M	M*					zOR			
7-10 on Importance personally (C4)	2551	331	350	604	255	995	580	77	88	190	1886	507	50	32	14	243	263	298	209	293	2239
	84%	84%	85%	84%	83%	83%	80%	67%	82%	82%	85%	84%	89%	84%	88%	85%	82%	84%	83%	84%	84%
	FG						G		G*	G	zFG										

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

Summary Table. Summary of Purpose - A range of high quality, distinctive and creative content that is different to that of other providers. (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3056	374	414	701	287	1240	788	124	116	255	2144	521	60	58	62	262	258	350	171	375	2656
Base: All respondents	2986	398	405	708	303	1182	703	110	103	227	2180	601	51	40	16	273	327	345	257	334	2627
Effective Base	2062.1	237.8	274.0	487.7	213.9	855.9	549.8	90.7	77.7	185.8	1439.8	386.1	49.0	46.7	51.7	187.5	199.1	252.7	141.2	232.3	1816.3
7-10 on Performance (C2)	2291	299	277	490	213	848	519	82	76	164	1698	421	38	22	10	193	226	267	153	267	2010
	77%	75%	68%	69%	70%	72%	74%	75%	74%	72%	78%	70%	75%	55%	62%	71%	69%	78%	60%	80%	77%
	BCDEK MNOPR											M	M*			R	R	OPR			
7-10 on Importance to society (C3)	2527	327	351	601	249	979	585	87	91	187	1863	510	46	32	13	233	276	303	207	270	2237
	85%	82%	87%	85%	82%	83%	83%	80%	88%	82%	85%	85%	89%	80%	80%	85%	85%	88%	81%	81%	85%
7-10 on Importance personally (C4)	2535	339	345	599	254	982	576	88	81	188	1874	506	44	34	15	230	275	290	216	288	2226
	86%	85%	85%	85%	84%	85%	82%	80%	79%	83%	86%	84%	87%	85%	92%	84%	84%	84%	84%	86%	85%
	F										zF										

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

Summary Table. Summary of Purpose - Content that accurately represents and authentically portrays the life and culture of a range of different communities throughout the UK. (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3033	377	393	674	281	1210	787	123	112	257	2125	499	60	57	58	253	245	334	165	377	2630
Base: All respondents	2972	395	384	688	304	1159	697	112	94	224	2174	580	52	40	15	270	310	337	243	341	2604
Effective Base	2063.6	242.2	263.4	475.7	212.4	843.9	554.9	90.4	82.0	185.0	1440.3	374.3	48.8	46.9	47.8	183.9	190.5	243.3	136.6	237.1	1812.3
7-10 on Performance (C2)	2229	294	260	464	204	808	495	88	70	154	1663	397	35	23	9	187	208	237	160	271	1942
75% BCDEF IKMNP	75% C	75% C	68% C	67% C	70% C	71% C	79% C	74% C	69% C	76% C	zFI	68% C	68% C	58% C	56% C	69% C	67% C	70% C	66% C	80% C	75% C
7-10 on Importance to society (C3)	2519	340	327	581	254	959	580	102	79	183	1862	488	47	33	13	218	270	293	195	296	2217
85% E	86% E	85% E	85% E	84% E	83% E	83% E	92% E	84% E	82% E	86% E	FI	84% E	91% E	81% E	86% E	81% E	87% E	87% E	80% E	84% E	85% E
7-10 on Importance personally (C4)	2469	318	320	581	260	954	559	83	82	176	1822	492	43	33	13	226	265	294	198	285	2160
83% FG	80% FG	83% FG	84% FG	86% FG	82% FG	80% FG	74% FG	67% FG	78% FG	84% FG	G	85% FG	82% FG	82% FG	87% FG	84% FG	85% FG	87% FG	82% FG	84% FG	83% FG

QC6. On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: - Summary Table
Base: All Respondents

	News coverage that helps me understand what's going on in the world today. (A)	News that represents a range of viewpoints. (B)	News that is impartial. (C)
Unweighted Base	3769	3769	3769
Base: All respondents	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2
Not At All Well 1	112 3%	171 5%	273 7%
2	86 2%	101 3%	125 3%
3	114 3%	157 4%	144 4%
4	138 4%	195 5%	194 5%
5	277 7%	324 9%	355 9%
6	395 10%	422 11%	426 11%
7	596 16%	646 17%	576 15%
8	873 23%	761 20%	702 19%
9	514 14%	448 12%	412 11%
Extremely Well 10	490 13%	353 9%	347 9%
Don't know	173 5%	191 5%	214 6%
Total	3769 100%	3769 100%	3769 100%
Mean	7.13	6.69	6.44
1-2 (Net)	198 5%	272 7%	398 11%
1-3 (Net)	312 8%	430 11%	543 14%
1-4 (Net)	450 12%	624 17%	737 20%
5-6 (Net)	672 18%	746 20%	781 21%
7-10 (Net)	2474 66%	2208 59%	2038 54%
8-10 (Net)	1878 50%	1561 41%	1461 39%
9-10 (Net)	1005 27%	800 21%	759 20%

Overlap formulae used
- Column Proportions:
Columns Tested (5%): A/B/C
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): A/B/C
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC6 1. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: News coverage that helps me understand what's going on in the world today
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	112 3%	25 5%	13 3%	23 3%	11 3%	49 3%	36 4%	6 4%	7 6%	13 4%	68 2%	20 3%	1 2%	1 2%	1 4%	14 4%	6 2%	11 3%	9 3%	4 1%	101 3%
2	JS 86 2%	17 3%	21 4%	30 3%	10 2%	40 3%	25 3%	3 3%	3 3%	17 5%	55 2%	28 4%	1 2%	0 0%	0 2%	8 2%	20 5%	8 2%	20 6%	8 2%	77 2%
3	114 3%	23 4%	17 4%	32 4%	15 4%	44 3%	30 3%	8 6%	4 3%	7 2%	75 3%	28 4%	1 1%	2 4%	1 4%	11 3%	17 4%	16 4%	13 4%	17 4%	96 3%
4	138 4%	18 3%	23 5%	38 4%	15 4%	61 4%	34 4%	4 3%	5 4%	13 4%	99 4%	34 5%	1 2%	2 4%	1 3%	20 6%	14 4%	21 5%	13 4%	17 4%	120 4%
5	277 7%	46 9%	41 8%	67 8%	25 7%	135 9%	72 8%	7 5%	5 4%	24 8%	196 7%	54 7%	7 11%	4 8%	2 9%	30 9%	24 6%	29 7%	25 8%	26 6%	247 8%
6	395 10%	52 10%	40 8%	64 7%	24 8%	146 10%	96 11%	14 10%	15 11%	28 9%	289 11%	54 7%	6 10%	1 3%	3 15%	22 6%	31 8%	27 8%	26 8%	71 16%	320 10%
7	CDKOOT 596 16%	77 15%	72 15%	124 14%	51 13%	221 14%	150 17%	31 22%	21 16%	56 18%	421 15%	103 14%	12 19%	7 13%	2 10%	52 15%	52 13%	60 14%	44 14%	74 16%	518 16%
8	873 23%	103 20%	103 21%	208 24%	104 27%	332 22%	183 20%	28 19%	26 20%	57 18%	664 24%	172 23%	17 27%	14 28%	4 21%	77 22%	95 24%	112 27%	60 19%	101 22%	766 23%
9	F 514 14%	71 13%	89 18%	157 18%	68 18%	225 15%	124 14%	14 10%	22 17%	35 11%	378 14%	139 18%	3 9%	12 24%	2 11%	65 18%	73 19%	83 20%	56 18%	52 12%	460 14%
Extremely Well 10	490 13%	78 15%	54 11%	100 11%	46 12%	187 12%	104 12%	21 15%	12 9%	40 13%	365 13%	78 10%	14 21%	6 12%	2 11%	38 11%	40 10%	40 10%	38 12%	56 13%	433 13%
Don't know	173 5%	17 3%	17 4%	35 4%	18 5%	95 6%	43 5%	4 3%	10 7%	17 5%	122 4%	32 4%	0 0%	1 2%	2 10%	14 4%	18 5%	15 3%	18 5%	24 5%	147 4%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.13	6.91	7.01	7.11	7.24	7.05	6.93	6.90	6.90	6.79	7.21	7.06	7.36	7.54	6.78	7.03	7.09	7.20	6.89	7.15	7.14
1-2 (Net)	FI 198 5%	42 8%	33 7%	53 6%	20 5%	89 6%	61 7%	11 8%	11 8%	30 10%	123 5%	48 7%	3 4%	1 2%	1 6%	22 6%	27 7%	19 5%	29 5%	13 3%	178 5%
1-3 (Net)	JS 312 8%	65 12%	51 10%	85 10%	35 9%	133 9%	91 10%	19 13%	15 11%	38 12%	198 7%	77 10%	3 5%	3 6%	2 10%	33 9%	44 11%	35 8%	42 13%	30 7%	275 8%
1-4 (Net)	J 450 12%	83 16%	74 15%	123 14%	50 13%	194 13%	125 14%	23 16%	20 15%	51 17%	297 11%	111 15%	5 8%	5 10%	3 14%	53 15%	57 15%	56 13%	55 17%	47 10%	395 12%
5-6 (Net)	J 672 18%	97 19%	81 17%	131 15%	50 13%	281 18%	168 19%	21 15%	20 15%	52 17%	485 18%	107 14%	13 20%	6 11%	5 24%	52 15%	55 14%	56 13%	51 16%	96 21%	567 17%
7-10 (Net)	CDKOT 2474 66%	329 62%	318 65%	588 67%	270 70%	965 63%	560 63%	94 66%	82 62%	188 61%	1829 67%	493 66%	46 72%	39 77%	10 52%	232 66%	260 67%	295 70%	198 62%	283 63%	2177 66%
8-10 (Net)	EFN 1878 50%	252 48%	246 50%	464 53%	219 56%	743 48%	411 46%	63 44%	60 46%	132 43%	1408 52%	389 52%	34 53%	33 64%	8 43%	180 51%	208 53%	235 56%	154 48%	209 47%	1659 51%
9-10 (Net)	FI 1005 27%	149 28%	142 29%	257 29%	114 30%	411 27%	228 25%	35 25%	34 26%	75 24%	744 27%	217 29%	17 26%	19 37%	4 22%	103 29%	113 29%	123 29%	94 29%	108 24%	893 27%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC6 2. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: News that represents a range of viewpoints

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	171	40	20	30	10	65	38	8	7	16	122	29	0	1	1	18	11	19	9	7	159
S	5%	8%	4%	3%	3%	4%	4%	6%	6%	6%	4%	4%	0	2%	4%	5%	3%	5%	3%	2%	5%
2	101	22	20	33	14	44	28	4	3	15	66	32	1	0	1	9	22	16	16	9	91
zCD	3%	4%	4%	4%	4%	3%	3%	3%	3%	5%	2%	4%	1%	0	3%	3%	6%	4%	5%	2%	3%
3	157	20	29	46	17	63	49	8	7	18	99	40	1	4	1	18	22	18	22	17	136
J	4%	4%	6%	5%	4%	4%	5%	5%	5%	6%	4%	5%	1%	8%	6%	5%	6%	4%	7%	4%	4%
4	195	20	26	53	27	85	50	5	7	15	140	45	4	4	0	23	21	20	25	16	175
5	324	48	35	74	39	156	90	17	9	28	219	54	12	6	1	18	37	35	19	51	267
OT	9%	9%	7%	8%	10%	10%	10%	12%	7%	9%	8%	7%	18%	12%	7%	5%	9%	8%	6%	11%	8%
6	422	45	66	109	43	170	97	17	15	37	312	97	8	2	2	51	46	60	37	57	361
7	646	101	78	128	50	241	137	18	17	51	487	99	14	12	3	56	43	52	47	75	570
DKPQ	17%	19%	16%	15%	13%	16%	15%	13%	13%	17%	18%	13%	22%	23%	14%	16%	11%	12%	15%	17%	17%
8	761	86	111	192	81	298	175	18	29	51	562	167	10	10	4	78	88	102	65	82	674
G	20%	16%	23%	22%	21%	19%	20%	12%	22%	17%	21%	23%	16%	20%	21%	22%	23%	24%	20%	18%	21%
9	448	59	58	115	58	170	93	21	16	25	338	103	6	5	2	45	58	65	38	61	386
I	12%	11%	12%	13%	15%	11%	10%	15%	12%	8%	12%	14%	9%	9%	9%	13%	15%	15%	12%	14%	12%
Extremely Well 10	353	60	36	65	29	149	98	20	13	37	242	50	9	5	2	22	27	22	28	38	314
KQ	9%	11%	7%	7%	8%	10%	11%	14%	10%	12%	9%	7%	13%	9%	12%	6%	7%	5%	9%	8%	10%
Don't know	191	27	12	32	20	91	40	8	7	14	145	27	0	2	2	13	15	13	15	36	153
BT	5%	5%	2%	4%	5%	6%	5%	5%	6%	5%	5%	4%	0	4%	10%	4%	4%	3%	5%	8%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Mean	6.69	6.51	6.56	6.61	6.68	6.64	6.61	6.68	6.65	6.42	6.74	6.57	6.98	6.65	6.77	6.57	6.56	6.61	6.52	6.89	6.69
1-2 (Net)	272	62	40	64	24	109	66	12	11	31	188	60	1	1	1	27	33	36	25	16	249
S	7%	12%	8%	7%	6%	7%	7%	8%	8%	10%	7%	8%	1%	2%	7%	8%	8%	8%	8%	4%	8%
1-3 (Net)	430	81	69	110	41	173	115	19	18	49	287	100	1	5	3	45	55	53	47	33	385
JLS	11%	15%	14%	13%	11%	11%	13%	14%	13%	16%	11%	14%	2%	11%	14%	13%	14%	13%	15%	7%	12%
1-4 (Net)	624	101	94	163	68	257	165	24	25	64	428	145	5	9	3	68	77	73	72	50	560
S	17%	19%	19%	19%	16%	17%	18%	17%	19%	21%	16%	20%	8%	19%	15%	19%	20%	17%	22%	11%	17%
5-6 (Net)	746	93	100	183	82	326	187	34	25	66	531	151	20	8	4	68	83	96	56	108	628
7-10 (Net)	2208	305	283	500	217	858	504	77	75	164	1628	419	39	31	11	202	216	241	178	256	1944
E	59%	58%	58%	57%	56%	56%	56%	54%	57%	53%	60%	56%	61%	61%	57%	58%	55%	57%	56%	57%	59%
8-10 (Net)	1561	205	205	372	167	618	367	59	58	113	1141	320	25	19	8	146	173	189	131	181	1375
9-10 (Net)	800	119	94	181	87	320	192	41	29	61	580	153	15	9	4	67	85	86	66	99	700
	21%	23%	19%	21%	22%	21%	21%	29%	22%	20%	21%	21%	23%	18%	22%	19%	22%	20%	21%	22%	21%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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QC6 3. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: News that is impartial
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	273	48	38	59	21	105	62	10	15	28	194	55	1	1	2	28	27	30	26	16	253
7%	7%	9%	8%	7%	5%	7%	7%	7%	11%	8%	7%	7%	1%	3%	8%	8%	7%	7%	8%	4%	8%
2	125	28	25	39	13	56	35	11	2	20	86	33	4	1	2	16	17	19	13	15	107
3%	3%	5%	5%	4%	3%	4%	4%	8%	2%	6%	3%	4%	6%	1%	9%	5%	4%	5%	4%	3%	3%
3	144	13	24	47	23	63	44	4	4	11	94	41	1	4	1	16	25	21	20	18	122
4%	4%	2%	5%	5%	6%	4%	5%	2%	3%	4%	3%	6%	2%	8%	3%	5%	6%	5%	6%	4%	4%
4	194	26	19	45	26	78	53	10	5	17	130	35	6	3	1	17	19	22	13	19	173
5%	5%	5%	4%	5%	7%	5%	6%	7%	4%	5%	5%	5%	9%	7%	4%	5%	5%	5%	5%	4%	5%
5	355	62	57	101	43	176	85	15	9	29	259	82	11	7	2	42	40	44	38	37	310
9%	9%	12%	12%	11%	11%	11%	9%	11%	7%	9%	9%	11%	17%	13%	8%	12%	10%	10%	12%	8%	9%
6	426	61	63	100	38	180	98	15	18	29	320	84	9	6	2	43	42	57	27	56	369
11%	11%	12%	13%	11%	10%	12%	11%	11%	14%	9%	12%	11%	13%	12%	8%	12%	11%	14%	9%	13%	11%
7	576	68	73	120	47	217	136	19	23	41	414	95	12	10	3	46	48	56	38	71	501
15%	15%	13%	15%	14%	12%	14%	15%	14%	17%	13%	15%	13%	18%	20%	16%	13%	12%	13%	12%	16%	15%
8	702	76	91	159	68	261	146	20	19	46	531	138	9	9	4	61	77	86	52	87	614
19%	19%	14%	19%	18%	18%	17%	16%	14%	15%	15%	19%	19%	14%	17%	19%	17%	20%	20%	16%	19%	19%
9	412	58	55	110	55	162	99	16	18	37	303	98	5	6	1	46	52	61	38	51	361
11%	11%	11%	11%	13%	14%	11%	11%	11%	13%	12%	11%	13%	8%	12%	4%	13%	13%	14%	12%	11%	11%
Extremely Well 10	347	55	27	56	29	129	80	16	9	30	256	44	8	2	2	25	19	14	30	46	299
9%	9%	11%	8%	8%	8%	8%	9%	11%	7%	10%	9%	6%	12%	4%	11%	7%	5%	3%	9%	10%	9%
Don't know	214	30	16	42	25	107	57	7	10	20	145	38	0	2	2	12	25	11	26	35	177
6%	6%	6%	3%	5%	7%	7%	6%	5%	7%	6%	5%	5%	0	4%	11%	3%	7%	3%	8%	8%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.44	6.22	6.15	6.25	6.39	6.33	6.32	6.23	6.32	6.15	6.50	6.22	6.51	6.40	6.13	6.23	6.22	6.22	6.23	6.75	6.42
1-2 (Net)	398	76	63	97	34	160	98	21	17	49	280	88	4	2	3	44	44	49	39	31	360
11%	11%	14%	13%	11%	9%	10%	11%	15%	13%	16%	10%	12%	7%	4%	16%	13%	11%	12%	12%	7%	11%
1-3 (Net)	543	89	87	144	57	224	142	24	21	60	374	129	6	6	4	60	69	70	59	49	482
14%	14%	17%	18%	16%	15%	15%	16%	17%	16%	19%	14%	17%	9%	12%	19%	17%	18%	17%	18%	11%	15%
1-4 (Net)	737	115	106	189	83	301	195	34	26	76	503	164	11	9	4	77	87	92	72	68	655
20%	20%	22%	22%	22%	21%	20%	22%	24%	19%	25%	18%	22%	17%	19%	23%	22%	22%	22%	22%	19%	20%
5-6 (Net)	781	123	120	201	81	356	183	30	27	58	579	166	19	12	3	84	82	101	65	93	679
21%	21%	23%	25%	23%	21%	23%	20%	21%	21%	19%	21%	22%	30%	25%	16%	24%	21%	24%	20%	21%	21%
7-10 (Net)	2038	257	247	445	198	769	461	71	69	154	1505	375	33	27	10	178	196	217	157	254	1775
54%	54%	49%	50%	51%	51%	50%	51%	50%	53%	50%	55%	50%	52%	53%	50%	51%	50%	52%	49%	56%	54%
8-10 (Net)	1461	189	173	325	152	552	324	52	46	112	1091	280	22	17	6	132	148	161	119	183	1274
39%	39%	36%	35%	37%	39%	36%	36%	36%	35%	37%	40%	38%	34%	33%	34%	38%	38%	38%	37%	41%	39%
9-10 (Net)	759	113	82	166	84	291	179	31	27	67	560	142	13	8	3	71	71	75	67	97	660
20%	20%	22%	17%	19%	22%	19%	20%	22%	21%	22%	20%	19%	20%	16%	15%	20%	18%	18%	21%	21%	20%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC6_sum. This set of statements are about the BBC providing impartial news and information to help people understand and engage in the world around them; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides (7-10 Summary Table)

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
2474	329	318	588	270	965	560	94	82	188	1829	493	46	39	10	232	260	295	198	283	2177
66% EFN	62%	65%	67%	70%	63%	63%	66%	62%	61%	67% 2F	66% N	72% N	77% N	52% *	66%	67%	70%	62%	63%	66%
2208	305	283	500	217	858	504	77	75	164	1628	419	39	31	11	202	216	241	178	256	1944
59% E	58%	58%	57%	56%	56%	54%	54%	57%	53%	60%	56%	61%	61%	57%	58%	55%	57%	56%	57%	59%
2038	257	247	445	198	769	461	71	69	154	1505	375	33	27	10	178	196	217	157	254	1775
54% E	49%	50%	51%	51%	50%	51%	50%	53%	50%	55%	50%	52%	53%	50%	51%	50%	52%	49%	56%	54%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: - Summary Table

Base: All Respondents

	Progr ammes and content that are educat ional. (A)	Progr ammes and content that are inspira tional. (B)	Progr ammes and content that support children and young people with their educa tion. (C)	Progr ammes and content that helps me to learn new things. (D)	Progr ammes and content that are inform ative. (E)
Unweighted Base	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	76 2%	129 3%	83 2%	122 3%	83 2%
2	76 2%	78 2%	47 1%	84 2%	66 2%
3	72 2%	120 3%	96 3%	120 3%	86 2%
4	140 4%	167 4%	147 4%	171 5%	140 4%
5	314 8%	401 11%	295 8%	321 9%	291 8%
6	432 11%	474 13%	389 10%	455 12%	411 11%
7	685 18%	740 20%	623 17%	671 18%	702 19%
8	920 24%	753 20%	705 19%	794 21%	897 24%
9	422 11%	345 9%	395 10%	421 11%	500 13%
Extremely Well 10	380 10%	341 9%	369 10%	366 10%	424 11%
Don't know	251 7%	220 6%	621 16%	244 6%	170 5%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	7.09	6.73	7.02	6.86	7.16
1-2 (Net)	152 4%	207 5%	130 3%	206 5%	149 4%
1-3 (Net)	224 6%	327 9%	226 6%	326 9%	235 6%
1-4 (Net)	364 10%	494 13%	373 10%	496 13%	375 10%
5-6 (Net)	747 20%	876 23%	683 18%	775 21%	702 19%
7-10 (Net)	2408 64%	2179 58%	2092 55%	2253 60%	2523 67%
8-10 (Net)	1723 46%	1493 39%	1469 39%	1582 42%	1821 48%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: - Summary Table

Base: All Respondents

Progr ammes and content that are educat ional. (A)	Progr ammes and content that are inspira tional. (B)	Progr ammes and content that support children and young people with their educa tion. (C)	Progr ammes and content that helps me to learn new things. (D)	Progr ammes and content that are inform ative. (E)
3769	3769	3769	3769	3769
3769	3769	3769	3769	3769
803 21% B	686 18%	764 20% B	787 21% B	924 25% ABCD

Unweighted Base

Base: All
respondents

9-10 (Net)

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7_1. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do

you think the BBC as a whole provides: Programmes and content that are educational

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	76 2%	12 2%	7 1%	15 2%	8 2%	39 3%	29 3%	7 5%	5 4%	15 5%	42 2%	14 2%	0 0%	1 2%	0 2%	6 2%	7 2%	5 1%	9 3%	5 1%	70 2%
2	76 2%	21 4%	12 2%	24 3%	11 3%	35 2%	20 2%	5 3%	1 1%	16 5%	52 2%	20 3%	2 3%	0 0%	1 5%	8 2%	13 3%	6 1%	15 5%	2 0%	74 2%
3	72 2%	12 2%	15 3%	19 2%	4 1%	31 2%	24 3%	3 2%	1 1%	13 4%	42 2%	16 2%	1 1%	1 2%	0 2%	7 2%	9 2%	5 1%	12 4%	7 2%	64 2%
4	140 4%	22 4%	24 5%	39 4%	15 4%	64 4%	40 4%	5 4%	4 3%	15 5%	94 3%	33 4%	1 1%	4 7%	2 8%	15 4%	18 5%	19 5%	14 4%	18 4%	121 4%
5	314 8%	35 7%	39 8%	72 8%	34 9%	139 9%	91 10%	13 9%	23 18%	31 10%	207 8%	62 8%	4 6%	5 10%	2 8%	33 9%	29 7%	33 8%	29 9%	46 10%	258 8%
6	432 11%	58 11%	60 12%	101 11%	41 11%	171 11%	110 12%	13 9%	20 15%	33 11%	318 12%	88 12%	5 8%	7 14%	1 5%	45 13%	43 11%	46 11%	42 13%	48 11%	380 12%
7	685 18%	77 15%	95 19%	154 18%	59 15%	265 17%	162 18%	33 23%	21 16%	47 15%	497 18%	127 17%	15 23%	9 18%	3 15%	53 15%	75 19%	80 19%	47 15%	86 19%	591 18%
8	920 24%	139 27%	106 22%	198 23%	92 24%	337 22%	193 22%	16 11%	26 20%	64 21%	696 25%	172 23%	12 18%	10 19%	5 25%	97 28%	75 19%	106 25%	66 21%	103 23%	811 25%
9	422 11%	67 13%	55 11%	91 10%	35 9%	152 10%	71 8%	16 11%	8 6%	22 7%	339 12%	75 10%	7 16%	4 8%	2 10%	31 9%	43 11%	49 12%	26 8%	50 11%	372 11%
Extremely Well 10	380 10%	54 10%	42 9%	75 9%	33 8%	145 9%	96 11%	22 15%	14 11%	28 9%	269 10%	59 8%	11 16%	3 6%	2 10%	23 7%	36 9%	34 8%	26 8%	53 12%	325 10%
Don't know	251 7%	30 6%	36 7%	91 10%	55 14%	156 10%	61 7%	10 7%	9 7%	23 8%	177 6%	77 10%	5 8%	7 14%	2 10%	34 10%	43 11%	40 9%	37 11%	31 7%	219 7%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.09	7.04	6.94	6.95	6.96	6.93	6.81	6.86	6.75	6.40	7.19	6.91	7.58	6.70	6.80	6.90	6.92	7.15	6.59	7.24	7.07
1-2 (Net)	EFIR 152 4%	33 6%	19 4%	39 4%	20 5%	74 5%	48 5%	11 8%	6 5%	31 10%	93 3%	34 5%	2 3%	1 2%	1 7%	14 4%	20 5%	11 3%	23 7%	7 2%	144 4%
1-3 (Net)	JS 224 6%	45 8%	34 7%	57 7%	23 6%	105 7%	73 8%	15 10%	7 5%	44 14%	135 5%	50 7%	3 4%	2 5%	2 9%	21 6%	29 8%	15 4%	35 11%	14 3%	208 6%
1-4 (Net)	JS 364 10%	66 13%	58 12%	96 11%	39 10%	168 11%	112 13%	20 14%	11 8%	59 19%	229 8%	83 11%	4 6%	6 12%	3 18%	36 10%	47 12%	35 8%	49 15%	32 7%	329 10%
5-6 (Net)	J 747 20%	93 18%	99 20%	173 20%	75 19%	310 20%	201 22%	26 18%	43 33%	64 21%	525 19%	150 20%	9 14%	12 24%	2 13%	78 22%	72 18%	79 19%	71 22%	94 21%	638 19%
7-10 (Net)	2408 64%	337 64%	298 61%	517 59%	220 57%	899 59%	522 58%	87 61%	69 53%	161 52%	1801 66%	433 58%	47 73%	26 51%	12 60%	203 58%	229 59%	268 64%	165 51%	292 65%	2099 64%
8-10 (Net)	CDEFH IKMOR 1723 46%	261 50%	203 41%	363 41%	160 41%	634 41%	360 40%	54 38%	49 37%	114 37%	1304 48%	306 41%	32 50%	17 33%	9 45%	151 43%	154 39%	188 45%	118 37%	206 46%	1508 46%
9-10 (Net)	CER KMPR 803 21%	121 23%	97 20%	165 19%	68 18%	297 19%	167 19%	38 27%	22 17%	50 16%	608 22%	134 18%	21 32%	7 14%	4 20%	54 15%	79 20%	83 20%	51 16%	104 23%	697 21%
	EFIO																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7. 2. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: Programmes and content that are inspirational

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	129 3%	20 4%	12 2%	26 3%	14 4%	54 4%	40 4%	8 6%	5 4%	24 8%	82 3%	22 3%	1 1%	2 4%	1 3%	12 3%	10 3%	12 3%	10 3%	11 2%	118 4%
2	78 2%	17 3%	22 4%	27 3%	5 1%	44 3%	27 3%	3 2%	9 7%	9 3%	47 2%	24 3%	1 2%	1 2%	0 2%	15 4%	9 2%	10 2%	14 2%	2 0%	76 2%
3	120 3%	24 5%	13 3%	35 4%	22 6%	56 4%	36 4%	7 5%	3 3%	12 4%	72 3%	31 4%	1 1%	2 4%	2 8%	13 4%	18 5%	19 4%	12 4%	16 4%	103 3%
4	167 4%	20 4%	34 7%	56 6%	22 6%	88 6%	43 5%	8 5%	7 6%	13 4%	119 4%	49 7%	2 3%	5 9%	1 6%	18 5%	30 8%	23 6%	25 8%	14 3%	150 5%
5	401 11%	57 11%	67 14%	118 13%	51 13%	122 8%	100 11%	16 11%	27 20%	34 11%	287 11%	99 13%	12 19%	5 10%	1 7%	52 15%	47 12%	56 13%	43 13%	50 11%	345 11%
6	474 13%	68 13%	62 13%	97 11%	35 9%	179 12%	103 11%	14 9%	6 5%	35 11%	354 13%	78 11%	6 10%	11 21%	1 7%	44 12%	35 9%	42 10%	36 11%	51 11%	420 13%
7	740 20%	88 17%	99 20%	168 19%	69 18%	293 19%	155 17%	25 18%	21 16%	47 15%	561 21%	147 20%	13 20%	4 8%	4 23%	67 19%	80 20%	91 22%	55 17%	83 19%	652 20%
8	753 20%	114 22%	82 17%	173 20%	91 23%	267 17%	178 20%	22 15%	27 21%	68 22%	551 20%	147 20%	10 15%	13 26%	3 15%	68 19%	79 20%	92 22%	55 17%	95 21%	651 20%
9	345 9%	41 8%	39 8%	61 7%	22 6%	117 8%	73 8%	16 11%	9 7%	20 7%	259 9%	55 7%	3 5%	2 4%	1 3%	26 7%	29 7%	33 8%	22 7%	45 10%	298 9%
Extremely Well 10	341 9%	51 10%	36 7%	59 7%	23 6%	127 8%	87 10%	17 12%	9 7%	25 8%	243 9%	48 6%	9 14%	0 0%	2 9%	18 5%	29 7%	20 5%	28 9%	46 10%	294 9%
Don't know	220 6%	27 5%	23 5%	58 7%	34 9%	119 8%	53 6%	7 5%	7 5%	21 7%	158 6%	43 6%	6 10%	6 11%	3 16%	18 5%	25 6%	23 6%	20 6%	37 8%	178 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.73	6.62	6.44	6.44	6.44	6.50	6.56	6.59	6.22	6.32	6.81	6.43	6.87	6.04	6.33	6.32	6.53	6.49	6.35	6.97	6.70
1-2 (Net)	BCDEF HIKMOR 207 5%	37 7%	33 7%	52 6%	19 5%	98 6%	67 8%	11 8%	14 11%	33 11%	129 5%	46 6%	2 3%	3 6%	1 5%	27 8%	19 5%	22 5%	24 8%	13 3%	193 6%
1-3 (Net)	JS 327 9%	60 11%	47 10%	88 10%	41 11%	154 10%	103 12%	18 13%	18 13%	45 15%	201 7%	77 10%	3 4%	5 10%	3 14%	40 11%	37 9%	40 10%	37 11%	29 6%	296 9%
1-4 (Net)	J 494 13%	80 15%	81 17%	144 16%	63 16%	242 16%	147 16%	25 18%	25 19%	58 19%	319 12%	126 17%	5 7%	10 19%	4 20%	58 17%	67 17%	64 15%	62 19%	43 10%	446 14%
5-6 (Net)	JS 876 23%	125 24%	129 26%	215 24%	86 22%	368 24%	203 23%	30 21%	33 25%	68 22%	642 23%	177 24%	18 29%	16 32%	3 14%	96 27%	82 21%	98 23%	80 29%	101 22%	765 23%
7-10 (Net)	BCDEF HIKMOR 2179 58%	294 56%	256 52%	461 53%	204 53%	804 52%	493 55%	80 56%	67 51%	160 52%	1614 59%	397 53%	35 54%	19 38%	10 50%	179 51%	217 55%	237 56%	160 50%	269 60%	1895 58%
8-10 (Net)	BCDEF HIKMOR 1439 38%	205 39%	157 32%	293 33%	136 35%	511 33%	338 38%	55 38%	46 35%	113 37%	1053 39%	250 34%	22 34%	15 30%	5 27%	112 32%	137 35%	145 34%	105 33%	186 41%	1243 38%
9-10 (Net)	BCDEF HIKMOR 686 18%	92 17%	75 15%	120 14%	65 12%	244 16%	160 18%	33 23%	19 14%	45 15%	502 18%	103 14%	12 19%	2 5%	2 12%	44 13%	58 15%	53 13%	50 16%	91 20%	592 18%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7_3. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: Programmes and content that support children and young people with their education
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	83 2%	14 3%	8 2%	12 1%	4 1%	35 2%	32 4%	5 3%	3 2%	15 5%	45 2%	10 1%	1 1%	1 2%	0 2%	6 2%	3 1%	5 1%	5 1%	6 1%	76 2%
2	47 1%	12 2%	6 1%	9 1%	3 1%	20 1%	11 1%	2 1%	0 0%	6 2%	34 1%	7 1%	1 2%	0 0%	0 1%	1 0%	6 1%	2 1%	5 1%	3 1%	43 1%
3	96 3%	18 3%	15 3%	25 3%	10 3%	52 3%	37 4%	7 5%	4 3%	13 4%	46 2%	21 3%	1 1%	2 4%	1 7%	7 2%	14 4%	8 2%	13 4%	11 3%	84 3%
4	147 4%	18 3%	13 3%	30 3%	17 4%	51 3%	29 3%	3 2%	1 1%	10 3%	113 4%	27 4%	1 1%	1 3%	1 6%	14 4%	13 3%	18 4%	9 3%	22 5%	124 4%
5	295 8%	43 8%	41 8%	76 9%	36 9%	133 9%	78 9%	15 11%	11 8%	33 11%	209 8%	64 9%	6 10%	5 10%	1 4%	27 8%	37 9%	35 8%	30 9%	41 9%	247 8%
6	389 10%	46 9%	60 12%	86 10%	26 7%	151 10%	100 11%	16 11%	15 11%	25 8%	278 10%	74 10%	6 10%	3 7%	2 8%	39 11%	36 9%	42 10%	32 10%	38 9%	345 10%
7	623 17%	52 12%	CD 11%	D 10%	39 10%	189 12%	126 14%	19 14%	10 7%	41 13%	467 17%	74 10%	9 14%	7 13%	2 8%	36 10%	38 10%	42 10%	32 10%	69 15%	551 17%
8	705 19%	94 18%	82 17%	151 17%	69 18%	260 17%	153 17%	17 12%	25 19%	54 18%	538 20%	127 17%	13 20%	8 15%	4 19%	64 18%	62 16%	74 18%	53 17%	91 20%	609 19%
9	395 10%	51 10%	44 9%	76 9%	32 8%	146 10%	88 10%	16 11%	11 8%	27 9%	291 11%	67 9%	4 6%	4 9%	1 3%	25 7%	42 11%	37 9%	30 9%	56 12%	338 10%
Extremely Well 10	369 10%	53 10%	42 9%	71 8%	29 7%	145 9%	89 10%	21 14%	10 6%	25 8%	268 10%	57 8%	11 18%	2 4%	1 6%	29 8%	28 7%	30 7%	26 8%	53 12%	313 10%
Don't know	621 16%	114 22%	127 26%	250 28%	123 32%	350 23%	155 17%	22 16%	41 32%	59 19%	443 16%	215 29%	11 17%	17 34%	7 36%	102 29%	113 29%	128 30%	87 27%	59 13%	555 17%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.02	6.89	6.95	6.96	6.97	6.91	6.81	6.91	7.06	6.55	7.11	6.94	7.37	6.75	6.51	6.97	6.91	7.01	6.86	7.20	7.00
1-2 (Net)	FI 130 3%	25 5%	14 3%	20 2%	7 2%	56 4%	43 5%	7 5%	3 2%	21 7%	79 3%	17 2%	2 3%	1 2%	0 3%	7 2%	9 2%	7 2%	9 3%	9 2%	119 4%
1-3 (Net)	J 226 6%	CD 44 8%	29 6%	45 5%	17 4%	107 7%	80 9%	14 10%	7 5%	34 11%	126 5%	38 5%	3 4%	3 6%	2 9%	15 4%	23 6%	15 4%	23 7%	20 5%	203 6%
1-4 (Net)	373 10%	62 12%	42 8%	76 9%	34 9%	159 10%	108 12%	16 11%	8 6%	44 14%	239 9%	65 9%	4 5%	4 8%	3 15%	29 8%	36 9%	33 8%	32 10%	43 9%	327 10%
5-6 (Net)	J 683 18%	88 17%	100 20%	162 18%	62 16%	284 19%	178 20%	32 22%	26 20%	58 19%	486 18%	139 19%	13 20%	8 17%	2 12%	66 19%	73 19%	77 18%	62 19%	80 18%	592 18%
7-10 (Net)	2092 55%	261 50%	221 45%	390 44%	169 44%	740 48%	455 51%	73 51%	56 43%	147 48%	1564 57%	325 44%	37 58%	21 41%	7 36%	154 44%	170 43%	184 44%	141 44%	269 60%	1811 55%
8-10 (Net)	ABCODE FHIM NOPOR 1469 39%	199 38%	169 34%	299 34%	130 34%	551 36%	330 37%	54 37%	47 35%	106 34%	1097 40%	251 34%	28 44%	14 28%	5 28%	118 34%	132 34%	142 34%	109 34%	200 44%	1280 36%
9-10 (Net)	CEKQ 764 20%	105 20%	87 18%	148 17%	61 16%	291 19%	177 20%	36 25%	21 16%	52 17%	559 20%	124 17%	15 24%	7 13%	2 9%	54 15%	70 18%	68 16%	56 17%	109 24%	651 20%
	CDKNO																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7. 4. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: Programmes and content that helps me to learn new things
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	122 3%	23 4%	11 2%	23 3%	12 3%	55 4%	37 4%	10 7%	6 4%	19 6%	76 3%	21 3%	0 0%	1 2%	0 0%	9 3%	12 3%	11 3%	10 3%	8 2%	113 3%
2	84 2%	18 3%	20 4%	36 4%	16 4%	51 3%	30 4%	7 5%	3 2%	18 6%	45 2%	31 4%	2 3%	3 5%	1 3%	15 4%	16 4%	6 2%	25 8%	8 2%	76 2%
3	120 3%	27 5%	24 5%	37 4%	13 3%	63 4%	40 4%	8 5%	8 6%	13 4%	75 3%	33 4%	1 1%	2 4%	1 7%	18 5%	16 4%	13 3%	20 6%	12 3%	106 3%
4	171 5%	18 3%	29 6%	51 6%	22 6%	81 5%	55 6%	7 5%	8 6%	21 7%	111 4%	44 6%	3 5%	1 3%	2 10%	23 6%	22 6%	31 7%	14 4%	18 4%	151 5%
5	321 9%	51 10%	45 9%	80 9%	35 9%	143 9%	73 8%	12 8%	17 13%	22 7%	236 9%	63 8%	10 16%	6 11%	2 9%	25 7%	38 10%	34 8%	29 9%	56 13%	259 8%
6	455 12%	54 10%	59 12%	108 12%	49 13%	171 11%	118 13%	18 13%	18 14%	40 13%	322 12%	90 12%	12 18%	5 9%	1 7%	49 14%	42 11%	47 11%	43 14%	45 10%	400 12%
7	671 18%	83 16%	71 14%	124 14%	53 14%	244 16%	119 13%	20 14%	14 10%	39 13%	525 19%	103 14%	9 15%	9 17%	3 14%	52 15%	51 13%	63 15%	40 12%	95 21%	569 17%
8	794 21%	106 20%	95 19%	184 21%	89 23%	286 19%	183 20%	18 13%	25 19%	63 20%	593 22%	154 21%	11 17%	15 29%	4 20%	68 19%	85 22%	107 25%	48 15%	68 15%	724 22%
9	421 11%	60 11%	60 12%	92 11%	32 8%	151 10%	104 12%	13 9%	10 7%	23 7%	302 11%	81 11%	6 9%	4 7%	1 5%	46 13%	35 9%	46 11%	36 11%	54 12%	362 11%
Extremely Well 10	366 10%	51 10%	44 9%	71 8%	27 7%	151 10%	83 10%	22 15%	15 11%	27 9%	270 10%	60 8%	8 12%	1 2%	2 11%	22 6%	39 10%	31 7%	29 9%	52 12%	313 10%
Don't know	244 6%	37 7%	32 6%	71 8%	40 10%	136 9%	53 6%	8 6%	8 6%	23 7%	177 6%	61 8%	3 4%	5 10%	2 12%	25 7%	36 9%	33 8%	28 9%	33 7%	211 6%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.86	6.67	6.68	6.62	6.55	6.64	6.61	6.40	6.43	6.25	6.96	6.61	6.86	6.50	6.48	6.58	6.64	6.84	6.31	6.96	6.85
1-2 (Net)	206 5%	41 8%	30 6%	59 7%	28 7%	106 7%	68 8%	17 12%	9 7%	37 12%	121 4%	52 7%	2 3%	4 7%	1 5%	23 7%	28 7%	17 4%	35 11%	16 4%	189 6%
1-3 (Net)	326 9%	68 13%	55 11%	96 11%	41 11%	169 11%	108 12%	25 17%	17 13%	50 16%	196 7%	85 11%	3 4%	6 11%	2 12%	41 12%	44 11%	30 7%	55 17%	28 6%	295 9%
1-4 (Net)	496 13%	85 16%	84 17%	147 17%	63 16%	250 16%	163 18%	32 22%	25 19%	71 23%	307 11%	129 17%	6 9%	7 14%	4 22%	64 18%	66 17%	61 14%	69 21%	47 10%	446 14%
5-6 (Net)	775 21%	105 20%	104 21%	188 21%	84 22%	315 21%	191 21%	30 21%	36 27%	63 20%	558 20%	153 21%	22 33%	10 20%	3 16%	74 21%	79 20%	80 19%	72 23%	101 23%	659 20%
7-10 (Net)	2253 60%	300 57%	270 55%	471 54%	201 52%	832 54%	488 55%	73 51%	63 46%	151 49%	1690 62%	399 54%	34 53%	28 55%	10 50%	188 54%	210 54%	247 59%	152 47%	269 60%	1968 60%
8-10 (Net)	1582 42%	217 41%	200 41%	347 40%	148 38%	589 38%	369 41%	53 37%	50 36%	113 37%	1165 43%	296 40%	24 36%	19 38%	7 37%	136 39%	159 41%	184 44%	112 35%	174 39%	1399 43%
9-10 (Net)	787 21%	111 21%	105 21%	163 19%	59 15%	303 20%	187 21%	34 24%	24 18%	50 16%	572 21%	142 19%	14 21%	5 9%	3 16%	68 19%	74 19%	77 18%	65 20%	106 24%	676 21%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC7. 5. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: Programmes and content that are informative

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	83 2%	16 3%	4 1%	13 1%	9 2%	41 3%	34 4%	10 7%	5 4%	19 6%	42 2%	11 2%	0 0%	1 2%	1 4%	6 2%	6 1%	4 1%	7 2%	6 1%	76 2%
2	66 2%	10 2%	14 3%	21 2%	7 2%	34 2%	21 2%	3 2%	3 2%	15 5%	42 2%	18 2%	2 3%	0 0%	0 5%	6 2%	12 3%	4 1%	14 4%	1 0%	65 2%
3	86 2%	23 4%	17 4%	24 3%	6 2%	36 2%	21 2%	3 2%	3 2%	8 3%	63 2%	19 3%	1 1%	3 6%	1 6%	9 3%	10 3%	5 1%	14 4%	15 3%	71 2%
4	140 4%	16 3%	27 5%	42 5%	16 4%	63 4%	42 5%	6 4%	5 4%	14 5%	89 3%	37 5%	0 0%	5 9%	1 1%	21 6%	16 4%	18 4%	19 6%	21 5%	118 4%
5	291 8%	50 10%	33 7%	68 8%	35 9%	135 9%	82 9%	13 9%	15 11%	27 9%	194 7%	58 8%	6 9%	3 6%	1 6%	2 7%	34 9%	32 8%	26 8%	37 8%	248 8%
6	411 11%	55 11%	46 9%	89 10%	43 11%	154 10%	94 10%	14 10%	15 11%	32 11%	305 11%	74 10%	9 15%	4 7%	2 9%	40 12%	34 9%	50 12%	24 8%	58 13%	344 10%
7	702 19%	80 15%	109 22%	184 21%	74 19%	289 19%	180 20%	33 23%	26 20%	65 21%	498 18%	149 20%	17 26%	15 29%	3 16%	83 24%	65 17%	73 17%	75 23%	78 17%	615 19%
8	897 24%	120 23%	104 21%	199 23%	95 25%	337 22%	188 21%	17 12%	25 19%	56 18%	676 25%	170 23%	11 17%	12 24%	5 26%	69 20%	102 26%	114 27%	56 17%	92 20%	802 24%
9	500 13%	74 14%	71 14%	111 13%	40 10%	180 12%	111 12%	23 16%	18 14%	30 10%	375 14%	99 13%	6 9%	5 10%	1 5%	47 14%	50 13%	60 14%	39 12%	60 13%	438 13%
Extremely Well 10	424 11%	60 11%	48 10%	87 10%	39 10%	169 11%	92 10%	17 12%	14 11%	30 10%	319 12%	72 10%	10 16%	2 4%	2 13%	32 9%	41 10%	40 10%	32 10%	54 12%	369 11%
Don't know	170 5%	22 4%	17 3%	39 4%	23 6%	94 6%	31 3%	5 3%	3 2%	10 3%	129 5%	35 5%	2 3%	2 3%	1 7%	14 4%	21 5%	20 5%	15 5%	28 6%	138 4%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.16	7.01	7.07	7.06	7.04	7.02	6.89	6.77	6.92	6.50	7.27	7.07	7.29	6.75	6.69	7.02	7.11	7.30	6.77	7.19	7.17
1-2 (Net)	EFGR 149 4%	26 5%	18 4%	35 4%	17 4%	75 5%	55 6%	13 9%	8 6%	34 11%	84 3%	29 4%	2 3%	1 2%	2 10%	12 3%	18 5%	8 2%	21 7%	7 2%	140 4%
1-3 (Net)	JS 235 6%	49 9%	35 7%	58 7%	23 6%	111 7%	76 9%	16 11%	10 8%	43 14%	147 5%	48 7%	3 4%	4 8%	3 16%	21 6%	28 7%	13 3%	35 11%	22 5%	212 6%
1-4 (Net)	JQ 375 10%	z 65 12%	62 13%	100 11%	38 10%	175 11%	118 15%	22 15%	16 12%	57 18%	236 9%	85 12%	3 5%	8 17%	3 17%	42 12%	43 11%	32 7%	54 17%	43 9%	330 10%
5-6 (Net)	J 702 19%	105 20%	79 16%	157 18%	78 20%	289 19%	176 20%	27 19%	29 22%	59 19%	499 18%	132 18%	15 24%	7 13%	3 15%	64 18%	68 17%	82 19%	50 16%	95 21%	592 18%
7-10 (Net)	T 2523 67%	334 63%	332 68%	580 66%	249 64%	975 64%	571 64%	89 62%	83 63%	181 59%	1868 68%	491 66%	44 69%	34 67%	12 60%	231 66%	258 66%	288 68%	202 63%	284 63%	2225 68%
8-10 (Net)	EPI 1821 48%	253 48%	222 45%	397 45%	174 45%	686 45%	391 44%	56 39%	57 43%	116 38%	1370 50%	342 46%	27 42%	19 38%	9 44%	148 42%	193 49%	215 51%	127 39%	205 46%	1610 49%
9-10 (Net)	EFIOR 924 25%	134 25%	119 24%	198 23%	79 20%	349 23%	203 23%	40 28%	32 25%	60 20%	694 25%	171 23%	16 25%	7 14%	3 18%	79 22%	91 23%	101 24%	71 22%	114 25%	807 25%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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QC7_sum. This next set of statements are about the BBC supporting learning for people of all ages; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all,

do you think the BBC as a whole provides (7-10 Summary Table)

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
2408	337	298	517	220	899	522	87	63	161	1801	433	47	26	12	203	229	268	165	292	2099
64%	64%	61%	59%	57%	59%	58%	61%	53%	52%	66%	58%	73%	51%	60%	58%	59%	64%	51%	65%	64%
CDEFH IKMOR					I					zFHI		KM*			R	OR				
2179	294	256	461	204	804	493	80	67	160	1614	397	35	19	10	179	217	237	160	269	1895
58%	56%	52%	53%	53%	52%	55%	56%	51%	52%	59%	53%	54%	38%	50%	51%	55%	56%	50%	60%	58%
BCEI KMOR					I						M									
2092	261	221	390	169	740	455	73	56	147	1564	325	37	21	7	154	170	184	141	269	1811
55%	50%	45%	44%	44%	48%	51%	51%	43%	48%	57%	44%	58%	41%	36%	44%	43%	44%	44%	60%	55%
ABCDE FHIKM NOPOR										zFHI		KN*								
2253	300	270	471	201	832	488	73	63	151	1690	399	34	28	10	188	210	247	152	269	1968
60%	57%	55%	54%	52%	54%	55%	51%	48%	49%	62%	54%	53%	55%	50%	54%	54%	59%	47%	60%	60%
CDEFH IKOPR					I					zFGHI					R					
2523	334	332	580	249	975	571	89	83	181	1868	491	44	34	12	231	258	288	202	284	2225
67%	63%	68%	66%	64%	64%	64%	62%	63%	59%	68%	66%	69%	67%	60%	66%	66%	68%	63%	63%	68%
EFI										zFI									63%	68% z

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means

extremely well, how well, if at all, do you think the BBC as a whole: - Summary Table

Base: All Respondents

	Provides a broad mix of different types of TV, radio and online programmes and content (A)	Provides high quality television, radio and online content. (B)	Provides programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides content that is new and innovative across all of its services, including television, radio and online. (D)	Provides television, radio and online content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive programming and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	84 2%	99 3%	76 2%	132 4%	92 2%	80 2%
2	53 1%	64 2%	49 1%	82 2%	55 1%	66 2%
3	86 2%	101 3%	71 2%	116 3%	91 2%	98 3%
4	150 4%	163 4%	119 3%	192 5%	151 4%	156 4%
5	328 9%	279 7%	336 9%	366 9%	332 9%	335 9%
6	436 12%	406 11%	392 10%	475 13%	409 11%	493 13%
7	659 17%	595 16%	704 19%	723 19%	671 18%	679 18%
8	821 22%	885 23%	825 22%	721 19%	864 23%	863 23%
9	504 13%	523 14%	471 13%	335 9%	433 11%	417 11%
Extremely Well 10	426 11%	440 12%	404 11%	278 7%	369 10%	356 9%
Don't know	222 6%	213 6%	321 9%	348 9%	301 8%	226 6%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	7.13	7.13	7.17	6.64	7.03	6.98
1-2 (Net)	DEF 137 4%	DEF 164 4%	DEF 126 3%	D 214 6%	D 148 4%	D 145 4%
1-3 (Net)	222 6%	AC 265 7%	197 5%	ABCEF 331 6%	C 238 6%	243 6%
1-4 (Net)	372 10%	AC 428 11%	316 8%	ABCEF 523 10%	C 390 10%	C 399 11%
5-6 (Net)	C 765 20%	ACE 685 18%	728 19%	ABCEF 841 22%	C 741 20%	C 829 22%
	B			ABCE		ABCE

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: - Summary Table

Base: All Respondents

	Provides a broad mix of different types of TV, radio and online programmes and content (A)	Provides high quality television, radio and online content. (B)	Provides programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides content that is new and innovative across all of its services, including television, radio and online. (D)	Provides television, radio and online content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
7-10 (Net)	2410 64%	2443 65%	2405 64%	2057 55%	2337 62%	2315 61%
8-10 (Net)	DEF 1751 46%	DEF 1848 49%	DEF 1700 45%	1334 35%	D 1666 44%	D 1636 43%
9-10 (Net)	DEF 930 25%	ACDEF 963 26%	D 875 23%	613 16%	D 802 21%	D 773 21%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_1. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Provides a broad mix of different types of TV, radio and online programmes and content

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	84 2%	13 3%	10 2%	15 2%	5 1%	37 2%	33 4%	8 6%	5 4%	19 6%	44 2%	13 2%	1 1%	1 2%	0 2%	9 3%	4 1%	8 2%	5 1%	8 2%	75 2%
2	53 1%	14 3%	8 2%	13 2%	5 1%	26 2%	18 2%	1 1%	4 3%	8 3%	33 1%	13 2%	0 0%	0 0%	0 2%	2 0%	11 3%	4 1%	9 3%	1 0%	51 2%
3	86 2%	12 2%	17 4%	30 3%	12 3%	51 3%	28 3%	2 2%	3 2%	13 4%	49 2%	27 4%	1 1%	1 2%	1 3%	17 5%	10 3%	13 3%	14 4%	10 2%	75 2%
4	150 4%	20 4%	20 4%	49 6%	29 7%	69 5%	34 4%	4 3%	5 4%	12 4%	102 4%	46 6%	1 2%	2 4%	0 0%	18 5%	28 7%	23 6%	22 7%	14 3%	135 4%
5	328 9%	49 9%	37 8%	73 8%	36 9%	134 9%	95 11%	15 11%	14 10%	37 12%	226 8%	59 8%	5 8%	7 15%	2 8%	26 7%	32 8%	39 9%	2 6%	45 10%	281 9%
6	436 12%	55 10%	55 11%	92 10%	37 10%	178 12%	113 13%	19 13%	17 13%	41 13%	314 11%	72 10%	12 18%	6 11%	2 11%	35 10%	38 10%	41 10%	31 10%	55 12%	368 11%
7	659 17%	85 16%	94 19%	153 17%	59 15%	248 16%	155 17%	26 18%	24 18%	47 15%	482 18%	131 18%	13 20%	7 13%	3 14%	68 19%	62 16%	71 17%	60 19%	69 15%	589 18%
8	821 22%	106 20%	104 21%	194 22%	90 23%	313 20%	172 19%	21 15%	28 21%	61 20%	627 23%	164 22%	12 19%	14 28%	4 21%	82 23%	82 21%	100 24%	64 20%	90 20%	726 22%
9	504 13%	71 13%	67 14%	117 13%	51 13%	180 12%	102 11%	20 14%	11 8%	26 9%	388 14%	109 15%	5 7%	2 3%	2 12%	50 14%	59 15%	65 15%	44 14%	56 13%	444 14%
Extremely Well 10	EIM 426 11%	73 14%	57 12%	86 10%	29 8%	167 11%	97 11%	19 13%	14 11%	28 9%	309 11%	66 9%	13 20%	6 11%	2 8%	30 9%	36 9%	36 8%	31 10%	55 12%	372 11%
Don't know	D 222 6%	28 5%	21 4%	54 6%	33 9%	130 8%	49 5%	8 5%	6 5%	15 5%	158 6%	44 6%	2 3%	5 10%	3 18%	15 4%	29 7%	23 5%	21 7%	47 10%	169 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.13	7.11	7.11	7.03	6.94	6.98	6.84	6.93	6.77	6.45	7.25	7.00	7.40	6.95	7.06	7.00	7.01	7.07	6.92	7.22	7.12
1-2 (Net)	EFI 137 4%	27 5%	18 4%	29 3%	11 3%	62 4%	51 6%	9 6%	9 7%	28 9%	77 3%	26 3%	1 1%	1 2%	1 5%	11 3%	15 4%	12 3%	14 4%	9 2%	126 4%
1-3 (Net)	J 222 6%	39 7%	35 7%	58 7%	23 6%	114 7%	79 9%	12 8%	12 8%	41 13%	126 5%	53 7%	2 2%	2 4%	1 8%	28 8%	25 6%	25 6%	28 9%	19 4%	202 6%
1-4 (Net)	J 372 10%	60 11%	55 11%	107 12%	52 13%	183 13%	112 15%	17 11%	17 13%	52 17%	228 8%	99 13%	3 5%	4 8%	1 8%	46 13%	53 14%	48 11%	50 16%	33 7%	336 10%
5-6 (Net)	J 765 20%	103 20%	92 19%	165 19%	73 19%	313 20%	208 23%	34 24%	31 23%	78 25%	540 20%	131 18%	17 26%	13 26%	4 19%	61 17%	70 18%	79 19%	52 16%	100 22%	649 20%
7-10 (Net)	2410 64%	335 64%	321 66%	551 63%	230 59%	908 59%	526 59%	85 59%	77 59%	163 53%	1806 66%	469 63%	42 66%	28 56%	11 55%	230 65%	239 61%	271 64%	199 62%	270 60%	2130 65%
8-10 (Net)	1751 46%	250 47%	227 46%	398 45%	170 44%	660 43%	371 41%	59 41%	53 41%	115 38%	1324 48%	339 46%	30 46%	22 43%	8 41%	162 46%	177 45%	200 47%	139 43%	201 45%	1541 47%
9-10 (Net)	EFI 930 25%	144 27%	124 25%	204 23%	80 21%	347 23%	199 27%	38 27%	26 19%	54 18%	697 26%	175 24%	17 27%	8 15%	4 20%	80 23%	95 24%	100 24%	75 23%	111 25%	816 25%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8. 2. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Provides high quality television, radio and online content

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	99 3%	13 3%	11 2%	18 2%	7 2%	41 3%	31 3%	7 5%	5 4%	18 6%	59 2%	15 2%	1 2%	1 2%	1 5%	7 2%	7 2%	9 2%	6 2%	10 2%	88 3%
2	64 2%	19 4%	9 2%	15 2%	6 2%	32 2%	24 3%	1 1%	5 4%	10 3%	35 1%	15 2%	0 0%	1 1%	0 0%	3 1%	11 3%	4 1%	10 3%	9 2%	55 2%
3	101 3%	18 3%	25 5%	39 4%	14 4%	55 4%	24 3%	3 2%	1 1%	14 4%	70 3%	33 4%	3 5%	1 2%	2 8%	20 6%	13 3%	21 5%	12 4%	8 2%	94 3%
4	163 4%	28 5%	24 5%	50 6%	26 7%	67 4%	48 5%	6 4%	10 8%	14 5%	107 4%	45 6%	1 2%	5 9%	0 0%	22 6%	23 6%	26 6%	19 6%	23 5%	139 4%
5	279 7%	42 8%	33 7%	63 7%	30 8%	119 8%	70 8%	10 7%	11 8%	24 8%	197 7%	47 6%	7 10%	7 13%	3 13%	25 7%	22 6%	21 5%	25 8%	35 8%	243 7%
6	406 11%	52 10%	51 10%	95 11%	43 11%	167 12%	94 10%	16 11%	13 10%	33 11%	296 11%	83 11%	9 13%	2 5%	1 5%	41 12%	41 11%	43 10%	40 12%	37 8%	354 11%
7	595 16%	74 14%	80 16%	138 16%	57 15%	215 14%	157 17%	23 16%	17 13%	52 17%	416 15%	111 15%	13 20%	11 21%	3 16%	55 16%	57 15%	64 15%	47 15%	76 17%	517 16%
8	885 23%	122 23%	102 21%	197 22%	95 25%	325 21%	186 21%	31 22%	32 24%	60 19%	679 25%	169 23%	12 18%	13 27%	4 18%	81 23%	87 22%	101 24%	67 21%	86 19%	795 24%
9	523 14%	70 13%	69 14%	118 13%	48 12%	197 13%	114 13%	16 11%	11 9%	36 12%	391 14%	102 14%	8 12%	5 10%	3 14%	40 11%	62 16%	72 17%	30 9%	66 15%	455 14%
Extremely Well 10	440 12%	65 12%	54 11%	87 10%	32 8%	171 11%	97 11%	22 16%	17 13%	33 11%	328 12%	73 10%	11 16%	2 4%	2 8%	35 10%	37 10%	39 9%	34 11%	54 12%	384 12%
Don't know	213 6%	24 5%	31 6%	58 7%	28 7%	123 8%	51 6%	8 5%	10 8%	15 5%	154 6%	52 7%	1 2%	3 6%	2 12%	22 6%	29 7%	22 5%	30 9%	45 10%	162 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.13	6.98	7.01	6.98	6.94	6.98	6.91	7.15	6.85	6.65	7.24	6.98	7.21	6.73	6.74	6.91	7.05	7.10	6.81	7.16	7.13
1-2 (Net)	164 4%	32 6%	20 4%	33 4%	13 3%	73 5%	55 6%	8 5%	10 7%	27 9%	94 3%	29 4%	1 2%	2 3%	1 5%	11 3%	19 5%	13 3%	17 5%	20 4%	143 4%
1-3 (Net)	265 7%	50 10%	45 9%	72 8%	27 7%	129 8%	78 9%	11 8%	11 8%	41 13%	164 6%	62 8%	4 7%	3 5%	3 13%	30 9%	32 8%	34 8%	29 9%	27 6%	237 7%
1-4 (Net)	428 11%	78 15%	69 14%	122 14%	53 14%	196 13%	126 14%	17 12%	21 16%	55 18%	271 10%	107 14%	6 9%	7 14%	3 13%	52 15%	55 14%	60 14%	47 15%	50 11%	376 11%
5-6 (Net)	685 18%	94 18%	84 17%	157 18%	73 19%	307 20%	164 18%	26 18%	23 18%	57 19%	493 18%	129 17%	15 23%	9 18%	4 19%	66 19%	63 18%	64 15%	65 20%	72 16%	597 18%
7-10 (Net)	2443 65%	330 63%	306 63%	540 62%	233 60%	907 59%	554 62%	93 65%	77 59%	181 59%	1814 66%	455 61%	42 66%	31 62%	11 57%	211 60%	243 62%	276 65%	179 56%	282 63%	2150 65%
8-10 (Net)	1848 49%	256 49%	226 46%	402 46%	176 45%	692 45%	397 44%	70 49%	60 46%	129 42%	1397 51%	344 46%	30 46%	21 41%	8 40%	156 44%	187 48%	212 50%	132 41%	206 46%	1633 50%
9-10 (Net)	963 26%	135 26%	124 25%	205 23%	81 21%	367 24%	211 24%	39 27%	28 21%	69 22%	719 26%	175 24%	18 28%	7 14%	4 22%	75 21%	100 25%	111 26%	64 20%	120 27%	839 26%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_3. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Provides programmes and content made specifically for UK audiences, using UK actors, writers and locations
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	76 2%	9 2%	8 2%	16 2%	8 2%	32 2%	30 3%	8 5%	5 4%	15 5%	38 1%	14 2%	1 1%	1 2%	0 0%	10 3%	4 1%	9 2%	5 2%	7 1%	68 2%
2	49 1%	14 3%	8 2%	19 2%	11 3%	29 2%	16 2%	2 1%	2 2%	9 3%	27 1%	19 3%	0 0%	0 0%	0 2%	3 1%	16 4%	9 2%	10 3%	3 1%	46 1%
3	71 2%	10 2%	27 5%	33 4%	6 2%	45 3%	19 2%	4 3%	3 2%	7 2%	46 2%	28 4%	3 5%	1 1%	2 8%	18 5%	10 3%	12 3%	16 5%	7 2%	64 2%
4	119 3%	20 4%	20 4%	38 4%	18 5%	56 4%	33 4%	8 6%	9 7%	13 4%	80 3%	37 5%	0 0%	1 3%	0 0%	21 6%	15 4%	14 3%	22 7%	10 2%	108 3%
5	336 9%	47 9%	37 8%	83 9%	46 12%	153 10%	89 10%	13 9%	14 11%	32 10%	238 9%	71 10%	4 7%	12 12%	7 7%	30 9%	41 10%	32 8%	39 12%	32 7%	300 9%
6	392 10%	58 11%	42 8%	75 9%	33 9%	152 10%	95 11%	13 9%	13 10%	27 9%	283 10%	61 8%	7 12%	5 9%	2 9%	27 8%	34 9%	41 10%	20 6%	47 11%	339 10%
7	704 19%	86 16%	93 19%	156 18%	63 16%	263 17%	155 17%	28 19%	20 15%	45 15%	521 19%	133 18%	13 20%	7 14%	3 13%	65 18%	67 17%	94 22%	39 12%	85 19%	610 19%
8	825 22%	115 22%	102 21%	195 22%	93 24%	309 20%	199 22%	21 15%	27 21%	75 24%	605 22%	164 22%	15 23%	12 24%	4 20%	77 22%	87 22%	87 21%	77 24%	90 20%	732 22%
9	471 13%	66 12%	58 12%	95 11%	37 10%	169 11%	67 10%	20 14%	7 5%	29 9%	366 13%	84 11%	5 7%	5 9%	1 8%	39 11%	45 11%	52 12%	32 10%	58 13%	409 12%
Extremely Well 10	404 11%	56 11%	55 11%	86 10%	31 8%	159 10%	98 11%	17 12%	18 14%	33 11%	294 11%	69 9%	10 15%	6 11%	2 11%	29 8%	40 10%	46 11%	22 7%	43 10%	359 11%
Don't know	321 9%	46 9%	40 8%	82 9%	41 11%	167 11%	74 8%	9 6%	12 9%	22 7%	233 9%	64 9%	6 10%	7 14%	4 22%	32 9%	31 8%	26 6%	38 12%	67 15%	251 8%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.17	7.08	7.03	6.96	6.87	6.99	6.95	6.84	6.79	6.78	7.27	6.91	7.36	7.21	6.99	6.83	6.97		6.65	7.29	7.15
	CDEF IKOR										zFGHI							OR			
1-2 (Net)	126 3%	23 4%	16 3%	35 4%	19 5%	61 4%	46 5%	9 7%	7 5%	24 8%	66 2%	32 4%	1 1%	1 2%	0 2%	13 4%	20 5%	18 4%	15 5%	10 2%	115 3%
1-3 (Net)	197 5%	33 6%	43 9%	68 8%	25 6%	106 7%	66 7%	13 9%	10 7%	31 10%	112 4%	60 8%	4 6%	2 3%	2 11%	30 9%	30 8%	29 7%	31 10%	17 4%	178 5%
1-4 (Net)	316 8%	53 10%	63 13%	106 12%	43 11%	161 11%	99 11%	21 15%	19 15%	44 14%	192 7%	37 13%	4 6%	3 6%	2 11%	51 15%	46 12%	44 10%	53 17%	27 6%	286 9%
5-6 (Net)	728 19%	104 20%	79 16%	158 18%	79 20%	305 20%	184 21%	26 18%	27 21%	59 19%	521 19%	132 18%	12 18%	11 21%	3 16%	58 16%	74 19%	73 17%	59 18%	79 18%	638 19%
7-10 (Net)	2405 64%	322 61%	308 63%	532 61%	224 58%	900 59%	540 60%	86 60%	73 55%	182 59%	1787 65%	450 61%	42 66%	30 59%	10 51%	210 60%	239 61%	279 66%	171 53%	277 62%	2110 64%
8-10 (Net)	1700 45%	236 45%	215 44%	376 43%	161 42%	637 42%	385 43%	58 41%	52 40%	137 44%	1266 46%	317 43%	29 46%	23 45%	7 38%	145 41%	172 44%	185 44%	132 41%	191 43%	1500 46%
9-10 (Net)	875 23%	122 23%	113 23%	181 21%	68 18%	328 21%	186 21%	37 26%	25 19%	62 20%	661 24%	152 21%	14 22%	11 21%	4 18%	68 19%	85 22%	98 23%	54 17%	101 23%	767 23%
	DR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_4. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Takes risks and provides content that is new and innovative across all of its services, including television, radio and online

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	132	16	11	19	8	49	42	10	8	21	80	17	1	1	0	11	6	8	9	13	119
	4%	3%	2%	2%	2%	3%	5%	7%	6%	7%	3%	2%	1%	2%	1%	3%	2%	2%	3%	3%	4%
2	CJ	82	20	11	18	7	33	14	1	2	9	16	1	0	1	5	12	9	7	5	76
	2%	4%	2%	2%	2%	2%	2%	1%	1%	3%	2%	2%	1%	0	5%	1%	3%	2%	2%	1%	2%
3		116	28	30	40	10	59	28	6	3	11	35	2	2	1	20	15	16	20	11	106
	3%	5%	6%	5%	2%	4%	3%	5%	2%	4%	3%	5%	3%	3%	3%	6%	4%	4%	6%	2%	3%
4	z	192	32	32	55	22	87	50	8	6	15	46	6	2	0	z	23	24	26	20	182
	5%	4%	7%	6%	6%	6%	6%	6%	4%	5%	5%	6%	10%	4%	0	6%	6%	6%	6%	2%	6%
5	S	368	61	43	88	45	149	97	9	11	33	68	9	7	3	22	46	46	22	44	319
	10%	12%	9%	10%	12%	10%	11%	9%	6%	11%	9%	9%	14%	15%	16%	6%	12%	11%	7%	10%	10%
6		475	62	51	100	49	179	116	19	39	345	80	8	9	3	44	36	51	29	51	419
	13%	12%	10%	11%	13%	12%	13%	13%	14%	13%	13%	11%	13%	17%	15%	12%	9%	12%	9%	11%	13%
7	I	723	90	77	159	82	274	165	30	21	40	136	11	9	2	65	71	70	66	77	642
	19%	17%	16%	18%	21%	18%	18%	18%	21%	16%	20%	18%	17%	18%	13%	18%	18%	17%	21%	17%	20%
8	FG	721	88	114	175	60	274	145	16	20	54	158	7	7	3	82	76	102	56	78	638
	19%	17%	23%	20%	16%	18%	16%	11%	15%	18%	21%	21%	11%	13%	14%	23%	19%	24%	17%	17%	19%
9	zACD	335	51	33	56	23	111	75	15	12	19	48	4	2	2	21	27	32	16	56	279
	9%	10%	7%	6%	6%	7%	8%	10%	9%	6%	9%	6%	6%	4%	8%	6%	7%	8%	5%	12%	8%
Extremely Well 10	CEK	278	41	30	61	30	114	70	16	14	24	47	11	2	1	21	25	20	26	39	236
	7%	8%	6%	7%	8%	7%	8%	11%	11%	8%	7%	6%	17%	4%	3%	6%	6%	5%	8%	9%	7%
Don't know		348	46	56	109	52	204	95	14	17	42	90	4	10	4	38	52	41	49	66	269
	9%	9%	12%	12%	14%	13%	11%	9%	13%	14%	9%	12%	7%	19%	22%	11%	13%	10%	15%	15%	8%
Total	T	3769	526	490	877	388	1533	896	143	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.64	6.49	6.53	6.57	6.61	6.55	6.52	6.59	6.66	6.24	6.70	6.56	6.78	6.41	6.42	6.56	6.55	6.59	6.51	7.00	6.60
1-2 (Net)	IT	214	37	22	37	15	82	56	10	9	30	33	1	1	1	15	18	18	16	18	195
	6%	7%	4%	4%	4%	5%	6%	7%	7%	10%	5%	4%	2%	2%	5%	4%	5%	4%	5%	4%	6%
1-3 (Net)		331	64	52	77	25	141	83	17	12	41	69	4	3	2	35	33	33	35	29	301
	9%	12%	11%	9%	6%	9%	9%	12%	9%	13%	8%	9%	5%	5%	8%	10%	9%	8%	11%	6%	9%
1-4 (Net)	zFJ	523	86	84	131	47	228	133	25	19	56	115	10	5	2	58	57	59	56	37	482
	14%	16%	17%	15%	12%	15%	15%	17%	14%	18%	13%	16%	15%	9%	8%	17%	15%	14%	17%	8%	15%
5-6 (Net)	S	841	123	94	188	93	328	213	28	29	72	149	17	16	6	66	82	97	52	95	738
	22%	23%	19%	21%	24%	21%	24%	19%	22%	23%	22%	20%	26%	32%	31%	19%	21%	23%	16%	21%	22%
7-10 (Net)	R	2057	271	255	450	195	773	455	77	67	138	389	33	20	7	189	199	224	165	251	1795
	55%	51%	52%	51%	50%	50%	51%	54%	51%	45%	56%	52%	51%	40%	39%	54%	51%	53%	51%	56%	55%
8-10 (Net)	EFIMN	1354	180	177	291	113	499	290	47	46	97	253	22	11	5	124	128	154	99	174	1153
	35%	34%	36%	33%	29%	33%	32%	33%	35%	32%	37%	34%	34%	22%	26%	35%	33%	37%	31%	39%	35%
9-10 (Net)	DEM	613	92	63	116	53	226	145	31	26	43	95	15	4	2	42	52	52	43	95	515
	16%	18%	13%	13%	14%	15%	16%	22%	20%	14%	16%	13%	23%	8%	12%	12%	13%	12%	13%	21%	16%
	CKQT																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_5. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Provides television, radio and online content which appeals to a wide range of different audiences across the UK
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	92 2%	14 3%	13 3%	25 3%	12 3%	44 3%	34 4%	8 6%	5 4%	19 6%	46 2%	21 3%	1 2%	2 4%	0 0%	9 3%	12 3%	14 3%	7 2%	5 1%	87 3%
2	55 1%	11 2%	7 1%	14 2%	7 2%	25 2%	16 2%	0 0%	5 0%	10 3%	35 1%	13 2%	0 0%	1 1%	0 2%	6 2%	7 2%	5 1%	8 3%	6 1%	49 1%
3	91 2%	8 2%	22 4%	37 4%	15 4%	53 3%	24 3%	3 2%	0 0%	8 3%	60 2%	33 4%	2 3%	1 2%	1 3%	18 5%	16 4%	14 3%	19 6%	13 3%	77 2%
4	151 4%	27 5%	119 4%	233 4%	14 4%	47 3%	36 4%	5 4%	5 4%	18 6%	112 4%	31 4%	0 0%	2 5%	0 1%	14 4%	17 4%	15 4%	15 5%	18 4%	132 4%
5	332 9%	35 7%	46 9%	78 9%	32 8%	141 9%	92 10%	13 9%	15 11%	25 8%	227 8%	59 8%	10 15%	8 15%	1 6%	24 7%	35 9%	31 7%	29 9%	44 10%	287 9%
6	409 11%	57 11%	45 9%	98 11%	53 14%	171 11%	100 11%	15 11%	20 15%	33 11%	295 11%	86 12%	5 8%	3 6%	4 20%	44 13%	40 10%	63 15%	23 7%	45 10%	359 11%
7	671 18%	94 18%	101 21%	148 17%	47 12%	259 17%	155 17%	28 19%	14 11%	45 15%	493 18%	125 17%	14 23%	6 13%	2 10%	69 20%	56 14%	68 16%	57 18%	83 19%	585 18%
8	864 23%	107 20%	103 21%	198 23%	95 24%	332 22%	180 20%	24 17%	28 21%	68 22%	662 24%	166 22%	15 23%	11 23%	5 27%	78 22%	88 23%	96 23%	71 22%	83 19%	774 24%
9	433 11%	57 11%	46 9%	81 9%	36 9%	144 9%	88 10%	15 11%	7 5%	22 7%	327 12%	68 9%	7 11%	5 10%	1 5%	31 9%	37 10%	50 12%	18 6%	58 13%	371 11%
Extremely Well 10	369 10%	59 11%	43 9%	69 8%	26 7%	145 9%	93 10%	17 12%	16 12%	30 10%	263 10%	55 7%	8 12%	5 9%	1 7%	23 7%	32 8%	31 7%	24 8%	47 10%	321 10%
Don't know	301 8%	55 10%	46 9%	97 11%	51 13%	172 11%	76 8%	14 10%	16 12%	30 10%	211 8%	85 11%	2 3%	6 12%	4 20%	34 10%	51 13%	35 8%	50 16%	47 10%	244 7%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.03	7.04	6.84	6.80	6.76	6.90	6.83	6.89	6.72	6.54	7.13	6.76	7.19	6.81	7.00	6.73	6.79	6.87	6.61	7.10	7.03
	CDEF IKOR						I				zFI										
1-2 (Net)	148 4%	25 5%	20 4%	39 4%	19 5%	68 4%	51 6%	8 6%	10 8%	28 9%	81 3%	34 5%	1 2%	3 5%	0 2%	16 4%	19 5%	19 5%	15 5%	11 3%	135 4%
1-3 (Net)	238 6%	33 6%	42 9%	76 9%	34 9%	122 8%	75 8%	11 8%	10 8%	36 12%	141 5%	68 9%	4 5%	4 7%	1 5%	33 10%	34 9%	34 8%	34 11%	24 5%	213 6%
1-4 (Net)	390 10%	60 11%	61 12%	109 12%	48 12%	168 11%	111 12%	16 12%	15 12%	55 18%	253 9%	38 13%	4 5%	6 12%	1 6%	47 14%	51 13%	49 12%	49 15%	42 9%	344 10%
5-6 (Net)	741 20%	93 18%	91 19%	175 20%	85 22%	312 20%	193 21%	29 20%	35 27%	58 19%	522 19%	145 20%	15 23%	11 21%	5 26%	69 20%	75 19%	93 22%	52 16%	88 20%	646 20%
7-10 (Net)	2337 62%	318 60%	292 60%	496 57%	204 53%	881 57%	517 58%	84 59%	65 49%	165 54%	1746 64%	414 56%	44 69%	28 55%	9 48%	201 57%	213 55%	244 58%	170 53%	272 61%	2051 62%
8-10 (Net)	1666 44%	224 43%	191 39%	348 40%	157 40%	621 41%	362 40%	56 39%	51 38%	120 39%	1253 46%	289 39%	30 47%	21 42%	7 38%	132 38%	157 40%	176 42%	113 35%	189 42%	1466 45%
9-10 (Net)	802 21%	117 22%	88 18%	150 17%	62 16%	289 19%	181 20%	32 22%	23 18%	52 17%	590 22%	123 17%	15 23%	10 20%	2 11%	54 15%	69 18%	81 19%	42 13%	105 23%	692 21%
	CDEKOR																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_6. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole: Provides distinctive programmes and content

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	80 2%	12 2%	8 2%	18 2%	10 3%	37 2%	30 3%	6 4%	6 4%	17 6%	43 2%	16 2%	1 1%	1 2%	1 5%	10 3%	5 1%	9 2%	7 2%	6 1%	73 2%
2	66 2%	16 3%	12 2%	21 2%	10 2%	38 2%	17 2%	1 1%	3 2%	8 3%	36 1%	21 3%	0 0%	0 0%	0 0%	7 2%	14 4%	5 1%	16 5%	6 1%	59 2%
3	98 3%	12 2%	20 4%	29 3%	9 2%	48 3%	26 3%	3 2%	1 1%	11 4%	67 2%	24 3%	2 3%	2 5%	1 3%	14 4%	10 3%	14 3%	10 3%	13 3%	85 3%
4	156 4%	26 5%	23 5%	42 5%	19 5%	64 4%	44 5%	7 5%	7 5%	23 8%	104 4%	40 5%	1 2%	0 0%	0 2%	15 4%	24 6%	22 5%	18 6%	18 4%	136 4%
5	335 9%	55 10%	36 7%	72 8%	37 9%	132 9%	101 11%	16 11%	23 17%	27 9%	224 8%	53 7%	8 12%	10 20%	1 6%	26 8%	27 7%	30 7%	23 7%	44 10%	287 9%
6	493 13%	51 10%	63 13%	116 13%	52 13%	211 14%	149 17%	24 17%	17 13%	51 17%	332 12%	98 13%	8 13%	6 12%	3 16%	46 13%	52 13%	54 13%	44 14%	59 13%	426 13%
7	679 18%	84 16%	87 18%	149 17%	63 16%	257 17%	138 16%	24 16%	16 12%	46 15%	516 19%	121 16%	16 26%	9 17%	4 20%	58 17%	63 16%	77 18%	44 14%	78 17%	591 18%
8	863 23%	118 22%	117 24%	217 25%	100 26%	344 22%	163 18%	12 8%	29 22%	50 16%	676 25%	189 25%	10 15%	12 24%	6 29%	92 26%	97 25%	111 26%	78 24%	96 21%	766 23%
9	FGI 417 11%	67 13%	52 11%	87 10%	35 9%	148 10%	83 9%	18 12%	12 9%	26 9%	315 12%	78 11%	4 6%	4 7%	1 6%	34 10%	45 11%	53 13%	25 8%	39 9%	375 11%
Extremely Well 10	E 356 9%	54 10%	47 10%	73 8%	26 7%	136 9%	86 10%	22 16%	13 10%	27 9%	262 10%	60 8%	10 KM*	2 4%	1 7%	28 8%	32 8%	32 8%	28 9%	44 10%	311 9%
Don't know	QT 226 6%	33 6%	24 5%	51 6%	27 7%	118 8%	58 6%	10 7%	5 4%	21 7%	158 6%	42 6%	3 5%	4 9%	1 7%	20 6%	22 6%	14 3%	29 9%	47 10%	176 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.98	6.95	6.94	6.87	6.78	6.84	6.68	6.86	6.67	6.38	7.11	6.86	7.12	6.65	6.89	6.83	6.89	6.99	6.67	6.97	6.99
1-2 (Net)	EFIR 145 4%	28 5%	20 4%	40 5%	20 5%	74 5%	47 5%	7 5%	9 7%	25 8%	79 3%	37 5%	1 1%	1 2%	1 5%	18 5%	19 5%	14 3%	23 7%	12 3%	132 4%
1-3 (Net)	J 243 6%	39 7%	40 8%	69 8%	29 8%	123 8%	73 8%	11 7%	10 7%	36 12%	146 5%	61 8%	3 4%	3 7%	1 8%	32 9%	30 8%	28 7%	33 10%	25 5%	216 7%
1-4 (Net)	J 399 11%	65 12%	63 13%	111 13%	48 12%	187 12%	118 12%	17 12%	16 12%	60 19%	250 9%	101 14%	4 7%	4 7%	2 9%	47 13%	54 14%	50 12%	51 16%	43 10%	353 11%
5-6 (Net)	J 829 22%	106 20%	99 20%	188 21%	89 23%	344 22%	250 28%	41 28%	40 30%	78 25%	556 20%	152 20%	16 29%	16 31%	4 22%	73 21%	79 20%	85 20%	67 21%	103 23%	713 22%
7-10 (Net)	2315 61%	322 61%	303 62%	527 60%	224 58%	885 58%	471 53%	75 53%	71 54%	149 48%	1769 65%	447 60%	41 63%	27 53%	12 62%	212 60%	236 60%	273 65%	174 54%	257 57%	2043 62%
8-10 (Net)	EFIR 1636 43%	238 45%	217 44%	378 43%	161 42%	628 41%	333 37%	52 36%	54 41%	103 34%	1253 46%	327 44%	24 38%	18 36%	8 42%	154 44%	173 44%	196 47%	130 41%	178 40%	1452 44%
9-10 (Net)	EFI 773 21%	120 23%	99 20%	161 16%	61 16%	284 19%	169 19%	40 28%	25 19%	53 17%	577 21%	138 19%	14 22%	6 12%	2 13%	62 18%	77 20%	85 20%	53 16%	83 18%	686 21%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC8_sum. The following set of statements are about the aim of the BBC to provide the most creative, highest quality and distinctive content; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole (7-10 Summary Table)

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
2410	335	321	551	230	908	526	85	77	163	1806	469	42	28	11	230	239	271	199	270	2130
64% EFI	64%	66%	63%	59%	59%	59% I	59%	59% +	53%	66% zFI	63%	66% +	56% +	55% +	65%	61%	64%	62%	60%	65% z
2443	330	306	540	233	907	554	93	77	181	1814	455	42	31	11	211	243	276	179	282	2150
65% EIR	63%	63%	62%	60%	59%	62%	65%	59% +	59%	66% zFI	61%	66% +	62% +	57% +	60%	62%	65% OR	56%	63%	65%
2405	322	308	532	224	900	540	86	73	182	1787	450	42	30	10	210	239	279	171	277	2110
64% DEFNR	61%	63%	61%	58%	59%	60%	60%	55% +	59%	65% zFH	61%	66% +	59% +	51% +	60%	61% R	66% OR	53%	62%	64%
2057	271	255	450	195	773	455	77	67	138	1537	389	33	20	7	189	199	224	165	251	1795
55% EFIMN	51%	52%	51%	50%	50%	51% I	54%	51% +	45%	56% zFI	52% N	51% +	49% +	39% +	54%	51%	53%	51%	56%	55%
2337	318	292	496	204	881	517	84	65	165	1746	414	44	28	9	201	213	244	170	272	2051
62% CDEFH IKNPR	60%	60%	57%	53%	57%	58%	59%	49% +	54%	64% zFHI	56%	69% N	55% +	48% +	57%	55%	58%	53%	61%	62%
2315	322	303	527	224	885	471	75	71	149	1769	447	41	27	12	212	236	273	174	257	2043
61% EFIR	61%	62%	60%	58%	58%	53%	53%	54% +	48%	65% zFGHI	60%	63% +	53% +	62% +	60%	60%	65% R	54%	57%	62% z

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: - Summary Table

Base: All Respondents

	A good range of programmes and content that includes people like me. (A)	A good range of programmes and content that represents where I live. (B)	An authentic portrayal of people like me. (C)	An authentic portrayal of the region where I live. (D)	Programmes and content that are relevant to me. (E)
Unweighted Base	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	191 5%	208 6%	240 6%	214 6%	173 5%
2	111 3%	129 3%	146 4%	131 3%	107 3%
3	174 5%	174 5%	154 4%	175 5%	151 4%
4	160 4%	260 7%	244 6%	255 7%	200 5%
5	377 10%	448 12%	408 11%	384 10%	356 9%
6	535 14%	484 13%	498 13%	520 14%	484 13%
7	620 16%	644 17%	671 18%	656 17%	688 18%
8	729 19%	655 17%	607 16%	608 16%	764 20%
9	376 10%	292 8%	268 7%	273 7%	356 9%
Extremely Well 10	300 8%	252 7%	243 6%	253 6%	309 8%
Don't know	197 5%	222 6%	290 8%	300 8%	181 5%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	6.50	6.22	6.15	6.20	6.56
1-2 (Net)	301 8%	338 9%	387 10%	345 9%	281 7%
1-3 (Net)	475 13%	512 14%	541 14%	520 14%	432 11%
1-4 (Net)	635 17%	772 20%	785 21%	775 21%	632 17%
5-6 (Net)	912 24%	932 25%	906 24%	904 24%	839 22%
7-10 (Net)	2024 54%	1843 49%	1788 47%	1790 47%	2116 56%
8-10 (Net)	1405 37%	1199 32%	1118 30%	1134 30%	1428 38%
9-10 (Net)	676 18%	544 14%	510 14%	526 14%	664 18%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9_1. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: A good range of programmes and content that includes people like me
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	191 5%	39 7%	24 5%	42 5%	18 5%	86 6%	57 6%	12 9%	9 7%	25 8%	111 4%	36 5%	2 3%	2 5%	1 6%	18 5%	18 5%	21 5%	15 5%	24 5%	165 5%
2	111 3%	14 3%	23 5%	27 3%	4 1%	46 3%	30 3%	5 3%	9 7%	17 6%	76 3%	24 3%	2 3%	1 1%	0 2%	10 3%	13 3%	6 1%	18 6%	12 3%	98 3%
3	174 5%	33 6%	33 7%	70 8%	37 9%	100 7%	50 6%	7 5%	6 5%	20 7%	120 4%	64 9%	2 4%	1 2%	2 8%	37 10%	28 7%	34 8%	30 9%	13 3%	161 5%
4	160 4%	24 5%	12 3%	34 4%	22 6%	61 4%	45 5%	7 5%	6 4%	14 4%	106 4%	27 4%	3 4%	4 8%	0 2%	12 3%	15 4%	16 4%	11 3%	13 3%	144 4%
5	377 10%	62 12%	51 10%	96 11%	45 12%	172 11%	85 9%	10 7%	11 8%	25 8%	277 10%	76 10%	10 16%	8 15%	2 12%	32 9%	44 11%	41 10%	34 11%	37 8%	336 10%
6	535 14%	50 9%	69 14%	125 14%	56 14%	196 13%	157 18%	22 15%	20 19%	57 19%	367 13%	100 13%	14 21%	9 17%	3 16%	51 15%	48 12%	60 14%	40 12%	46 10%	479 15%
7	620 16%	95 18%	87 18%	132 15%	44 11%	234 15%	113 13%	20 14%	11 8%	38 12%	489 18%	114 15%	6 9%	8 15%	4 22%	60 17%	53 14%	64 15%	50 15%	70 16%	544 17%
8	729 19%	94 18%	89 18%	175 20%	86 22%	270 18%	164 18%	22 15%	32 24%	47 15%	540 20%	150 20%	10 16%	11 23%	3 15%	63 18%	87 22%	87 21%	63 20%	92 21%	632 19%
9	376 10%	44 8%	44 9%	77 9%	34 9%	130 8%	79 9%	14 10%	11 8%	27 9%	287 11%	66 9%	7 10%	4 7%	1 5%	24 7%	43 11%	48 11%	18 6%	57 13%	317 10%
Extremely Well 10	ER 300 8%	49 9%	38 8%	55 6%	17 4%	131 9%	72 8%	18 13%	7 6%	22 7%	217 8%	46 6%	8 12%	1 2%	1 5%	25 7%	20 5%	22 5%	23 7%	36 8%	263 8%
Don't know	D 197 5%	24 4%	21 4%	45 5%	24 6%	107 7%	44 5%	6 4%	10 7%	15 5%	140 5%	41 5%	1 1%	3 5%	1 7%	20 6%	21 5%	21 5%	19 6%	48 11%	146 4%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.50	6.30	6.35	6.30	6.23	6.33	6.28	6.36	6.12	5.99	6.61	6.28	6.59	6.26	6.07	6.18	6.37	6.41	6.11	6.75	6.47
1-2 (Net)	CEFI IKOR 301 8%	53 10%	46 9%	68 8%	22 6%	132 9%	87 10%	17 12%	18 14%	42 14%	188 7%	60 8%	4 6%	3 6%	2 8%	29 8%	31 8%	27 6%	33 10%	36 8%	264 8%
1-3 (Net)	J 475 13%	86 16%	79 16%	138 16%	58 15%	232 15%	136 15%	24 17%	24 18%	62 20%	308 11%	124 17%	6 10%	4 8%	3 16%	66 19%	59 15%	61 15%	63 19%	50 11%	424 13%
1-4 (Net)	J 635 17%	110 21%	92 19%	172 20%	80 21%	253 19%	181 20%	32 22%	30 23%	76 25%	415 15%	151 20%	9 14%	8 16%	4 18%	77 22%	74 19%	78 18%	73 23%	62 14%	568 17%
5-6 (Net)	J 912 24%	112 21%	120 24%	221 25%	101 26%	369 24%	242 27%	32 22%	31 23%	82 27%	644 24%	175 24%	24 37%	16 32%	5 28%	83 24%	92 24%	101 24%	74 23%	83 18%	816 25%
7-10 (Net)	S 2024 53%	281 53%	257 53%	439 50%	182 47%	765 50%	429 48%	73 51%	61 47%	134 44%	1533 56%	376 51%	31 48%	24 47%	9 47%	172 49%	203 52%	221 53%	154 48%	256 57%	1755 53%
8-10 (Net)	CDEFI 1405 37%	186 35%	170 35%	308 35%	138 35%	531 35%	316 35%	53 37%	50 38%	97 31%	1045 38%	262 35%	25 39%	16 32%	5 25%	112 32%	150 38%	158 37%	105 33%	186 41%	1211 37%
9-10 (Net)	EIN 676 18%	92 18%	82 17%	133 15%	51 13%	260 17%	151 17%	32 22%	18 14%	49 16%	504 18%	112 15%	15 23%	5 9%	2 10%	49 14%	63 16%	71 17%	41 13%	94 21%	580 18%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9 2. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: A good range of programmes and content that represents where I live
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	208	40	26	40	14	82	65	13	10	25	126	33	4	2	1	18	15	15	18	19	187
	6%	8%	5%	5%	4%	5%	7%	9%	7%	8%	5%	4%	6%	3%	7%	5%	4%	4%	4%	4%	16%
2	129	19	20	36	15	58	34	4	7	17	92	32	2	2	0	8	23	10	22	9	120
	3%	4%	4%	4%	4%	4%	4%	3%	5%	6%	3%	4%	3%	3%	0	2%	6%	2%	7%	2%	4%
3	174	40	27	57	30	84	46	7	9	28	114	50	3	2	2	26	24	31	19	7	164
	5%	8%	6%	6%	8%	5%	5%	5%	7%	9%	4%	7%	5%	3%	10%	7%	6%	7%	6%	2%	5%
4	260	39	38	69	31	115	77	9	11	25	175	58	7	3	1	31	27	36	22	27	228
	7%	7%	8%	8%	8%	7%	9%	6%	9%	8%	6%	8%	11%	6%	6%	9%	7%	9%	7%	6%	7%
5	448	62	63	118	56	198	83	10	11	23	350	93	10	13	2	47	46	50	43	49	393
	12%	12%	13%	13%	14%	13%	9%	7%	8%	7%	13%	13%	15%	26%	11%	13%	12%	12%	13%	11%	12%
6	484	49	70	127	57	190	129	22	19	45	341	99	13	11	4	41	58	58	41	43	432
	13%	9%	14%	14%	15%	12%	14%	15%	14%	15%	12%	13%	20%	22%	21%	12%	15%	14%	13%	10%	13%
7	644	90	81	135	54	238	129	23	19	43	494	114	12	7	3	62	51	72	42	81	559
	17%	17%	17%	15%	14%	16%	14%	16%	14%	14%	18%	15%	19%	14%	14%	18%	13%	17%	13%	18%	17%
8	655	84	86	153	67	248	144	15	23	50	496	138	6	6	3	57	80	79	59	74	579
	17%	16%	18%	17%	17%	16%	16%	10%	18%	16%	18%	19%	10%	12%	18%	16%	20%	19%	18%	16%	18%
9	292	31	30	58	28	107	70	15	8	18	210	50	4	2	1	18	32	31	19	46	245
	8%	6%	6%	7%	7%	7%	8%	10%	6%	6%	8%	7%	7%	4%	4%	5%	8%	7%	6%	10%	7%
Extremely Well 10	252	40	29	42	13	102	69	19	10	24	170	37	2	2	1	24	13	17	20	40	211
	7%	8%	6%	5%	3%	7%	8%	13%	8%	8%	6%	5%	4%	4%	5%	7%	3%	4%	6%	9%	6%
Don't know	222	32	19	42	23	110	48	7	5	10	165	40	0	1	1	19	21	24	16	53	167
	6%	6%	4%	5%	6%	7%	5%	5%	4%	3%	6%	5%	0	2%	6%	5%	5%	6%	5%	12%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.22	5.95	6.06	6.02	5.96	6.10	6.08	6.32	5.92	5.81	6.29	6.05	5.77	5.88	5.96	6.06	6.05	6.15	5.93	6.68	6.17
1-2 (Net)	338	59	46	75	29	141	99	16	17	42	218	65	6	3	1	26	39	25	39	29	307
	9%	11%	9%	9%	7%	9%	11%	12%	13%	14%	8%	9%	9%	7%	7%	7%	10%	6%	12%	6%	9%
1-3 (Net)	512	99	73	132	59	225	146	23	26	70	332	115	9	5	3	52	63	56	59	36	471
	14%	19%	15%	15%	15%	15%	16%	16%	20%	23%	12%	15%	15%	10%	16%	15%	16%	13%	18%	8%	14%
1-4 (Net)	772	138	111	201	90	339	222	32	37	95	507	173	16	8	4	83	90	92	81	62	699
	20%	26%	23%	23%	23%	22%	25%	23%	28%	31%	19%	23%	26%	16%	22%	24%	23%	22%	25%	14%	21%
5-6 (Net)	932	111	133	246	113	389	212	32	30	68	690	192	23	25	6	88	104	107	85	92	825
	25%	21%	27%	28%	29%	25%	24%	23%	22%	22%	25%	26%	35%	49%	32%	25%	27%	25%	26%	21%	25%
7-10 (Net)	1843	245	227	389	162	696	413	71	60	134	1370	339	25	17	8	162	176	199	140	242	1594
	49%	47%	46%	44%	42%	45%	46%	50%	45%	44%	50%	46%	39%	34%	40%	46%	45%	47%	44%	54%	49%
8-10 (Net)	1199	155	146	253	108	458	284	48	41	92	876	225	13	10	5	99	125	127	98	161	1035
	32%	29%	30%	29%	28%	30%	32%	34%	31%	30%	32%	30%	21%	20%	27%	28%	32%	30%	31%	36%	31%
9-10 (Net)	544	71	59	100	41	209	139	33	18	41	380	87	7	4	2	42	45	48	39	87	456
	14%	13%	12%	11%	11%	14%	16%	23%	13%	13%	14%	12%	11%	8%	9%	12%	12%	11%	12%	19%	14%
	CT						zFHJ													zT	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9_3. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: An authentic portrayal of people like me
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	240 6%	44 8%	34 7%	61 7%	26 7%	109 7%	61 7%	16 11%	10 8%	27 9%	157 6%	55 7%	2 4%	2 4%	1 5%	34 10%	21 5%	26 6%	29 9%	31 7%	205 6%
2	146 4%	28 5%	28 6%	44 5%	16 4%	67 4%	44 5%	8 5%	5 4%	20 7%	101 4%	39 5%	4 6%	1 2%	0 2%	21 6%	18 5%	15 4%	24 7%	15 3%	131 4%
3	154 4%	26 5%	21 4%	45 5%	24 6%	81 5%	58 7%	8 6%	7 5%	22 7%	87 3%	39 5%	2 3%	2 4%	2 12%	16 5%	22 6%	28 7%	11 3%	13 3%	141 4%
4	244 6%	29 6%	38 8%	67 8%	28 7%	108 7%	61 7%	6 4%	11 8%	16 5%	174 6%	52 7%	9 14%	5 9%	1 7%	26 7%	26 7%	30 7%	22 7%	20 5%	218 7%
5	408 11%	61 12%	53 11%	91 10%	38 10%	159 10%	89 10%	15 11%	12 9%	35 11%	301 11%	71 10%	9 13%	11 21%	1 3%	38 11%	33 8%	43 10%	28 9%	42 9%	361 11%
6	498 13%	72 14%	67 14%	128 15%	61 16%	214 14%	130 14%	23 16%	22 17%	47 15%	355 13%	105 14%	12 19%	8 16%	3 14%	50 14%	55 14%	52 12%	52 16%	49 11%	448 14%
7	671 18%	91 17%	83 17%	135 15%	52 13%	239 16%	121 14%	16 13%	16 12%	26 8%	532 19%	112 15%	10 16%	7 15%	5 25%	65 19%	47 12%	69 16%	44 14%	70 16%	595 18%
8	607 16%	73 14%	71 15%	133 15%	62 16%	220 14%	134 15%	16 11%	21 16%	51 17%	454 17%	120 16%	3 5%	7 14%	2 11%	43 12%	78 20%	80 19%	40 13%	82 18%	522 16%
9	268 7%	23 4%	28 6%	50 6%	22 6%	92 6%	62 7%	8 6%	5 4%	21 7%	195 7%	42 6%	5 8%	3 5%	1 5%	14 4%	28 7%	24 6%	18 6%	44 10%	223 7%
Extremely Well 10	243 6%	40 8%	29 6%	50 6%	21 5%	102 7%	64 7%	17 12%	8 6%	20 7%	169 6%	42 6%	6 10%	1 2%	1 5%	23 7%	18 5%	18 4%	23 7%	31 7%	211 6%
Don't know	290 8%	38 7%	37 7%	74 8%	37 10%	143 9%	71 8%	8 6%	14 10%	23 8%	208 8%	66 9%	1 2%	4 7%	2 12%	22 6%	44 11%	36 9%	30 9%	54 12%	229 7%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.15	5.87	5.88	5.89	5.90	5.95	5.96	5.85	5.79	5.72	6.24	5.88	5.99	5.82	5.95	5.67	6.07	5.99	5.75	6.38	6.13
	ABCE FIKOR										zFI							O			
1-2 (Net)	387 10%	72 14%	63 13%	105 12%	42 11%	176 11%	105 12%	24 17%	16 12%	47 15%	258 9%	94 13%	6 10%	3 6%	1 7%	55 16%	40 10%	41 10%	53 16%	46 10%	335 10%
1-3 (Net)	541 14%	99 19%	84 17%	150 17%	66 17%	257 17%	163 18%	32 22%	22 17%	70 23%	345 13%	133 18%	8 12%	5 11%	4 18%	71 20%	62 16%	69 16%	64 20%	59 13%	477 15%
1-4 (Net)	785 21%	128 24%	122 25%	217 25%	95 24%	365 24%	224 25%	38 26%	33 25%	85 28%	518 19%	165 25%	17 26%	10 20%	5 26%	97 28%	88 23%	99 24%	86 27%	79 18%	695 21%
5-6 (Net)	906 24%	133 25%	119 24%	218 25%	99 26%	373 24%	218 24%	38 27%	35 26%	82 27%	656 24%	175 24%	21 33%	19 37%	3 17%	87 25%	88 23%	95 23%	80 25%	91 20%	810 25%
7-10 (Net)	1788 47%	227 43%	211 43%	368 42%	157 40%	652 43%	382 43%	59 42%	50 38%	117 38%	1350 49%	316 43%	25 39%	18 36%	9 45%	145 41%	170 44%	191 45%	125 39%	226 50%	1551 47%
8-10 (Net)	1118 30%	136 26%	128 26%	233 27%	105 27%	414 27%	261 29%	41 29%	33 25%	92 30%	818 30%	204 27%	15 23%	11 21%	4 20%	80 23%	123 32%	122 29%	82 25%	156 35%	956 29%
9-10 (Net)	510 14%	63 12%	57 12%	100 11%	43 11%	194 13%	127 14%	25 17%	13 10%	41 13%	364 13%	83 11%	11 18%	4 7%	2 10%	37 10%	46 12%	42 10%	41 13%	74 16%	434 13%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9_4. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: An authentic portrayal of the region where I live
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	214 6%	37 7%	25 5%	56 6%	31 8%	98 6%	64 7%	12 8%	8 6%	27 9%	129 5%	49 7%	3 5%	3 6%	1 5%	27 8%	22 6%	22 5%	27 8%	19 4%	193 6%
2	131 3%	23 4%	24 5%	40 5%	16 4%	66 4%	36 4%	4 3%	8 6%	18 6%	93 3%	36 5%	1 2%	3 6%	0 0%	16 5%	20 5%	14 3%	22 7%	5 1%	123 4%
3	175 5%	42 8%	29 6%	55 6%	26 7%	90 6%	54 6%	7 5%	12 9%	23 8%	114 4%	43 6%	5 8%	5 10%	2 11%	24 7%	18 5%	27 6%	16 5%	22 5%	153 5%
4	255 7%	27 5%	41 8%	72 8%	32 8%	112 7%	74 8%	12 8%	7 5%	24 8%	170 6%	61 8%	8 12%	2 5%	2 8%	24 7%	37 10%	40 9%	21 7%	15 3%	233 7%
5	384 10%	63 12%	56 11%	100 11%	45 12%	168 11%	89 10%	13 9%	11 8%	27 9%	283 10%	81 11%	8 13%	10 19%	2 9%	38 11%	43 11%	44 10%	37 11%	35 8%	340 10%
6	520 14%	61 12%	63 13%	106 12%	43 11%	188 12%	102 11%	19 14%	17 13%	38 12%	403 15%	85 11%	8 12%	10 19%	3 16%	39 11%	46 12%	49 12%	37 11%	60 13%	459 14%
7	656 17%	89 17%	89 18%	147 17%	58 15%	241 16%	143 16%	27 19%	16 12%	40 13%	490 18%	124 17%	13 21%	5 11%	4 23%	72 20%	51 13%	80 19%	44 14%	71 16%	582 18%
8	608 16%	83 16%	66 13%	124 14%	59 15%	221 14%	137 15%	12 9%	19 14%	54 18%	455 17%	108 14%	6 9%	9 17%	3 13%	41 12%	67 17%	76 18%	32 10%	84 19%	522 16%
9	273 7%	25 5%	33 7%	57 6%	23 6%	97 6%	52 6%	9 6%	7 6%	18 6%	213 8%	52 7%	4 6%	1 1%	1 3%	25 7%	27 7%	30 7%	22 7%	41 9%	231 7%
Extremely Well 10	253 7%	40 8%	31 6%	47 5%	17 4%	100 7%	69 8%	17 12%	10 7%	20 6%	172 6%	39 5%	5 8%	2 5%	1 6%	19 5%	20 5%	16 4%	22 7%	35 8%	218 7%
Don't know	300 8%	35 7%	33 7%	72 8%	39 10%	152 10%	76 8%	11 7%	17 13%	18 6%	209 8%	67 9%	3 4%	1 2%	1 6%	26 7%	41 10%	25 6%	41 13%	63 14%	231 7%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.20	5.94	6.00	5.88	5.73	5.97	5.98	6.06	5.84	5.76	6.30	5.90	5.92	5.57	6.00	5.84	5.95	6.05	5.68	6.66	6.15
	ACDEF IKMORT										zFI									zT	
1-2 (Net)	345 9%	60 11%	49 10%	96 11%	47 12%	164 11%	100 11%	16 11%	16 12%	45 15%	222 8%	85 11%	5 7%	6 12%	1 5%	43 12%	42 11%	35 8%	50 15%	24 5%	316 10%
1-3 (Net)	520 14%	102 19%	78 16%	151 17%	73 19%	254 17%	154 17%	24 16%	28 21%	68 22%	336 12%	127 17%	10 15%	11 22%	3 16%	67 19%	60 15%	62 15%	20 20%	45 10%	469 14%
1-4 (Net)	775 21%	129 25%	119 24%	224 25%	105 27%	366 24%	228 25%	36 25%	35 26%	92 30%	506 19%	188 25%	18 27%	13 26%	5 24%	91 26%	97 25%	102 24%	87 27%	61 14%	702 21%
5-6 (Net)	904 24%	124 24%	119 24%	206 24%	235 23%	356 23%	190 21%	32 22%	28 21%	65 21%	686 25%	166 22%	16 25%	19 38%	5 25%	78 22%	89 23%	93 22%	74 23%	95 21%	799 24%
7-10 (Net)	1790 47%	237 45%	219 45%	376 43%	156 40%	659 43%	402 45%	65 45%	51 39%	132 43%	1330 49%	322 43%	28 43%	17 34%	9 45%	157 45%	164 42%	202 48%	120 37%	231 51%	1553 47%
8-10 (Net)	1134 30%	148 28%	130 27%	229 26%	99 25%	418 27%	258 29%	37 26%	36 27%	92 30%	840 31%	198 27%	15 23%	12 23%	4 22%	85 24%	113 29%	122 29%	76 24%	160 36%	971 30%
9-10 (Net)	505 14%	65 12%	64 13%	104 12%	40 10%	197 13%	122 14%	25 18%	17 13%	38 12%	386 14%	91 12%	9 14%	3 6%	2 9%	44 13%	46 12%	46 11%	44 14%	76 17%	448 14%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9_5. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides: Programmes and content that are relevant to me
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	173	29	21	42	21	83	53	9	9	24	100	34	3	4	1	18	16	17	18	23	149
	9%	6%	4%	5%	5%	5%	6%	6%	7%	8%	4%	5%	4%	7%	7%	5%	4%	4%	6%	5%	5%
2	107	19	26	34	9	52	35	9	9	18	71	30	2	1	0	20	11	13	17	7	101
	3%	4%	5%	4%	2%	3%	4%	6%	7%	6%	3%	4%	4%	2%	2%	6%	3%	3%	5%	2%	3%
3	151	26	27	45	18	68	38	5	3	12	108	41	0	3	1	17	24	22	19	17	133
	4%	5%	5%	5%	5%	4%	4%	3%	2%	4%	4%	6%	0	5%	5%	5%	6%	5%	6%	4%	4%
4	200	31	30	64	34	101	64	13	17	16	129	59	3	2	1	26	33	31	28	22	176
	5%	6%	6%	7%	9%	7%	7%	9%	13%	5%	5%	8%	4%	4%	4%	7%	8%	7%	9%	5%	5%
5	356	55	39	81	42	152	72	7	9	27	266	64	9	6	2	29	35	41	23	42	307
	9%	11%	8%	9%	11%	10%	8%	5%	7%	9%	10%	9%	13%	12%	10%	8%	9%	10%	7%	9%	9%
6	484	48	79	119	39	197	113	15	16	38	354	100	11	5	2	48	52	43	58	44	434
	13%	9%	16%	14%	10%	13%	13%	11%	12%	12%	13%	14%	17%	10%	13%	14%	13%	10%	13%	10%	13%
7	688	92	91	154	63	254	154	22	20	49	516	125	10	13	5	61	64	76	49	68	606
	18%	17%	19%	18%	16%	17%	17%	16%	15%	16%	19%	17%	16%	26%	27%	17%	16%	18%	15%	15%	18%
8	764	112	86	172	86	274	163	22	22	58	578	148	12	9	3	65	82	97	51	93	669
	20%	21%	18%	20%	22%	18%	16%	15%	17%	19%	21%	20%	19%	17%	17%	19%	21%	23%	16%	21%	20%
9	356	46	44	75	30	133	89	15	11	32	252	64	5	4	1	22	42	44	20	48	306
	9%	9%	9%	8%	8%	9%	10%	10%	8%	10%	9%	9%	8%	9%	3%	6%	11%	10%	6%	11%	9%
Extremely Well 10	309	43	36	58	22	123	74	17	7	25	225	47	8	1	1	28	19	22	26	37	272
	8%	8%	7%	7%	6%	8%	8%	12%	5%	8%	8%	6%	13%	2%	7%	8%	5%	5%	8%	8%	8%
Don't know	181	26	11	34	23	96	40	9	9	10	132	29	1	2	1	16	13	15	14	49	131
	5%	5%	2%	4%	6%	6%	5%	6%	7%	3%	5%	4%	2%	4%	6%	5%	3%	4%	4%	11%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.56	6.42	6.32	6.31	6.30	6.36	6.38	6.39	5.93	6.25	6.65	6.29	6.77	6.12	6.25	6.21	6.35	6.46	6.06	6.65	6.55
	BCEF										zFHI										
1-2 (Net)	281	48	47	76	30	135	88	18	17	42	171	65	5	5	2	38	27	30	35	30	250
	7%	9%	10%	9%	8%	9%	10%	12%	13%	14%	6%	9%	8%	10%	8%	11%	7%	7%	11%	7%	8%
1-3 (Net)	432	74	73	121	48	203	126	23	20	54	279	106	5	8	3	55	50	52	54	47	383
	11%	14%	15%	14%	12%	13%	14%	16%	16%	17%	10%	14%	8%	15%	13%	16%	13%	12%	17%	10%	12%
1-4 (Net)	632	104	103	185	82	304	190	35	38	70	408	165	7	10	3	81	83	83	82	69	559
	17%	20%	21%	21%	21%	20%	21%	25%	29%	23%	15%	22%	12%	19%	17%	23%	21%	20%	25%	15%	17%
5-6 (Net)	839	104	118	200	82	349	185	23	25	65	620	165	19	11	4	77	88	84	81	86	741
	22%	20%	24%	23%	21%	23%	21%	16%	19%	21%	23%	22%	30%	22%	23%	22%	22%	20%	25%	19%	23%
7-10 (Net)	2116	292	257	458	201	784	480	76	60	164	1572	385	36	27	10	177	207	239	145	245	1853
	56%	56%	53%	52%	52%	51%	54%	53%	45%	53%	58%	52%	56%	54%	54%	50%	53%	57%	45%	54%	56%
8-10 (Net)	1428	201	166	305	138	529	326	54	39	115	1056	259	26	14	5	116	143	163	96	177	1247
	38%	38%	34%	35%	36%	35%	36%	38%	30%	37%	39%	35%	41%	28%	27%	33%	36%	39%	30%	39%	38%
9-10 (Net)	664	89	80	132	52	256	163	32	17	57	478	111	14	5	2	51	61	66	46	84	578
	18%	17%	16%	15%	13%	17%	18%	22%	13%	18%	17%	15%	21%	11%	9%	14%	16%	16%	14%	19%	18%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

QC9_sum. This next set of statements are about the BBC's responsibility to reflect, represent and serve diverse communities within all the UK's nations and regions; On a scale of 1-10, where 1 means not at all well and 10 means extremely well, how well, if at all, do you think the BBC as a whole provides (7-10 Summary Table)
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A good range of programmes and content that includes people like me.	2024	281	257	439	182	765	429	73	61	134	1533	376	31	24	9	172	203	221	154	256	1755
CDEFI	54%	53%	53%	50%	47%	50%	48%	51%	47%	44%	56%	51%	46%	47%	47%	49%	52%	53%	48%	57%	53%
A good range of programmes and content that represents where I live.	1843	245	227	389	162	696	413	71	60	134	1370	339	25	17	8	162	176	199	140	242	1594
CDEM	49%	47%	46%	44%	42%	45%	46%	50%	45%	44%	50%	46%	39%	34%	40%	46%	45%	47%	44%	54%	49%
An authentic portrayal of people like me.	1788	227	211	368	157	652	382	59	50	117	1350	316	25	18	9	145	170	191	125	226	1551
CDEF IKOR	47%	43%	43%	42%	40%	43%	43%	42%	38%	38%	49%	43%	39%	36%	45%	41%	44%	45%	39%	50%	47%
An authentic portrayal of the region where I live.	1790	237	219	376	156	659	402	65	51	132	1330	322	28	17	9	157	164	202	120	231	1553
CDEKMR	47%	45%	45%	43%	40%	43%	45%	45%	39%	43%	49%	43%	43%	34%	45%	45%	42%	48%	37%	51%	47%
Programmes and content that are relevant to me.	2116	292	257	458	201	784	480	76	60	164	1572	385	36	27	10	177	207	239	145	245	1853
CEHKR	56%	56%	53%	52%	52%	51%	54%	53%	45%	53%	58%	52%	56%	54%	54%	50%	53%	57%	45%	54%	56%

D1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table
Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3272	3272	3272	3272	3272	3272
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	3272	3272	3272	3272	3272
Effective Base	2201.3	2201.3	2201.3	2201.3	2201.3	2201.3
Not At All Well	(1) 43 1%	45 1%	39 1%	72 2%	42 1%	49 2%
	(2) 69 2%	67 2%	45 1%	ABCEF 81 2%	64 2%	56 2%
	(3) C 103 3%	C 87 3%	108 3%	CF 120 4%	C 94 3%	108 3%
	(4) 130 4%	127 4%	104 3%	B 160 5%	125 4%	128 4%
	(5) 308 9%	293 9%	286 9%	CE 338 10%	327 10%	310 9%
	(6) 389 12%	353 11%	386 12%	BC 446 14%	390 12%	419 13%
	(7) 600 18%	549 17%	592 18%	ABCE 620 19%	621 19%	B 584 18%
	(8) 759 23%	782 24%	758 23%	B 621 19%	B 745 23%	785 24%
	(9) 393 12%	D 459 14%	D 385 12%	D 308 9%	D 364 11%	D 366 11%
Extremely Well	(10) 326 10%	ACDEF 392 12%	D 321 10%	D 261 8%	D 304 9%	D 304 9%
Don't know	152 5%	ACDEF 119 4%	D 247 8%	D 245 7%	D 196 6%	D 163 5%
Total	3272 100%	3272 100%	3272 100%	ABEF 3272 100%	ABF 3272 100%	B 3272 100%
Mean	7.03	7.19	7.11	6.70	7.00	7.00
1-2 (Net)	D 113 3%	ACDEF 112 3%	ADEF 84 3%	D 153 5%	D 107 3%	D 105 3%
1-3 (Net)	C 216 7%	C 199 6%	C 192 6%	ABCEF 273 8%	C 201 6%	C 213 7%
1-4 (Net)	346 11%	326 10%	296 9%	ABCEF 432 13%	326 10%	342 10%
5-6 (Net)	C 697 21%	646 20%	673 21%	ABCEF 785 24%	717 22%	C 729 22%
				ABCE	B	B

D1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table
Base: All who have watched BBC TV or BBC on demand in the past 3 months

Unweighted Base

Base: All who have watched BBC TV or BBC on demand in the past 3 months
 4-7 (Net)

7-10 (Net)

8-10 (Net)

9-10 (Net)

Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
3272	3272	3272	3272	3272	3272
3272	3272	3272	3272	3272	3272
1426 44%	1322 40%	1369 42%	1565 48%	1463 45%	1442 44%
B	BC	ABCDEF	BC	BC	BC
2077 63%	2182 67%	2056 63%	1811 55%	2033 62%	2039 62%
D	ACDEF	D	D	D	D
1478 45%	1633 50%	1464 45%	1190 36%	1412 43%	1454 44%
DE	ACDEF	D	D	D	D
718 22%	851 26%	706 22%	570 17%	667 20%	670 20%
DEF	ACDEF	D	D	D	D

Overlap formulae used

- Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)

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D1_1. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides a broad mix of different types of TV programmes and content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG 65+ OR DE (E)	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	North hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
Unweighted Base		3272	444	468	814	346	1369	850	127	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months		3272	484	464	834	370	1332	777	119	119	2376	707	64	46	17	331	376	409	299	338	2912
Effective Base		2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Well	(1)	43	11	4	10	6	16	16	3	2	26	8	1	1	0	3	5	6	1	4	39
		1%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	2%	2%	0	1%	1%	1%	1%	1%	1%
	(2)	69	16	17	25	9	39	11	2	3	49	25	0	0	0	13	12	12	13	7	62
		2%	3%	4%	3%	2%	3%	1%	2%	4%	2%	4%	0	0	0	4%	3%	3%	4%	2%	2%
	(3)	103	17	16	29	13	51	20	5	1	10	27	0	1	1	6	21	15	12	11	92
		3%	3%	3%	3%	4%	4%	3%	4%	1%	4%	4%	0	1%	1%	2%	6%	4%	4%	3%	3%
	(4)	130	17	21	42	21	56	36	5	6	17	35	2	3	3	15	21	20	15	13	115
		4%	4%	4%	5%	6%	4%	5%	5%	5%	6%	5%	3%	7%	7%	4%	5%	5%	5%	4%	4%
	(5)	308	47	49	87	37	145	82	11	17	24	75	4	6	1	41	34	42	34	25	280
		9%	10%	11%	10%	10%	11%	11%	10%	15%	8%	11%	7%	13%	4%	12%	9%	10%	11%	7%	10%
	(6)	389	48	53	98	45	155	111	15	9	43	75	16	4	3	37	39	39	37	30	350
		12%	10%	11%	12%	12%	12%	11%	14%	13%	15%	11%	25%	8%	19%	11%	10%	9%	12%	9%	12%
	(7)	600	98	78	136	58	227	138	27	22	38	116	8	10	2	60	56	73	43	67	529
		18%	20%	17%	16%	16%	17%	18%	23%	18%	13%	16%	13%	21%	12%	18%	16%	16%	14%	20%	16%
	(8)	759	96	103	192	90	289	157	17	30	59	160	18	9	5	67	93	101	59	67	689
		23%	20%	22%	23%	24%	22%	20%	15%	25%	21%	23%	29%	20%	27%	20%	25%	25%	20%	20%	24%
	(9)	FG	52	55	93	38	139	80	9	7	27	85	3	5	0	41	44	51	33	42	350
		353	11%	12%	11%	10%	10%	10%	6%	6%	10%	12%	5%	11%	2%	12%	12%	13%	11%	12%	12%
	(10)	EN	50	43	65	23	123	80	17	14	28	54	8	2	2	24	29	30	23	41	284
		326	10%	9%	8%	6%	9%	10%	15%	11%	10%	8%	12%	5%	12%	7%	8%	7%	8%	12%	10%
		CD	32	27	57	30	93	45	6	8	21	47	3	5	1	25	23	20	28	28	122
		152	7%	6%	7%	8%	7%	6%	5%	7%	7%	7%	5%	12%	8%	7%	6%	5%	9%	8%	4%
		JT	3272	484	464	834	370	1332	119	119	2376	707	64	46	17	331	376	409	299	338	2912
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.03	6.88	6.90	6.84	6.77	6.86	6.91	6.87	6.93	6.75	6.82	7.17	6.78	6.81	6.85	6.79	6.89	6.71	7.15	7.03
		CDEIKR	26	21	35	14	55	27	5	14	75	32	1	1	0	15	17	18	15	12	101
		113	5%	5%	4%	4%	4%	4%	4%	5%	3%	5%	2%	2%	3%	5%	5%	4%	5%	3%	3%
		1-3 (Net)	216	43	37	64	106	48	10	25	154	60	1	2	2	22	38	33	27	23	193
		7%	9%	8%	8%	7%	8%	6%	8%	9%	6%	8%	2%	3%	9%	7%	10%	8%	9%	7%	7%
		1-4 (Net)	346	60	57	106	162	84	16	12	240	95	12	5	3	36	53	59	42	36	309
		11%	12%	12%	13%	13%	12%	11%	13%	10%	10%	13%	5%	11%	16%	11%	16%	13%	14%	11%	11%
		5-6 (Net)	697	95	102	184	299	193	26	27	488	151	20	10	4	78	73	80	71	55	629
		21%	20%	22%	22%	22%	22%	25%	22%	22%	21%	21%	31%	21%	23%	23%	19%	20%	24%	16%	22%
		4-7 (Net)	1426	210	200	362	583	368	59	55	1014	302	30	23	7	152	150	173	129	136	1274
		44%	43%	43%	43%	44%	44%	47%	50%	46%	43%	43%	47%	49%	42%	46%	40%	42%	43%	40%	44%
		7-10 (Net)	2077	296	278	487	778	455	71	72	1551	414	38	26	9	192	222	256	158	218	1853
		63%	61%	60%	58%	56%	58%	59%	60%	61%	54%	59%	59%	56%	54%	58%	59%	63%	53%	65%	64%
		CDE	1478	198	200	351	551	317	44	50	1111	298	30	16	7	132	166	183	115	151	1323
		FIKR	45%	41%	43%	42%	41%	41%	37%	42%	47%	42%	46%	35%	42%	40%	44%	45%	39%	45%	45%
		EF	103	98	159	61	262	160	26	20	529	138	11	7	2	65	73	81	57	83	635
		718	22%	21%	19%	17%	20%	21%	22%	17%	20%	20%	17%	16%	14%	20%	19%	20%	19%	25%	22%
		CDE																			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides high quality television content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
	45	8	7	12	5	20	16	3	2	11	28	7	3	2	0	3	4	6	1	4	41
	1%	2%	2%	1%	1%	1%	2%	2%	2%	4%	1%	1%	4%	5%	2%	1%	1%	1%	1%	1%	1%
	67	14	12	22	10	37	15	3	6	3	48	21	0	1	1	14	7	10	11	5	62
	2%	3%	3%	3%	3%	3%	2%	2%	5%	1%	2%	3%	0	1%	4%	4%	2%	2%	4%	2%	2%
	87	17	24	34	10	48	19	5	0	9	61	33	0	0	L ¹	8	25	15	18	7	81
	3%	3%	5%	4%	3%	4%	2%	4%	0	3%	3%	5%	0	0	L ¹	3%	7%	4%	6%	2%	3%
	127	25	17	31	14	50	33	8	4	16	87	27	0	3	1	14	14	17	11	9	118
	4%	5%	4%	4%	4%	4%	4%	7%	3%	6%	4%	4%	0	6%	L ¹	4%	4%	4%	4%	3%	4%
	293	40	44	87	43	131	81	7	15	34	201	76	5	5	1	44	32	43	32	34	255
	9%	8%	9%	10%	12%	10%	10%	6%	12%	12%	8%	11%	7%	12%	7%	13%	8%	11%	11%	10%	9%
	353	47	43	77	34	146	88	21	9	25	255	64	8	4	1	32	32	35	28	28	316
	11%	10%	9%	9%	9%	11%	11%	17%	8%	9%	11%	9%	12%	10%	7%	10%	8%	9%	10%	8%	11%
	549	76	80	142	62	229	137	25	20	49	392	123	9	7	2	54	69	69	55	55	491
	17%	16%	17%	17%	17%	17%	18%	21%	17%	17%	17%	17%	14%	11%	13%	16%	16%	17%	18%	16%	17%
	782	115	92	180	88	274	180	20	29	58	581	143	20	11	5	59	85	80	63	78	700
	24%	24%	20%	22%	24%	21%	23%	17%	25%	21%	24%	20%	32%	24%	28%	18%	23%	20%	21%	23%	24%
EKO	459	52	75	124	49	189	92	13	14	30	351	110	8	5	1	53	56	78	32	49	410
	14%	11%	16%	15%	13%	14%	12%	11%	12%	11%	15%	15%	13%	10%	8%	16%	15%	19%	11%	14%	14%
	392	67	52	78	27	137	88	14	13	31	290	65	8	3	2	31	34	35	29	51	341
	12%	14%	11%	9%	7%	10%	11%	12%	11%	11%	12%	9%	13%	7%	13%	9%	9%	9%	10%	15%	12%
CDEK	119	23	19	46	28	72	28	1	7	14	82	38	3	4	1	17	20	21	17	18	99
	4%	5%	4%	6%	7%	5%	4%	1%	6%	5%	3%	5%	5%	10%	8%	5%	5%	5%	6%	5%	3%
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7.19	7.07	7.03	6.99	6.94	7.01	7.04	6.84	7.02	6.82	7.25	6.97	7.46	6.80	6.92	6.91	7.02	7.06	6.83	7.39	7.17
CDEF IKOR	112	22	19	35	15	57	31	5	8	14	76	28	3	3	1	18	11	16	13	10	102
	3%	5%	4%	4%	4%	4%	4%	4%	7%	5%	3%	4%	4%	6%	6%	5%	4%	4%	4%	3%	4%
	199	39	43	69	26	105	50	10	8	23	137	62	3	3	2	26	35	31	31	16	183
	6%	8%	9%	8%	7%	8%	6%	8%	7%	8%	6%	9%	4%	6%	11%	8%	9%	8%	10%	5%	6%
	326	63	60	100	40	155	83	18	12	40	224	89	3	5	3	40	49	47	42	25	301
	10%	13%	13%	12%	11%	12%	11%	15%	10%	14%	9%	13%	4%	11%	L ¹	12%	13%	12%	14%	7%	10%
	646	87	87	164	77	277	169	27	24	59	456	139	13	10	2	76	63	79	61	62	571
	20%	18%	19%	20%	21%	21%	22%	23%	20%	21%	19%	20%	19%	22%	14%	23%	17%	19%	20%	18%	20%
	1322	188	184	337	153	556	339	60	48	124	935	290	22	20	5	144	146	164	126	126	1179
	40%	39%	40%	40%	39%	41%	44%	51%	40%	44%	39%	41%	34%	43%	33%	44%	39%	40%	42%	37%	40%
	2182	311	298	523	225	829	497	72	76	168	1614	441	46	26	10	198	243	262	179	233	1942
	67%	64%	64%	63%	61%	62%	64%	61%	64%	60%	68%	62%	46	26	62%	60%	65%	64%	60%	69%	67%
CDEIKO	1633	234	218	382	164	599	360	47	56	119	1221	318	37	19	8	143	175	193	124	178	1451
	50%	48%	47%	46%	44%	45%	46%	39%	47%	42%	51%	45%	57%	41%	49%	43%	46%	47%	42%	53%	50%
CEFG IKOR	851	119	126	202	75	326	180	27	27	62	640	174	16	8	3	84	90	113	61	99	751
	26%	25%	27%	24%	20%	24%	23%	23%	23%	22%	27%	25%	26%	17%	20%	25%	24%	28%	21%	29%	26%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 3. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK

audiences, using UK actors, writers and locations.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

		Total					Age					Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)					
Unweighted Base Base: All who have watched BBC TV or BBC on demand in the past 3 months Effective Base Not At All Well		3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881					
		3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912					
		2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3					
	(1)	39	8	8	13	5	18	15	2	1	11	24	10	1	2	0	3	7	4	5	4	36					
		1%	2%	2%	2%	1%	1%	2%	2%	1%	4%	1%	1%	2%	5%	0	1%	2%	1%	2%	1%	1%					
	(2)	45	9	6	13	7	22	11	3	4	4	28	12	1	1	0	4	8	6	7	3	42					
		1%	2%	1%	2%	2%	2%	1%	2%	3%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%					
	(3)	108	17	25	38	13	61	28	4	5	13	74	37	0	0	1	14	23	15	22	9	98					
		3%	4%	5%	5%	4%	5%	4%	3%	4%	5%	3%	5%	0	0	4%	4%	6%	4%	7%	3%	3%					
	(4)	104	16	18	37	19	56	30	8	5	11	69	31	1	4	1	20	11	18	13	12	92					
	3%	3%	4%	4%	5%	4%	4%	7%	4%	4%	3%	4%	1%	9%	9%	6%	3%	4%	4%	3%	3%						
(5)	286	41	49	89	40	139	78	14	11	32	198	78	5	4	2	37	41	40	39	22	262						
	9%	8%	10%	11%	11%	10%	10%	12%	9%	11%	8%	11%	7%	9%	10%	11%	11%	10%	13%	6%	9%						
(6)	386	53	38	76	38	137	96	10	9	28	282	61	10	3	2	33	28	31	29	34	347						
	12%	11%	8%	9%	10%	10%	12%	8%	8%	10%	12%	9%	16%	8%	10%	10%	7%	8%	10%	10%	12%						
(7)	592	90	85	129	44	213	143	30	16	42	432	106	12	10	1	49	57	67	39	68	517						
	18%	19%	18%	15%	12%	16%	18%	25%	13%	15%	18%	15%	18%	22%	7%	15%	15%	16%	13%	20%	18%						
(8)	758	98	98	187	89	291	163	18	24	63	568	155	16	12	3	72	83	100	55	68	689						
	23%	20%	21%	22%	24%	22%	21%	15%	20%	22%	24%	22%	25%	26%	20%	22%	22%	25%	18%	20%	24%						
(9)	385	40	53	83	30	131	75	10	13	27	296	75	5	3	1	39	35	47	28	43	340						
	12%	8%	11%	10%	8%	10%	10%	9%	11%	10%	12%	11%	7%	6%	7%	12%	9%	11%	9%	13%	12%						
Extremely Well	(10)	321	55	47	69	22	122	77	14	10	24	233	56	9	3	2	24	32	31	25	42	279					
	10%	11%	10%	8%	6%	9%	10%	12%	9%	8%	10%	8%	14%	6%	10%	7%	8%	8%	8%	12%	10%						
Don't know	D	57	38	100	61	143	61	6	20	27	174	87	5	5	3	36	51	50	37	34	211						
	247	57	38	100	61	143	61	6	20	27	174	87	5	5	3	36	51	50	37	34	211						
	8%	12%	8%	12%	17%	11%	8%	5%	17%	9%	7%	12%	8%	10%	20%	11%	14%	12%	12%	10%	7%						
Total		z	zB	zBC	zBC	z	777	119	zFGIJ*	119	281	2376	z	64	46	zL*	z	z	z	299	338	2912					
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					
Mean		7.11	6.99	6.94	6.86	6.76	6.92	6.80	6.91	6.71	7.18	6.83	7.31	6.68	6.86	6.88	6.79	7.03	6.56	7.30	7.09						
		CDEF									zFI							R									
1-2 (Net)		84	18	14	26	12	39	26	5	5	14	52	22	2	2	0	7	15	10	12	7	77					
		3%	4%	3%	3%	3%	3%	3%	4%	4%	5%	2%	3%	3%	5%	1%	2%	4%	2%	4%	2%	3%					
1-3 (Net)		192	35	39	64	25	100	54	9	9	28	125	59	2	2	1	21	38	25	34	16	176					
		6%	7%	8%	8%	7%	8%	7%	7%	8%	10%	5%	8%	3%	5%	5%	6%	10%	6%	11%	5%	6%					
1-4 (Net)		296	51	57	101	44	156	84	17	15	39	195	89	3	6	2	40	49	42	47	28	268					
		9%	10%	12%	12%	12%	11%	11%	12%	12%	14%	8%	13%	4%	14%	14%	12%	13%	10%	16%	8%	9%					
5-6 (Net)		J	z	z	z	z	J	J	z	z	z	479	z	15	8	3	71	69	71	68	56	609					
		673	94	87	165	78	275	174	24	21	61	20%	139	24%	17%	20%	21%	18%	17%	23%	16%	21%					
		21%	19%	19%	20%	21%	21%	22%	20%	17%	22%		20%	24%	17%	20%	21%	18%	17%	23%							
4-7 (Net)		1369	200	190	331	142	545	347	61	42	113	980	276	28	22	6	139	137	156	120	135	1219					
		42%	41%	41%	40%	38%	41%	45%	52%	35%	40%	41%	39%	43%	47%	37%	42%	36%	38%	40%	40%	42%					
7-10 (Net)		2056	283	282	468	186	757	H	zHIJ	72	64	155	392	41	27	8	185	207	245	147	221	1824					
		63%	58%	61%	56%	50%	57%	458	61%	54%	55%	64%	55%	64%	59%	46%	56%	55%	60%	49%	65%	63%					
		CDEFI		CD	D						zFHI			N					R								
8-10 (Net)		1464	193	197	339	142	544	315	42	48	114	1097	286	29	17	6	135	150	178	107	153	1307					
		45%	40%	42%	41%	38%	41%	41%	36%	40%	40%	46%	40%	46%	37%	38%	41%	40%	44%	36%	45%	45%					
		CDEFKR									zF																

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 3. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Unweighted Base
Base: All who have
 watched BBC TV or
 BBC on demand in the
 past 3 months
 9-10 (Net)

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Min ority Ethnic (S)	White (T)
3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
706 22% CDE	95 20%	99 21% CD	152 18% D	53 14%	254 19%	152 20%	24 20% -	24 20% -	51 18%	529 22%	131 18%	13 21% -	5 11% -	3 18% -	64 19%	67 18%	78 19%	53 18%	85 25%	618 21%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 4. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new and innovative.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		55-64 (A)	65-74 (B)	65+ (C)	75+ (D)		Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Effective Base	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Well	(1) 72	11	9	17	8	28	26	3	1	12	44	14	1	1	0	7	7	8	5	3	69
	2%	2%	2%	2%	2%	2%	3%	3%	1%	4%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%
	(2) 81	10	19	29	10	45	18	3	6	3	55	27	0	2	0	10	17	14	13	7	74
	2%	2%	4%	3%	3%	3%	2%	3%	5%	3%	2%	4%	0	4%	1%	3%	5%	3%	4%	2%	3%
	(3) 120	35	28	33	6	55	30	5	6	12	83	32	1	0	1	11	20	16	16	19	101
	4%	7%	6%	4%	2%	4%	4%	4%	5%	4%	3%	5%	1%	0	5%	3%	5%	4%	5%	5%	3%
	(4) 160	zCD	zCD	49	22	70	44	12	6	19	109	42	3	3	2	18	24	23	19	12	148
	5%	4%	6%	6%	6%	5%	6%	10%	5%	7%	5%	6%	4%	6%	10%	5%	6%	6%	6%	4%	5%
	(5) 338	56	46	88	42	153	85	zJ	9	33	240	70	10	6	1	44	26	38	33	21	313
	10%	11%	10%	11%	11%	11%	11%	8%	8%	12%	10%	10%	16%	14%	7%	13%	7%	9%	11%	6%	11%
	(6) 446	63	63	110	47	179	125	19	18	43	314	90	9	9	2	47	43	46	44	42	399
	14%	13%	13%	13%	13%	13%	16%	16%	15%	15%	13%	13%	14%	20%	14%	14%	11%	11%	15%	12%	14%
	(7) 620	86	82	135	52	212	120	20	19	34	479	117	10	5	2	53	64	74	44	63	554
	19%	18%	18%	16%	14%	16%	15%	17%	16%	12%	20%	17%	15%	11%	13%	16%	17%	18%	15%	19%	19%
	(8) 621	77	88	165	76	242	136	16	24	52	466	142	13	7	3	64	78	89	53	69	549
	19%	16%	19%	20%	21%	18%	17%	13%	20%	18%	20%	20%	20%	15%	18%	19%	21%	22%	18%	21%	19%
	(9) 308	34	33	62	29	110	64	10	7	18	230	52	6	3	1	27	26	37	15	31	277
	9%	7%	7%	7%	8%	8%	8%	9%	6%	7%	10%	7%	9%	6%	7%	8%	7%	9%	5%	9%	10%
	(10) 261	46	32	46	14	92	58	14	9	17	192	38	7	1	1	15	22	18	19	37	224
	8%	9%	7%	6%	4%	7%	7%	11%	7%	6%	8%	5%	10%	2%	6%	5%	6%	4%	7%	11%	8%
	Extremely Well	CDKOO	CD	101	62	145	71	7	14	32	163	83	5	9	3	35	49	45	38	34	203
	Don't know	245	39	101	62	145	71	7	14	32	163	83	5	9	3	35	49	45	38	34	203
	7%	10%	8%	12%	17%	11%	9%	6%	12%	11%	7%	12%	8%	20%	16%	10%	13%	11%	13%	10%	7%
Total	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.70	6.53	6.43	6.47	6.53	6.52	6.50	6.52	6.48	6.23	6.78	6.45	6.93	6.12	6.49	6.45	6.45	6.56	6.30	6.98	6.67
	BCE						I				zFI		M*							zT	
	FIKR																				
1-2 (Net)	153	20	28	46	18	73	44	7	7	21	99	41	1	3	0	17	24	23	18	10	143
	5%	4%	6%	6%	5%	5%	6%	6%	6%	7%	4%	6%	2%	7%	3%	5%	6%	6%	6%	3%	5%
1-3 (Net)	273	56	55	79	24	129	74	12	14	33	182	73	2	3	1	28	44	39	34	28	244
	8%	11%	12%	10%	7%	10%	10%	10%	11%	12%	8%	10%	3%	7%	8%	9%	12%	11%	11%	8%	8%
1-4 (Net)	432	zD	zCD	D	47	198	118	24	20	52	291	115	5	6	3	46	68	62	53	40	392
	13%	75	82	129	13%	15%	15%	20%	17%	19%	12%	16%	8%	12%	18%	14%	16%	15%	18%	12%	13%
5-6 (Net)	J	z	z	198	90	332	210	28	26	76	554	z	19	16	4	91	69	84	76	63	712
	785	24%	23%	24%	24%	25%	27%	22%	22%	27%	23%	160	29%	34%	21%	20%	18%	20%	26%	19%	24%
4-7 (Net)	PS	1565	217	381	165	614	374	60	52	129	1142	319	32	23	7	162	157	180	139	138	1414
	48%	46%	47%	46%	44%	46%	48%	50%	44%	46%	48%	45%	49%	51%	44%	49%	42%	44%	47%	41%	49%
7-10 (Net)	S	1811	243	407	172	657	378	60	59	121	1368	349	35	15	7	159	190	218	131	200	1605
	55%	50%	51%	49%	46%	49%	49%	50%	49%	43%	58%	49%	55%	34%	45%	48%	51%	53%	44%	59%	55%
8-10 (Net)	CDKF IKMOR						I				zFI	M	M*								
	1190	157	153	273	119	444	258	40	40	87	889	232	25	10	5	106	126	144	88	137	1050
	36%	32%	33%	33%	32%	33%	33%	34%	33%	31%	37%	33%	39%	22%	32%	32%	33%	35%	29%	40%	36%
	CEMR												M*								

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_4. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new and innovative.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
570 17% CDEI KMOPR	80 17%	65 14%	108 13%	43 12%	202 15%	123 16%	24 20%	15 13%	36 13%	422 18%	90 13%	12 19%	3 7%	2 14%	42 13%	48 13%	55 14%	35 12%	67 20%	501 17%

Unweighted Base
Base: All who have watched BBC TV or BBC on demand in the past 3 months
9-10 (Net)

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 5. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		3272	444	468	814	346	1369	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months		3272	484	464	834	370	1332	777	119	119	281	707	64	46	17	331	376	409	299	338	2912
Effective Base		2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Well	(1)	42	8	5	12	7	17	15	1	2	8	9	2	1	0	2	7	5	3	2	40
		1%	2%	1%	1%	2%	1%	2%	1%	3%	1%	1%	3%	2%	0	1%	2%	1%	1%	1%	1%
	(2)	64	15	12	18	6	34	11	3	0	45	16	0	1	1	6	9	5	10	9	56
		2%	3%	3%	2%	2%	3%	1%	2%	0	2%	2%	0	3%	4%	2%	2%	1%	3%	3%	2%
	(3)	94	22	22	30	8	44	21	4	6	11	29	0	0	L	12	18	15	14	11	83
		3%	5%	5%	4%	2%	3%	3%	4%	5%	4%	4%	0	1%	L	4%	5%	4%	5%	3%	3%
	(4)	125	16	20	32	12	55	26	8	4	8	29	0	1	L	14	15	20	9	18	107
		4%	3%	4%	4%	3%	4%	3%	7%	3%	4%	4%	0	3%	12%	4%	4%	5%	3%	5%	4%
	(5)	327	47	39	88	49	155	103	16	20	46	73	4	11	0	45	28	41	32	23	300
		10%	10%	8%	11%	13%	12%	13%	13%	17%	16%	10%	6%	23%	2%	14%	7%	10%	11%	7%	10%
	(6)	390	43	57	98	42	160	93	13	11	32	81	10	5	2	44	38	43	38	32	352
		12%	9%	12%	12%	11%	12%	12%	11%	11%	12%	11%	15%	12%	13%	13%	10%	11%	13%	10%	12%
	(7)	621	97	79	155	76	229	137	25	15	46	134	10	8	3	57	77	82	52	63	558
		19%	20%	17%	19%	20%	17%	18%	21%	12%	16%	19%	16%	17%	18%	17%	20%	20%	17%	19%	19%
	(8)	745	104	91	169	78	266	157	21	27	56	136	19	10	4	59	77	84	51	68	672
		23%	21%	20%	20%	21%	20%	20%	18%	23%	20%	19%	30%	22%	23%	18%	20%	21%	17%	20%	23%
	(9)	EK	45	53	89	36	140	78	6	10	25	79	7	2	1	41	37	45	33	43	320
		364	9%	11%	11%	10%	10%	10%	5%	8%	9%	11%	12%	5%	5%	12%	10%	11%	11%	13%	11%
	(10)	304	50	38	59	21	111	75	18	12	22	48	8	2	2	19	29	25	23	44	260
		9%	10%	8%	7%	8%	8%	10%	15%	10%	8%	7%	13%	4%	9%	6%	8%	6%	8%	13%	9%
Extremely Well		196	36	48	84	36	122	63	4	13	123	75	3	4	2	34	42	41	34	25	164
Don't know		6%	8%	10%	10%	10%	9%	8%	3%	11%	8%	11%	5%	8%	11%	10%	11%	10%	11%	7%	6%
Total		3272	484	464	834	370	1332	777	119	119	281	707	64	46	17	331	376	409	299	338	2912
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.00	6.87	6.85	6.83	6.81	6.83	6.91	6.90	6.83	6.64	6.80	7.46	6.42	6.72	6.78	6.82	6.85	6.74	7.17	6.99
		CEIKM	24	17	29	13	51	25	3	2	13	24	KMN*	3	1	8	16	11	13	11	96
1-2 (Net)		107	5%	4%	4%	3%	4%	3%	3%	2%	5%	3%	3%	6%	4%	2%	4%	3%	5%	3%	3%
		3%																			
1-3 (Net)		201	45	39	59	21	94	46	7	8	24	53	2	3	1	20	33	26	27	22	179
		6%	9%	8%	7%	6%	7%	6%	6%	7%	8%	6%	3%	6%	7%	6%	9%	6%	9%	6%	6%
		z																			
1-4 (Net)		326	62	59	92	33	150	72	15	12	32	82	2	4	3	33	49	46	36	39	286
		10%	13%	13%	11%	9%	11%	9%	13%	10%	11%	12%	3%	9%	19%	10%	13%	11%	12%	12%	10%
												L			zL						
5-6 (Net)		717	90	96	186	91	315	196	29	31	78	154	14	16	3	88	66	85	69	55	652
		22%	19%	21%	22%	24%	24%	25%	24%	26%	28%	22%	22%	35%	15%	27%	17%	21%	23%	16%	22%
		8						zJ		zJ				zKN*		PQ				S	
4-7 (Net)		1463	203	195	374	178	599	359	62	49	132	317	24	25	7	158	158	187	130	136	1317
		45%	42%	42%	45%	48%	45%	46%	52%	41%	47%	45%	38%	55%	45%	48%	42%	46%	44%	40%	45%
7-10 (Net)		2033	296	262	472	210	746	447	71	63	148	396	45	22	9	176	220	237	159	217	1810
		62%	61%	56%	57%	57%	56%	57%	60%	53%	53%	56%	70%	49%	55%	53%	58%	58%	53%	64%	62%
		BCEF									zFHI		KM*								
8-10 (Net)		1412	199	183	317	135	517	310	46	49	103	262	35	14	6	119	143	155	107	155	1252
		43%	41%	39%	38%	36%	39%	40%	39%	41%	37%	37%	54%	31%	37%	36%	38%	38%	36%	46%	43%
		CDEI									I		KM*								
		KOOR																			

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 5. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
667 20% DM	95 20%	91 20%	148 18%	57 15%	251 19%	153 20%	25 21%	21 18%	47 17%	490 21%	126 18%	16 24% M*	4 9%	2 15%	60 18%	66 18%	70 17%	56 19%	87 26% zT	580 20%

Unweighted Base
Base: All who have watched BBC TV or BBC on demand in the past 3 months
9-10 (Net)

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 6. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
		3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Base: All who have watched BBC TV or BBC on demand in the past 3 months		2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Effective Base		12	5	10	5	18	14	3	2	10	34	1	8	1	1	0	4	4	5	3	2	47
Not At All Well		2%	3%	1%	1%	1%	2%	2%	1%	3%	1%	1%	1%	2%	2%	0	1%	1%	1%	1%	1%	2%
		(2)	56	13	12	19	7	33	12	2	4	36	19	0	0	0	7	11	11	8	7	49
		2%	3%	3%	2%	2%	2%	2%	2%	1%	2%	2%	3%	0	0	0	2%	3%	3%	3%	2%	2%
		(3)	108	17	31	47	16	72	28	9	12	73	45	0	2	1	21	24	23	22	8	100
		3%	3%	7%	6%	4%	5%	4%	7%	3%	4%	3%	6%	0	3%	5%	6%	6%	6%	7%	2%	3%
		(4)	128	21	24	38	14	51	33	6	13	91	34	2	1	1	12	22	13	20	12	117
		4%	4%	5%	5%	4%	4%	4%	5%	5%	5%	4%	5%	3%	3%	6%	4%	6%	3%	7%	3%	4%
		(5)	310	41	42	86	43	136	92	12	27	206	68	12	5	1	39	29	35	33	32	271
		9%	8%	9%	10%	12%	10%	12%	12%	10%	9%	9%	10%	12%	10%	6%	12%	8%	9%	11%	9%	9%
		(6)	419	59	52	104	52	178	116	22	15	291	90	5	6	3	42	48	46	44	31	382
		13%	12%	11%	12%	14%	13%	15%	16%	12%	15%	12%	13%	8%	13%	16%	13%	13%	11%	15%	9%	13%
		(7)	584	77	75	134	59	211	117	21	43	448	112	12	8	2	57	55	66	46	63	520
		18%	16%	16%	16%	16%	16%	15%	18%	12%	15%	19%	16%	19%	17%	14%	17%	15%	16%	15%	19%	18%
		(8)	785	113	100	179	80	280	172	18	28	580	148	16	11	4	72	76	101	47	78	704
		24%	23%	21%	21%	22%	21%	22%	15%	23%	21%	25%	21%	24%	24%	25%	22%	20%	25%	16%	23%	24%
		(9)	366	53	49	84	35	140	82	11	10	30	74	4	4	2	33	42	50	24	44	320
		11%	11%	11%	10%	9%	10%	10%	9%	9%	11%	11%	10%	7%	9%	10%	10%	11%	12%	8%	13%	11%
		(10)	304	46	45	64	20	115	64	13	10	231	54	8	2	1	20	33	28	25	36	267
		9%	9%	10%	8%	5%	9%	8%	11%	8%	8%	10%	8%	12%	4%	7%	6%	9%	7%	9%	11%	9%
		Don't know	163	34	29	67	38	98	47	2	14	105	57	3	6	1	24	33	30	27	25	135
		5%	7%	6%	8%	10%	7%	6%	1%	12%	8%	4%	8%	5%	14%	8%	7%	9%	7%	9%	8%	5%
		Total	3272	484	464	834	370	1332	777	119	281	2376	707	64	46	17	331	376	409	299	338	2912
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Mean	7.00	6.88	6.79	6.75	6.69	6.79	6.82	6.59	6.82	6.73	6.71	7.08	6.82	6.87	6.68	6.74	6.87	6.48	7.21	6.98
		CDEF IKOR	105	25	17	29	12	50	26	5	4	13	26	1	1	0	11	15	16	10	9	96
		3%	5%	4%	3%	3%	4%	3%	4%	4%	5%	3%	4%	2%	2%	3%	3%	4%	4%	3%	3%	3%
		1-3 (Net)	213	42	48	77	28	123	54	14	7	144	71	1	3	1	32	40	39	33	17	196
		7%	9%	10%	9%	8%	9%	7%	11%	6%	9%	6%	10%	2%	6%	8%	10%	11%	10%	5%	7%	7%
		1-4 (Net)	342	63	72	114	42	174	87	20	13	38	105	3	4	2	44	61	52	53	29	313
		10%	13%	16%	14%	11%	13%	11%	17%	11%	14%	10%	15%	5%	8%	14%	13%	16%	13%	9%	11%	11%
		5-6 (Net)	729	99	94	190	96	315	208	34	30	67	158	18	11	4	81	77	81	76	63	654
		22%	21%	20%	23%	26%	24%	27%	28%	28%	24%	21%	22%	27%	24%	22%	25%	20%	20%	26%	19%	22%
		4-7 (Net)	1442	197	193	362	169	577	358	61	50	1037	303	32	20	7	150	153	161	142	137	1290
		44%	41%	42%	43%	46%	43%	46%	52%	42%	44%	44%	43%	49%	43%	42%	45%	41%	39%	48%	41%	44%
		7-10 (Net)	2039	288	269	462	194	746	435	63	63	154	388	40	25	9	182	206	245	142	221	1811
		62%	59%	58%	55%	52%	56%	56%	53%	52%	55%	65%	55%	63%	54%	56%	55%	55%	60%	48%	65%	62%
		CDEF IKOPR	1454	211	194	328	134	535	317	42	48	111	276	28	17	7	125	151	179	97	158	1291
		44%	44%	42%	39%	36%	40%	41%	35%	40%	39%	46%	39%	44%	37%	43%	38%	40%	44%	32%	47%	44%
		CDE FKOR																				

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 6. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Unweighted Base
Base: All who have
watched BBC TV or
BBC on demand in the
past 3 months
9-10 (Net)

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Min ority Ethnic (S)	White (T)
3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
670 20% D	98 20%	94 20%	149 18%	55 15%	255 19%	146 19%	24 20%	20 17%	53 19%	499 21%	128 18%	12 19%	6 13%	3 16%	53 16%	75 20%	78 19%	50 17%	80 24%	587 20%

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_sum. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ... (7-10 Summary Table)

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Unweighted Base
Base: All who have watched BBC TV or BBC on demand in the past 3 months

Effective Base
Provides a broad mix of different types of TV programmes and content.

Provides high quality television content.
Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations.

Takes risks and provides TV programmes and content that is new and innovative.

Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Provides distinctive TV programmes and content.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
2583	338	347	590	243	1016	663	109	100	225	1819	437	58	51	44	216	221	297	140	298	2271
2528	356	342	604	262	971	596	100	90	203	1848	508	51	34	11	228	280	304	204	265	2248
1751.5	212.7	237.6	420.3	182.7	717.0	471.8	80.7	67.4	167.5	1221.9	329.6	47.9	42.0	36.4	160.6	170.6	218.6	115.6	186.1	1559.6
2077	296	278	487	209	778	455	71	72	153	1551	414	38	26	9	192	222	256	158	218	1853
82% FGI	83%	81%	81%	80%	80%	76%	71%	81%	75%	84% zFGI	81%	73%	77%	81%	84%	79%	84%	77%	82%	82%
2182	311	298	523	225	829	497	72	76	168	1614	441	46	26	10	198	243	262	179	233	1942
86% FG	87%	87%	87%	86%	85%	83%	72%	85%	83%	87% zFG	87%	89%	78%	93%	87%	87%	86%	88%	86%	86%
2056	283	282	468	186	757	458	72	64	155	1528	392	41	27	8	185	207	245	147	221	1824
81% CDEFG HKNPR	79%	82% CD	77% D	71%	78%	77%	73%	71%	76%	83% zFGHI	77%	80%	80%	66%	81% R	74%	81% P	72%	83%	81%
1811	243	235	407	172	657	378	60	59	121	1368	349	35	15	7	159	190	218	131	200	1605
72% CEFGIM	68%	69%	67%	66%	68%	63%	60%	65%	59%	74% zFGI	69% M	69% M*	46%	67%	70%	68%	72%	64%	75%	71%
2033	296	262	472	210	746	447	71	63	148	1519	396	45	22	9	176	220	237	159	217	1810
80% EFGHIM	83%	76%	78%	80%	77%	75%	71%	70%	73%	82% zFGHI	78%	88% M*	66%	82%	77%	79%	78%	78%	82%	81%
2039	288	269	462	194	746	435	63	63	154	1538	388	40	25	9	182	206	245	142	221	1811
81% CDEF GHKPR	81%	78%	76%	74%	77%	73% G	63%	70%	76% G	83% zFGHI	76%	78%	73%	85%	80% R	73%	81% PR	70%	83%	81%

D1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television: - Summary Table
Base: All Respondents

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	84 2%	97 3%	80 2%	119 3%	89 2%	95 3%
2	89 2%	88 2%	61 2%	107 3%	85 2%	73 2%
3	124 3%	107 3%	120 3%	143 4%	114 3%	135 4%
4	154 4%	148 4%	124 3%	192 5%	146 4%	145 4%
5	378 10%	351 9%	346 9%	387 10%	380 10%	366 10%
6	436 12%	400 11%	450 12%	494 13%	446 12%	478 13%
7	659 17%	607 16%	641 17%	671 18%	680 18%	634 17%
8	809 21%	839 22%	805 21%	668 18%	797 21%	837 22%
9	411 11%	485 12%	405 11%	328 9%	384 10%	391 10%
Extremely Well 10	352 9%	417 11%	349 9%	281 7%	323 9%	330 9%
Don't know	274 7%	229 6%	388 10%	379 10%	327 9%	285 8%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	6.88	7.02	6.96	6.56	6.85	6.85
1-2 (Net)	173 5%	185 5%	141 4%	226 6%	174 5%	168 4%
1-3 (Net)	297 8%	293 8%	261 7%	369 10%	287 8%	303 8%
1-4 (Net)	451 12%	441 12%	385 10%	561 15%	433 11%	448 12%
5-6 (Net)	814 22%	751 20%	796 21%	881 23%	826 22%	844 22%
4-7 (Net)	1627 43%	1507 40%	1561 41%	1744 46%	1651 44%	1623 43%
	B			ABCEF	BC	B

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: - Summary Table
Base: All Respondents

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
7-10 (Net)	2230 59% D	2348 62% ACDEF	2200 58% D	1948 52% D	2184 58% D	2192 58% D
8-10 (Net)	1572 42% DE	1741 46% ACDEF	1559 41% D	1278 34% D	1504 40% D	1558 41% D
9-10 (Net)	763 20% DE	902 24% ACDEF	754 20% D	610 16% D	707 19% D	721 19% D

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_1_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides a broad mix of different types of TV programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	84 2%	18 3%	4 1%	11 1%	7 2%	33 2%	29 3%	6 4%	4 3%	16 5%	49 2%	9 1%	1 2%	1 2%	0 0%	4 1%	5 1%	8 2%	1 0%	13 3%	70 2%
2	89 2%	20 4%	17 3%	27 3%	10 3%	44 3%	19 2%	2 2%	3 2%	8 3%	61 2%	27 4%	0 0%	0 0%	0 2%	13 4%	14 4%	12 3%	15 5%	7 2%	82 2%
3	124 3%	17 3%	18 4%	31 4%	13 3%	55 4%	33 3%	5 4%	3 2%	13 4%	87 3%	29 4%	0 0%	1 1%	1 7%	8 2%	21 5%	15 4%	14 4%	14 3%	110 3%
4	154 4%	20 4%	21 4%	42 5%	21 5%	60 4%	37 4%	5 4%	6 4%	17 5%	107 4%	35 5%	2 3%	4 8%	1 6%	15 4%	21 5%	20 5%	15 5%	17 4%	135 4%
5	378 10%	52 10%	51 10%	92 10%	41 10%	173 11%	99 11%	18 12%	20 15%	25 8%	269 10%	80 11%	4 7%	7 14%	1 4%	42 12%	38 10%	44 10%	36 11%	42 9%	332 10%
6	436 12%	50 9%	60 12%	105 12%	45 12%	175 11%	116 13%	16 12%	9 7%	43 14%	314 11%	81 11%	16 29%	4 7%	4 22%	41 12%	40 10%	41 10%	41 13%	42 9%	385 12%
7	659 17%	101 19%	81 17%	143 16%	61 16%	249 16%	157 18%	32 23%	23 17%	42 14%	478 18%	123 17%	8 13%	10 19%	2 10%	64 18%	58 15%	76 18%	47 14%	77 17%	578 18%
8	809 21%	100 19%	104 21%	196 22%	92 24%	311 20%	165 18%	19 13%	30 23%	60 20%	623 23%	162 22%	18 29%	11 21%	5 25%	69 20%	93 24%	103 25%	59 18%	81 18%	721 22%
9	411 11%	53 11%	56 12%	95 11%	10 10%	143 9%	84 9%	10 7%	7 5%	29 9%	309 11%	85 11%	3 5%	6 12%	0 2%	41 12%	44 11%	52 12%	33 10%	48 11%	361 11%
Extremely Well 10	352 9%	51 10%	43 9%	65 7%	23 6%	134 9%	87 10%	19 13%	15 12%	30 10%	253 9%	54 7%	8 12%	2 4%	2 11%	24 7%	29 8%	30 7%	23 7%	51 11%	300 9%
Don't know	274 7%	42 8%	33 7%	70 8%	36 9%	154 10%	70 8%	10 7%	12 9%	26 8%	183 7%	58 8%	3 5%	6 12%	2 11%	30 8%	28 7%	21 5%	37 11%	58 13%	210 6%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.88	6.72	6.86	6.80	6.71	6.75	6.73	6.71	6.78	6.56	6.95	6.77	7.17	6.81	6.70	6.79	6.75	6.86	6.64	6.96	6.88
1-2 (Net)	173 5%	38 7%	21 4%	39 4%	18 5%	77 5%	47 5%	8 5%	7 5%	24 8%	110 4%	36 5%	1 2%	1 2%	0 2%	17 5%	19 5%	19 5%	17 5%	21 5%	152 5%
1-3 (Net)	297 8%	56 11%	39 8%	70 8%	31 8%	132 9%	80 9%	13 9%	9 7%	37 12%	197 7%	65 9%	1 2%	2 3%	2 10%	25 7%	40 10%	35 8%	31 9%	34 8%	262 8%
1-4 (Net)	451 12%	76 14%	60 12%	112 13%	52 13%	192 13%	117 13%	18 13%	15 12%	54 17%	304 11%	100 14%	3 5%	6 11%	3 16%	40 11%	60 15%	55 13%	46 14%	51 11%	398 12%
5-6 (Net)	814 22%	102 19%	111 23%	197 22%	86 22%	348 23%	215 24%	34 24%	29 22%	68 22%	583 21%	161 22%	20 31%	10 21%	5 25%	83 24%	78 20%	85 20%	77 24%	84 19%	717 22%
4-7 (Net)	1627 43%	223 42%	214 44%	382 43%	168 43%	657 43%	410 46%	72 50%	58 44%	126 41%	1168 43%	319 43%	30 47%	24 47%	8 42%	162 46%	157 40%	181 43%	139 43%	177 39%	1430 44%
7-10 (Net)	2230 59%	306 58%	285 58%	499 57%	214 55%	839 55%	494 55%	80 56%	75 57%	160 52%	1662 61%	423 57%	38 59%	29 56%	9 48%	198 56%	224 57%	261 62%	162 50%	257 57%	1960 60%
8-10 (Net)	1572 42%	205 39%	204 42%	356 41%	153 39%	589 38%	337 38%	48 33%	52 40%	118 38%	1184 43%	300 40%	30 46%	19 37%	7 38%	134 38%	166 43%	185 44%	115 36%	181 40%	1382 42%
9-10 (Net)	763 20%	105 20%	99 20%	160 18%	61 16%	278 18%	172 19%	29 20%	22 17%	58 19%	561 21%	139 19%	11 17%	8 16%	2 13%	65 19%	73 19%	82 19%	57 18%	100 22%	661 20%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
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OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 2 2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides high quality television content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	97	18	7	14	7	37	33	6	4	19	58	9	3	2	0	5	4	7	1	15	81
	3%	3%	1%	2%	2%	2%	4%	4%	3%	6%	2%	1%	4%	4%	1%	1%	1%	2%	0	3%	2%
2	JK	18	13	25	12	46	22	3	7	8	61	24	0	1	1	16	8	10	14	7	81
	2%	3%	3%	3%	3%	3%	2%	2%	5%	3%	2%	3%	0	1%	1%	4%	2%	2%	5%	2%	2%
3	107	18	24	35	10	53	28	5	0	10	72	33	0	0	1	8	25	15	18	11	97
	3%	3%	5%	4%	3%	3%	3%	3%	0	3%	3%	4%	0	0	7%	2%	6%	4%	6%	2%	3%
4	148	26	22	36	15	59	34	9	4	16	108	32	0	3	1	18	14	17	15	14	134
	4%	5%	4%	4%	4%	4%	4%	6%	3%	5%	4%	4%	0	6%	5%	5%	4%	4%	5%	3%	4%
5	351	45	47	91	45	152	95	10	16	34	242	79	5	6	1	45	34	45	34	49	298
	9%	9%	10%	10%	12%	10%	11%	7%	12%	11%	9%	11%	7%	12%	6%	13%	9%	11%	11%	11%	9%
6	400	49	48	84	36	169	92	23	9	26	297	70	8	4	2	35	35	39	31	39	352
	11%	9%	10%	10%	9%	11%	10%	16%	7%	9%	11%	9%	12%	9%	8%	10%	9%	9%	10%	9%	11%
7	607	81	83	147	64	256	148	28	21	51	439	128	9	7	3	57	71	71	57	71	530
	16%	15%	17%	17%	17%	17%	17%	20%	16%	17%	16%	17%	14%	15%	14%	16%	18%	17%	18%	16%	16%
8	839	119	92	182	90	290	193	22	29	60	625	143	20	13	5	59	85	80	63	89	744
	22%	23%	19%	21%	23%	19%	21%	16%	22%	20%	23%	19%	32%	25%	26%	17%	22%	19%	20%	20%	23%
9	EO	53	76	125	49	196	100	14	14	32	367	110	8	6	1	54	56	78	32	63	421
	13%	10%	16%	14%	13%	13%	11%	10%	11%	11%	13%	15%	13%	11%	7%	15%	14%	19%	10%	14%	13%
Extremely Well 10	417	69	52	78	27	146	96	16	15	32	307	65	8	3	2	31	34	35	29	57	358
	11%	13%	11%	9%	7%	10%	11%	11%	11%	10%	11%	9%	13%	6%	11%	9%	9%	8%	9%	13%	11%
Don't know	CDE	32	26	59	33	129	54	8	12	19	156	49	3	5	2	23	26	23	26	35	188
	6%	6%	5%	7%	9%	8%	6%	6%	9%	6%	6%	7%	5%	10%	11%	6%	7%	5%	8%	8%	6%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.02	6.90	6.97	6.93	6.88	6.87	6.85	6.74	6.88	6.61	7.09	6.89	7.46	6.82	6.83	6.81	6.97	7.02	6.72	7.08	7.01
1-2 (Net)	EFI	35	20	39	19	83	55	8	12	27	119	33	3	3	1	21	12	17	16	22	162
	5%	7%	4%	4%	5%	5%	6%	6%	9%	9%	4%	4%	4%	5%	5%	6%	3%	4%	5%	5%	5%
1-3 (Net)	J	53	45	74	29	135	83	13	12	36	191	66	3	3	2	29	37	32	34	33	259
	8%	10%	9%	8%	8%	9%	9%	9%	9%	12%	7%	9%	4%	5%	12%	8%	10%	8%	11%	7%	8%
1-4 (Net)	J	79	67	110	44	194	117	22	16	53	299	98	3	6	3	47	51	50	49	47	392
	12%	15%	14%	13%	11%	13%	13%	15%	12%	17%	11%	13%	4%	11%	16%	13%	13%	12%	15%	10%	12%
5-6 (Net)	751	94	95	176	81	321	188	33	25	60	539	149	13	11	3	80	68	85	65	88	650
	20%	18%	19%	20%	21%	21%	21%	23%	19%	19%	20%	20%	19%	21%	15%	23%	17%	20%	20%	20%	20%
4-7 (Net)	1507	200	199	359	159	636	370	70	50	127	1085	309	22	21	7	156	153	173	137	173	1314
	40%	38%	41%	41%	41%	41%	41%	49%	38%	41%	40%	42%	34%	42%	34%	44%	39%	41%	43%	39%	40%
7-10 (Net)	2348	321	302	532	230	889	537	81	79	176	1738	446	46	29	11	201	245	265	181	279	2054
	62%	61%	62%	61%	59%	58%	60%	56%	60%	57%	64%	60%	71%	57%	58%	57%	63%	63%	56%	62%	63%
8-10 (Net)	E	241	220	385	166	633	389	52	58	124	1300	318	37	22	8	144	175	194	124	208	1524
	46%	46%	45%	44%	43%	41%	43%	37%	44%	40%	48%	43%	57%	43%	44%	41%	45%	46%	39%	46%	46%
9-10 (Net)	EGR	122	128	204	75	343	196	30	29	64	675	175	16	9	3	85	90	114	61	119	779
	24%	23%	26%	23%	19%	22%	22%	21%	22%	21%	25%	24%	26%	17%	18%	24%	23%	27%	19%	27%	24%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_3_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content made specifically for UK

audiences, using UK actors, writers and locations.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	80 2%	18 3%	8 2%	15 2%	6 2%	34 2%	29 3%	5 3%	3 2%	17 5%	45 2%	11 2%	1 2%	2 4%	0 0%	4 1%	7 2%	6 1%	5 2%	8 2%	71 2%
2	61 2%	13 2%	7 1%	16 2%	9 2%	26 2%	18 2%	3 2%	5 4%	8 2%	37 1%	15 2%	1 1%	0 1%	0 1%	6 2%	10 2%	6 1%	10 3%	3 1%	58 2%
3	120 3%	18 3%	26 5%	39 4%	13 3%	64 4%	31 3%	5 3%	5 3%	14 4%	82 3%	38 5%	0 0%	0 0%	1 6%	14 4%	23 6%	15 3%	23 7%	13 3%	106 3%
4	124 3%	18 3%	2 4%	37 4%	19 5%	61 4%	40 4%	9 6%	5 4%	13 4%	79 3%	31 4%	1 1%	4 8%	1 8%	20 6%	11 3%	18 4%	13 4%	13 3%	110 3%
5	346 9%	45 8%	52 11%	93 11%	42 11%	160 10%	89 10%	17 12%	12 10%	32 10%	244 9%	82 11%	5 7%	5 10%	2 9%	39 11%	43 11%	41 10%	41 13%	31 7%	313 10%
6	450 12%	55 11%	46 9%	89 10%	43 11%	168 11%	108 12%	14 10%	11 8%	32 10%	333 12%	72 10%	10 16%	4 8%	2 12%	39 11%	33 8%	38 9%	34 11%	49 11%	394 12%
7	641 17%	90 17%	87 18%	134 15%	46 12%	229 15%	154 17%	32 23%	16 12%	43 14%	468 17%	109 15%	12 18%	12 23%	1 7%	52 15%	57 15%	68 16%	41 13%	79 18%	551 17%
8	805 21%	104 20%	98 20%	187 21%	85 23%	308 20%	175 20%	19 13%	24 19%	64 21%	603 22%	156 21%	16 25%	12 24%	4 19%	72 21%	83 21%	100 24%	55 17%	79 17%	724 22%
9	405 11%	41 8%	54 11%	84 10%	30 8%	138 9%	81 9%	12 8%	13 10%	29 9%	310 11%	75 10%	5 7%	4 7%	1 6%	39 11%	35 9%	47 11%	28 9%	49 11%	353 11%
Extremely Well 10	349 9%	56 11%	47 10%	69 8%	22 6%	131 9%	84 9%	16 11%	12 9%	25 8%	253 9%	56 8%	9 14%	3 5%	2 9%	24 7%	32 8%	32 7%	25 8%	50 11%	298 9%
Don't know	388 10%	68 13%	46 9%	113 13%	68 18%	213 14%	87 10%	11 8%	25 19%	32 10%	278 10%	98 13%	5 8%	5 11%	5 24%	41 12%	57 14%	51 12%	47 15%	76 17%	306 9%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.96	6.80	6.89	6.81	6.68	6.78	6.75	6.63	6.75	6.52	7.06	6.77	7.31	6.70	6.75	6.80	6.75	6.98	6.49	7.16	6.94
1-2 (Net)	DEFIKR 141 4%	31 6%	16 3%	31 4%	15 4%	62 4%	47 5%	8 5%	8 6%	24 8%	82 3%	27 4%	2 3%	2 5%	0 1%	10 3%	17 4%	12 3%	15 5%	11 3%	129 4%
1-3 (Net)	J 261 7%	49 9%	41 8%	70 8%	29 7%	126 8%	78 9%	12 9%	13 10%	38 12%	165 6%	64 9%	2 3%	2 5%	1 6%	24 7%	40 10%	26 6%	38 12%	24 5%	235 7%
1-4 (Net)	J 385 10%	67 13%	60 12%	107 12%	47 12%	187 12%	117 13%	19 15%	18 14%	51 17%	244 9%	95 13%	3 4%	6 13%	3 14%	44 13%	51 13%	44 10%	51 16%	37 8%	345 11%
5-6 (Net)	J 796 21%	100 19%	98 20%	183 21%	85 22%	328 21%	197 22%	31 22%	23 18%	64 21%	577 21%	154 21%	15 24%	9 18%	4 20%	78 22%	75 19%	80 19%	75 23%	80 18%	707 22%
4-7 (Net)	1561 41%	208 40%	204 42%	353 40%	149 39%	617 40%	391 44%	73 51%	45 34%	120 39%	1124 41%	294 40%	28 43%	25 49%	7 35%	149 43%	144 37%	165 39%	129 40%	172 38%	1369 42%
7-10 (Net)	2200 58%	291 55%	286 58%	475 54%	188 49%	806 53%	495 55%	79 55%	66 50%	161 52%	1634 60%	396 53%	41 64%	30 59%	8 42%	188 53%	208 53%	247 59%	149 46%	256 57%	1926 59%
8-10 (Net)	IKNR 1559 41%	201 38%	199 41%	341 39%	142 37%	577 38%	340 38%	47 33%	50 38%	117 38%	1166 43%	287 39%	29 46%	18 36%	7 35%	136 39%	151 39%	179 42%	108 34%	178 40%	1374 42%
9-10 (Net)	EFR 754 20%	97 18%	101 21%	153 17%	53 14%	269 18%	165 18%	27 19%	25 19%	54 17%	563 21%	131 18%	13 21%	6 12%	3 15%	64 18%	67 17%	78 19%	53 16%	99 22%	651 20%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_4_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Takes risks and provides TV programmes and content that is new and innovative.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	119	19	9	18	9	46	40	6	3	18	71	15	1	1	0	9	7	10	5	10	108
	3%	4%	2%	2%	2%	3%	4%	4%	3%	6%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	3%
2	107	14	20	32	12	52	27	3	7	15	72	30	0	2	0	11	19	14	16	10	96
	3%	3%	4%	4%	3%	3%	3%	2%	5%	5%	3%	4%	0	3%	1%	3%	5%	3%	5%	2%	3%
3	143	37	29	34	6	60	40	6	6	13	96	32	1	0	1	12	20	16	16	21	121
	4%	7%	6%	4%	2%	4%	4%	4%	5%	4%	4%	4%	1%	0	6%	3%	5%	4%	5%	5%	4%
4	192	20	29	54	24	79	52	15	7	19	133	44	3	5	2	20	24	23	21	17	172
	5%	4%	6%	6%	6%	5%	6%	10%	5%	6%	5%	6%	4%	10%	9%	6%	6%	5%	7%	4%	5%
5	387	62	49	92	43	175	97	13	11	33	275	73	10	7	1	45	28	39	34	30	353
	10%	12%	10%	10%	11%	11%	11%	9%	9%	11%	10%	10%	16%	14%	6%	13%	7%	9%	11%	7%	11%
6	494	65	65	113	48	200	129	22	18	44	357	92	9	9	3	48	44	48	44	53	435
	13%	12%	13%	13%	12%	13%	14%	16%	13%	14%	13%	12%	14%	16%	15%	14%	11%	11%	14%	12%	13%
7	671	88	86	140	54	230	133	20	19	35	516	121	10	6	2	56	66	76	45	78	589
	18%	17%	17%	16%	14%	15%	15%	14%	14%	11%	19%	16%	15%	12%	12%	16%	17%	18%	14%	17%	18%
8	668	79	89	167	79	259	146	18	25	55	502	144	13	7	3	64	80	91	53	80	584
	18%	15%	18%	19%	20%	17%	16%	13%	19%	18%	18%	19%	20%	13%	17%	18%	20%	22%	17%	18%	18%
9	328	35	33	63	30	116	70	10	7	19	245	53	6	3	1	27	26	38	15	39	287
	9%	7%	7%	7%	8%	8%	8%	7%	5%	6%	9%	7%	9%	5%	6%	8%	7%	9%	5%	9%	9%
Extremely Well 10	281	47	33	47	14	99	65	16	10	18	205	38	7	1	1	15	23	19	19	44	236
	7%	9%	7%	5%	4%	6%	7%	11%	8%	6%	8%	5%	10%	2%	6%	4%	6%	4%	6%	10%	7%
Don't know	379	61	49	117	68	218	97	12	18	38	261	98	5	10	4	44	54	47	51	66	302
	10%	12%	10%	13%	18%	14%	11%	9%	14%	12%	10%	13%	8%	20%	21%	12%	14%	11%	16%	15%	9%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.56	6.38	6.39	6.43	6.48	6.41	6.34	6.36	6.35	6.07	6.65	6.41	6.93	5.99	6.42	6.37	6.43	6.55	6.22	6.81	6.53
1-2 (Net)	226	33	29	51	22	98	67	10	11	33	144	46	1	3	0	20	26	24	21	21	204
	6%	6%	6%	6%	6%	6%	7%	7%	8%	11%	5%	6%	2%	6%	3%	6%	7%	6%	7%	5%	6%
1-3 (Net)	369	70	58	85	27	158	106	16	17	46	239	78	2	3	2	32	46	41	38	42	326
	10%	13%	12%	10%	7%	10%	12%	11%	13%	15%	9%	11%	3%	6%	9%	9%	12%	10%	12%	9%	10%
1-4 (Net)	561	90	87	139	52	237	159	30	24	65	372	122	5	8	3	52	70	64	59	59	497
	15%	17%	18%	16%	13%	15%	18%	21%	18%	21%	14%	16%	9%	16%	18%	15%	18%	15%	18%	13%	15%
5-6 (Net)	881	127	114	205	91	375	226	36	29	77	632	166	19	16	4	93	72	87	78	83	789
	23%	24%	23%	23%	23%	24%	25%	25%	22%	25%	23%	22%	29%	32%	21%	27%	18%	21%	24%	18%	24%
4-7 (Net)	1744	234	229	398	170	684	411	70	55	131	1280	331	32	28	8	169	162	186	145	179	1549
	46%	45%	47%	45%	44%	45%	46%	49%	41%	43%	47%	45%	49%	54%	42%	48%	41%	44%	45%	40%	47%
7-10 (Net)	1948	249	240	416	177	704	414	65	61	128	1468	357	35	16	8	162	194	224	133	241	1696
	52%	47%	49%	47%	46%	46%	46%	45%	46%	42%	54%	48%	55%	32%	41%	46%	50%	53%	41%	54%	52%
8-10 (Net)	1278	161	154	276	123	474	281	45	42	93	952	235	25	10	6	106	128	148	88	163	1108
	34%	31%	31%	32%	32%	31%	31%	31%	32%	30%	35%	32%	39%	20%	29%	30%	33%	35%	27%	36%	34%
9-10 (Net)	610	82	65	109	44	215	135	27	17	38	450	91	12	3	2	42	48	57	35	83	523
	16%	16%	13%	12%	11%	14%	15%	19%	13%	12%	16%	12%	19%	7%	12%	12%	12%	13%	11%	19%	16%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_5_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	89	18	5	14	9	34	29	4	4	13	54	11	2	1	0	4	7	7	3	10	78
J	2%	3%	1%	2%	2%	2%	3%	3%	3%	4%	2%	1%	3%	2%	0	1%	2%	2%	1%	2%	2%
2	85	19	13	21	8	44	19	3	1	10	57	19	0	1	1	8	11	5	13	10	75
	2%	4%	3%	2%	2%	3%	2%	2%	1%	3%	2%	3%	0	3%	L*	2%	3%	1%	4%	2%	2%
3	114	24	22	30	8	47	26	4	6	13	83	29	0	0	1	12	18	15	14	15	98
	3%	5%	5%	3%	2%	3%	3%	3%	4%	4%	3%	4%	0	1%	L*	3%	4%	4%	4%	3%	3%
4	146	18	21	33	12	60	34	8	4	8	105	30	0	1	2	14	15	20	10	22	124
	4%	3%	4%	4%	3%	4%	4%	5%	3%	3%	4%	4%	0	2%	11%	4%	4%	5%	3%	5%	4%
5	380	50	43	95	51	178	110	17	21	46	257	79	4	11	zKLM*	47	32	45	33	36	338
	10%	10%	9%	11%	13%	12%	12%	12%	16%	15%	9%	11%	6%	22%	4%	13%	8%	11%	10%	8%	10%
6	446	45	61	103	42	182	zJ	18	zJ*	33	335	85	10	6	3	46	39	44	40	44	395
	12%	9%	13%	12%	11%	12%	11%	12%	8%	11%	12%	11%	15%	12%	14%	13%	10%	11%	12%	10%	12%
7	680	103	82	159	76	252	150	27	15	48	506	138	10	8	3	61	77	82	55	77	601
	18%	20%	17%	18%	20%	16%	17%	19%	12%	16%	19%	19%	16%	16%	15%	17%	20%	19%	17%	17%	18%
8	797	106	93	171	78	279	167	22	28	57	609	138	19	10	4	61	77	85	53	77	713
	21%	20%	19%	19%	20%	18%	19%	15%	21%	18%	22%	19%	30%	20%	20%	17%	20%	20%	17%	17%	22%
9	364	46	55	92	37	147	85	7	10	26	285	81	K*	7	3	42	38	47	33	53	329
	10%	9%	11%	11%	9%	10%	9%	5%	7%	8%	10%	11%	12%	6%	5%	12%	10%	11%	10%	12%	10%
Extremely Well 10	323	51	38	59	21	121	83	20	13	23	228	48	8	2	2	19	29	25	23	50	273
	9%	10%	8%	7%	6%	8%	9%	14%	10%	8%	8%	6%	13%	4%	8%	5%	7%	6%	7%	11%	8%
Don't know	327	46	54	100	46	191	94	14	18	31	213	88	3	6	3	39	49	45	43	55	260
	9%	9%	11%	11%	12%	12%	10%	10%	14%	10%	8%	12%	5%	12%	15%	11%	13%	11%	13%	12%	8%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.85	6.70	6.82	6.78	6.73	6.71	6.74	6.74	6.70	6.46	6.91	6.75	7.46	6.44	6.55	6.71	6.77	6.80	6.67	6.95	6.84
1-2 (Net)	174	37	18	35	17	78	48	7	6	23	111	30	zKMN*	3	1	12	18	13	17	20	153
	5%	7%	4%	4%	4%	5%	5%	5%	4%	8%	4%	4%	3%	5%	3%	3%	5%	3%	5%	4%	5%
1-3 (Net)	287	61	40	65	25	124	73	11	11	36	194	59	2	3	2	23	35	28	31	35	251
	8%	12%	8%	7%	6%	8%	8%	8%	9%	12%	7%	8%	3%	6%	8%	7%	9%	7%	10%	8%	8%
1-4 (Net)	433	78	61	98	37	184	107	19	15	44	299	88	2	4	4	38	51	48	40	57	375
	11%	15%	13%	11%	10%	12%	12%	13%	12%	14%	11%	12%	3%	8%	19%	11%	13%	11%	13%	13%	11%
5-6 (Net)	826	95	105	198	93	360	210	34	32	79	591	163	14	17	4	92	71	90	74	81	733
	22%	18%	21%	23%	24%	23%	23%	24%	25%	28%	22%	22%	22%	34%	19%	26%	18%	21%	23%	18%	22%
4-7 (Net)	1651	216	208	390	182	672	393	69	51	135	1203	330	24	27	9	167	163	192	139	180	1458
	44%	41%	43%	44%	47%	44%	44%	48%	39%	44%	44%	44%	38%	52%	44%	48%	42%	45%	43%	40%	44%
7-10 (Net)	2184	306	269	481	212	799	485	76	66	154	1629	404	45	23	9	182	220	239	165	257	1916
	58%	58%	55%	55%	55%	52%	54%	53%	50%	50%	60%	54%	70%	46%	47%	52%	56%	57%	51%	57%	58%
8-10 (Net)	1504	203	187	322	136	546	335	49	50	106	zFI	266	KMN*	15	6	122	143	157	109	180	1315
	40%	39%	38%	37%	35%	36%	37%	34%	38%	35%	41%	36%	54%	30%	32%	35%	37%	37%	34%	40%	40%
9-10 (Net)	707	97	93	151	58	268	168	27	23	49	514	128	16	5	2	61	66	72	56	103	603
	19%	18%	19%	17%	15%	17%	19%	19%	17%	16%	19%	17%	24%	10%	13%	17%	17%	17%	17%	23%	18%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1 6 2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ...: Provides distinctive TV programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	95	19	5	12	6	34	28	6	4	14	60	9	1	1	0	5	4	7	3	9	85
	3%	4%	1%	1%	2%	2%	3%	4%	3%	5%	2%	1%	2%	2%	0	1%	1%	2%	1%	2%	3%
2	CK	BC								zJ											
	73	17	13	22	9	39	19	2	4	9	47	22	0	0	0	9	13	11	11	9	64
	2%	3%	3%	3%	2%	3%	2%	2%	3%	3%	2%	3%	0	0	3%	2%	3%	3%	3%	2%	2%
3	135	18	32	49	16	76	40	9	3	14	88	46	0	2	1	22	24	23	23	11	124
	4%	3%	7%	6%	4%	5%	4%	7%	2%	5%	3%	6%	0	3%	6%	6%	6%	5%	7%	2%	4%
4	145	21	26	40	14	58	36	6	6	13	105	35	2	2	1	14	22	13	22	15	129
	4%	4%	5%	5%	4%	4%	4%	4%	4%	4%	4%	5%	3%	4%	5%	4%	6%	3%	7%	3%	4%
5	366	48	49	95	47	162	105	17	17	27	249	75	12	7	1	44	31	37	38	47	311
	10%	9%	10%	11%	12%	11%	12%	12%	13%	9%	9%	10%	19%	14%	7%	12%	8%	9%	12%	10%	9%
6	478	62	55	107	52	204	128	25	15	44	337	93	5	6	3	44	49	48	44	45	425
	13%	12%	11%	12%	14%	13%	14%	17%	11%	14%	12%	12%	8%	12%	17%	13%	12%	11%	14%	10%	13%
7	634	77	76	137	61	225	124	21	15	44	490	115	12	8	2	58	57	69	46	80	552
	17%	15%	15%	16%	16%	15%	14%	15%	11%	14%	18%	15%	19%	15%	12%	16%	15%	16%	14%	18%	17%
8	837	119	100	181	82	298	182	22	28	61	631	150	16	11	5	72	78	103	47	89	744
	22%	23%	20%	21%	21%	19%	20%	15%	21%	20%	23%	20%	24%	22%	24%	21%	20%	24%	15%	20%	23%
9	391	54	50	85	35	147	87	11	10	30	287	74	4	5	2	33	42	50	24	51	337
	10%	10%	10%	10%	9%	10%	10%	8%	8%	10%	11%	10%	7%	10%	9%	9%	11%	12%	8%	11%	10%
Extremely Well 10	330	47	45	66	21	128	72	16	11	24	249	55	8	2	1	20	34	29	25	43	286
	9%	9%	9%	7%	5%	8%	8%	11%	9%	8%	9%	7%	12%	3%	6%	6%	9%	7%	8%	10%	9%
Don't know	285	45	38	82	44	163	75	8	19	27	189	70	3	7	2	32	38	31	38	50	229
	8%	9%	8%	9%	11%	11%	8%	6%	15%	9%	7%	9%	5%	14%	11%	9%	10%	7%	12%	11%	7%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.85	6.74	6.73	6.69	6.64	6.68	6.64	6.50	6.67	6.53	6.94	6.66	7.08	6.72	6.73	6.58	6.71	6.86	6.38	6.98	6.84
	CEF									zFGI								OR			
1-2 (Net)	168	36	18	34	15	73	47	8	8	23	107	31	1	1	0	14	17	18	13	19	149
	4%	7%	4%	4%	4%	5%	5%	5%	8%	8%	4%	4%	2%	2%	3%	4%	4%	4%	4%	4%	5%
1-3 (Net)	J	zC								zJ											
	303	54	51	82	32	149	87	17	11	37	195	77	1	3	2	35	41	40	36	29	272
	8%	10%	10%	9%	8%	10%	10%	12%	8%	12%	7%	10%	2%	5%	9%	10%	11%	10%	11%	7%	8%
1-4 (Net)	J									zJ											
	448	75	77	122	46	208	123	24	16	51	300	112	3	4	3	49	63	54	58	44	402
	12%	14%	16%	14%	12%	14%	14%	16%	13%	16%	11%	15%	5%	9%	14%	14%	16%	13%	13%	10%	12%
5-6 (Net)	J	z								zJ											
	844	110	104	203	99	365	233	41	31	71	586	167	18	13	5	88	z	85	z	92	735
	22%	21%	21%	23%	26%	24%	26%	29%	24%	23%	21%	23%	27%	26%	24%	25%	20%	20%	26%	20%	22%
4-7 (Net)	1623	208	206	380	174	649	393	69	52	128	1181	317	32	23	8	159	158	167	150	186	1417
	43%	39%	42%	43%	45%	42%	44%	48%	39%	42%	43%	43%	49%	45%	42%	45%	41%	40%	47%	41%	43%
7-10 (Net)	2192	296	271	470	199	797	465	70	64	159	1658	394	40	26	10	183	210	252	142	263	1919
	58%	56%	55%	54%	51%	52%	52%	49%	49%	52%	61%	53%	63%	51%	51%	52%	54%	60%	44%	58%	58%
8-10 (Net)	GIKOR									zFGHI								OPR			
	1558	220	195	333	137	572	342	49	50	115	1167	279	28	18	7	125	153	182	97	183	1367
	41%	42%	40%	38%	35%	37%	38%	34%	38%	37%	43%	38%	44%	35%	39%	36%	39%	43%	30%	41%	42%
9-10 (Net)	CDEF									zF								OR			
	721	101	96	151	55	274	160	27	22	54	536	129	12	7	3	53	75	79	50	94	623
	19%	19%	20%	17%	14%	18%	18%	19%	17%	18%	20%	17%	19%	14%	15%	15%	19%	19%	16%	21%	19%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1_sum_2. Comparing BBC television services to other television and video providers, how well, if at all, do you think BBC television ... (7-10 Summary Table)

Base: All Respondents

Unweighted Base

Base: All

respondents

Effective Base

Provides a broad mix
of different types
of TV programmes and
content.

Provides high
quality television
content.

Provides TV
programmes and
content made
specifically for UK
audiences, using UK
actors, writers and
locations.

Takes risks and
provides TV
programmes and
content that is new
and innovative.

Provides TV
programmes and
content which
appeals to a wide
range of different
audiences across the
UK.

Provides distinctive
TV programmes and
content.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Min ority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
2230	306	285	499	214	839	494	80	75	160	1662	423	38	29	9	198	224	261	162	257	1960
59%	58%	58%	57%	55%	55%	55%	56%	57%	52%	61%	57%	59%	56%	48%	56%	57%	62%	50%	57%	60%
EFIR										zFI							OR			
2348	321	302	532	230	889	537	81	79	176	1738	446	46	29	11	201	245	265	181	279	2054
62%	61%	62%	61%	59%	58%	60%	56%	60%	57%	64%	60%	71%	57%	58%	57%	63%	63%	56%	62%	63%
E										zI							O			
2200	291	286	475	188	806	495	79	66	161	1634	396	41	30	8	188	208	247	149	256	1926
58%	55%	58%	54%	49%	53%	55%	55%	50%	52%	60%	53%	64%	59%	42%	53%	53%	59%	46%	57%	59%
CDEF IKNR		CD	D							zFI		N*					R			
1948	249	240	416	177	704	414	65	61	128	1468	357	35	16	8	162	194	224	133	241	1696
52%	47%	49%	47%	46%	46%	46%	45%	46%	42%	54%	48%	55%	32%	41%	46%	50%	53%	41%	54%	52%
CDE FIMR										zFI	M	M*				R	OR			
2184	306	269	481	212	799	485	76	66	154	1629	404	45	23	9	182	220	239	165	257	1916
58%	58%	55%	55%	55%	52%	54%	53%	50%	50%	60%	54%	70%	46%	47%	52%	56%	57%	51%	57%	56%
EFIO										zFI		KMN*								
2192	296	271	470	199	797	465	70	64	159	1658	394	40	26	10	183	210	252	142	263	1919
58%	56%	55%	54%	51%	52%	52%	49%	49%	52%	61%	53%	63%	51%	51%	52%	54%	60%	44%	58%	58%
CDEF GIKOR										zFGHI					R	R	OPR			

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table

Base: All who have watched BBC TV or BBC on demand in the past 3 months

		Provides a broad mix of different types of TV progr ammes and content. (A)	Provides high quality telev ision content. (B)	Provides TV progr ammes and content made specif ically for UK audie nces, using UK actors, writers and locat ions. (C)	Takes risks and provides TV progr ammes and content that is new and innov ative. (D)	Provides TV progr ammes and content which appeals to a wide range of different audiences across the UK. (E)	Provides disti nctive TV progr ammes and content. (F)
Unweighted Base		3272	3272	3272	3272	3272	3272
Base: All who have watched BBC TV or BBC on demand in the past 3 months		3272	3272	3272	3272	3272	3272
Effective Base		2201.3	2201.3	2201.3	2201.3	2201.3	2201.3
Not At All Important		24	23	30	34	26	27
(1)		1%	1%	1%	1%	1%	1%
(2)		25	31	31	44	42	33
		1%	1%	1%	1%	1%	1%
(3)		66	63	53	86	46	66
		2%	2%	2%	3%	1%	2%
(4)		84	99	107	98	82	73
		3%	3%	3%	3%	3%	2%
(5)		220	183	245	262	226	258
		7%	6%	7%	6%	7%	6%
(6)		B		B	AB	B	AB
		321	272	395	395	333	343
		10%	6%	12%	12%	10%	10%
(7)		B		ABEF	ABEF	B	B
		610	543	549	613	567	634
		19%	17%	17%	19%	17%	19%
(8)		BC		BC	BC		BCE
		764	697	742	740	753	745
		23%	21%	23%	23%	23%	23%
(9)		B					
		494	565	452	403	485	474
		15%	17%	14%	12%	15%	14%
Extremely Important		D	ACDEF			D	D
		577	726	554	473	593	515
		18%	22%	17%	14%	18%	16%
(10)		DF	ACDEF	D		DF	D
		88	69	113	126	118	105
		3%	2%	3%	4%	4%	3%
Don't know		B		AB	AB	AB	B
		3272	3272	3272	3272	3272	3272
		100%	100%	100%	100%	100%	100%
Total		7.61	7.79	7.49	7.31	7.61	7.50
Mean		CDF	ACDEF	D		CDF	D
1-2 (Net)		49	54	61	77	68	60
		1%	2%	2%	2%	2%	2%
1-3 (Net)		114	117	114	163	114	126
		3%	4%	3%	5%	3%	4%
1-4 (Net)		199	216	221	ABCE	197	199
		6%	7%	7%	6%	6%	6%
5-6 (Net)		541	455	641	ABCE	559	602
		17%	14%	20%	20%	17%	16%
		B		ABE	ABEF	B	AB

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3272	3272	3272	3272	3272	3272
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	3272	3272	3272	3272	3272
4-7 (Net)	1236 38% B	1097 34% B	1297 40% BE	1368 42% ABCE	1208 37% B	1308 40% ABE
7-10 (Net)	2444 75% CDF	2532 77% ACDEF	2297 70% D	2229 68% D	2399 73% CD	2367 72% CD
8-10 (Net)	1834 56% CDF	1989 61% ACDEF	1748 53% D	1616 49% D	1831 56% CDF	1734 53% D
9-10 (Net)	1071 33% CDF	1291 39% ACDEF	1006 31% D	876 27% D	1079 33% CDF	989 30% D

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_1. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides a broad mix of different types of TV programmes and content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		55-64 (A)	65-74 (B)	65+ (C)	75+ (D)		Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
Unweighted Base	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Effective Base	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Important	24	1	7	8	1	12	5	0	0	3	18	6	1	1	0	6	0	6	0	1	23
(1)	1%	0	1%	1%	0	1%	1%	0	0	1%	1%	1%	1%	2%	0	2%	0	1%	0	0	1%
(2)	25	5	7	8	1	10	6	2	2	4	18	6	1	0	0	PR	2	P	4	0	25
(3)	66	10	23	33	10	46	13	4	2	8	44	1%	2%	0	2%	1%	0	1%	1%	0	1%
(4)	84	17	4	16	12	28	24	4	3	11	60	4%	2%	2%	1%	z	5%	3%	3%	5	2%
(5)	220	41	27	57	31	110	55	7	11	19	158	2%	0	0	3%	z	4	3%	3%	2%	3%
(6)	321	52	42	70	28	130	86	18	9	26	222	53	6	9	2	22	28	17	33	24	193
(7)	610	89	90	152	62	225	128	20	26	48	457	132	10	6	5	7%	7%	4%	11%	7%	7%
(8)	764	102	103	190	87	300	177	16	30	73	567	157	15	13	5	Q	Q	zOQ	z	29	287
(9)	494	60	71	131	60	197	119	22	11	33	358	114	9	6	2	33	20	30	23	9%	10%
(10)	577	92	83	145	62	231	140	20	19	44	419	124	15	4	2	60	72	79	53	59	547
Extremely Important	88	15	8	24	16	43	23	5	7	12	56	20	1	2	0	18%	19%	19%	18%	17%	19%
Don't know	3	3	2	3	4	3	3	4	5	4	2	3	2	4	2	5	15	10	10	10	18
Total	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Mean	7.61	7.52	7.48	7.54	7.63	7.50	7.61	7.43	7.46	7.37	7.63	7.54	7.79	7.25	7.47	7.35	7.71	7.66	7.38	7.75	7.59
1-2 (Net)	49	6	14	16	2	22	11	2	2	7	36	12	2	1	0	10	2	8	4	1	47
1-3 (Net)	114	16	37	48	11	68	24	6	4	15	80	42	4	2	1	zP	0	P	1%	0	2%
1-4 (Net)	199	33	41	64	23	96	48	10	7	26	139	58	4	2	1	zACD	32	5%	7%	2%	4%
5-6 (Net)	541	93	69	127	58	240	141	25	20	45	380	103	9	13	2	z	26	33	25	18	181
4-7 (Net)	1236	199	163	296	133	493	293	50	49	105	896	250	19	19	7	z	4%	4%	8%	5%	6%
7-10 (Net)	2444	343	347	619	272	953	565	78	86	198	1800	526	50	29	14	55	48	46	57	53	480
8-10 (Net)	1834	254	257	466	210	728	437	58	60	149	1344	394	40	23	8	17%	13%	11%	19%	16%	16%
9-10 (Net)	1071	152	154	277	123	428	260	42	30	76	777	238	25	11	4	100	138	147	91	126	937

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television....: Provides high quality television content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		55-64 (A)	65-74 (B)	65+ (C)	75+ (D)		Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
Unweighted Base	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Effective Base	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Important	23	1	4	7	3	13	7	2	0	6	15	5	1	1	1	2	3	5	0	1	22
(1)	1%	0	1%	1%	1%	1%	1%	2%	0	2%	1%	1%	1%	2%	4%	1%	1%	1%	0	0	1%
(2)	31	8	6	8	2	17	8	0	3	2	18	6	1	0	0	2	4	2	4	4	27
(3)	1%	2%	1%	1%	1%	1%	1%	0	3%	1%	1%	1%	2%	0	2%	1%	1%	0	1%	1%	1%
(4)	63	13	18	27	9	45	9	2	2	3	48	27	0	0	0	18	9	17	10	1	62
(5)	2%	3%	4%	3%	2%	3%	1%	2%	1%	1%	2%	4%	0	0	0	5%	2%	4%	3%	0	2%
(6)	99	24	10	25	15	40	25	6	6	13	71	23	0	2	0	10	13	11	12	21	78
(7)	3%	5%	2%	3%	4%	3%	3%	5%	5%	5%	3%	3%	0	3%	3%	3%	3%	3%	4%	6%	3%
(8)	183	31	21	38	18	82	47	5	5	16	127	32	3	2	1	9	24	18	15	20	162
(9)	6%	6%	4%	5%	5%	6%	6%	4%	4%	6%	5%	5%	5%	5%	4%	3%	6%	4%	5%	6%	6%
(10)	272	36	33	66	33	107	76	14	12	30	189	52	8	4	2	31	21	31	21	23	242
(11)	8%	7%	7%	8%	9%	8%	10%	12%	10%	11%	8%	7%	13%	9%	10%	9%	6%	8%	7%	7%	8%
(12)	543	75	83	139	56	214	139	22	20	50	391	124	8	4	4	56	68	68	56	62	481
(13)	17%	15%	18%	17%	15%	16%	18%	18%	17%	18%	16%	18%	12%	9%	21%	17%	18%	17%	19%	18%	17%
(14)	697	84	79	159	80	272	158	13	20	68	513	129	13	13	5	70	59	67	62	68	621
(15)	21%	17%	17%	19%	22%	20%	20%	11%	17%	24%	22%	18%	20%	28%	30%	21%	16%	16%	21%	20%	21%
(16)	BGPQ	71	92	153	61	218	G	26	23	G	G	135	8	9	K	Q	75	87	48	48	517
(17)	565	17%	20%	18%	17%	16%	127	22%	19%	11%	416	19%	13%	19%	14%	60	20%	21%	16%	14%	18%
(18)	I	126	109	187	78	293	I	I	I	I	I	154	21	10	2	67	87	90	64	73	647
(19)	726	26%	24%	22%	21%	22%	163	25	27	54	538	22%	32%	23%	14%	20%	23%	22%	21%	22%	22%
(20)	22%	16	9	24	15	32	16	2	3	7	50	21	N	1	0	8	14	14	8	17	52
(21)	69	3%	2%	3%	4%	2%	2%	2%	2%	3%	2%	3%	2%	2%	0	2%	4%	3%	3%	5%	2%
(22)	T	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
(23)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(24)	Mean	7.71	7.79	7.77	7.73	7.66	7.70	7.65	7.72	7.49	7.83	7.74	8.03	7.93	7.42	7.67	7.80	7.78	7.69	7.70	7.80
(25)	EI	9	10	15	5	30	I	*	*	I	I	11	2	1	1	4	6	7	4	5	49
(26)	54	2%	2%	2%	1%	2%	15	2	3	8	34	2%	3%	2%	6%	1%	2%	2%	1%	1%	2%
(27)	117	22	28	42	14	74	25	4	5	11	81	38	2	1	1	22	16	23	14	6	111
(28)	4%	5%	6%	5%	4%	6%	3%	4%	4%	4%	3%	5%	3%	2%	6%	7%	4%	6%	5%	2%	4%
(29)	114	47	38	67	29	114	50	11	11	24	152	60	2	3	1	32	29	34	26	27	189
(30)	7%	10%	8%	8%	8%	9%	6%	9%	9%	8%	6%	9%	3%	6%	8%	10%	8%	8%	9%	8%	6%
(31)	455	66	54	105	51	189	124	19	16	46	316	84	12	6	2	39	45	49	36	43	404
(32)	14%	14%	12%	13%	14%	14%	16%	16%	14%	17%	13%	12%	18%	14%	14%	12%	12%	12%	12%	13%	14%
(33)	1097	166	147	268	122	443	288	48	42	109	778	231	19	12	6	105	126	128	103	126	963
(34)	34%	34%	32%	32%	33%	33%	37%	40%	35%	39%	33%	33%	30%	26%	37%	32%	33%	31%	35%	37%	33%
(35)	2532	355	364	639	275	996	588	86	90	203	1858	541	49	36	13	253	288	312	229	251	2267
(36)	77%	73%	78%	77%	74%	75%	76%	73%	75%	72%	78%	76%	76%	78%	78%	76%	77%	76%	77%	74%	78%
(37)	E	280	281	500	219	783	449	64	70	154	1487	417	42	32	10	196	221	244	173	189	1789
(38)	1989	58%	60%	60%	59%	59%	58%	54%	58%	55%	62%	59%	65%	69%	67%	59%	59%	60%	58%	56%	61%
(39)	1291	196	202	341	139	511	291	51	49	86	954	288	29	19	5	127	162	177	111	120	1165
(40)	I	41%	43%	41%	38%	38%	37%	43%	41%	31%	40%	41%	45%	42%	27%	38%	43%	43%	37%	36%	40%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_3. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content

made specifically for UK audiences, using UK actors, writers and locations.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		55-64 (A)	65-74 (B)	65+ (C)	75+ (D)		Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
Base: All who have watched BBC TV or BBC on demand in the past 3 months	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Effective Base	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
Not At All Important	30	4	6	7	1	13	8	2	0	6	22	6	0	1	0	4	2	5	1	1	29
(1)	1%	1%	1%	1%	0	1%	1%	2%	0	2%	1%	1%	0	2%	0	1%	1%	1%	0	0	1%
(2)	31	7	8	12	5	17	9	2	2	5	17	11	1	0	1	4	7	6	5	0	31
J	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	2%	1%	0	4%	1%	2%	1%	2%	0	1%
(3)	53	5	15	18	3	31	7	3	0	3	42	16	1	0	0	11	5	11	6	7	46
D	2%	1%	3%	2%	1%	2%	1%	2%	0	1%	2%	2%	0	0	1%	3%	1%	3%	2%	2%	2%
(4)	107	30	20	26	15	41	27	1	3	13	77	25	0	0	1	9	16	13	12	20	88
T	3%	6%	2%	3%	4%	3%	3%	1%	3%	5%	3%	4%	0	1%	3%	3%	4%	3%	4%	6%	3%
(5)	245	39	26	65	39	114	76	13	19	29	159	57	4	4	0	26	31	30	27	22	219
JN	7%	8%	6%	8%	11%	9%	10%	11%	16%	10%	7%	8%	6%	8%	0	8%	8%	7%	9%	7%	8%
(6)	395	56	47	97	50	151	95	13	15	32	288	86	4	5	2	42	43	54	32	33	362
CD	12%	12%	10%	12%	14%	11%	12%	11%	12%	11%	12%	12%	7%	12%	11%	13%	11%	13%	11%	10%	12%
(7)	549	88	69	106	37	189	117	22	8	39	419	87	11	5	4	37	50	58	29	63	478
CDE	17%	18%	15%	13%	10%	14%	15%	19%	6%	14%	18%	12%	17%	11%	22%	11%	13%	14%	10%	19%	16%
HKOR	101	742	97	179	82	285	173	21	27	67	551	145	17	11	5	67	79	83	63	79	658
(8)	23%	21%	21%	21%	22%	21%	22%	18%	22%	24%	23%	21%	26%	25%	31%	20%	21%	20%	21%	23%	23%
(9)	452	50	78	126	48	192	122	19	24	31	305	110	7	7	2	54	56	63	47	38	415
J	14%	10%	17%	15%	13%	14%	16%	16%	20%	11%	13%	16%	11%	16%	14%	16%	15%	15%	16%	11%	14%
Extremely Important	554	87	91	154	62	240	117	19	20	44	421	129	17	6	2	62	68	66	63	54	498
(10)	17%	18%	20%	18%	17%	18%	15%	16%	16%	16%	18%	18%	26%	12%	9%	19%	18%	16%	21%	16%	17%
Don't know	113	17	16	43	27	59	26	4	2	13	76	34	2	6	1	15	19	20	14	21	89
T	3%	3%	3%	5%	7%	4%	3%	3%	2%	5%	3%	5%	3%	13%	5%	4%	5%	5%	5%	6%	3%
Total	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
Mean	7.49	7.35	7.58	7.52	7.43	7.47	7.43	7.35	7.51	7.22	7.52	7.48	7.96	7.54	7.46	7.47	7.49	7.40	7.59	7.46	7.50
1-2 (Net)	61	11	13	19	6	30	17	4	2	11	39	17	1	1	1	8	9	11	6	1	60
S	2%	2%	3%	2%	2%	2%	2%	4%	2%	4%	2%	2%	1%	2%	4%	3%	2%	3%	2%	0	2%
1-3 (Net)	114	16	29	37	9	61	23	7	2	14	80	33	2	1	1	19	14	21	12	8	106
z	3%	3%	6%	4%	2%	5%	3%	6%	2%	5%	3%	5%	3%	2%	5%	6%	4%	5%	4%	2%	4%
1-4 (Net)	221	45	40	64	24	102	50	8	5	27	157	58	2	2	1	28	30	34	24	28	194
zCD	7%	9%	9%	8%	6%	8%	6%	7%	5%	10%	7%	8%	3%	3%	8%	9%	8%	8%	8%	8%	7%
5-6 (Net)	641	95	73	162	89	265	171	26	34	61	447	143	8	9	2	69	74	84	59	55	580
20%	20%	16%	19%	24%	20%	22%	22%	22%	28%	22%	19%	20%	13%	20%	11%	21%	20%	20%	20%	16%	20%
4-7 (Net)	1297	213	153	295	142	495	316	49	45	112	943	255	19	15	6	115	140	155	100	139	1146
BCE	40%	44%	33%	35%	38%	37%	41%	42%	38%	40%	40%	36%	30%	32%	36%	35%	37%	38%	33%	41%	39%
7-10 (Net)	327	327	336	565	229	907	529	81	78	180	1695	472	52	29	13	219	252	271	201	234	2049
D	70%	68%	72%	68%	62%	68%	68%	68%	65%	64%	71%	67%	80%	64%	76%	66%	67%	66%	67%	69%	70%
8-10 (Net)	1748	238	267	459	192	717	412	59	70	142	1276	385	41	24	9	182	203	212	173	170	1571
A	53%	49%	57%	55%	52%	54%	53%	49%	59%	50%	54%	54%	63%	53%	54%	55%	54%	52%	58%	50%	54%
9-10 (Net)	1006	137	169	280	110	432	239	38	43	74	725	239	24	13	4	115	124	129	110	92	913
31%	28%	36%	34%	30%	32%	31%	31%	32%	36%	26%	31%	34%	37%	28%	23%	35%	33%	32%	37%	27%	31%
zA																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_4. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Takes risks and provides TV

programmes and content that is new and innovative.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
34	3	6	7	1	13	6	2	0	5	25	6	0	0	1	0	5	1	3	3	1	33
1%	1%	1%	1%	0	1%	1%	2%	0	0	1%	1%	1%	0	2%	2%	2%	0	1%	1%	0	1%
44	7	11	17	6	28	11	2	5	5	26	16	1	0	0	0	8	9	8	8	2	42
1%	1%	2%	2%	2%	2%	1%	1%	4%	2%	1%	2%	1%	0	0	2%	2%	2%	2%	3%	1%	1%
86	13	20	26	7	43	21	4	6	11	59	24	1	1	1	0	15	10	17	8	13	73
3%	3%	4%	3%	2%	3%	3%	4%	5%	4%	3%	3%	2%	1%	1%	0	4%	3%	4%	3%	4%	3%
98	27	6	21	15	37	27	1	5	11	70	18	0	1	1	1	5	13	11	7	10	88
3%	6%	1%	3%	4%	3%	4%	1%	4%	4%	3%	3%	0	3%	1%	7%	2%	3%	3%	2%	3%	3%
262	35	38	80	42	122	73	8	12	26	180	63	7	8	1	1	30	32	39	24	23	238
8%	7%	8%	10%	11%	9%	9%	7%	10%	9%	8%	9%	11%	18%	8%	8%	9%	9%	10%	8%	7%	8%
395	63	61	89	28	151	92	11	18	34	290	73	10	3	3	3	43	30	47	26	35	355
12%	13%	13%	11%	8%	11%	12%	10%	15%	12%	12%	10%	15%	7%	7%	17%	13%	8%	11%	9%	10%	12%
DP	D	CD	D																		
613	88	85	147	62	240	149	25	23	52	442	127	12	5	3	3	59	68	62	65	67	540
19%	18%	18%	18%	17%	18%	19%	21%	19%	18%	19%	18%	19%	11%	17%	17%	18%	18%	15%	22%	20%	19%
740	106	102	185	83	286	174	20	22	57	550	158	13	10	4	4	74	85	84	74	66	671
23%	22%	22%	22%	22%	21%	22%	17%	18%	20%	23%	22%	21%	21%	21%	21%	22%	23%	21%	25%	20%	23%
403	48	53	92	39	142	79	12	12	24	301	80	8	3	1	1	35	45	55	25	43	360
12%	10%	11%	11%	10%	11%	10%	10%	10%	9%	13%	11%	12%	8%	9%	10%	10%	12%	13%	8%	13%	12%
E																					
473	73	60	107	47	189	108	25	12	35	351	89	10	5	2	2	38	51	52	37	58	410
14%	15%	13%	13%	13%	14%	14%	21%	10%	13%	15%	13%	16%	11%	15%	15%	12%	14%	13%	12%	17%	14%
126	23	22	63	41	81	36	8	5	21	82	52	2	9	0	0	19	33	31	21	20	104
4%	5%	5%	8%	11%	6%	5%	7%	4%	7%	3%	7%	3%	3%	9%	2%	6%	9%	7%	7%	6%	4%
T																					
3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.31	7.23	7.14	7.19	7.25	7.19	7.21	7.44	6.83	6.98	7.36	7.18	7.40	7.01	7.10	7.03	7.31	7.18	7.17	7.47	7.29	
EHIO																					
	10	17	24	7	41	17	4	5	10	51	22	1	1	1	1	13	10	11	12	3	74
2%	2%	4%	3%	2%	3%	2%	3%	4%	3%	2%	3%	1%	2%	4%	4%	4%	3%	3%	4%	1%	3%
163	22	37	51	14	84	38	8	10	21	110	47	2	1	1	1	27	19	27	19	15	148
5%	5%	8%	6%	4%	6%	5%	7%	9%	7%	5%	7%	3%	3%	4%	4%	8%	5%	7%	6%	5%	5%
261	49	43	72	29	121	66	9	16	32	180	65	2	3	2	2	33	32	39	26	26	235
8%	10%	9%	9%	8%	9%	8%	8%	13%	11%	8%	9%	3%	6%	11%	10%	10%	9%	10%	9%	8%	8%
657	98	99	169	70	273	165	20	30	60	470	136	17	12	4	4	73	63	86	50	58	593
20%	20%	21%	20%	19%	20%	21%	17%	25%	22%	20%	19%	26%	25%	25%	25%	22%	17%	21%	17%	17%	20%
1368	212	190	336	147	549	342	46	58	123	981	281	29	18	8	8	138	143	159	122	135	1221
42%	44%	41%	40%	40%	41%	44%	39%	48%	44%	41%	40%	45%	39%	49%	49%	42%	38%	39%	41%	40%	42%
2229	314	300	531	231	857	510	82	69	168	1644	454	43	23	10	10	206	248	253	201	234	1980
68%	65%	65%	64%	62%	64%	66%	69%	58%	60%	69%	64%	67%	50%	62%	62%	62%	66%	62%	67%	69%	68%
CDGH IKMDOO																					
1616	227	215	384	168	617	360	57	47	116	1202	327	31	18	7	7	147	181	192	136	167	1440
49%	47%	46%	46%	46%	46%	46%	48%	39%	41%	51%	46%	48%	39%	45%	45%	44%	48%	47%	45%	50%	49%
EH																					
876	120	113	199	85	331	187	36	25	60	652	169	18	8	4	4	73	96	107	62	101	769
27%	25%	24%	24%	23%	25%	24%	31%	21%	21%	27%	24%	27%	18%	23%	22%	22%	25%	26%	21%	30%	26%
I																					

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a 5. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content

which appeals to a wide range of different audiences across the UK.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)
	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3
	26	3	4	4	1	11	6	2	0	5	20	3	1	1	0	2	1	3	0	1	26
	1%	1%	1%	1%	0	1%	1%	2%	0	2%	1%	0	1%	2%	0	1%	0	1%	0	0	1%
	42	9	11	15	5	25	7	1	0	4	27	13	1	0	0	6	7	6	7	6	36
	1%	2%	2%	2%	1%	2%	1%	1%	0	1%	1%	2%	2%	0	2%	2%	2%	1%	2%	2%	1%
	46	13	11	13	2	25	7	1	1	1	37	13	0	0	0	9	4	10	3	4	42
	1%	3%	2%	2%	1%	2%	1%	1%	1%	0	2%	2%	0	1%	3%	3%	1%	2%	1%	1%	1%
	82	16	5	20	15	34	22	3	6	9	57	17	0	2	0	4	13	14	3	4	77
	3%	3%	1%	2%	4%	3%	3%	3%	5%	3%	2%	2%	1%	3%	3%	1%	4%	4%	1%	1%	3%
	226	41	28	66	38	105	61	9	13	22	155	55	3	7	0	33	23	31	25	32	192
	7%	8%	6%	8%	10%	8%	8%	6%	11%	8%	7%	8%	4%	16%	2%	10%	6%	8%	8%	9%	7%
	333	51	40	76	36	125	98	21	13	40	229	63	7	4	2	33	30	31	32	26	304
	10%	11%	9%	9%	10%	9%	13%	18%	13	14%	10%	9%	11%	9%	10%	10%	8%	8%	11%	8%	10%
	567	76	86	130	43	221	122	15	20	37	423	106	12	6	5	50	56	56	50	53	506
	17%	16%	19%	16%	10%	17%	16%	15%	16%	13%	18%	15%	19%	14%	28%	15%	15%	14%	17%	16%	17%
	753	90	91	188	97	295	177	21	29	68	555	158	12	13	4	68	91	84	75	74	676
	23%	19%	20%	23%	26%	22%	17%	19%	25%	23%	26%	22%	19%	28%	25%	20%	24%	21%	25%	22%	23%
	485	57	74	121	47	187	105	16	13	28	355	104	10	5	2	52	52	65	39	56	430
	15%	12%	16%	15%	13%	14%	15%	14%	11%	10%	15%	15%	16%	11%	15%	16%	14%	16%	13%	16%	15%
	593	106	89	147	58	237	137	21	15	47	437	124	14	6	2	53	71	82	42	63	528
	18%	22%	19%	18%	16%	18%	18%	18%	13%	17%	18%	18%	22%	14%	13%	16%	19%	20%	14%	19%	18%
	118	22	25	53	29	68	34	4	9	21	80	49	3	1	0	22	27	27	23	20	96
	4%	4%	5%	6%	8%	5%	4%	4%	7%	8%	3	7%	4	2%	1%	7%	7%	6%	8%	6%	3%
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7.61	7.50	7.63	7.58	7.51	7.52	7.56	7.43	7.33	7.40	7.64	7.58	7.81	7.29	7.49	7.47	7.67	7.62	7.51	7.69	7.60
	68	11	14	20	5	36	12	3	0	9	48	16	2	1	0	8	8	9	7	7	61
	2%	2%	3%	2%	1%	3%	2%	2%	0	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%
	114	25	26	33	7	60	20	4	1	10	85	29	2	1	1	17	12	18	10	11	103
	3%	5%	5%	4%	2%	5%	3%	3%	1%	3%	4%	4%	3%	2%	5%	5%	3%	5%	4%	3%	4%
	197	41	30	53	22	94	42	7	8	18	142	46	3	3	1	20	26	33	13	16	180
	6%	8%	7%	6%	6%	7%	5%	6%	6%	6%	6%	7%	4%	6%	7%	6%	7%	8%	4%	5%	6%
	559	92	68	142	74	230	159	30	26	62	384	119	10	11	2	66	53	62	57	57	496
	17%	19%	15%	17%	20%	17%	20%	26%	22%	20%	16%	17%	15%	25%	12%	20%	14%	15%	19%	17%	17%
	1208	184	160	291	132	485	304	52	52	107	864	242	22	19	7	120	123	133	109	114	1079
	37%	38%	34%	35%	36%	36%	39%	43%	44%	38%	36%	34%	35%	42%	43%	36%	33%	33%	37%	34%	37%
	2399	329	340	586	245	940	542	77	77	179	1770	493	49	31	13	223	270	287	206	245	2140
	73%	68%	73%	70%	66%	71%	70%	65%	64%	64%	66%	70%	70%	67%	80%	67%	72%	69%	66%	73%	73%
	1831	254	254	456	202	720	420	59	57	143	1347	387	37	24	9	173	214	230	156	192	1634
	56%	52%	55%	55%	55%	54%	54%	50%	48%	51%	57%	55%	57%	53%	52%	52%	57%	56%	52%	57%	56%
	1079	164	163	269	105	425	243	38	28	75	792	228	24	12	5	105	123	147	82	118	958
	33% HI	34%	35%	32%	28%	32%	31%	32%	23%	27%	33% HI	32%	38%	25%	27%	32%	33%	36%	27%	35%	33%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_6. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television....: Provides distinctive TV programmes and content.

Base: All who have watched BBC TV or BBC on demand in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
	3272	444	468	814	346	1369	850	127	129	307	2283	610	72	68	64	315	295	406	204	372	2881	
	3272	484	464	834	370	1332	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912	
	2201.3	278.9	314.6	572.7	258.2	951.9	601.3	93.8	88.7	225.2	1524.1	453.8	59.4	55.7	53.3	226.8	228.6	289.3	169.8	231.4	1960.3	
	27	2	6	7	1	11	7	2	0	6	18	5	1	1	0	5	0	5	0	2	25	
	1%	0	1%	1%	0	1%	1%	2%	0	2%	1%	1%	1%	2%	1%	R	0	P	0	1%	1%	
	33	9	14	14	1	23	7	2	2	4	20	12	1	0	0	11	2	4	9	4	29	
	1%	2%	3%	2%	0	2%	1%	2%	2%	1%	1%	2%	2%	2%	0	3%	0	1%	3%	1%	1%	
	66	17	zCD	D	0	27	14	0	2	3	51	11	0	0	0	zPQ	10	2	8	3	62	
	2%	3%	2%	1%	0	2%	2%	0	2%	1%	2%	2%	0	0	2%	3%	0	0	2%	1%	2%	
	73	13	10	25	12	32	16	2	0	9	56	23	0	1	0	7	16	14	9	1	70	
	2%	3%	3%	3%	3%	2%	2%	2%	0	3%	2%	3%	0	2%	3%	2%	4%	3%	3%	0	2%	
	258	42	27	65	37	116	82	13	9	30	167	53	3	8	1	25	28	26	27	31	226	
	8%	9%	6%	8%	10%	9%	11%	11%	8%	11%	7%	7%	5%	18%	5%	7%	7%	6%	9%	9%	8%	
	J	50	47	89	42	139	80	16	19	29	253	75	11	2	1	40	36	46	29	27	315	
	343	10%	10%	11%	11%	10%	10%	14%	16%	10%	11%	11%	17%	3%	7%	12%	9%	11%	10%	8%	11%	
	634	101	85	140	54	236	129	15	11	39	478	113	12	9	6	53	60	67	46	67	563	
	19%	21%	18%	17%	15%	18%	17%	13%	9%	14%	20%	16%	19%	19%	35%	16%	16%	16%	15%	20%	19%	
	DFHIK	82	111	202	91	305	H	30	43	72	HI	169	16	12	4	82	87	90	80	76	665	
	745	23%	24%	24%	25%	23%	24%	25%	36%	26%	23%	24%	26%	27%	21%	25%	26%	22%	27%	22%	23%	
	A	67	A	A	A	183	101	11	10	32	354	106	5	4	1	50	56	72	34	54	420	
	474	14%	14%	14%	14%	14%	13%	9%	8%	11%	15%	15%	8%	8%	7%	15%	15%	18%	11%	16%	14%	
	515	78	76	131	55	212	124	21	18	43	374	110	11	8	2	40	70	65	46	53	460	
	16%	16%	16%	16%	15%	16%	16%	18%	15%	15%	16%	16%	17%	17%	14%	12%	19%	16%	15%	16%	16%	
	105	24	9	34	25	48	28	6	5	13	70	29	3	2	0	9	20	12	16	19	78	
	3%	5%	2%	4%	7%	4%	4%	5%	4%	5%	3%	4%	4%	5%	2%	3%	5%	3%	5%	6%	3%	
	T	3272	484	464	834	370	777	119	119	281	2376	707	64	46	17	331	376	409	299	338	2912	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	7.50	7.34	7.41	7.47	7.55	7.43	7.44	7.36	7.51	7.30	7.52	7.48	7.49	7.39	7.28	7.21	7.71	7.52	7.42	7.63	7.48	
	O	11	19	21	2	34	15	4	2	10	38	17	2	1	1	16	2	O	9	5	54	
	60	2%	4%	3%	0	3%	2%	4%	2%	4%	2%	2%	3%	2%	4%	5%	0	2%	3%	2%	2%	
	126	28	30	33	3	61	29	5	4	14	89	29	2	1	1	25	4	P	12	10	116	
	DP	D	zCD	D	4%	5%	4%	4%	4%	5%	4%	4%	3%	2%	6%	8%	1%	4%	4%	3%	4%	
	199	40	42	58	15	93	45	7	5	22	145	52	2	2	1	33	20	31	21	11	186	
	6%	8%	9%	7%	4%	7%	6%	6%	4%	2	8%	7%	3%	4%	8%	10%	5%	8%	7%	3%	6%	
	602	92	zCD	75	154	79	255	163	29	29	59	420	128	14	10	2	64	64	72	56	58	541
	18%	19%	16%	18%	21%	19%	21%	24%	24%	21%	18%	18%	22%	21%	12%	19%	17%	18%	19%	17%	19%	
	1308	205	173	318	146	523	308	47	40	107	954	264	27	19	8	125	139	153	111	126	1174	
	40%	42%	37%	38%	39%	39%	40%	39%	33%	38%	40%	37%	42%	42%	49%	38%	37%	37%	37%	37%	40%	
	2367	328	338	589	251	936	542	77	81	187	1742	499	45	32	13	225	273	293	205	249	2108	
	72%	68%	73%	71%	68%	70%	70%	65%	68%	66%	73%	70%	70%	70%	78%	68%	73%	72%	69%	74%	72%	
	1734	227	252	449	196	701	413	62	71	147	1264	385	32	24	7	172	214	226	159	182	1545	
	53%	47%	54%	54%	53%	53%	53%	52%	59%	52%	53%	55%	50%	52%	43%	52%	57%	55%	53%	54%	53%	
	A	146	142	247	105	395	224	32	28	75	728	216	16	11	4	90	126	136	80	107	880	
	989	30%	31%	30%	29%	30%	29%	27%	23%	27%	31%	31%	25%	25%	22%	27%	34%	33%	27%	32%	30%	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_sum. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television... (7-10 Summary Table)

Base: All who have watched BBC TV or BBC on demand in the past 3 months

Unweighted Base
Base: All who have watched BBC TV or BBC on demand in the past 3 months
 Effective Base
 Provides a broad mix of different types of TV programmes and content.
 Provides high quality television content.
 Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations.
 Takes risks and provides TV programmes and content that is new and innovative.
 Provides TV programmes and content which appeals to a wide range of different audiences across the UK.
 Provides distinctive TV programmes and content.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
2847	376	399	683	284	1149	735	112	113	257	1995	509	61	57	56	259	250	338	171	322	2509
2816	396	395	700	305	1106	665	100	106	232	2053	593	54	39	15	274	319	342	251	285	2511
1924.6	235.9	270.9	481.5	210.6	802.8	520.1	82.3	77.3	189.6	1340.1	380.4	50.1	47.1	46.6	190.7	191.8	244.7	141.3	205.4	1712.6
2444 87% GM	343 87%	347 86%	619 88%	272 89%	953 86%	565 85%	78 79%	86 81%	198 85%	1800 86% G	526 89% M	50 93% M*	29 75% *	14 81% *	239 87%	288 90% R	319 93% zOR	207 83%	248 87%	2182 87%
2532 90%	355 90%	364 92%	639 91%	275 90%	996 90%	588 88%	86 86%	90 85%	203 88%	1858 90%	541 91%	49 92%	36 93% *	13 88% *	253 92%	288 90%	312 91%	229 91%	251 88%	2267 90%
2297 82% D	327 83%	336 85% CD	565 81% D	229 75%	907 82%	529 80%	81 81%	78 73%	180 78%	1695 83% H	472 80%	52 96% zKMN*	29 75% *	13 85% *	219 80%	252 79%	271 79%	201 80%	234 82%	2049 82%
2229 79% CHIMQ	314 79%	300 76%	531 76%	231 76%	857 77%	510 77% H	82 82% H*	69 65% *	168 73%	1644 80% H	454 77% M	43 81% M*	23 59% *	10 69% *	206 75%	248 78%	253 74%	201 80%	234 82%	1980 79%
2399 85% DFGHI	329 83%	340 86%	586 84%	245 80%	940 85%	542 82% H	77 77% *	77 72% *	179 77%	1770 86% FGHI	493 83%	49 92% *	31 80% *	13 89% *	223 81%	270 85%	287 84%	206 82%	245 86%	2140 85%
2367 84%	328 83%	338 86%	589 84%	251 82%	936 85%	542 82%	77 77% *	81 77% *	187 81%	1742 85%	499 84%	45 84% *	32 83% *	13 87% *	225 82%	273 86%	293 86%	205 82%	249 87%	2108 84%

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D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: - Summary Table

Base: All Respondents

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Important	54 1%	53 1%	65 2%	62 2%	57 2%	50 1%
1	40 1%	43 1%	49 1%	59 2%	62 2%	49 1%
2	80 2%	69 2%	62 2%	99 3%	53 1%	79 2%
3	102 3%	112 3%	126 3%	116 3%	95 3%	91 2%
4	258 7%	225 6%	283 8%	311 8%	268 7%	302 8%
5	368 10%	319 8%	450 12%	445 12%	368 10%	397 11%
6	685 18%	598 16%	615 16%	670 18%	638 17%	705 19%
7	831 22%	792 21%	808 21%	810 21%	830 22%	814 22%
8	525 14%	606 16%	480 13%	431 11%	527 14%	500 13%
9	536 17%	790 21%	610 16%	528 14%	655 17%	573 15%
Extremely Important	190 5%	161 4%	221 6%	237 6%	216 6%	209 6%
10	1412 37%	1254 33%	1474 39%	1542 41%	1369 36%	1494 40%
Don't know	B	ACDEF	AB	ABF	AB	B
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	7.49	7.68	7.37	7.22	7.51	7.39
1-2 (Net)	CDF 94 2%	ACDEF 96 3%	D 114 3%	121 3%	CDF 119 3%	D 99 3%
1-3 (Net)	174 5%	165 4%	176 5%	220 6%	172 5%	179 5%
1-4 (Net)	276 7%	277 7%	302 8%	336 9%	267 7%	269 7%
5-6 (Net)	626 17%	544 14%	733 19%	757 20%	636 17%	699 19%
4-7 (Net)	B 1412 37%	B 1254 33%	ABE 1474 39%	ABEF 1542 41%	B 1369 36%	ABE 1494 40%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television....: - Summary Table

Base: All Respondents

	Provides a broad mix of different types of TV programmes and content. (A)	Provides high quality television content. (B)	Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations. (C)	Takes risks and provides TV programmes and content that is new and innovative. (D)	Provides TV programmes and content which appeals to a wide range of different audiences across the UK. (E)	Provides distinctive TV programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
7-10 (Net)	2677 71%	2787 74%	2513 67%	2439 65%	2650 70%	2592 69%
8-10 (Net)	1993 53%	2189 58%	1898 50%	1769 47%	2012 53%	1887 50%
9-10 (Net)	1161 31%	1396 37%	1090 29%	960 25%	1182 31%	1073 28%
	CDF	ACDEF	D		CDF	D

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_1_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides a broad mix of different types of TV programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	54	5	7	11	4	27	15	5	2	8	33	7	1	3	0	7	0	7	0	2	50
1	1%	1%	1%	1%	1%	2%	2%	3%	1%	3%	3%	1%	1%	5%	1%	2%	0	2%	0	1%	2%
2	40	10	7	10	3	15	11	2	2	8	27	8	1	0	0	4	4	2	6	4	35
	1%	2%	1%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	0	2%	1%	1%	1%	2%	1%	1%
3	80	12	23	33	10	49	16	4	2	8	52	30	1	1	0	17	12	14	16	9	72
	2%	2%	5%	4%	2%	3%	2%	3%	1%	3%	2%	4%	2%	2%	1%	5%	3%	3%	5%	2%	2%
4	102	18	5	17	12	34	30	8	4	11	70	16	0	0	0	5	12	11	5	14	88
	3%	3%	1%	2%	3%	2%	3%	6%	3%	4%	3%	2%	0	0	2%	1%	3%	3%	2%	3%	3%
5	258	41	29	61	32	128	58	8	11	20	191	52	3	5	0	22	30	17	35	38	216
	7%	8%	6%	7%	8%	8%	6%	6%	8%	6%	7%	7%	5%	10%	0	6%	8%	4%	11%	8%	7%
6	368	55	43	72	28	141	96	20	10	26	258	55	6	9	2	34	21	31	23	37	325
	10%	10%	9%	8%	7%	9%	11%	14%	7%	9%	9%	7%	10%	17%	9%	10%	5%	7%	7%	8%	10%
7	685	93	96	159	63	254	137	20	27	50	523	138	10	6	6	66	72	79	59	81	598
	18%	18%	20%	18%	16%	17%	15%	14%	20%	16%	19%	19%	15%	11%	29%	19%	18%	19%	18%	18%	18%
8	831	105	108	197	89	325	191	20	32	74	621	163	15	14	6	84	79	97	66	71	756
	22%	20%	22%	22%	23%	21%	21%	14%	24%	24%	23%	22%	24%	27%	29%	24%	20%	23%	21%	16%	23%
9	525	63	73	136	63	211	137	25	11	40	370	117	9	7	2	47	69	77	40	72	452
	14%	12%	15%	15%	16%	14%	15%	17%	9%	13%	14%	16%	14%	14%	12%	13%	18%	18%	13%	16%	14%
Extremely Important	636	100	85	147	62	251	159	22	20	46	458	125	15	5	2	53	72	74	51	80	547
10	17%	19%	17%	17%	16%	16%	18%	15%	15%	15%	17%	17%	24%	10%	11%	15%	18%	17%	16%	18%	17%
Don't know	190	24	14	35	21	99	45	9	11	15	129	31	1	2	1	11	20	12	19	40	146
	5%	5%	3%	4%	5%	6%	5%	6%	9%	5%	5%	4%	2%	4%	5%	3%	5%	3%	6%	9%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.49	7.43	7.47	7.50	7.54	7.40	7.50	7.13	7.37	7.26	7.52	7.50	7.79	7.08	7.57	7.31	7.67	7.63	7.32	7.57	7.48
1-2 (Net)	94	15	14	21	7	41	26	7	4	16	60	16	2	3	0	12	4	10	6	6	84
	2%	3%	3%	2%	2%	3%	3%	5%	3%	5%	2%	2%	3%	5%	2%	3%	1%	2%	2%	1%	3%
1-3 (Net)	174	27	37	53	16	91	43	11	5	24	112	45	4	4	1	29	16	24	22	15	156
	5%	5%	8%	6%	4%	6%	5%	8%	4%	8%	4%	6%	6%	7%	3%	8%	4%	6%	7%	3%	5%
1-4 (Net)	276	44	42	70	28	124	73	19	10	35	183	62	4	4	1	34	28	35	27	29	244
	7%	8%	9%	8%	7%	8%	8%	13%	7%	11%	7%	8%	6%	8%	5%	10%	7%	8%	8%	6%	7%
5-6 (Net)	626	96	72	132	60	269	155	29	20	46	449	107	9	14	2	56	51	49	58	75	542
	17%	18%	15%	15%	15%	18%	17%	20%	15%	15%	16%	14%	15%	27%	9%	16%	13%	12%	16%	17%	16%
4-7 (Net)	1412	206	173	308	135	557	322	57	51	108	1043	262	19	19	8	127	135	139	123	171	1228
	37%	39%	35%	35%	35%	36%	36%	40%	39%	35%	38%	35%	30%	38%	40%	36%	34%	33%	38%	38%	37%
7-10 (Net)	2677	362	361	639	278	1041	623	87	90	211	1972	543	50	31	16	250	292	326	217	305	2353
	71%	69%	74%	73%	72%	68%	70%	61%	69%	69%	72%	73%	77%	62%	81%	71%	75%	77%	67%	68%	72%
8-10 (Net)	1993	268	265	480	215	787	487	66	64	161	1449	404	40	26	10	184	220	247	158	224	1755
	53%	51%	54%	55%	55%	51%	54%	46%	48%	52%	53%	54%	62%	51%	52%	52%	56%	59%	49%	50%	53%
9-10 (Net)	1161	163	157	283	126	462	296	46	31	87	828	242	25	12	4	100	140	150	92	152	999
	31%	31%	32%	32%	32%	30%	33%	33%	24%	28%	30%	33%	38%	24%	23%	29%	36%	36%	28%	34%	30%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_2_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides high quality television content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	53	4	4	7	3	26	13	3	0	8	35	5	1	1	1	2	3	5	0	6	46
1	1%	1%	1%	1%	1%	2%	1%	2%	0	2%	1%	1%	1%	2%	3%	1%	1%	1%	0	1%	1%
2	43	13	8	12	4	22	13	0	3	6	26	10	1	0	0	2	7	2	8	4	39
	1%	3%	2%	1%	1%	1%	1%	0	3%	2%	1%	1%	2%	0	2%	1%	2%	0	3%	1%	1%
3	69	14	19	28	9	46	10	2	2	3	52	28	0	0	0	18	9	17	11	5	64
	2%	3%	4%	3%	2%	3%	1%	1%	1%	1%	2%	4%	0	0	0	5%	2%	4%	3%	1%	2%
4	112	26	10	25	15	46	30	6	6	14	78	23	0	2	0	10	13	11	12	24	87
	3%	5%	2%	3%	4%	3%	3%	4%	4%	5%	3%	3%	0	3%	2%	3%	3%	3%	4%	5%	3%
5	225	32	21	41	20	98	53	7	6	18	161	35	3	3	1	11	24	20	15	33	192
	6%	6%	4%	5%	5%	6%	6%	5%	5%	6%	6%	5%	5%	6%	3%	3%	6%	5%	5%	7%	6%
6	319	41	35	68	34	127	88	19	13	31	223	54	8	4	2	31	23	33	21	32	279
	8%	8%	7%	8%	9%	8%	10%	13%	10%	10%	8%	7%	13%	8%	6%	9%	6%	8%	7%	7%	8%
7	598	76	86	143	58	231	146	23	21	50	440	128	8	4	4	60	68	70	58	81	518
	16%	14%	17%	16%	15%	15%	16%	16%	16%	16%	16%	17%	12%	8%	18%	17%	17%	17%	18%	18%	16%
8	792	95	86	168	83	303	185	18	22	73	580	135	13	15	5	76	59	67	68	84	697
	21%	18%	17%	19%	21%	20%	21%	12%	17%	24%	21%	18%	20%	30%	27%	22%	15%	16%	21%	19%	21%
9	606	71	96	159	63	234	136	27	23	34	448	138	8	10	4	61	77	90	48	61	543
	16%	14%	20%	18%	16%	15%	15%	19%	17%	11%	16%	19%	13%	19%	19%	17%	20%	21%	15%	14%	17%
Extremely Important	790	131	111	191	80	315	184	29	28	60	578	156	21	11	3	68	89	92	64	85	696
10	21%	25%	23%	22%	21%	21%	21%	21%	21%	20%	21%	21%	32%	22%	14%	19%	23%	22%	20%	19%	21%
Don't know	161	23	15	35	20	86	38	8	8	11	113	32	1	1	1	13	19	15	17	35	123
	4%	4%	3%	4%	5%	6%	4%	5%	6%	4%	4%	4%	2%	2%	3%	4%	5%	4%	5%	8%	4%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.68	7.60	7.77	7.74	7.70	7.56	7.63	7.57	7.69	7.42	7.72	7.70	8.03	7.93	7.60	7.65	7.75	7.77	7.61	7.53	7.70
1-2 (Net)	96	17	12	19	7	48	26	4	3	13	61	15	2	1	1	4	10	7	8	10	85
	3%	3%	2%	2%	2%	3%	3%	3%	3%	4%	2%	2%	3%	2%	5%	1%	3%	2%	3%	2%	3%
1-3 (Net)	165	31	31	46	16	94	36	6	5	17	113	42	2	1	1	23	20	23	19	15	150
	4%	6%	6%	5%	4%	6%	4%	4%	4%	5%	4%	6%	3%	2%	5%	6%	5%	6%	6%	3%	5%
1-4 (Net)	277	57	40	71	31	140	66	12	11	31	191	65	2	3	1	32	33	34	31	39	237
	7%	11%	8%	8%	8%	9%	7%	8%	8%	10%	7%	9%	3%	5%	7%	9%	8%	8%	10%	9%	7%
5-6 (Net)	544	73	56	110	54	224	141	27	20	49	384	89	12	7	2	42	46	53	36	65	470
	14%	14%	11%	12%	14%	15%	16%	19%	15%	16%	14%	12%	18%	14%	12%	12%	12%	13%	11%	14%	14%
4-7 (Net)	1254	175	151	277	126	501	318	56	46	113	901	239	19	13	6	111	127	134	106	170	1075
	33%	33%	31%	32%	33%	33%	35%	39%	35%	37%	33%	32%	30%	25%	32%	32%	33%	32%	33%	38%	33%
7-10 (Net)	2787	373	378	661	283	1083	651	97	94	217	2045	557	49	40	15	264	292	319	238	312	2454
	74%	71%	77%	75%	73%	71%	73%	68%	71%	71%	75%	75%	76%	79%	78%	75%	75%	76%	74%	69%	75%
8-10 (Net)	2189	297	293	518	226	852	505	74	73	167	1605	429	42	36	12	204	225	249	180	231	1936
	58%	56%	60%	59%	58%	56%	56%	52%	55%	54%	59%	58%	65%	71%	60%	56%	58%	59%	56%	51%	59%
9-10 (Net)	1396	202	207	350	143	549	320	56	51	94	1026	294	29	21	6	128	166	182	112	147	1240
	37%	38%	42%	40%	37%	36%	36%	39%	39%	31%	38%	40%	45%	41%	33%	36%	42%	43%	35%	33%	38%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_3_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content

made specifically for UK audiences, using UK actors, writers and locations.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	65	7	6	9	4	27	16	6	2	9	43	8	0	1	0	6	2	7	1	8	57
	2%	1%	1%	1%	1%	2%	2%	4%	1%	3%	2%	1%	0	2%	0	2%	0	2%	0	2%	2%
2	49	13	9	16	7	24	15	3	2	8	28	15	1	0	1	4	10	6	9	2	47
	1%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	0	3%	1%	3%	1%	3%	0	1%
3	62	5	15	18	3	34	10	3	0	4	48	16	1	0	0	11	5	11	6	10	52
	2%	1%	3%	2%	1%	2%	1%	2%	0	1%	2%	2%	2%	0	1%	3%	1%	3%	2%	2%	2%
4	126	32	12	27	15	47	31	2	5	14	91	26	0	0	1	10	16	13	13	26	100
	3%	6%	2%	3%	4%	3%	4%	2%	4%	5%	3%	3%	0	1%	3%	3%	4%	3%	4%	6%	3%
5	283	41	28	67	40	134	85	17	19	30	187	58	4	5	0	27	31	31	27	31	247
	8%	8%	8%	8%	10%	9%	10%	12%	14%	10%	7%	8%	6%	9%	2%	8%	8%	8%	8%	7%	8%
6	450	61	50	100	50	210	173	15	15	32	328	88	4	5	2	44	44	55	33	41	407
	12%	12%	10%	11%	13%	11%	12%	10%	12%	10%	12%	12%	7%	10%	10%	13%	11%	13%	10%	9%	12%
7	615	89	76	114	38	210	130	23	9	40	467	95	11	5	4	44	50	60	35	75	530
	16%	17%	16%	13%	10%	14%	15%	16%	7%	13%	17%	13%	17%	10%	19%	13%	13%	14%	11%	17%	16%
8	808	110	98	183	84	304	189	23	27	74	600	148	17	13	5	67	81	85	63	95	707
	21%	21%	20%	21%	22%	20%	21%	16%	21%	24%	22%	20%	26%	25%	28%	19%	21%	20%	19%	21%	22%
9	480	53	80	128	48	205	127	20	24	31	327	111	7	8	2	55	56	64	47	47	431
	13%	10%	16%	15%	12%	13%	14%	14%	18%	10%	12%	15%	11%	16%	12%	16%	14%	15%	15%	10%	13%
Extremely Important 10	610	92	92	158	66	259	135	24	21	49	457	132	17	7	2	63	70	69	64	68	538
	16%	18%	19%	18%	17%	17%	15%	17%	16%	16%	17%	18%	26%	15%	8%	18%	18%	16%	20%	15%	16%
Don't know	221	24	23	56	33	117	49	8	8	17	155	46	2	6	3	21	25	21	24	47	168
	6%	5%	5%	6%	9%	8%	5%	6%	6%	5%	6%	6%	3%	12%	14%	6%	6%	5%	7%	10%	5%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.37	7.26	7.54	7.48	7.39	7.35	7.31	7.15	7.41	7.13	7.41	7.42	7.96	7.64	7.39	7.40	7.44	7.37	7.49	7.29	7.38
1-2 (Net)	114	20	15	25	10	51	31	9	4	17	71	23	1	1	1	11	12	13	10	9	105
	3%	4%	3%	3%	3%	3%	4%	6%	3%	6%	3%	3%	1%	2%	3%	3%	3%	3%	3%	2%	3%
1-3 (Net)	176	25	31	43	13	85	41	11	4	21	119	39	2	1	1	22	18	24	16	19	157
	5%	5%	6%	5%	3%	6%	5%	8%	3%	7%	4%	5%	3%	2%	4%	6%	5%	6%	5%	4%	5%
1-4 (Net)	302	56	42	70	28	132	73	14	8	35	211	65	2	2	1	31	34	36	29	45	257
	8%	11%	9%	8%	7%	9%	8%	10%	6%	11%	8%	9%	3%	3%	7%	9%	9%	9%	9%	10%	8%
5-6 (Net)	733	102	77	167	90	307	193	31	34	62	516	147	8	10	2	71	75	86	60	72	654
	19%	19%	16%	19%	23%	20%	22%	22%	26%	20%	19%	20%	13%	20%	12%	20%	19%	20%	19%	16%	20%
4-7 (Net)	1474	222	165	308	143	564	355	56	48	116	1074	267	19	15	7	125	142	159	108	174	1284
	39%	42%	34%	35%	37%	37%	40%	39%	37%	38%	39%	36%	30%	30%	34%	36%	36%	38%	34%	39%	39%
7-10 (Net)	2513	344	347	583	237	978	581	90	81	194	1851	486	52	33	13	228	257	278	208	285	2206
	67%	65%	71%	67%	61%	64%	65%	63%	62%	63%	68%	65%	80%	66%	67%	65%	66%	66%	65%	63%	67%
8-10 (Net)	1898	255	271	469	198	767	451	67	72	154	1385	391	41	28	9	184	207	217	173	210	1676
	50%	49%	55%	53%	51%	50%	50%	47%	55%	50%	51%	53%	63%	56%	48%	52%	53%	52%	54%	47%	51%
9-10 (Net)	1090	145	172	286	114	463	281	44	45	80	784	243	24	15	4	117	126	133	111	115	969
	29%	28%	35%	33%	29%	30%	29%	31%	34%	26%	29%	24%	37%	30%	20%	33%	32%	31%	34%	28%	30%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_4.2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television....: Takes risks and provides TV

programmes and content that is new and innovative.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	62	6	6	9	2	25	13	5	2	7	43	8	0	1	0	7	1	4	3	6	56
	2%	1%	1%	1%	1%	2%	1%	3%	1%	2%	2%	1%	0	2%	1%	2%	0	1%	1%	1%	2%
2	59	13	11	20	9	34	15	2	5	8	37	19	1	0	0	8	10	8	10	3	56
	2%	3%	2%	2%	2%	2%	2%	2%	4%	3%	1%	3%	1%	0	2%	2%	3%	2%	3%	1%	2%
3	99	14	21	28	7	47	27	4	6	14	65	26	1	1	0	16	10	17	9	14	86
	3%	3%	4%	3%	2%	3%	3%	3%	4%	5%	2%	4%	2%	1%	0	5%	2%	4%	3%	3%	3%
4	116	27	2	2	15	45	32	3	7	11	80	19	0	1	1	2	13	11	8	15	101
	3%	5%	1%	2%	4%	3%	4%	2%	5%	4%	3%	3%	0	3%	6%	2%	3%	3%	2%	3%	3%
5	311	37	45	90	45	147	83	13	12	27	220	70	7	12	2	35	34	41	29	29	280
	8%	7%	9%	10%	12%	10%	9%	9%	9%	9%	8%	9%	11%	23%	9%	10%	9%	10%	9%	6%	9%
6	445	65	63	91	2	170	101	13	18	36	329	75	10	3	3	44	31	48	27	43	397
	12%	12%	13%	10%	7%	11%	11%	9%	13%	12%	12%	10%	15%	6%	15%	12%	8%	11%	8%	10%	12%
7	670	95	88	150	62	262	154	26	23	52	493	129	12	6	3	62	68	62	67	86	577
	18%	18%	18%	17%	16%	17%	17%	18%	17%	17%	18%	17%	19%	12%	15%	18%	17%	15%	21%	19%	18%
8	810	110	104	190	86	311	192	22	24	63	602	163	13	10	4	75	87	88	75	83	723
	21%	21%	21%	22%	22%	20%	21%	16%	18%	20%	22%	22%	21%	19%	21%	21%	22%	21%	23%	18%	22%
9	431	49	54	92	39	147	92	12	25	25	316	80	8	3	1	35	45	55	25	55	375
	11%	9%	11%	11%	10%	10%	10%	8%	9%	8%	12%	11%	12%	7%	8%	10%	12%	13%	8%	12%	11%
Extremely Important 10	528	78	61	109	48	206	126	29	14	39	386	91	10	6	2	38	53	54	37	69	451
	14%	15%	12%	12%	12%	13%	14%	21%	11%	13%	14%	12%	16%	11%	13%	11%	14%	13%	12%	15%	14%
Don't know	237	32	29	76	47	140	61	13	11	25	161	64	2	9	2	25	38	32	31	47	185
	6%	6%	6%	9%	12%	9%	7%	9%	8%	8%	6%	9%	3%	17%	1%	7%	10%	8%	10%	10%	6%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.22	7.14	7.09	7.13	7.18	7.09	7.16	7.21	6.78	6.89	7.26	7.12	7.40	6.89	7.08	6.94	7.28	7.15	7.07	7.38	7.20
1-2 (Net)	EHIO	121	19	17	29	58	28	7	6	15	81	26	1	1	1	15	11	13	14	9	112
	3%	4%	4%	3%	3%	4%	3%	5%	5%	5%	3%	4%	1%	2%	3%	4%	3%	3%	4%	2%	3%
1-3 (Net)	220	33	39	57	18	105	55	12	12	29	146	52	2	1	1	31	21	30	23	23	197
	6%	6%	8%	6%	5%	7%	6%	8%	9%	9%	5%	7%	3%	3%	3%	9%	5%	7%	7%	5%	6%
1-4 (Net)	336	60	46	78	33	150	87	15	18	40	226	72	2	3	2	37	34	41	30	37	298
	9%	11%	9%	9%	8%	10%	10%	10%	14%	13%	8%	10%	3%	5%	9%	11%	9%	10%	9%	8%	9%
5-6 (Net)	757	102	108	181	73	316	184	26	30	63	549	145	17	15	5	79	66	89	56	72	676
	20%	19%	22%	21%	19%	21%	21%	18%	23%	21%	20%	20%	26%	30%	24%	23%	17%	21%	17%	16%	21%
4-7 (Net)	1542	224	203	353	150	624	370	55	59	127	1122	293	29	22	9	147	146	163	130	173	1354
	41%	43%	42%	40%	39%	41%	41%	39%	45%	41%	41%	39%	45%	44%	45%	42%	37%	39%	41%	38%	41%
7-10 (Net)	2439	332	306	542	235	926	564	90	73	179	1796	463	43	25	11	210	252	259	204	294	2126
	65%	63%	63%	62%	61%	60%	63%	63%	55%	58%	66%	62%	67%	48%	56%	60%	65%	61%	63%	65%	65%
8-10 (Net)	EHIM	1799	237	218	391	173	664	410	63	127	1304	334	31	19	8	148	185	197	137	208	1549
	47%	45%	45%	45%	45%	43%	46%	44%	38%	41%	48%	45%	48%	37%	42%	42%	47%	47%	43%	46%	47%
9-10 (Net)	960	127	114	202	87	354	218	41	26	64	702	171	18	9	4	73	98	109	62	125	826
	25%	24%	23%	23%	23%	23%	24%	29%	20%	21%	26%	23%	27%	18%	20%	21%	25%	26%	19%	28%	25%
	ER																	O			

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_5_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	841	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1758.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	57 2%	5 1%	4 1%	7 1%	3 1%	24 2%	15 2%	6 4%	2 1%	8 3%	39 1%	5 1%	1 1%	1 2%	0 0%	4 1%	1 0%	5 1%	0 0%	6 1%	51 2%
2	62 2%	16 3%	11 2%	17 2%	6 2%	31 2%	14 2%	1 0%	0 0%	9 3%	38 1%	15 2%	1 2%	0 0%	0 2%	6 2%	9 2%	6 1%	9 3%	6 1%	55 2%
3	53 1%	14 3%	12 2%	14 2%	2 1%	27 2%	8 1%	1 1%	1 1%	1 0%	41 1%	13 2%	0 0%	0 1%	0 2%	9 3%	4 1%	10 2%	4 1%	6 1%	47 1%
4	95 3%	16 3%	5 1%	20 2%	15 4%	37 2%	24 3%	4 3%	6 5%	9 3%	68 2%	17 2%	0 1%	2 3%	0 2%	4 1%	13 3%	14 3%	3 1%	10 2%	84 3%
5	268 7%	45 9%	32 7%	70 8%	105 10%	129 8%	71 8%	11 7%	14 11%	22 7%	186 7%	59 8%	3 4%	8 16%	0 2%	34 10%	25 6%	33 8%	26 8%	39 9%	225 7%
6	368 10%	52 10%	44 9%	82 9%	38 10%	138 9%	106 12%	25 17%	13 10%	41 13%	255 9%	69 9%	7 11%	4 8%	2 9%	36 10%	33 8%	35 8%	34 10%	31 7%	334 10%
7	638 17%	76 14%	87 18%	130 15%	43 11%	242 16%	134 15%	19 14%	20 15%	40 13%	482 18%	106 14%	12 19%	6 13%	5 26%	50 14%	56 14%	56 13%	50 16%	72 16%	557 17%
8	830 22%	99 19%	101 21%	199 23%	98 25%	328 21%	193 22%	24 17%	69 24%	616 23%	616 23%	167 22%	12 19%	15 29%	5 27%	77 22%	91 23%	84 20%	83 26%	89 20%	737 22%
9	527 14%	61 12%	75 15%	122 14%	47 12%	202 13%	119 13%	17 12%	15 12%	33 11%	381 14%	104 14%	10 16%	5 10%	3 15%	52 15%	53 13%	65 15%	39 12%	72 16%	453 14%
Extremely Important 10	655 17%	111 21%	90 18%	152 17%	63 16%	255 17%	160 18%	27 19%	17 13%	51 17%	474 17%	127 17%	14 22%	9 17%	2 11%	53 15%	73 19%	85 20%	42 13%	73 16%	576 18%
Don't know	216 6%	29 5%	30 6%	64 7%	34 9%	121 8%	52 6%	8 6%	11 9%	25 8%	153 6%	59 8%	3 4%	1 2%	1 4%	26 8%	33 8%	28 7%	31 7%	45 10%	166 5%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.51	7.39	7.60	7.54	7.46	7.41	7.48	7.26	7.31	7.28	7.54	7.52	7.81	7.41	7.54	7.41	7.62	7.57	7.46	7.55	7.50
1-2 (Net)	119 3%	21 4%	14 3%	24 3%	9 2%	55 4%	28 3%	7 5%	2 2%	17 6%	77 3%	20 3%	2 3%	1 2%	0 2%	10 3%	10 3%	11 3%	9 3%	12 3%	106 3%
1-3 (Net)	172 5%	36 7%	26 5%	38 4%	12 3%	82 5%	37 4%	8 6%	3 2%	18 6%	117 4%	34 5%	2 3%	1 2%	1 4%	19 6%	14 4%	21 5%	13 4%	18 4%	152 5%
1-4 (Net)	267 7%	52 10%	31 6%	57 7%	26 7%	119 8%	61 7%	12 8%	9 7%	27 9%	185 7%	51 7%	3 4%	3 5%	1 6%	23 7%	28 7%	35 8%	16 5%	28 6%	237 7%
5-6 (Net)	636 17%	97 19%	76 15%	152 17%	76 20%	266 17%	177 20%	35 25%	27 21%	63 20%	441 16%	128 17%	10 15%	12 24%	2 11%	70 20%	58 15%	68 16%	60 19%	70 16%	559 17%
4-7 (Net)	1369 36%	189 36%	167 34%	302 34%	134 35%	545 36%	335 37%	59 41%	53 41%	111 36%	991 36%	252 34%	22 35%	20 40%	8 39%	124 35%	128 33%	139 33%	113 35%	152 34%	1200 37%
7-10 (Net)	2650 70%	348 66%	353 72%	604 69%	251 65%	1027 67%	606 68%	87 61%	83 63%	193 63%	1954 71%	505 68%	49 76%	35 69%	15 79%	232 66%	272 70%	290 69%	214 67%	306 68%	2324 71%
8-10 (Net)	2012 53%	272 52%	266 54%	474 54%	208 54%	786 51%	472 53%	68 47%	64 48%	153 50%	1472 54%	398 54%	37 57%	28 56%	10 53%	181 52%	216 55%	234 55%	164 51%	234 52%	1766 54%
9-10 (Net)	1182 31%	173 33%	165 34%	275 31%	110 28%	458 30%	279 31%	44 31%	32 24%	84 27%	855 31%	231 31%	24 38%	14 27%	5 26%	105 30%	125 32%	150 36%	82 25%	145 32%	1029 31%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_6_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television...: Provides distinctive TV programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	841	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	50	5	6	8	2	22	14	5	2	9	33	7	1	1	0	7	0	7	0	3	47
1	P	1%	1%	1%	1%	1%	2%	3%	1%	3%	1%	1%	1%	2%	1%	2%	0	2%	0	1%	
2	49	15	14	16	3	29	16	3	2	10	28	14	1	0	0	11	4	4	11	4	45
	J	3%	3%	2%	1%	2%	2%	2%	2%	3%	1%	2%	2%	0	2%	3%	1%	1%	3%	1%	1%
	Z	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
3	79	17	10	12	1	28	15	0	2	3	63	11	0	0	0	10	2	8	3	10	69
	D	2%	2%	1%	0	2%	2%	0	2%	1%	2%	2%	0	0	2%	3%	0	2%	1%	2%	2%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
4	91	14	13	26	13	37	19	3	0	9	70	25	0	1	0	9	16	15	10	8	81
	D	3%	3%	3%	3%	2%	2%	2%	0	3%	3%	3%	0	2%	2%	2%	4%	4%	3%	2%	2%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5	302	44	32	72	40	139	93	18	9	30	197	57	3	11	1	27	30	27	30	41	257
	J	8%	6%	8%	10%	9%	10%	13%	7%	10%	7%	8%	5%	21%	5%	8%	8%	6%	9%	9%	8%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
6	397	55	50	92	42	154	94	18	20	32	293	78	11	2	1	41	37	48	30	39	357
	J	10%	10%	10%	11%	10%	10%	13%	16%	11%	11%	10%	17%	3%	6%	12%	9%	11%	9%	9%	11%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
7	705	104	87	142	54	265	143	17	11	42	531	115	12	9	6	55	60	67	48	86	613
	DPHK	19%	20%	18%	14%	17%	16%	12%	9%	14%	19%	15%	19%	17%	31%	16%	15%	16%	15%	19%	19%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
8	814	85	117	211	95	331	200	31	44	74	594	176	16	14	4	86	89	94	82	91	717
	A	16%	24%	24%	24%	22%	22%	22%	34%	24%	22%	24%	26%	28%	23%	25%	23%	22%	26%	20%	22%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
9	500	72	67	117	50	196	109	11	10	36	371	106	5	4	2	50	56	72	34	64	435
	A	13%	14%	13%	13%	13%	12%	8%	8%	12%	14%	14%	8%	7%	11%	14%	14%	17%	11%	14%	13%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Extremely Important	573	85	77	134	57	231	143	26	19	46	410	112	11	8	2	40	72	67	46	61	508
10	15%	16%	16%	15%	15%	15%	16%	16%	15%	15%	15%	15%	17%	16%	12%	11%	11%	16%	16%	14%	15%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	209	31	17	48	30	102	51	11	10	17	143	42	3	2	1	16	25	14	28	42	156
	T	6%	4%	5%	8%	7%	6%	8%	8%	5%	5%	6%	4%	4%	5%	5%	6%	3%	3%	2%	5%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.39	7.26	7.39	7.43	7.48	7.34	7.34	7.15	7.45	7.17	7.42	7.43	7.49	7.32	7.40	7.16	7.68	7.49	7.35	7.43	7.39
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
1-2 (Net)	99	20	19	24	5	51	29	8	4	19	60	21	2	1	1	17	4	10	11	7	92
	J	3%	4%	3%	1%	3%	3%	6%	3%	6%	2%	3%	3%	2%	3%	5%	1%	2%	3%	2%	3%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
1-3 (Net)	179	37	30	36	6	79	45	8	6	22	123	32	2	1	1	27	5	19	14	17	161
	5%	7%	6%	4%	2%	5%	5%	6%	4%	7%	4%	4%	3%	2%	5%	8%	1%	4%	4%	4%	5%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
1-4 (Net)	269	50	43	62	19	116	63	11	6	31	193	57	2	2	1	36	21	33	23	25	241
	7%	10%	9%	7%	5%	8%	7%	8%	5%	10%	7%	8%	3%	4%	7%	10%	5%	8%	7%	6%	7%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-6 (Net)	699	99	82	163	82	293	167	36	30	63	490	135	14	12	2	68	67	75	60	80	614
	19%	19%	17%	19%	21%	19%	21%	25%	23%	20%	18%	18%	22%	24%	10%	19%	17%	18%	19%	18%	19%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
4-7 (Net)	1494	216	182	331	149	594	348	56	41	113	1091	274	27	22	8	132	142	156	118	174	1308
	40%	41%	37%	38%	38%	39%	39%	39%	32%	37%	40%	37%	42%	43%	43%	38%	36%	37%	37%	39%	40%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
7-10 (Net)	2592	345	348	604	256	1022	595	84	85	197	1906	509	45	35	15	231	277	299	210	302	2273
	69%	66%	71%	69%	66%	67%	66%	59%	65%	64%	70%	69%	70%	68%	78%	66%	71%	71%	65%	67%	69%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
8-10 (Net)	1887	242	260	462	202	758	452	68	74	156	1375	395	32	26	9	176	218	232	162	216	1660
	50%	46%	53%	53%	52%	49%	50%	47%	56%	51%	50%	53%	50%	51%	47%	50%	56%	55%	50%	48%	51%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
9-10 (Net)	1073	157	144	251	107	427	252	37	29	82	781	218	16	12	5	90	128	139	80	125	943
	28%	30%	29%	29%	28%	28%	28%	26%	22%	27%	29%	29%	25%	24%	23%	26%	33%	33%	25%	28%	29%
	P	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1a_sum_2. On a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC television.... (7-10 Summary Table)

Base: All Respondents

Unweighted Base

Base: All

respondents

Effective Base

Provides a broad mix of different types of TV programmes and content.

Provides high quality television content.

Provides TV programmes and content made specifically for UK audiences, using UK actors, writers and locations.

Takes risks and provides TV programmes and content that is new and innovative.

Provides TV programmes and content which appeals to a wide range of different audiences across the UK.

Provides distinctive TV programmes and content.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
2677	362	361	639	278	1041	623	87	90	211	1972	543	50	31	16	250	292	326	217	305	2353
71% EG	69%	74%	73%	72%	68%	70% G	61%	69%	69%	72% G	73%	77%	62%	81% M*	71%	75% R	77% zOR	67%	68%	72%
2787	373	378	661	283	1083	651	97	94	217	2045	557	49	40	15	264	292	319	238	312	2454
74% E	71%	77%	75%	73%	71%	73%	68%	71%	71%	75%	75%	76%	79%	76%	75%	75%	76%	74%	69%	75% zS
2513	344	347	583	237	978	581	90	81	194	1851	486	52	33	13	228	257	278	208	285	2206
67% DE	65%	71% CD	67% D	61%	64%	65%	63%	62%	63%	68%	65%	80% zK*	66%	67%	65%	66%	66%	65%	63%	67%
2439	332	306	542	235	926	564	90	73	179	1796	463	43	25	11	210	252	259	204	294	2126
65% EHM	63%	63%	62%	61%	60%	63%	63%	55%	58%	66% H	62% M	67% M*	48%	56%	60%	65%	61%	63%	65%	65%
2650	348	353	604	251	1027	606	87	83	193	1954	505	49	35	15	232	272	290	214	306	2324
70% DEGI	66%	72%	69%	65%	67%	68% I	61%	63%	63%	71% zGI	68%	76%	69%	79%	66%	70%	69%	67%	68%	71%
2592	345	348	604	256	1022	595	84	85	197	1906	509	45	35	15	231	277	299	210	302	2273
69% EG	66%	71%	69%	66%	67%	66%	59%	65%	64%	70% G	69%	70%	68%	78%	66%	71%	71% O	65%	67%	69%

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

D1b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table

Base: All who have used BBC channel/service in the last 3 months

	BBC One offers me something that other television and video providers do not (A)	BBC Two offers me something that other television and video providers do not (B)	BBC Four offers me something that other television and video providers do not (C)	BBC News Channel offers me something that other television and video providers do not (D)	BBC Parliament offers me something that other television and video providers do not (E)	BBC Alba offers me something that other television and video providers do not (F)	CBBC offers me something that other television and video providers do not (G)	CBeebies offers me something that other television and video providers do not (H)	BBC Scotland offers me something that other television and video providers do not (I)	BBC iPlayer offers me something that other television and video providers do not (J)	BBC Three (now available only online) offers me something that other television and video providers do not (K)	BBC iPlayer Kids offers me something that other television and video providers do not (L)
Unweighted Base	3057	2314	1277	1354	479	145	307	386	233	1620	187	159
Base: All who have used BBC channel/service in the last 3 months	3085	2342	1278	1350	453	133	277	353	208	1532	176	129
Effective Base	2063.8	1570.4	871.8	925.8	331.4	105.7	197.6	254.7	165.8	1090.0	127.1	104.0
Not At All Agree 1	180	102	31	57	4	4	3	6	4	39	0	0
	6%	4%	2%	4%	1%	3%	1%	2%	2%	3%	0	0
	BCDEG	CEGJKL		CEGHJKL		EKL				EK		
2	126	74	23	41	8	0	2	5	2	19	0	0
	4%	3%	2%	3%	2%	0	1%	1%	1%	1%	0	0
	BCEFG	CFJK		CJK								
3	132	89	28	31	14	2	3	6	3	38	4	1
	4%	4%	2%	2%	3%	1%	1%	2%	1%	2%	2%	1%
	CDGHJ	CDJ										
4	152	111	40	65	11	4	7	7	8	52	4	3
	5%	5%	3%	5%	2%	3%	3%	2%	4%	3%	2%	2%
	CEHJ	CEH		EH								
5	293	240	90	107	26	11	14	21	20	121	10	5
	10%	10%	7%	8%	6%	8%	5%	6%	9%	8%	5%	4%
	CEGL	CDEGHJL										
6	391	252	134	154	28	16	33	30	35	163	13	14
	13%	11%	10%	11%	6%	12%	12%	9%	17%	11%	7%	11%
	BE	E		E					BCDEHJK	E		
7	533	422	194	223	60	16	47	54	33	270	37	15
	17%	18%	15%	16%	13%	12%	17%	15%	16%	18%	21%	12%
		CE								E		
8	546	448	286	271	110	25	64	68	33	333	41	31
	18%	19%	22%	20%	24%	19%	23%	19%	16%	22%	23%	24%
		AB			ABI		A			A		
9	291	274	177	172	65	25	40	52	24	205	36	20
	9%	12%	14%	13%	14%	19%	14%	15%	12%	13%	21%	16%
		A		A	A	AB	A	A		A	ABCDJ	A
Agree Completely 10	345	239	205	196	119	28	53	92	39	225	27	27
	11%	10%	16%	15%	26%	21%	19%	26%	19%	15%	15%	21%
		AB		AB	ABCDGJK	AB	AB	ABCDGJK	AB	AB	AB	AB
Don't know	98	92	70	33	7	1	9	12	8	67	4	12
	3%	4%	5%	2%	2%	1%	3%	4%	4%	4%	2%	9%
		DE	ABDEF						F	ADE		ABDEF
Total	3085	2342	1278	1350	453	133	277	353	208	1532	176	129
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.50	6.69	7.34	6.98	7.82	7.59	7.66	7.79	7.27	7.26	7.78	7.99
		A	ABD	AB	ABCDJ	ABD	ABCDJ	ABCDJ	AB	ABD	ABCDJ	ABCDJ
1-2 (Net)	306	176	53	98	12	4	6	11	6	58	0	0
	10%	7%	4%	7%	3%	3%	2%	3%	3%	4%	0	0
	BCDEF	CEGHJKL	KL	CEGHJKL	K	KL		KL	K	KL		
1-3 (Net)	438	264	82	128	26	6	9	17	9	96	4	1
	14%	11%	6%	10%	6%	4%	3%	5%	4%	6%	2%	1%
	BCDEF	CEFG	L	CEGHJKL	L			L		L		
1-4 (Net)	590	375	121	194	37	10	16	24	17	148	8	4
	19%	16%	9%	14%	8%	8%	6%	7%	8%	10%	5%	3%
	BCDEF	CEFG	L	CEFG						L		
	GHJKL	HJKL		HJKL								

D1b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table

Base: All who have used BBC channel/service in the last 3 months

	BBC One offers me something that other telev ision and video providers do not (A)	BBC Two offers me something that other telev ision and video providers do not (B)	BBC Four offers me something that other telev ision and video providers do not (C)	BBC News Channel offers me something that other telev ision and video providers do not (D)	BBC Parli ament offers me something that other telev ision and video providers do not (E)	BBC Alba offers me something that other telev ision and video providers do not (F)	CBBC offers me something that other telev ision and video providers do not (G)	CBeebies offers me something that other telev ision and video providers do not (H)	BBC Scotland offers me something that other telev ision and video providers do not (I)	BBC iPlayer offers me something that other telev ision and video providers do not (J)	BBC Three (now available only online) offers me something that other telev ision and video providers do not (K)	BBC iPlayer Kids offers me something that other telev ision and video providers do not (L)
Unweighted Base	3057	2314	1277	1354	479	145	307	386	233	1620	187	159
Base: All who have used BBC channel/service in the last 3 months	3085	2342	1278	1350	453	133	277	353	208	1532	176	129
5-6 (Net)	684 22%	493 21%	224 18%	262 19%	55 12%	27 21%	47 17%	51 15%	55 26%	284 19%	22 13%	19 15%
7-10 (Net)	CEHJK 1714 56%	CEHK 1382 59%	E 863 68%	E 862 64%	355 78%	E 95 71%	204 74%	265 75%	CDEGHJKL 129 62%	E 1033 67%	142 81%	93 72%
8-10 (Net)	1181 38%	A 960 41%	AB 669 52%	AB 639 47%	ABCDIJ 294 65%	AB 79 52%	ABDI 158 57%	ABCDIJ 212 60%	96 46%	ABD 763 50%	ABCDIJ 104 59%	AB 78 61%
9-10 (Net)	635 21%	512 22%	ABD 383 30%	AB 368 27%	ABCDIJ 184 41%	ABDI 54 40%	ABDI 93 34%	ABCDIJ 144 41%	A 63 30%	AB 430 28%	ABDI 63 36%	ABDIJ 47 37%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC One offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3057	427	461	803	342	1303	779	114	121	285	2152	604	71	66	62	314	290	403	201	320	2721
Base: All who have used BBC channel/service in the last 3 months Effective Base	3085	466	457	824	367	1286	720	109	112	263	2254	700	64	44	16	332	367	407	293	294	2772
Not At All Agree 1	2063.8	269.7	312.8	568.1	255.3	912.7	557.3	84.7	87.2	211.0	1439.1	451.7	58.9	54.0	51.6	226.8	226.1	287.4	168.9	197.0	1859.6
2	180	37	40	61	21	95	42	9	5	20	130	51	4	5	1	23	27	29	22	16	162
3	126	28	24	41	17	56	27	9	9	11	95	37	2	1	1	22	15	18	19	14	110
4	132	15	27	52	25	66	39	5	3	17	90	47	2	2	1	30	17	23	24	8	123
5	152	17	28	53	25	73	46	7	5	20	103	46	2	3	2	17	29	25	21	12	139
6	293	51	51	86	35	134	67	6	7	21	213	65	12	7	1	31	34	36	29	28	263
7	391	66	45	81	36	138	89	15	14	32	289	69	9	2	1	31	37	44	25	27	364
8	546	73	59	124	65	194	127	18	20	47	399	104	9	6	4	45	60	65	40	53	491
9	291	33	44	70	26	113	58	3	9	19	220	62	5	1	1	27	35	35	28	35	254
Agree Completely 10	345	62	51	92	41	142	86	18	14	28	247	80	7	4	1	43	37	42	38	34	310
Don't know	98	9	16	39	22	61	32	3	8	12	60	33	2	4	0	15	18	15	18	18	75
Total	3085	466	457	824	367	1286	720	109	112	263	2254	700	64	44	16	332	367	407	293	294	2772
Mean	6.50	6.30	6.09	6.17	6.26	6.27	6.41	6.21	6.52	6.18	6.52	6.18	6.23	5.88	6.04	6.10	6.26	6.26	6.07	6.66	6.48
1-2 (Net)	306	65	64	102	38	152	69	18	14	31	225	88	7	6	2	45	42	47	41	30	272
1-3 (Net)	438	80	91	155	63	217	109	22	17	48	315	135	9	8	4	75	59	70	64	38	395
1-4 (Net)	590	97	119	208	88	290	155	29	22	68	418	181	11	10	5	93	88	96	86	50	534
5-6 (Net)	684	117	96	167	71	273	156	21	21	53	502	134	22	9	2	62	71	80	53	55	627
7-10 (Net)	1714	242	225	410	185	662	378	56	60	131	1274	352	29	20	9	162	190	215	137	170	1537
8-10 (Net)	1181	168	154	286	132	449	272	40	43	94	867	247	21	12	7	115	131	141	105	123	1055
9-10 (Net)	635	95	95	162	67	255	144	22	23	47	467	142	12	5	2	71	72	77	65	69	564
	21%	20%	21%	20%	18%	20%	20%	20%	21%	18%	21%	20%	18%	12%	15%	21%	20%	19%	22%	24%	20%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b 2. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Two offers me something that other

television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2314	356	383	678	295	984	574	91	105	224	1638	520	64	54	40	275	245	357	163	200	2105
Base: All who have used BBC channel/service in the last 3 months Effective Base	2342	386	376	698	322	993	541	83	102	210	1712	594	58	36	10	288	306	353	241	183	2147
Not At All Agree 1	1570.4	227.5	254.7	476.9	222.3	689.9	412.0	71.1	73.1	164.8	1099.1	381.0	53.2	43.6	32.4	198.1	184.5	253.6	133.7	126.6	1441.6
2	102	14	27	37	10	58	23	6	6	13	74	32	3	1	1	15	17	16	15	11	90
3	74	17	17	27	10	41	14	2	1	6	59	25	1	1	0	15	10	15	10	4	70
4	89	10	24	42	18	49	23	0	3	12	64	38	1	2	1	25	12	24	14	1	88
5	240	39	38	79	41	113	62	9	8	23	174	64	9	5	0	35	28	33	31	8	230
6	252	50	34	64	31	88	60	12	11	25	185	51	7	5	1	18	33	27	24	16	237
7	422	66	57	112	54	158	87	12	15	27	319	95	9	6	3	41	53	50	44	28	392
8	448	68	76	146	70	188	98	13	21	33	335	125	12	6	3	51	74	81	43	36	410
9	274	41	34	62	28	97	59	9	12	22	208	59	3	0	0	29	30	45	14	32	241
Agree Completely 10	239	48	38	62	24	88	56	14	13	21	174	52	7	3	0	29	24	36	17	17	222
Don't know	92	12	15	34	19	56	29	3	6	11	51	25	3	6	0	16	10	11	15	15	72
Total	2342	386	376	698	322	993	541	83	102	210	1712	594	58	36	10	288	306	353	241	183	2147
Mean	6.69	6.71	6.34	6.41	6.50	6.37	6.61	6.90	6.82	6.72	6.72	6.41	6.57	6.23	5.96	6.25	6.57	6.63	6.08	6.91	6.68
1-2 (Net)	176	31	43	64	20	99	37	8	7	19	133	57	3	2	1	30	27	31	25	15	160
1-3 (Net)	264	41	67	106	38	148	60	8	10	31	197	95	5	4	2	56	39	55	39	15	248
1-4 (Net)	375	63	84	140	56	205	92	11	16	49	267	124	9	5	2	70	54	69	55	31	342
5-6 (Net)	493	89	71	143	72	201	121	20	20	49	358	115	16	10	2	54	61	60	54	23	467
7-10 (Net)	1382	222	206	381	176	531	299	49	60	102	1036	330	30	15	6	149	181	212	118	113	1266
8-10 (Net)	960	156	148	270	122	373	212	37	45	75	717	236	22	9	3	108	128	162	74	85	873
9-10 (Net)	512	89	72	124	52	185	114	23	24	43	382	111	9	3	0	57	54	81	30	49	463
	CDEMNR											N				R		PR			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b 3. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Four offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1277	210	208	383	175	538	318	61	54	112	897	301	33	29	20	175	126	227	74	114	1155
Base: All who have used BBC channel/service in the last 3 months	1278	222	211	390	179	534	295	58	49	101	933	336	31	18	4	182	154	226	110	102	1163
Effective Base	871.8	135.2	139.8	269.1	129.8	380.5	229.0	49.0	39.9	81.3	604.8	220.5	26.9	22.3	16.4	122.9	97.8	163.1	60.9	70.1	800.1
Not At All Agree 1	31	6	6	7	1	14	5	3	1	5	24	7	0	0	0	4	2	6	1	4	25
	2%	3%	3%	2%	0	3%	2%	5%	2%	5%	3%	2%	0	0	0	2%	2%	3%	1%	4%	2%
2	23	3	9	15	6	16	4	0	0	3	17	13	1	0	0	9	4	9	5	0	23
	2%	1%	4%	4%	3%	3%	2%	0	0	3%	2%	4%	8%	0	0	5%	3%	4%	4%	0	2%
3	28	4	6	13	7	17	10	3	2	2	17	12	0	0	0	8	4	7	5	0	28
	2%	2%	3%	3%	4%	3%	4%	5%	4%	2%	2%	4%	0	0	10%	4%	3%	3%	5%	0	2%
4	40	7	7	11	4	15	11	3	3	2	27	10	1	1	0	6	4	10	0	1	39
	3%	3%	3%	3%	2%	3%	4%	6%	6%	2%	3%	3%	2%	3%	0	3%	3%	4%	0	1%	3%
5	90	15	15	41	26	54	34	1	7	3	54	34	1	5	1	15	1	20	1	13	84
	7%	7%	7%	10%	14%	10%	11%	1%	6%	10%	6%	10%	2%	29%	16%	8%	13%	9%	12%	6%	7%
6	134	21	25	41	16	64	34	7	3	9	93	36	2	3	0	22	14	26	10	17	116
	10%	10%	12%	11%	9%	12%	11%	11%	7%	9%	10%	11%	8%	15%	8%	12%	9%	11%	9%	17%	10%
7	194	35	21	43	22	57	40	8	6	11	150	37	2	2	1	22	15	19	19	18	175
	15%	16%	10%	11%	12%	11%	13%	14%	12%	11%	16%	11%	7%	12%	18%	12%	10%	8%	17%	18%	15%
8	286	43	44	81	37	111	64	7	14	32	213	67	11	3	1	35	33	52	16	27	255
	22%	19%	21%	21%	21%	21%	22%	12%	29%	31%	23%	20%	35%	14%	15%	19%	21%	23%	14%	27%	22%
9	177	37	30	47	17	67	33	8	2	9	137	43	3	1	0	20	23	27	16	14	163
	14%	17%	14%	12%	10%	13%	11%	15%	5%	9%	15%	13%	9%	7%	9%	11%	15%	12%	14%	14%	14%
Agree Completely 10	205	44	43	59	16	77	39	9	11	11	157	52	6	0	0	27	25	38	14	10	196
	16%	20%	20%	15%	9%	15%	13%	16%	23%	11%	17%	16%	19%	3%	11%	15%	16%	17%	13%	9%	17%
Don't know	70	7	5	32	27	42	20	4	3	7	44	24	4	3	1	14	10	12	12	5	59
	5%	3%	2%	8%	15%	8%	7%	6%	6%	7%	5%	7%	14%	19%	14%	8%	6%	5%	11%	5%	5%
Total	1278	222	211	390	179	534	295	58	49	101	933	336	31	18	4	182	154	226	110	102	1163
Mean	7.34	7.52	7.27	7.09	6.85	7.06	7.06	6.91	7.48	6.99	7.42	7.06	7.79	6.44	6.85	6.91	7.25	7.08	7.04	7.28	7.35
1-2 (Net)	53	9	15	21	7	30	10	3	1	7	41	20	1	0	0	13	7	15	5	4	48
	4%	4%	7%	6%	4%	6%	3%	5%	2%	7%	4%	6%	4%	0	0	7%	4%	6%	5%	4%	4%
1-3 (Net)	82	13	20	34	14	46	20	5	3	9	58	32	1	0	0	21	11	22	11	4	76
	6%	6%	10%	9%	8%	9%	7%	9%	6%	9%	6%	10%	4%	0	10%	12%	7%	10%	10%	4%	7%
1-4 (Net)	121	20	27	45	18	62	31	9	6	12	85	42	2	1	0	27	15	32	11	5	115
	9%	9%	13%	12%	10%	12%	11%	15%	12%	12%	9%	13%	7%	3%	10%	15%	10%	14%	10%	5%	10%
5-6 (Net)	224	37	40	82	42	118	68	13	6	19	147	70	3	8	1	37	33	46	24	23	199
	18%	16%	19%	21%	23%	22%	23%	23%	13%	19%	16%	21%	10%	43%	23%	20%	22%	21%	21%	23%	17%
7-10 (Net)	863	159	138	230	92	313	176	32	34	63	656	200	22	6	2	104	96	136	64	69	789
	68%	72%	65%	59%	52%	59%	60%	56%	69%	63%	70%	59%	70%	35%	53%	57%	62%	60%	58%	67%	68%
8-10 (Net)	669	124	117	188	70	256	137	24	28	52	506	163	19	4	2	82	80	117	45	51	614
	52%	56%	56%	48%	39%	48%	46%	42%	57%	52%	54%	48%	63%	23%	35%	45%	52%	41%	41%	50%	53%
9-10 (Net)	383	81	73	106	33	145	72	18	14	20	293	95	9	2	1	48	48	66	30	23	359
	30%	37%	35%	27%	18%	27%	24%	30%	28%	20%	31%	28%	28%	9%	20%	26%	31%	29%	27%	23%	31%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_13. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC News Channel offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1354	182	220	376	156	548	325	50	53	119	963	290	33	31	22	159	131	206	84	186	1164
Base: All who have used BBC channel/service in the last 3 months	1350	202	215	378	163	538	291	44	51	109	994	324	29	20	5	161	163	210	113	177	1171
Effective Base	925.8	114.5	153.5	267.6	114.1	385.8	236.9	37.0	38.9	88.0	651.8	216.8	26.6	25.0	18.1	113.4	103.9	150.4	68.0	110.5	813.7
Not At All Agree 1	57	12	14	23	9	33	12	3	6	6	37	21	0	1	0	11	11	10	11	7	49
	4%	6%	7%	6%	5%	6%	4%	7%	12%	5%	4%	7%	2%	4%	2%	7%	7%	5%	10%	4%	4%
2	41	9	14	17	3	19	6	1	1	3	33	17	3	0	0	10	7	7	10	8	32
	3%	4%	7%	5%	2%	3%	2%	1%	1%	3%	3%	5%	3%	0	0	6%	4%	3%	9%	5%	3%
3	31	3	8	13	5	16	10	5	2	2	19	13	0	0	0	2	11	8	5	1	30
	2%	1%	4%	4%	3%	3%	4%	12%	4%	2%	2%	4%	0	0	0	1%	7%	4%	5%	0	3%
4	65	19	10	14	4	23	19	2	2	8	44	10	3	0	1	2	8	9	2	11	54
	5%	9%	5%	4%	3%	4%	6%	4%	4%	7%	4%	3%	11%	1%	11%	1%	5%	4%	1%	6%	5%
5	107	21	14	29	16	41	18	2	2	11	82	23	1	4	1	10	13	18	5	6	102
	8%	11%	6%	8%	10%	8%	6%	5%	5%	10%	8%	7%	5%	19%	26%	6%	8%	9%	4%	3%	9%
6	154	18	23	42	19	55	32	2	8	12	115	38	1	3	0	20	17	25	13	22	132
	11%	9%	11%	11%	12%	10%	11%	5%	15%	11%	12%	12%	1	18%	3%	13%	17%	12%	11%	12%	11%
7	223	36	30	42	12	68	44	3	9	14	175	39	0	2	1	18	21	25	15	27	196
	16%	18%	14%	11%	7%	13%	15%	6%	18%	13%	18%	12%	1%	9%	14%	11%	13%	13%	13%	15%	17%
8	271	22	42	79	37	107	68	14	9	25	192	62	9	7	1	31	32	42	20	46	225
	20%	11%	20%	21%	22%	20%	23%	31%	17%	23%	19%	19%	30%	34%	21%	19%	19%	20%	18%	26%	19%
9	172	30	21	43	22	62	35	3	2	12	130	37	5	1	0	23	14	27	10	18	154
	13%	15%	10%	11%	14%	12%	12%	8%	5%	11%	13%	11%	17%	6%	2%	14%	9%	13%	9%	10%	13%
Agree Completely 10	196	26	30	55	25	92	39	8	7	14	146	48	7	0	1	27	21	26	21	24	172
	15%	13%	14%	15%	16%	17%	13%	17%	13%	13%	15%	15%	24%	1%	16%	17%	13%	12%	19%	14%	15%
Don't know	33	5	9	19	10	21	8	2	3	3	22	16	1	2	0	8	8	13	3	8	25
	2%	3%	4%	5%	6%	4%	3%	3%	6%	2%	2%	5%	5%	8%	0	5%	5%	6%	2%	4%	2%
Total	1350	202	215	378	163	538	291	44	51	109	994	324	29	20	5	161	163	210	113	177	1171
	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.98	6.59	6.54	6.75	7.03	6.89	6.95	6.75	6.31	6.76	7.02	6.68	7.66	6.63	6.57	6.92	6.44	6.80	6.47	7.02	6.98
1-2 (Net)	98	21	28	40	12	52	18	4	7	9	70	38	1	1	0	20	18	17	21	15	81
	7%	10%	13%	11%	8%	10%	6%	8%	13%	8%	7%	12%	4%	4%	2%	13%	11%	8%	18%	8%	7%
1-3 (Net)	128	23	36	54	17	68	29	9	9	11	88	51	1	1	0	23	28	25	26	16	111
	10%	11%	17%	14%	11%	13%	10%	20%	18%	10%	9%	16%	4%	4%	6%	14%	17%	12%	23%	9%	9%
1-4 (Net)	194	42	46	68	22	91	47	11	11	19	132	61	5	1	1	25	37	34	28	26	165
	14%	21%	22%	18%	13%	17%	16%	24%	21%	18%	13%	19%	15%	9%	17%	16%	22%	16%	24%	15%	14%
5-6 (Net)	262	40	37	72	35	96	51	4	10	23	197	61	3	7	1	30	31	43	18	28	233
	19%	20%	17%	19%	21%	18%	17%	10%	20%	21%	20%	19%	9%	36%	19%	19%	19%	20%	15%	16%	20%
7-10 (Net)	862	115	123	219	97	330	186	28	27	65	643	186	21	10	3	98	88	120	66	114	747
	64%	57%	57%	58%	59%	61%	64%	63%	52%	59%	65%	57%	71%	51%	54%	61%	54%	57%	58%	65%	64%
8-10 (Net)	639	79	93	178	84	262	142	25	18	51	468	147	21	8	2	80	67	96	51	88	551
	47%	39%	43%	47%	52%	49%	49%	56%	35%	47%	47%	45%	70%	41%	40%	50%	41%	46%	45%	50%	47%
9-10 (Net)	368	57	51	99	48	154	74	11	9	26	276	85	12	1	1	49	35	53	31	42	326
	27%	28%	24%	26%	29%	29%	25%	25%	18%	24%	28%	26%	40%	7%	19%	31%	22%	25%	29%	24%	28%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_14. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Parliament offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	479	65	67	119	52	187	131	29	28	45	322	96	5	10	8	72	24	73	23	55	419
Base: All who have used BBC channel/service in the last 3 months Effective Base	453	62	64	113	49	176	113	27	25	38	314	100	3	8	2	68	32	69	31	51	398
Not At All Agree 1	331.4	40.7	44.9	80.7	35.8	125.0	93.4	22.1	19.5	32.1	223.5	67.3	4.9	9.3	6.4	49.6	18.5	50.2	17.9	32.4	296.4
2	4	1	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	1	2
	1%	1%	0	0	0	0	1%	0	0	0	1%	0	0	0	0	0	0	0	0	2%	1%
3	8	1	6	6	0	6	1	1	1	1	8	6	0	0	0	2	4	3	3	0	8
	2%	2%	9%	5%	0	3%	1%	3%	3%	2%	2%	6%	0	0	0	3%	11%	4%	10%	0	2%
4	14	4	2	2	0	8	3	1	0	1	11	2	0	0	0	0	2	0	2	0	14
	3%	6%	3%	2%	1%	4%	2%	2%	0	2%	3%	2%	0	0	0	1%	6%	1%	6%	0	4%
5	11	6	0	3	3	7	0	0	0	0	7	3	0	0	0	2	1	0	3	6	5
	2%	9%	0	3%	6%	4%	0	0	0	0	2%	3%	0	0	0	2%	5%	0	10%	11%	1%
6	26	5	5	6	6	10	6	5	0	2	19	7	1	2	0	Q	2	5	3	21*	23
	6%	7%	7%	9%	11%	8%	7%	19%	0	6%	6%	7%	24%	24%	0	8%	5%	7%	9%	7%	6%
7	28	1	4	4	1	10	11	3	1	4	17	4	0	0	1	4	0	4	0	1	27
	6%	1%	6%	4%	2%	6%	9%	3%	4%	11%	5%	4%	0	0	37%	6%	0	6%	0	2%	7%
8	60	10	5	8	3	20	13	1	1	3	42	7	0	1	0	4	3	5	2	8	53
	13%	16%	7%	7%	7%	12%	12%	3%	4%	8%	13%	7%	0	8%	0	6%	10%	7%	7%	15%	13%
9	110	9	11	28	17	35	31	5	6	12	76	24	1	2	0	17	7	17	7	14	95
	24%	14%	18%	25%	35%	20%	27%	18%	25%	31%	24%	24%	42%	30%	9%	25%	23%	25%	23%	27%	24%
10	65	7	4	10	6	22	18	8	5	5	41	9	0	1	1	6	2	7	2	7	58
	14%	11%	6%	9%	13%	13%	16%	29%	22%	12%	13%	9%	0	15%	30%	9%	8%	10%	5%	14%	14%
Agree Completely 10	119	17	26	38	12	48	25	5	10	8	91	35	1	2	0	26	8	25	10	10	107
	26%	27%	40%	34%	25%	27%	22%	17%	42%	21%	29%	35%	34%	23%	24%	39%	26%	36%	31%	20%	27%
Don't know	7	2	3	3	0	5	4	0	0	2	1	3	0	0	0	1	2	3	0	1	6
	2%	4%	5%	3%	0	3%	4%	0	0	6%	0	3%	0	0	0	2%	6%	4%	0	2%	1%
Total	453	62	64	113	49	176	113	27	25	38	314	100	3	8	2	68	32	69	31	51	398
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.82	7.37	7.79	7.84	7.90	7.60	7.87	7.57	8.75	7.85	7.83	7.83	7.97	7.81	8.03	8.15	7.13	8.20	7.06	7.53	7.85
1-2 (Net)	12	2	6	6	0	6	2	1	1	1	10	6	0	0	0	2	4	3	3	1	11
	3%	3%	9%	5%	0	3%	2%	3%	3%	2%	3%	6%	0	0	0	3%	11%	4%	10%	2%	3%
1-3 (Net)	26	6	7	8	0	14	4	1	1	1	21	8	0	0	0	2	6	3	5	1	25
	6%	9%	12%	7%	1%	8%	4%	5%	3%	4%	7%	8%	0	0	0	3%	17%	4%	16%	2%	6%
1-4 (Net)	37	11	7	11	3	20	4	1	1	1	27	11	0	0	0	4	7	3	8	7	30
	8%	18%	12%	10%	7%	12%	4%	5%	3%	4%	9%	11%	0	0	0	6%	22%	4%	25%	14%	7%
5-6 (Net)	55	5	8	15	7	25	18	8	1	6	36	11	1	2	1	10	2	8	3	4	50
	12%	9%	13%	13%	7%	14%	16%	28%	4%	17%	11%	11%	24%	24%	37%	14%	5%	12%	9%	8%	13%
7-10 (Net)	355	43	45	85	39	125	87	18	23	27	250	75	2	6	1	54	21	54	21	39	313
	78%	70%	71%	75%	80%	71%	76%	67%	93%	73%	80%	75%	76%	76%	63%	79%	67%	79%	66%	76%	78%
8-10 (Net)	294	33	41	77	36	105	74	17	22	24	208	68	2	5	1	50	18	49	18	31	260
	65%	53%	64%	68%	73%	60%	65%	64%	89%	65%	66%	68%	76%	68%	63%	73%	57%	72%	59%	61%	65%
9-10 (Net)	184	24	29	48	19	70	43	13	16	13	132	43	1	3	1	32	11	32	11	17	165
	41%	39%	46%	43%	38%	40%	38%	46%	63%	33%	42%	43%	34%	38%	54%	48%	34%	47%	36%	34%	41%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_15. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Alba offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	145	11	8	16	8	34	47	15	11	14	89	4	11	0	1	3	1	2	2	18	127
Base: All who have used BBC channel/service in the last 3 months	133	15	7	15	8	31	39	13	9	13	87	5	10	0	0	3	2	2	4	13	120
Effective Base	105.7	6.8	5.9	13.1	7.1	27.1	38.6	13.5	8.7	11.2	61.9	3.5	9.7	0	1.0	2.7	1.0	2.0	2.0	10.7	95.0
Not At All Agree 1	4	0	1	2	1	2	0	0	0	0	4	1	1	0	0	1	0	1	0	0	4
	3%	0	10%	10%	10%	2%	0	0	0	0	4%	16%	7%	0	0	25%	0	51%	0	0	4%
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	2	0	0	2	2	2	0	0	0	0	2	2	0	0	0	2	0	0	2	0	2
	1%	0	0	11%	19%	5%	0	0	0	0	2%	31%	0	0	0	50%	0	0	46%	0	1%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	4	0	0	0	0	1	1	0	0	0	3	0	0	0	0	0	0	0	0	0	4
	3%	0	0	0	0	3%	2%	0	0	0	3%	0	0	0	0	0	0	0	0	0	3%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	11	3	0	0	0	2	1	0	0	0	10	0	0	0	0	0	0	0	0	2	8
	8%	18%	0	0	0	5%	3%	0	0	0	12%	0	0	0	0	0	0	0	0	17%	7%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	16	5	0	1	1	4	8	1	3	5	7	0	1	0	0	0	0	0	0	0	16
	12%	33%	0	22%	9%	12%	22%	8%	29%	43%	9%	0	13%	0	0	0	0	0	0	0	14%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	16	1	0	1	1	2	4	2	2	1	11	0	1	0	0	0	0	0	0	3	13
	12%	5%	0	8%	15%	6%	12%	12%	19%	6%	13%	0	12%	0	0	0	0	0	0	24%	11%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	25	0	3	6	3	8	5	0	0	0	17	1	5	0	0	1	0	1	0	2	23
	19%	0	37%	39%	40%	26%	13%	0	3%	0	20%	15%	49%	0	100%	24%	0	49%	0	15%	19%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	25	1	2	2	0	7	7	3	1	1	17	2	0	0	0	0	2	0	2	4	21
	19%	4%	34%	15%	0	23%	16%	25%	15%	11%	19%	37%	4%	0	0	0	100%	0	54%	31%	16%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Agree Completely 10	28	6	1	1	0	5	12	7	3	5	16	0	1	0	0	0	0	0	0	1	28
	21%	41%	20%	9%	0	16%	31%	54%	34%	40%	16%	0	14%	0	0	0	0	0	0	6%	23%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	7%	0
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Total	133	15	7	15	8	31	39	13	9	13	87	5	10	0	0	3	2	2	4	13	120
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.59	7.63	8.00	6.84	5.88	7.37	8.09	9.05	8.07	7.98	7.40	5.68	7.42	0	8.00	3.71	9.00	4.43	6.25	7.66	7.58
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1-2 (Net)	4	0	1	2	1	2	0	0	0	0	4	1	1	0	0	1	0	1	0	0	4
	3%	0	10%	10%	10%	5%	0	0	0	0	4%	16%	7%	0	0	25%	0	51%	0	0	4%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1-3 (Net)	6	0	1	3	2	3	0	0	0	0	5	2	1	0	0	2	0	1	2	0	6
	4%	0	10%	21%	29%	10%	0	0	0	0	6%	47%	7%	0	0	76%	0	51%	46%	0	5%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
1-4 (Net)	10	0	1	3	2	4	1	0	0	0	8	2	1	0	0	2	0	1	2	0	10
	8%	0	10%	21%	29%	13%	2%	0	0	0	9%	47%	7%	0	0	76%	0	51%	46%	0	8%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5-6 (Net)	27	7	0	1	1	5	9	1	3	5	18	0	1	0	0	0	0	0	0	2	25
	21%	50%	0	9%	16%	17%	24%	8%	29%	43%	20%	0	13%	0	0	0	0	0	0	17%	21%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7-10 (Net)	95	7	6	11	5	21	28	11	7	7	61	3	8	0	0	1	2	1	2	10	85
	71%	50%	90%	71%	55%	70%	74%	92%	71%	57%	70%	53%	79%	0	100%	24%	100%	49%	54%	76%	71%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8-10 (Net)	79	7	6	10	3	20	24	10	5	6	50	3	7	0	0	1	2	1	2	7	72
	59%	45%	90%	63%	40%	65%	62%	80%	52%	51%	57%	53%	67%	0	100%	24%	100%	49%	54%	52%	60%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9-10 (Net)	54	7	4	4	0	12	19	10	5	6	32	2	2	0	0	0	2	0	2	5	48
	40%	45%	53%	24%	0	39%	49%	60%	49%	51%	37%	37%	16%	0	0	0	100%	0	54%	37%	41%
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_16. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: CBBC offers me something that other television

and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	307	15	16	24	8	74	83	28	11	20	209	20	2	0	2	12	8	13	7	57	250
Base: All who have used BBC channel/service in the last 3 months	277	20	17	28	11	67	66	21	7	16	197	26	2	0	0	15	11	13	13	39	238
Effective Base	197.6	10.1	9.7	15.3	5.7	44.5	60.0	22.5	7.7	14.6	133.0	13.5	2.0	0	1.4	8.6	5.1	9.6	5.4	30.4	167.5
Not At All Agree 1	3	0	0	0	0	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0	3
	1%	0	0	0	0	1%	1%	0	0	0	1%	0	0	0	0	0	0	0	0	1%	1%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
2	2	0	1	1	0	1	1	1	0	0	1	1	0	0	0	0	1	0	1	0	2
	1%	0	9%	5%	**	2%	2%	5%	0	0	1%	6%	0	0	0	0	14%	0	11%	0	1%
		**	**	*	*	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
3	3	0	0	2	2	2	1	1	0	0	2	2	0	0	0	2	0	0	2	0	3
	1%	0	0	6%	15%	2%	2%	4%	0	0	1%	6%	0	0	0	11%	0	0	12%	0	1%
		**	**	*	*	*	*	**	**	**	*	**	**	*	**	**	**	**	*	*	*
4	7	0	1	1	0	3	2	1	1	1	5	1	0	0	0	1	0	1	0	0	7
	3%	0	5%	3%	0	4%	3%	6%	10%	4%	3%	3%	0	0	0	5%	0	6%	0	0	3%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	*	*	*
5	14	0	0	2	2	3	4	2	2	3	9	2	0	0	0	2	0	2	0	1	13
	5%	0	1%	6%	14%	4%	7%	12%	0	22%	18%	7%	0	0	0	11%	0	14%	0	3%	5%
		**	**	*	*	*	*	**	**	**	*	**	**	*	**	**	**	**	*	*	*
6	33	2	0	1	1	5	8	13	1	2	24	1	0	0	0	1	0	0	1	2	31
	12%	12%	0	5%	11%	8%	12%	13%	15%	13%	12%	5%	0	0	0	8%	0	0	9%	4%	13%
		**	*	*	*	*	*	**	**	**	*	**	**	*	**	**	**	**	*	*	*
7	47	3	8	8	0	16	13	4	0	3	33	8	0	0	0	1	7	3	6	7	39
	17%	16%	49%	29%	0	23%	19%	18%	6%	17%	17%	32%	0	0	0	9%	63%	20%	43%	19%	17%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
8	64	2	0	3	3	10	12	2	2	2	49	3	0	0	0	1	2	3	0	6	58
	23%	12%	1%	10%	24%	14%	19%	9%	24%	12%	25%	10%	0	0	18%	5%	17%	21%	0	16%	25%
		**	**	*	*	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
9	40	1	2	2	0	10	8	2	0	1	31	2	0	0	0	2	0	2	0	10	30
	14%	5%	13%	8%	0	15%	12%	8%	0	7%	16%	9%	0	0	0	15%	7%	0	18%	0	13%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
Agree Completely 10	53	9	3	3	0	12	14	6	2	3	34	2	1	0	0	2	0	2	0	12	42
	19%	45%	16%	11%	3%	18%	22%	27%	23%	21%	17%	9%	49%	0	0	13%	3%	18%	0	30%	17%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
Don't know	9	2	1	5	4	5	1	0	0	1	7	4	1	0	0	3	0	0	3	1	9
	3%	10%	7%	17%	33%	7%	2%	0	0	8%	3%	14%	51%	0	82%	22%	3%	3%	25%	2%	4%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
Total	277	20	17	28	11	67	66	21	7	16	197	26	2	0	0	15	11	13	13	39	238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Mean	7.66	8.62	7.16	6.80	6.02	7.49	7.50	7.11	7.04	7.28	7.68	6.69	10.00	0	8.00	6.80	6.56	7.67	5.49	8.41	7.54
	T	**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	**	*
1-2 (Net)	6	0	1	1	0	2	2	1	0	0	4	1	0	0	0	0	1	0	1	0	6
	2%	0	9%	5%	0	3%	3%	5%	0	0	2%	6%	0	0	0	0	14%	0	11%	1%	2%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
1-3 (Net)	9	0	1	3	2	4	3	2	0	0	5	3	0	0	0	2	1	0	3	0	9
	3%	0	9%	11%	15%	5%	5%	9%	0	0	3%	12%	0	0	0	11%	14%	0	23%	1%	4%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
1-4 (Net)	16	0	2	4	2	6	5	3	1	1	10	4	0	0	0	2	1	1	3	0	16
	6%	0	14%	14%	15%	10%	8%	15%	10%	4%	5%	15%	0	0	0	16%	14%	6%	23%	1%	7%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
5-6 (Net)	47	2	0	3	3	8	12	5	3	5	33	3	0	0	0	3	0	2	1	3	44
	17%	12%	1%	11%	25%	12%	19%	24%	37%	31%	17%	12%	0	0	0	20%	0	14%	9%	8%	18%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
7-10 (Net)	204	16	13	16	3	48	47	13	4	9	146	16	1	0	0	6	9	10	6	35	170
	74%	78%	79%	58%	27%	71%	71%	61%	53%	57%	74%	60%	49%	0	18%	42%	83%	77%	43%	90%	71%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
8-10 (Net)	158	13	5	8	3	32	35	9	3	6	114	7	1	0	0	5	2	7	0	21*	130
	57%	62%	30%	29%	27%	48%	52%	43%	47%	40%	58%	28%	49%	0	18%	33%	20%	57%	0	27%	55%
		**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	*	*
9-10 (Net)	93	10	5	0	0	23	22	7	2	4	65	5	5	1	0	4	0	5	0	21	72
	34%	50%	30%	19%	3%	34%	34%	34%	23%	28%	33%	18%	49%	0	0	28%	3%	36%	0	55%	30%
	T	**	**	**	**	*	*	**	**	**	*	**	**	*	**	**	**	**	**	zT*	*

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_17. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: CBeebies offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	386	22	31	41	10	119	75	20	10	21	269	30	5	0	6	13	17	22	8	70	315
Base: All who have used BBC channel/service in the last 3 months	353	26	26	39	13	110	66	18	6	16	269	35	4	0	1	16	19	21	14	53	300
Effective Base	254.7	15.0	19.9	26.2	7.1	74.2	57.9	17.1	7.8	17.1	186.2	21.5	5.0	0	5.2	9.2	12.3	16.8	6.3	40.1	214.3
Not At All Agree 1	6	3	0	0	0	1	0	0	0	0	5	0	0	0	0	0	0	0	0	1	5
	2%	12%	0	0	0	1%	0	0	0	0	2%	0	0	0	0	0	0	0	0	2%	2%
2	5	0	0	0	0	0	2	0	0	0	3	0	0	0	0	0	0	0	0	0	5
	1%	0	0	0	0	0	2%	0	0	0	1%	0	0	0	0	0	0	0	0	0	2%
3	6	0	0	0	0	2	1	1	0	0	4	0	0	0	0	0	0	0	0	1	5
	2%	0	0	0	0	2%	1%	5%	0	0	2%	0	0	0	0	0	0	0	0	2%	2%
4	7	0	1	1	0	3	2	1	0	1	3	1	0	0	0	1	0	1	0	2	5
	2%	0	3%	2%	0	2%	3%	6%	0	4%	1%	2%	0	0	0	5%	0	4%	0	3%	2%
5	21	3	1	4	3	6	1	3	0	0	18	3	1	0	0	1	2	3	0	2	19
	6%	10%	2%	10%	25%	6%	3%	0	0	0	7%	10%	17%	0	0	10%	10%	16%	0	4%	6%
6	30	2	1	2	1	10	4	2	0	1	25	1	0	0	0	1	0	0	1	1	29
	9%	9%	3%	5%	9%	9%	7%	10%	0	9%	9%	4%	21%	0	0	8%	0	0	9%	2%	10%
7	54	1	7	8	1	18	10	3	1	2	42	7	0	0	0	3	5	5	2	9	45
	15%	3%	26%	20%	7%	17%	15%	19%	22%	14%	16%	22%	0	0	30%	19%	24%	26%	15%	17%	15%
8	68	3	5	7	2	20	11	0	2	4	53	6	1	0	0	1	6	2	4	6	62
	19%	10%	21%	19%	15%	18%	17%	0	34%	26%	20%	18%	19%	0	25%	3%	30%	11%	29%	12%	21%
9	52	4	5	6	2	13	7	0	0	2	44	5	1	0	0	2	3	4	2	14	38
	15%	15%	17%	15%	12%	12%	11%	2%	7%	12%	16%	15%	20%	0	18%	14%	15%	17%	11%	28%	13%
Agree Completely 10	92	10	5	5	0	29	27	10	2	6	59	5	0	0	0	2	3	3	1	12	79
	26%	38%	18%	12%	2%	27%	41%	58%	37%	35%	22%	14%	0	0	16%	13%	14%	15%	11%	23%	26%
Don't know	12	1	3	6	4	8	0	0	0	0	11	6	1	0	0	4	1	2	3	4	9
	4%	3%	10%	16%	29%	7%	0	0	0	0	4%	16%	22%	0	12%	28%	7%	11%	24%	7%	3%
Total	353	26	26	39	13	110	66	18	6	16	269	35	4	0	1	16	19	21	14	53	300
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%
Mean	7.79	7.53	8.01	7.66	6.79	7.88	8.23	8.34	8.60	8.34	7.70	7.70	7.06	8	8.23	7.36	7.91	7.54	8.00	8.02	7.74
1-2 (Net)	11	3	0	0	0	1	2	0	0	0	9	0	0	0	0	0	0	0	0	1	10
	3%	12%	0	0	0	1%	2%	0	0	0	3%	0	0	0	0	0	0	0	0	2%	3%
1-3 (Net)	17	3	0	0	0	3	2	1	0	0	13	0	0	0	0	0	0	0	0	2	15
	5%	12%	0	0	0	3%	4%	5%	0	0	5%	0	0	0	0	0	0	0	0	4%	5%
1-4 (Net)	24	3	1	1	0	6	4	2	0	1	16	2	0	0	0	1	0	1	0	4	20
	7%	12%	3%	2%	0	6%	7%	10%	0	4%	6%	2%	0	0	0	5%	0	4%	0	6%	7%
5-6 (Net)	51	5	1	6	5	16	6	2	0	1	43	5	1	0	0	3	2	3	1	3	48
	15%	19%	5%	15%	35%	14%	10%	10%	0	9%	16%	13%	38%	0	0	18%	10%	16%	9%	6%	16%
7-10 (Net)	265	18	21	26	5	81	55	14	6	14	198	24	1	0	1	8	16	15	9	42	224
	75%	68%	82%	66%	36%	73%	84%	80%	100%	87%	74%	68%	40%	0	88%	49%	84%	69%	67%	79%	74%
8-10 (Net)	212	17	14	18	4	62	45	11	5	12	156	16	1	0	1	5	12	9	7	33	179
	60%	63%	56%	46%	29%	57%	68%	61%	78%	73%	58%	47%	40%	0	59%	30%	60%	44%	52%	62%	59%
9-10 (Net)	144	14	9	11	2	42	34	11	3	8	103	10	3	0	0	4	6	7	3	26	117
	41%	53%	35%	28%	14%	39%	52%	61%	44%	47%	38%	28%	20%	0	34%	27%	30%	32%	22%	50%	39%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_20. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Scotland offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	233	30	30	48	18	78	69	8	10	20	152	7	39	2	0	4	3	6	1	22	210
Base: All who have used BBC channel/service in the last 3 months	208	34	25	41	16	66	60	7	6	20	138	5	35	1	0	3	2	4	1	18	190
Effective Base	165.8	19.6	23.9	39.3	15.4	63.2	50.5	7.6	8.8	14.6	105.8	6.2	32.4	1.9	0	3.7	2.5	5.2	1.0	11.6	154.0
Not At All Agree 1	4	0	1	1	0	1	0	0	0	0	3	0	1	0	0	0	0	0	0	2	2
	2%	0	3%	2%	0	1%	0	0	0	0	3%	0	2%	0	0	0	0	0	0	13%	1%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
2	2	0	0	1	1	1	0	0	0	2	0	0	1	0	0	0	0	0	0	0	2
	1%	0	0	3%	2%	2%	0	0	0	1%	0	0	3%	0	0	0	0	0	0	0	1%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
3	3	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	J	0	0	0	0	0	5%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
4	8	0	2	2	0	3	1	0	0	0	7	0	1	0	0	0	0	0	0	0	8
	4%	0	7%	4%	0	4%	1%	0	0	0	5%	9%	3%	0	0	0	19%	10%	0	1%	4%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
5	20	3	5	8	3	10	8	0	1	3	11	1	7	0	0	1	0	0	1	0	19
	9%	8%	20%	19%	17%	15%	13%	0	11%	16%	8%	16%	20%	2%	0	29%	0	0	100%	2%	10%
	T	**	**	2*	**	*	**	**	**	**	**	**	2*	**	*	**	**	**	**	**	*
6	35	13	3	5	2	10	7	0	1	2	27	1	5	0	0	1	0	1	0	3	31
	17%	39%	14%	13%	13%	15%	11%	0	9%	10%	20%	16%	13%	0	0	29%	0	19%	0	18%	16%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
7	33	6	0	2	2	5	13	0	1	5	19	0	2	0	0	0	0	0	0	1	32
	16%	18%	1%	5%	11%	8%	21%	0	14%	27%	14%	7%	5%	0	0	12%	0	8%	0	7%	17%
	CE	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
8	33	3	6	8	2	13	8	0	1	4	23	2	5	1	0	0	2	2	0	0	33
	16%	9%	24%	20%	13%	20%	13%	0	9%	19%	17%	37%	15%	100%	0	0	81%	43%	0	2%	17%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
9	24	2	1	2	2	5	5	1	0	1	17	0	2	0	0	0	0	0	0	5	19
	12%	7%	2%	6%	11%	8%	9%	9%	7%	3%	12%	0	7%	0	0	0	0	0	0	27%	10%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
Agree Completely 10	39	6	6	7	1	14	13	6	2	3	25	1	6	0	0	1	0	1	0	3	36
	19%	18%	24%	17%	7%	21%	22%	91%	40%	17%	18%	16%	16%	0	0	30%	0	20%	0	16%	19%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
Don't know	8	1	1	5	4	5	3	0	1	1	3	0	5	0	0	0	0	0	0	2	5
	4%	2%	5%	11%	21%	7%	5%	0	10%	7%	2%	0	13%	0	0	0	0	0	0	14%	3%
	T	**	**	2*	**	*	**	**	**	**	**	**	2*	**	*	**	**	**	**	**	*
Total	208	34	25	41	16	66	60	7	6	20	138	5	35	1	0	3	2	4	1	18	190
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.27	7.22	7.10	6.95	6.67	7.30	7.35	9.91	8.23	7.38	7.23	7.13	6.89	8.00	0	7.03	7.24	7.53	5.00	6.98	7.29
	T	**	**	*	**	*	**	**	**	**	**	**	**	**	*	**	**	**	**	**	*
1-2 (Net)	6	0	1	2	1	2	0	0	0	0	5	0	2	0	0	0	0	0	0	2	4
	3%	0	3%	4%	7%	3%	0	0	0	0	4%	0	5%	0	0	0	0	0	0	13%	2%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
1-3 (Net)	9	0	1	2	1	2	3	0	0	0	5	0	2	0	0	0	0	0	0	2	7
	4%	0	3%	4%	7%	3%	5%	0	0	0	4%	0	5%	0	0	0	0	0	0	13%	3%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
1-4 (Net)	17	0	2	3	1	4	4	0	0	0	12	0	3	0	0	0	0	0	0	3	14
	8%	0	10%	8%	7%	7%	6%	0	0	0	9%	9%	9%	0	0	0	19%	10%	0	14%	8%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
5-6 (Net)	55	16	8	13	5	20	14	0	1	5	38	2	12	0	0	2	0	1	1	4	50
	26%	47%	34%	32%	30%	30%	24%	0	20%	26%	28%	32%	33%	0	0	58%	0	19%	100%	20%	27%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
7-10 (Net)	129	18	13	20	7	38	39	7	4	13	84	3	16	1	0	1	2	3	0	9	120
	62%	52%	52%	48%	41%	57%	64%	100%	70%	66%	61%	60%	45%	100%	0	42%	81%	71%	0	52%	63%
	CL	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
8-10 (Net)	36	11	12	17	5	32	26	7	4	8	65	3	14	1	0	1	2	3	0	8	88
	46%	34%	51%	43%	31%	49%	43%	100%	56%	40%	47%	53%	40%	100%	0	30%	81%	63%	0	45%	46%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*
9-10 (Net)	63	8	6	9	3	19	18	7	3	4	42	1	9	0	0	1	0	1	0	8	55
	30%	25%	26%	23%	18%	29%	30%	100%	47%	20%	30%	16%	24%	0	0	30%	0	20%	0	43%	29%
	T	**	**	*	**	*	**	**	**	**	**	**	*	**	*	**	**	**	**	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_21. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iPlayer offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1620	246	190	269	79	529	358	45	48	116	1193	209	19	24	17	116	93	165	44	164	1449
Base: All who have used BBC channel/service in the last 3 months Effective Base	1532	242	165	238	73	458	293	39	39	88	1178	205	15	14	4	107	98	147	58	141	1385
Not At All Agree 1	1090.0	152.8	125.4	181.9	56.5	365.8	250.9	32.5	28.6	86.6	802.2	148.5	14.2	18.3	13.7	82.4	66.6	122.2	31.8	103.1	982.3
2	39	8	3	3	1	16	9	2	3	6	29	1	1	0	0	1	0	1	0	3	36
3	19	0	3	3	0	6	4	0	0	0	15	3	0	0	0	3	0	0	3	4	15
4	38	10	2	5	3	15	8	3	1	4	27	5	0	1	0	3	2	5	0	3	35
5	52	12	2	4	2	10	8	4	2	2	41	3	0	0	0	2	1	3	0	4	48
6	121	17	13	24	10	45	24	4	1	10	89	23	1	0	0	11	12	12	11	9	112
7	163	38	17	22	6	42	28	3	3	6	132	19	1	2	0	11	8	17	2	12	151
8	333	45	38	47	9	83	69	8	11	17	257	38	2	5	3	23	15	28	10	30	300
9	205	26	22	29	7	58	35	5	0	13	165	26	1	1	0	13	13	22	5	23	180
Agree Completely 10	225	44	24	40	17	72	41	3	7	13	171	34	5	1	0	18	16	26	8	19	205
Don't know	67	14	19	29	9	41	11	2	4	4	50	26	1	2	0	6	20	14	12	7	60
Total	1532	242	165	238	73	458	293	39	39	88	1178	205	15	14	4	107	98	147	58	141	1385
Mean	7.26	7.15	7.44	7.44	7.44	7.17	7.21	6.51	7.06	6.98	7.27	7.42	7.63	7.50	7.35	7.29	7.59	7.52	7.15	7.30	7.25
1-2 (Net)	58	8	5	6	1	21	13	2	3	6	44	4	1	0	0	4	0	2	3	8	51
1-3 (Net)	96	18	8	11	3	36	20	5	3	9	71	9	1	1	0	7	2	6	3	10	86
1-4 (Net)	148	30	10	15	5	48	29	9	5	12	112	12	1	1	0	9	3	10	3	14	133
5-6 (Net)	284	55	30	46	16	87	51	7	4	17	221	42	2	2	0	22	20	30	12	20	263
7-10 (Net)	1033	143	105	148	42	285	203	22	26	56	795	125	10	9	4	70	55	94	32	100	928
8-10 (Net)	783	115	83	116	33	212	145	16	17	43	593	98	8	7	3	54	44	76	22	73	685
9-10 (Net)	430	70	45	69	24	130	76	8	7	26	336	60	6	3	0	30	29	48	12	42	385

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_22. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Three (now available only online) offers me something that other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
187	7	6	6	0	34	64	16	11	19	110	5	0	1	0	3	2	4	1	36	149	
176	11	3	3	0	26	52	14	9	13	113	3	0	0	0	1	2	2	1	29	145	
127.1	4.5	5.3	5.3	0	27.1	48.2	10.5	9.5	16.2	73.0	4.3	0	1.0	0	2.9	1.9	3.7	1.0	21.6	103.8	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
4	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4	
2%	0	0	0	0	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	2%	3%	
4	0	0	0	0	2	3	0	0	1	0	0	0	0	0	0	0	0	0	1	2	
2%	0	0	0	0	9%	7%	3%	0	6%	0	0	0	0	0	0	0	0	0	3%	1%	
JT	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	
10	0	0	0	0	3	2	0	0	1	7	0	0	0	0	0	0	0	0	2	7	
5%	0	0	0	0	10%	3%	0	0	5%	6%	0	0	0	0	0	0	0	0	8%	5%	
13	0	2	2	0	2	6	3	1	1	5	2	0	0	0	0	2	1	1	0	13	
7%	0	48%	48%	0	9%	12%	24%	6%	6%	4%	56%	0	0	0	0	100%	34%	100%	0	9%	
37	4	0	0	0	2	8	3	1	3	29	0	0	0	0	0	0	0	0	4	33	
21%	37%	13%	13%	0	8%	15%	19%	8%	21%	26%	0	0	100%	0	0	0	0	0	14%	23%	
41	1	0	0	0	9	17	4	4	3	21	0	0	0	0	0	0	0	0	5	36	
23%	5%	11%	11%	0	33%	32%	31%	41%	23%	19%	13%	0	0	0	29%	0	19%	0	19%	25%	
36	4	0	0	0	4	7	0	1	2	27	0	0	0	0	0	0	0	0	11	25	
21%	40%	10%	10%	0	16%	14%	0	12%	16%	24%	12%	0	0	0	27%	0	18%	0	39%	17%	
27	2	0	0	0	2	9	3	3	3	19	0	0	0	0	0	0	0	0	5	22	
15%	17%	0	0	0	7%	17%	24%	32%	24%	16%	0	0	0	0	0	0	0	0	17%	15%	
4	0	1	1	0	2	1	0	0	0	2	1	0	0	0	1	0	1	0	0	4	
2%	0	17%	17%	0	8%	1%	0	0	0	1%	19%	0	0	0	44%	0	29%	0	0	3%	
176	11	3	3	0	26	52	14	9	13	113	3	0	0	0	1	2	2	1	29	145	
100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	100%	0	100%	100%	100%	100%	100%	100%	100%
7.78	8.37	6.80	6.80	0	7.32	7.73	7.71	8.57	7.91	7.86	6.76	0	7.00	0	8.48	6.00	7.30	6.00	8.16	7.76	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
4	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4	
2%	0	0	0	0	0	0	0	0	0	3%	0	0	0	0	0	0	0	0	2%	3%	
8	0	0	0	0	2	3	0	0	1	4	0	0	0	0	0	0	0	0	1	5	
5%	0	0	0	0	9%	7%	3%	0	6%	4%	0	0	0	0	0	0	0	0	4%	4%	
22	0	2	2	0	5	8	3	1	2	12	2	0	0	0	0	2	1	1	2	20	
13%	0	48%	48%	0	19%	15%	24%	6%	11%	70%	56%	0	0	0	0	100%	34%	100%	8%	14%	
142	11	1	1	0	17	40	10	8	11	96	1	0	0	0	1	0	1	0	25	116	
81%	100%	35%	35%	0	64%	77%	74%	94%	83%	85%	25%	0	100%	0	56%	0	37%	0	88%	80%	
104	7	1	1	0	14	32	8	7	8	67	1	0	0	0	1	0	1	0	21	83	
59%	63%	21%	21%	0	56%	63%	55%	86%	62%	59%	25%	0	0	0	56%	0	37%	0	74%	57%	
63	6	0	0	0	6	16	3	4	5	46	0	0	0	0	0	0	0	0	16	48	
36%	57%	10%	10%	0	22%	31%	24%	45%	39%	40%	12%	0	0	0	27%	0	16%	0	55%	33%	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D1b_23. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iPlayer Kids offers me something that

other television and video providers do not

Base: All who have used BBC channel/service in the last 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	159	7	4	6	2	32	42	14	10	16	110	5	1	0	0	2	3	4	1	40	119
Base: All who have used BBC channel/service in the last 3 months Effective Base	129	6	6	8	2	27	30	10	6	11	94	8	0	0	0	1	6	6	1	28	101
Not At All Agree 1	104.0	3.8	2.4	3.5	1.8	20.4	33.3	12.6	7.8	13.8	68.2	3.2	1.0	0	0	1.9	2.3	2.3	1.0	26.1	78.5
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	4	0
4	3	0	0	0	0	0	1	1	1	1	2	0	0	0	0	0	0	0	0	0	3
	2	0	0	0	0	0	2	7	13	6	2	0	0	0	0	0	0	0	0	1	3
5	5	0	0	0	0	1	3	1	0	2	3	0	0	0	0	0	0	0	0	2	3
	4	0	0	0	0	5	8	13	0	19	2	0	0	0	0	0	0	0	0	6	3
6	14	0	0	0	0	3	3	1	1	1	11	0	0	0	0	0	0	0	0	3	11
	11	4	0	0	0	10	10	10	19	9	11	0	0	0	0	0	0	0	0	12	11
7	15	0	2	2	0	2	4	2	0	0	11	2	0	0	0	1	1	1	1	2	13
	12	0	36	29	0	8	13	15	0	4	12	31	0	0	0	61	24	14	100	8	13
8	31	4	0	0	0	2	7	2	2	3	23	0	0	0	0	0	0	0	0	8	23
	24	60	6	5	0	8	22	24	31	26	24	0	100	0	0	0	0	0	0	29	22
9	20	2	0	0	0	5	5	1	1	2	15	0	0	0	0	0	0	0	0	6	14
	16	27	0	0	0	17	16	7	9	15	16	0	0	0	0	0	0	0	0	20	14
Agree Completely 10	27	0	0	1	1	8	6	2	1	2	20	1	0	0	0	1	0	1	0	4	23
	21	0	0	7	36	29	21	24	23	18	21	7	0	0	0	39	0	9	0	14	23
Don't know	12	1	4	5	1	6	1	0	0	0	11	5	0	0	0	0	5	5	0	2	11
	9	10	58	59	64	23	5	0	5	2	11	62	0	0	0	0	76	77	0	6	11
Total	129	6	6	8	2	27	30	10	6	11	94	8	0	0	0	1	6	6	1	28	101
	100	100	100	100	100	100	100	100	100	100	100	100	100	0	0	100	100	100	100	100	100
Mean	7.99	8.21	7.14	7.61	10.00	8.42	7.77	7.52	7.64	7.46	8.11	7.56	8.00	0	0	8.18	7.00	8.18	7.00	7.73	8.07
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	4	0
1-4 (Net)	4	0	0	0	0	0	2	1	1	2	0	0	0	0	0	0	0	0	0	1	3
	3	0	0	0	0	0	5	7	13	6	2	0	0	0	0	0	0	0	0	5	3
5-6 (Net)	19	0	0	0	0	4	6	2	1	3	12	0	0	0	0	0	0	0	0	5	14
	15	4	0	0	0	15	18	23	19	28	13	0	0	0	0	0	0	0	0	18	14
7-10 (Net)	93	5	3	3	1	17	22	7	4	7	69	3	0	0	0	1	1	1	1	20	73
	72	86	42	41	36	63	72	70	63	73	73	38	100	0	0	100	24	23	100	71	73
8-10 (Net)	78	5	0	1	1	15	18	6	4	7	57	1	0	0	0	1	0	1	0	18	60
	61	86	6	12	36	54	59	55	63	59	61	7	100	0	0	39	0	9	0	64	60
9-10 (Net)	47	2	0	1	1	11	11	3	2	4	35	1	0	0	0	1	0	1	0	10	38
	37	27	0	7	36	46	37	31	32	33	37	7	0	0	0	39	0	9	0	35	37

D2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table

Base: All who have listened to BBC radio in the past 3 months

	Provides a mix of different types of radio station. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base	2288	2288	2288	2288	2288	2288
Base: All who have listened to BBC radio in the past 3 months	2207	2207	2207	2207	2207	2207
Effective Base	1547.5	1547.5	1547.5	1547.5	1547.5	1547.5
Not At All Well	(1) 15 7%	16 1%	15 1%	34 2%	18 1%	16 1%
				ABCEF		
(2)	21 1%	11 0	8 0	26 1%	23 1%	16 1%
	BC			BC	C	
(3)	32 1%	38 2%	22 1%	42 2%	35 2%	34 2%
		C		C		
(4)	51 2%	50 2%	38 2%	100 6%	51 2%	55 2%
				ABCEF		
(5)	148 7%	133 6%	124 6%	158 7%	146 7%	156 7%
				C		C
(6)	236 11%	200 9%	215 10%	229 10%	217 10%	225 10%
(7)	355 16%	367 17%	338 15%	397 18%	377 17%	408 18%
				C		AC
(8)	496 22%	532 24%	517 23%	447 20%	505 23%	532 24%
		D	D	D	D	D
(9)	349 16%	389 18%	316 14%	324 11%	324 15%	299 14%
	DF	CDEF	D	D	D	D
Extremely Well	(10) 363 16%	382 17%	342 16%	264 12%	330 19%	314 14%
	DEF	CDEF	D	D	D	D
Don't know	140 6%	88 4%	271 12%	267 12%	181 8%	152 7%
	B		ABEF	ABEF	ABF	B
Total	2207 100%	2207 100%	2207 100%	2207 100%	2207 100%	2207 100%
Mean	7.62	7.73	7.71	7.19	7.55	7.51
	DF	ADEF	ADEF		D	D
1-2 (Net)	36 2%	27 1%	23 1%	60 3%	41 2%	33 1%
	C			ABCEF	C	
1-3 (Net)	68 3%	65 3%	45 2%	102 5%	76 3%	66 3%
	C	C		ABCEF	C	C
1-4 (Net)	119 5%	115 5%	84 4%	203 9%	127 6%	121 5%
	C	C		ABCEF	C	C

D2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table**Base: All who have listened to BBC radio in the past 3 months**

	Provides a mix of different types of radio station. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base	2288	2288	2288	2288	2288	2288
Base: All who have listened to BBC radio in the past 3 months	2207	2207	2207	2207	2207	2207
5-6 (Net)	384 17%	333 15%	339 15%	367 16%	363 16%	381 17%
7-10 (Net)	1564 71%	1671 76%	1514 69%	1350 61%	1536 70%	1552 70%
8-10 (Net)	1209 55%	1304 59%	1175 53%	954 43%	1159 53%	1144 52%
9-10 (Net)	712 32%	771 35%	658 30%	506 23%	654 30%	613 28%
	CDEF	ACDEF	D		DF	D

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_1. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides a mix of different types of radio station.

Base: All who have listened to BBC radio in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base Base: All who have listened to BBC radio in the past 3 months Effective Base Not At All Well		2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
		1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
	(1)	15	2	1	2	1	4	3	0	0	1	11	1	1	0	0	1	0	1	0	1	14
		7%	0	0	0	1%	1%	1%	0	0	0	1%	0	2%	0	1%	1%	0	0	0	0	1%
	(2)	21	3	6	8	2	8	10	3	2	3	12	7	0	0	1	7	0	0	7	2	19
		1%	1%	2%	2%	1%	1%	2%	3%	3%	2%	1%	2%	0	0	4%	0	0	0	5%	1%	1%
	(3)	32	4	10	15	5	18	5	1	0	3	25	15	0	0	0	9	6	8	7	2	29
		1%	1%	4%	3%	2%	2%	1%	1%	0	2%	2%	3%	0	0	3%	4%	3%	3%	5%	1%	1%
	(4)	51	9	8	12	5	19	13	2	3	4	32	11	0	0	1	7	4	2	9	7	44
	2%	3%	3%	2%	2%	2%	3%	2%	3%	2%	2%	3%	0	0	5%	3%	2%	1%	6%	3%	2%	
(5)	148	19	11	29	18	53	43	6	3	15	101	22	2	4	1	15	7	17	5	21	125	
	7%	6%	4%	6%	8%	7%	8%	7%	4%	9%	6%	5%	5%	13%	8%	7%	3%	6%	3%	9%	6%	
(6)	236	30	32	50	17	86	66	13	13	18	162	39	4	5	1	19	20	23	16	17	215	
	11%	10%	11%	10%	8%	11%	13%	15%	16%	11%	10%	9%	12%	16%	7%	9%	10%	8%	11%	7%	11%	
(7)	355	44	40	70	30	108	81	18	7	34	266	59	4	5	2	28	30	29	30	38	315	
	EQ	16%	14%	14%	14%	14%	16%	21%	8%	20%	16%	14%	12%	16%	13%	13%	14%	10%	20%	15%	16%	
(8)	496	67	64	97	33	162	121	17	22	34	364	77	10	7	3	43	34	54	23	69	426	
	DK	22%	21%	22%	19%	21%	23%	20%	28%	20%	22%	18%	27%	24%	22%	20%	16%	19%	15%	28%	22%	
(9)	349	61	43	73	31	116	71	14	13	19	266	64	4	4	1	28	36	47	17	39	310	
	DK	16%	20%	15%	14%	15%	14%	16%	16%	11%	16%	15%	11%	14%	8%	13%	17%	17%	11%	16%	16%	
Extremely Well	(10)	363	64	50	72	22	122	78	10	10	24	276	62	7	2	1	30	32	44	18	40	323
	D	16%	20%	17%	14%	10%	15%	12%	13%	14%	17%	14%	20%	6%	10%	12%	14%	15%	16%	12%	16%	17%
Don't know		140	11	26	81	55	92	26	2	7	14	102	71	4	4	2	31	40	52	19	8	132
	D	6%	3%	9%	16%	25%	12%	5%	3%	8%	9%	6%	11%	12%	17%	14%	19%	19%	13%	3%	7%	
Total		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.62	7.81	7.56	7.48	7.34	7.54	7.45	7.34	7.56	7.36	7.69	7.47	7.87	7.29	6.86	7.19	7.79	7.77	6.96	7.68	7.62
1-2 (Net)		FNOR	D									zF		N				OR	OR			
		36	4	7	10	4	13	13	3	2	3	22	9	1	0	1	9	0	2	7	3	33
		2%	1%	2%	2%	2%	2%	2%	3%	3%	2%	1%	2%	2%	0	5%	4%	0	1%	5%	1%	2%
1-3 (Net)		68	8	17	25	8	31	17	4	2	6	48	23	1	0	1	18	6	10	14	6	62
		3%	3%	6%	5%	4%	4%	3%	4%	3%	4%	3%	5%	2%	0	9%	8%	3%	3%	9%	2%	3%
1-4 (Net)		119	17	24	37	13	49	31	5	5	10	80	35	1	0	2	zPQ	10	12	zP	13	106
		5%	6%	8%	7%	6%	6%	6%	6%	6%	5%	8%	2%	0	14%	11%	5%	4%	15%	5%	5%	
5-6 (Net)		384	49	43	78	35	139	109	19	16	34	263	62	6	8	2	zPQ	27	41	zPQ	21	38
		17%	16%	15%	15%	16%	18%	21%	22%	20%	20%	16%	14%	17%	29%	15%	16%	13%	15%	14%	16%	17%
7-10 (Net)		1564	236	196	312	116	508	350	60	52	110	1172	262	26	17	7	129	133	175	87	185	1374
		71%	75%	68%	61%	53%	64%	68%	69%	65%	66%	72%	61%	71%	59%	54%	59%	63%	63%	58%	76%	70%
8-10 (Net)		1209	192	156	243	86	400	269	42	45	76	906	203	21	13	5	101	102	145	58	147	1059
		55%	61%	54%	48%	39%	51%	52%	48%	57%	45%	56%	47%	58%	43%	40%	46%	49%	52%	39%	60%	54%
		CDE	CD	CD	D			I											R			
9-10 (Net)		712	125	93	145	53	238	149	24	23	42	543	126	11	6	2	58	68	91	35	79	633
		32%	40%	32%	29%	24%	30%	29%	28%	29%	25%	34%	29%	31%	19%	18%	26%	33%	33%	23%	32%	32%
		DN	zCD									I							O			

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2 2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides high quality radio output.

Base: All who have listened to BBC radio in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Base: All who have listened to BBC radio in the past 3 months		1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Effective Base		16	2	2	3	1	5	3	0	0	1	11	2	1	0	0	2	0	1	1	1	15
Not At All Well		1%	1%	1%	1%	0	1%	1%	0	0	0	1%	1%	2%	0	1%	1%	0	0	1%	0	1%
(1)		11	2	3	5	3	7	3	0	0	2	7	5	0	0	0	5	0	1	5	1	10
		0	0	1%	1%	1%	1%	1%	0	1%	1%	0	1%	0	0	1%	2%	0	0	3%	0	1%
(2)		38	9	8	11	3	15	4	0	0	4	33	10	0	0	1	5	5	7	4	3	36
		2%	3%	3%	2%	2%	2%	1%	0	0	2%	2%	2%	0	0	5%	2%	3%	2%	2%	1%	2%
(3)		50	10	7	11	5	17	20	4	3	25	10	10	0	0	1	9	1	6	4	6	43
		2%	3%	2%	2%	2%	2%	4%	4%	3%	2%	2%	2%	0	1%	4%	4%	1%	2%	3%	2%	2%
(4)		133	20	18	29	11	47	35	5	5	15	94	23	2	3	0	16	7	14	9	19	114
		6%	6%	6%	6%	5%	6%	7%	6%	7%	9%	6%	5%	7%	11%	3%	7%	3%	5%	6%	8%	6%
(5)		200	22	20	43	23	68	58	13	11	23	137	35	5	2	2	20	15	25	10	23	174
		9%	7%	7%	9%	10%	9%	11%	15%	14%	14%	8%	8%	13%	8%	14%	9%	7%	9%	7%	9%	9%
(6)		367	44	46	76	29	120	84	10	13	26	271	60	7	7	3	23	37	33	26	45	317
		17%	14%	16%	15%	13%	15%	16%	12%	16%	16%	17%	14%	18%	22%	23%	10%	18%	12%	18%	18%	16%
(7)		532	68	66	118	52	189	113	23	18	29	401	97	8	9	3	45	52	60	37	57	475
		24%	22%	23%	23%	24%	24%	22%	27%	23%	18%	25%	23%	23%	29%	22%	21%	25%	22%	25%	23%	24%
(8)		389	62	45	80	35	128	93	12	12	30	290	74	2	3	1	35	39	52	22	46	343
		18%	20%	16%	16%	16%	16%	18%	14%	15%	18%	18%	17%	7%	9%	9%	16%	19%	19%	15%	19%	16%
(9)		382	67	59	83	25	133	83	17	14	27	288	69	9	4	2	38	32	48	21	35	347
		17%	21%	20%	16%	11%	17%	16%	20%	18%	16%	18%	16%	24%	14%	11%	17%	15%	17%	14%	14%	16%
(10)		88	8	15	48	33	60	19	2	3	7	60	43	3	1	1	22	22	31	12	9	79
		4%	2%	5%	9%	15%	8%	4%	2%	4%	4%	4%	10%	7%	5%	7%	10%	10%	11%	8%	4%	4%
Total		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.73	7.79	7.71	7.66	7.59	7.70	7.64	7.78	7.70	7.45	7.78	7.68	7.77	7.56	7.11	7.45	7.91	7.81	7.44	7.65	7.74
1-2 (Net)		27	4	5	8	3	12	6	0	0	3	18	7	1	0	0	7	0	2	6	2	25
		1%	1%	2%	2%	1%	2%	1%	0	1%	2%	1%	2%	2%	0	2%	3%	0	1%	4%	1%	1%
1-3 (Net)		65	13	13	20	6	27	9	0	0	7	51	18	1	0	1	13	5	9	9	4	61
		3%	4%	5%	4%	3%	3%	2%	0	1%	4%	3%	4%	2%	0	8%	6%	3%	3%	6%	2%	3%
1-4 (Net)		115	23	20	31	11	44	29	4	3	11	76	28	1	0	2	21	7	15	13	11	104
		5%	7%	7%	6%	5%	6%	6%	4%	4%	6%	5%	7%	2%	1%	11%	10%	3%	5%	9%	4%	5%
5-6 (Net)		333	42	39	72	33	115	93	18	16	38	231	57	7	6	2	36	21	39	18	42	288
		15%	13%	13%	14%	15%	15%	18%	21%	20%	23%	14%	13%	19%	19%	16%	16%	10%	14%	12%	17%	15%
7-10 (Net)		1671	241	216	357	141	569	374	63	57	112	1250	300	26	22	9	141	160	194	107	182	1482
		76%	77%	75%	70%	64%	72%	73%	73%	72%	67%	77%	70%	72%	74%	65%	64%	76%	69%	71%	75%	76%
8-10 (Net)		1304	197	170	281	112	450	290	53	45	86	980	241	20	15	6	118	123	160	80	138	1165
		59%	63%	59%	55%	51%	57%	56%	61%	56%	51%	61%	56%	54%	52%	42%	54%	59%	58%	53%	56%	60%
9-10 (Net)		771	129	104	164	60	261	177	29	26	56	578	143	11	7	3	73	71	100	43	81	690
		35%	41%	36%	32%	27%	33%	34%	34%	33%	33%	36%	33%	30%	23%	20%	33%	34%	36%	29%	33%	35%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2 3. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Supports UK music and presenters.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	North ern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minor ity Ethnic (S)	White (T)
Unweighted Base		2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base		1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Well	(1)	15 1%	2 0	1 0	3 1%	2 1%	5 1%	4 1%	1 1%	0 0	1 0	10 1%	2 1%	1 2%	0 0	0 0	2 1%	0 0	1 0	2 1%	1 0	14 1%
	(2)	8 0	1 0	1 0	1 0	1 0	3 0	0 0	0 0	0 0	0 0	6 0	1 0	0 0	0 0	0 3%	1 0	0 0	1 0	0 0	1 0	7 0
	(3)	22 1%	2 1%	6 2%	7 1%	1 0	9 1%	10 2%	1 1%	0 0	2 1%	12 1%	7 2%	0 0	0 0	0 3%	6 3%	0 0	4 1%	3 2%	5 2%	17 1%
	(4)	38 2%	6 2%	5 2%	9 2%	4 2%	13 2%	11 2%	2 2%	3 3%	5 3%	26 2%	8 2%	0 2%	1 3%	0 0	6 3%	2 1%	6 2%	1 1%	3 1%	36 2%
	(5)	124 6%	20 6%	13 4%	31 6%	18 8%	49 6%	24 5%	2 3%	2 3%	10 6%	94 6%	25 6%	2 7%	3 9%	1 6%	16 7%	9 4%	13 5%	12 8%	19 8%	103 5%
	(6)	215 10%	37 12%	23 8%	38 7%	15 7%	57 7%	62 12%	13 15%	11 14%	16 10%	143 9%	31 7%	4 11%	1 5%	2 13%	22 10%	8 4%	21 8%	10 6%	19 8%	191 10%
	(7)	338 15%	43 14%	32 11%	62 12%	29 13%	105 13%	82 16%	12 13%	8 10%	26 16%	246 15%	47 11%	6 16%	2 22%	2 15%	21 9%	27 13%	31 11%	16 11%	42 17%	294 15%
	(8)	517 23%	71 23%	59 20%	96 19%	37 17%	171 22%	113 22%	18 21%	21 27%	38 23%	394 24%	82 19%	9 26%	3 12%	1 8%	42 19%	40 19%	53 19%	29 19%	60 25%	456 23%
	(9)	316 14%	45 14%	45 16%	66 13%	21 10%	111 14%	79 15%	17 19%	6 8%	18 11%	227 14%	61 14%	2 5%	3 9%	1 6%	29 13%	32 15%	41 15%	19 13%	34 14%	282 14%
Extremely Well	(10)	342 16%	45 14%	41 14%	59 12%	18 8%	108 14%	71 14%	12 14%	15 18%	20 12%	265 16%	48 11%	7 18%	3 10%	1 7%	26 12%	22 11%	29 10%	19 13%	37 15%	305 16%
Don't know		CDKQ 271 12%	42 63%	23 62%	136 27%	74 34%	157 20%	59 11%	9 17%	14 17%	31 18%	193 12%	117 27%	5 15%	9 30%	5 38%	49 22%	68 33%	78 28%	39 26%	23 9%	248 13%
Total		2207 100%	314 100%	289 100%	508 100%	219 100%	788 100%	515 100%	86 100%	79 100%	168 100%	1618 100%	429 100%	36 100%	29 100%	14 100%	220 100%	209 100%	279 100%	150 100%	244 100%	1953 100%
Mean		7.71	7.65	7.77	7.61	7.35	7.70	7.62	7.73	7.81	7.52	7.77	7.64	7.67	7.36	6.89	7.36	7.97	7.66	7.59	7.66	7.73
1-2 (Net)		DO 23 1%	3 1%	1 1%	4 1%	3 1%	8 1%	4 1%	1 1%	0 0	1 0	17 1%	3 1%	1 2%	0 0	0 3%	3 1%	0 0	2 1%	2 1%	2 1%	22 1%
1-3 (Net)		45 2%	5 2%	8 3%	11 2%	4 2%	17 2%	13 3%	2 2%	0 0	3 2%	29 2%	10 2%	1 2%	0 0	1 6%	10 4%	0 0	5 2%	5 3%	7 3%	38 2%
1-4 (Net)		84 4%	11 4%	13 4%	20 4%	7 3%	30 4%	24 5%	4 4%	3 3%	8 5%	55 3%	18 4%	1 2%	1 3%	1 6%	15 7%	2 1%	12 4%	6 4%	10 4%	74 4%
5-6 (Net)		339 15%	57 18%	36 12%	69 14%	33 15%	106 13%	86 17%	15 18%	13 17%	26 16%	237 15%	56 13%	7 14%	4 14%	3 19%	38 17%	17 8%	34 12%	21 14%	36 16%	294 15%
7-10 (Net)		P 1514 69%	204 65%	177 61%	283 56%	105 48%	495 63%	346 67%	58 68%	50 63%	103 61%	1132 70%	238 56%	24 66%	15 53%	5 37%	117 53%	121 58%	154 55%	84 56%	173 71%	1337 68%
8-10 (Net)		BCDEK MNOPQR 1175 53%	161 51%	145 50%	221 44%	76 35%	390 50%	264 51%	47 54%	42 53%	77 46%	886 55%	191 45%	18 50%	9 30%	3 22%	97 44%	94 45%	123 44%	68 45%	131 54%	1043 53%
9-10 (Net)		CDEK MNOPQ 658 30%	90 29%	86 30%	125 25%	39 18%	219 28%	150 29%	29 33%	21 26%	39 23%	492 30%	109 25%	9 24%	5 19%	2 14%	55 25%	54 26%	70 25%	39 26%	71 29%	587 30%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_4. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Takes risks and provides radio content or music that is new and innovative or less well known

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008	
	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953	
	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5	
	34	4	6	9	2	13	6	0	0	2	27	8	1	0	0	5	3	2	6	2	33	
	2%	1%	2%	2%	1%	2%	1%	0	0	1%	2%	2%	2%	0	2%	2%	1%	1%	4%	1%	2%	
	26	12	0	1	2	2	3	0	1	1	21	1	0	0	0	1	0	1	0	1	25	
	1%	4%	0	0	0	0	0	0	1%	0	1%	0	0	0	3%	0	0	0	0	1%	1%	
CE	42	zBCD	2	11	15	3	17	2	4	10	23	14	0	1	K	9	5	11	3	6	36	
J	2	1%	4%	3%	2%	2%	3%	2%	6%	6%	1%	3%	0	2%	3%	4%	2%	4%	2%	2%	2%	
100	10	zA	14	24	10	39	zJ	9	zJ	zJ	66	22	0	1	0	z	7	z	4	8		
5%	3%	5%	5%	5%	5%	5%	32	11%	7%	4%	66	5%	0	4%	1%	15	3%	5%	6%	10	88	
	158	25	14	33	18	58	36	5	5	10	115	28	1	4	0	15	13	19	9	16	140	
	7%	8%	5%	6%	8%	7%	7%	6%	6%	6%	7%	6%	3%	12%	0	7%	6%	7%	6%	7%	7%	
	229	24	29	45	16	74	53	5	6	19	166	34	5	4	2	21	13	27	8	23	202	
	10%	8%	10%	9%	8%	9%	10%	6%	7%	11%	10%	8%	14%	14%	11%	10%	6%	10%	5%	10%	10%	
	397	56	40	69	29	118	99	19	12	30	287	56	7	3	3	27	29	34	22	36	360	
	18%	18%	14%	13%	13%	15%	19%	22%	15%	18%	18%	13%	19%	11%	21%	12%	14%	12%	14%	15%	18%	
CEKQ	447	62	53	88	35	148	97	14	17	28	336	74	7	5	2	42	32	45	29	57	389	
20%	20%	18%	17%	16%	16%	19%	19%	17%	22%	17%	21%	17%	18%	18%	12%	19%	16%	16%	20%	23%	20%	
	242	43	34	46	13	78	61	13	5	18	178	42	3	0	1	16	26	27	15	26	216	
	11%	14%	12%	9%	6%	10%	12%	15%	7%	11%	11%	10%	9%	0	5%	7%	13%	10%	10%	11%	11%	
DM	264	35	29	40	11	75	51	11	11	16	208	31	7	2	0	15	16	24	7	34	229	
	12%	10%	8%	5%	10%	10%	10%	13%	14%	9%	13%	7%	18%	6%	4%	7%	7%	9%	5%	14%	12%	
CDEKOR	267	41	59	140	80	165	60	7	12	29	191	119	K	6	9	5	54	65	75	44	33	233
	13%	zA	21%	28%	37%	z	12%	8%	15%	17%	12%	28%	17%	32%	37%	25%	31%	27%	29%	13%	12%	
2207	314	289	508	219	788	515	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
O	7.19	7.23	7.09	7.00	6.85	7.10	7.07	7.29	7.09	7.01	7.25	6.96	7.72	6.69	6.72	6.72	7.24	7.03	6.83	7.41	7.17	
	60	16	7	10	3	16	9	0	1	2	48	8	1	0	1	5	3	3	6	3	58	
3%	5%	2%	2%	1%	2%	2%	2%	0	1%	1%	3%	2%	2%	0	5%	2%	1%	1%	4%	1%	3%	
	102	18	18	25	6	33	26	2	5	12	71	23	1	1	1	15	8	13	9	9	94	
5%	6%	6%	5%	3%	4%	4%	5%	2%	7%	7%	4%	5%	2%	2%	8%	7%	4%	5%	6%	4%	5%	
	203	28	32	48	16	72	58	11	11	19	138	45	1	2	1	30	15	27	18	18	182	
9%	9%	11%	10%	8%	9%	9%	11%	13%	14%	11%	9%	10%	2%	6%	9%	14%	7%	10%	12%	8%	9%	
	387	49	43	78	35	132	89	10	10	29	281	62	6	8	2	36	26	46	16	40	343	
18%	16%	15%	15%	16%	17%	17%	17%	12%	13%	17%	17%	14%	17%	27%	11%	16%	12%	16%	11%	16%	18%	
	1350	197	155	242	88	419	308	58	46	92	1008	203	23	10	6	100	103	130	73	153	1195	
61%	63%	54%	48%	40%	53%	60%	60%	67%	58%	55%	62%	47%	64%	36%	43%	45%	49%	47%	48%	63%	61%	
BCDEK	CD	CD	D																			
MNOPQR	554	115	174	59	301	209	209	39	34	62	721	147	16	7	3	73	74	96	51	117	834	
43%	45%	40%	34%	27%	38%	40%	40%	45%	42%	37%	45%	34%	45%	25%	21%	33%	35%	35%	34%	48%	43%	
CDEK	CD	CD	D																			
MNOQ	506	79	62	86	24	153	112	24	16	34	385	73	10	2	1	31	42	51	22	60	445	
23%	25%	21%	17%	11%	19%	22%	22%	28%	20%	20%	24%	17%	27%	7%	9%	14%	20%	18%	14%	25%	23%	
CDE	CD	CD	D																			
KMNO																						

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_5. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides radio stations that appeal to a wide range of different audiences across the UK,

for example people of different ages, regions, backgrounds and ethnicities.

Base: All who have listened to BBC radio in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
18	3	3	6	3	7	4	1	0	1	13	5	1	0	0	5	0	2	3	1	17
1%	1%	1%	1%	1%	1%	1%	1%	0	0	1%	1%	2%	0	3%	2%	0	1%	2%	0	1%
23	8	4	7	3	7	3	0	0	1	20	7	0	0	0	3	4	3	4	2	21
1%	3%	1%	1%	1%	1%	1%	0	0	1%	1%	2%	0	0	0	1%	2%	1%	2%	1%	1%
35	6	10	12	2	14	16	0	0	6	19	12	0	0	0	9	3	10	2	3	32
2%	2%	3%	2%	1%	2%	3%	0	0	3%	1%	3%	0	0	3%	4%	1%	3%	2%	1%	2%
J	2	2	12	6	20	15	7	6	5	31	12	0	0	0	6	7	11	1	7	44
51	6	6	12	6	20	15	7	6	5	31	12	0	0	0	6	7	11	1	7	44
2%	1%	2%	2%	3%	3%	3%	9%	7%	3%	2%	3%	0	0	0	3%	3%	4%	1%	3%	2%
146	26	19	29	10	50	34	3	3	12	104	23	3	1	2	18	5	15	8	23	122
P	8%	6%	6%	5%	6%	7%	4%	3%	7%	6%	5%	8%	4%	12%	6%	2%	5%	8%	9%	6%
217	27	26	49	23	77	52	13	11	15	161	36	6	4	2	20	16	20	16	17	196
10%	9%	9%	10%	10%	10%	10%	15%	14%	9%	10%	8%	16%	15%	17%	9%	8%	7%	11%	7%	10%
377	50	38	70	32	113	97	19	14	32	272	58	4	5	4	29	29	39	19	45	329
17%	16%	13%	14%	15%	14%	19%	22%	17%	19%	17%	13%	12%	16%	26%	13%	14%	14%	13%	18%	17%
E	505	64	111	47	171	112	14	16	37	374	94	7	9	1	47	47	53	41	52	451
23%	20%	22%	22%	21%	22%	22%	16%	20%	22%	23%	22%	19%	29%	7%	21%	22%	19%	27%	21%	23%
N	52	47	66	20	114	68	11	13	21	248	57	5	3	2	25	32	39	18	44	280
324	16%	13%	13%	9%	14%	13%	13%	17%	12%	15%	13%	13%	9%	13%	12%	15%	14%	12%	18%	14%
D	330	54	66	23	108	73	14	8	18	249	56	7	1	1	28	28	40	16	33	298
15%	17%	15%	13%	11%	14%	14%	16%	9%	11%	15%	13%	20%	3%	7%	13%	13%	14%	11%	13%	15%
M	181	23	81	50	106	41	4	10	22	128	68	4	7	2	30	38	46	22	18	162
8%	7%	11%	16%	23%	14%	8%	4%	12%	13%	8%	16%	11%	24%	12%	14%	18%	17%	15%	8%	8%
2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.55	7.55	7.48	7.42	7.33	7.52	7.42	7.39	7.44	7.32	7.60	7.42	7.70	7.42	6.84	7.18	7.68	7.45	7.35	7.57	7.56
NO	11	7	12	5	14	7	1	0	2	33	11	1	0	0	7	4	5	6	2	39
2%	4%	2%	2%	2%	2%	1%	1%	0	1%	2%	3%	2%	0	3%	3%	2%	2%	4%	1%	2%
76	17	17	25	8	28	23	1	0	7	52	23	1	0	1	16	7	14	9	5	71
3%	5%	6%	5%	4%	4%	4%	1%	0	4%	3%	5%	2%	0	6%	7%	3%	5%	6%	2%	4%
127	19	23	37	14	48	38	8	6	13	63	36	1	0	1	22	14	25	10	13	114
6%	6%	8%	7%	6%	6%	7%	9%	7%	7%	5%	8%	2%	0	6%	10%	7%	9%	7%	5%	6%
363	53	44	77	33	127	86	17	14	26	265	59	9	6	4	38	22	35	24	40	318
16%	17%	15%	15%	15%	16%	17%	19%	17%	16%	16%	14%	24%	19%	29%	17%	10%	13%	16%	16%	16%
P	1536	219	191	313	122	506	350	58	50	107	266	23	17	7	130	136	172	94	173	1358
70%	70%	66%	62%	56%	64%	68%	67%	63%	64%	71%	62%	64%	57%	53%	59%	65%	62%	63%	71%	70%
CDE	1159	168	153	243	90	393	253	39	37	75	208	19	12	4	101	107	133	75	129	1029
KNOO	53%	54%	53%	48%	41%	50%	49%	45%	46%	45%	49%	52%	41%	27%	46%	51%	48%	50%	53%	53%
CDN	654	105	89	132	43	222	141	25	21	38	114	12	3	3	54	60	80	34	76	577
30%	34%	31%	26%	20%	28%	27%	29%	26%	23%	31%	27%	33%	12%	20%	24%	29%	29%	23%	31%	30%
DM	D	CD	D	D	D	D	D	D	D	D	D	M*	D	D	D	D	D	D	D	D

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2 6. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides distinctive radio programmes and output.

Base: All who have listened to BBC radio in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base		1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Well		(1) 16	2	2	3	1	5	3	0	0	1	12	2	1	0	0	2	0	1	1	1	16
		1%	0	1%	0	0	1%	1%	0	0	0	1%	0	2%	0	0	1%	0	0	1%	0	1%
(2)		16	2	4	5	1	6	3	0	0	3	14	5	0	0	1	1	4	1	4	1	15
		1%	1%	1%	1%	0	1%	1%	0	0	2%	1%	1%	0	0	4%	0	2%	0	2%	1%	1%
(3)		34	6	10	15	5	19	11	0	3	3	22	15	0	0	0	10	5	10	5	2	31
		2%	2%	4%	3%	2%	2%	2%	0	4%	2%	1%	3%	0	0	0	4%	2%	4%	3%	1%	2%
(4)		55	11	8	14	6	20	15	5	2	4	38	11	1	1	1	6	5	5	5	3	52
		2%	4%	3%	3%	3%	3%	3%	6%	3%	3%	2%	2%	3%	4%	9%	3%	2%	2%	3%	1%	3%
(5)		156	24	13	32	18	58	48	zJ	4	10	100	28	1	2	1	16	12	18	10	23	131
		7%	8%	5%	6%	8%	7%	9%	5%	6%	6%	6%	7%	2%	5%	11%	7%	6%	7%	6%	9%	7%
(6)		J	16	26	50	24	75	zJ	13	6	27	148	37	5	7	1	20	16	24	13	22	201
		225	5%	9%	10%	11%	10%	13%	15%	8%	16%	9%	9%	14%	24%	8%	9%	8%	8%	9%	9%	10%
(7)		AJ	64	44	71	27	126	zJ	13	16	36	303	58	6	4	3	30	28	36	23	47	358
		408	20%	15%	14%	12%	16%	19%	15%	20%	22%	19%	14%	17%	14%	20%	14%	13%	13%	15%	19%	18%
(8)		CDEKQ	69	65	109	44	172	105	17	21	30	408	92	7	7	2	44	48	55	37	65	465
		532	22%	22%	21%	20%	22%	20%	20%	26%	18%	25%	21%	21%	25%	18%	20%	23%	20%	24%	27%	24%
(9)		F	51	40	62	23	106	64	14	11	21	228	54	5	2	2	30	24	42	12	29	269
		299	16%	14%	12%	10%	13%	12%	17%	14%	12%	14%	13%	13%	6%	13%	14%	11%	15%	8%	12%	14%
Extremely Well		(10) 314	47	46	70	24	108	73	13	9	20	235	60	7	2	1	28	32	43	18	37	277
		14%	15%	16%	14%	11%	14%	14%	15%	12%	12%	15%	14%	19%	6%	7%	13%	15%	15%	12%	15%	14%
Don't know		152	20	31	78	47	94	31	6	5	14	109	68	4	5	1	32	36	44	24	14	138
		7%	6%	11%	15%	21%	12%	6%	7%	7%	8%	7%	16%	11%	16%	9%	15%	17%	16%	16%	6%	7%
Total		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.51	7.58	7.51	7.44	7.33	7.46	7.35	7.57	7.48	7.27	7.58	7.45	7.74	7.11	6.86	7.35	7.56	7.61	7.16	7.59	7.51
1-2 (Net)		33	4	6	8	2	10	6	0	0	3	26	6	1	0	1	3	4	2	5	2	31
		1%	1%	2%	1%	1%	1%	1%	0	0	2%	2%	1%	2%	0	4%	1%	2%	1%	3%	1%	2%
1-3 (Net)		66	10	16	22	6	30	17	0	3	6	48	21	1	0	1	13	9	11	10	5	62
		3%	3%	6%	4%	3%	4%	3%	0	4%	4%	3%	5%	2%	0	4%	6%	4%	4%	6%	2%	3%
1-4 (Net)		121	21	25	36	12	49	31	6	6	11	86	32	2	1	2	18	14	17	15	8	114
		5%	7%	8%	7%	5%	6%	6%	6%	7%	6%	5%	7%	5%	4%	13%	8%	7%	6%	10%	3%	6%
5-6 (Net)		381	40	39	82	42	133	115	18	11	37	248	65	6	8	3	36	29	42	23	44	332
		J	13%	14%	16%	19%	17%	22%	20%	14%	22%	15%	15%	15%	29%	19%	17%	14%	15%	15%	18%	17%
7-10 (Net)		1552	232	194	312	118	512	337	57	58	107	1174	264	25	15	8	133	131	176	89	178	1369
		70%	74%	67%	61%	54%	65%	65%	66%	72%	63%	73%	62%	69%	52%	58%	61%	63%	63%	59%	73%	70%
8-10 (Net)		1144	168	150	241	91	386	242	44	41	70	871	206	19	11	5	103	103	140	66	131	1011
		52%	54%	52%	47%	41%	49%	47%	51%	52%	42%	54%	48%	52%	37%	38%	47%	49%	50%	44%	54%	52%
9-10 (Net)		613	99	86	132	47	213	137	27	21	40	463	114	11	4	3	59	56	85	30	66	546
		28%	32%	30%	26%	21%	27%	27%	31%	26%	24%	29%	27%	31%	12%	20%	27%	27%	30%	20%	27%	28%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_sum. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio... (7-10 Summary Table)

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1976	256	252	417	165	699	515	91	81	161	1388	307	33	38	39	161	146	222	85	232	1733
Base: All who have listened to BBC radio in the past 3 months	1886	266	235	398	164	639	435	74	67	137	1396	335	29	25	10	158	177	216	119	210	1668
Effective Base	1347.3	167.0	169.5	290.5	121.0	487.3	371.0	69.3	59.8	120.0	940.1	227.3	27.0	31.1	32.7	115.6	112.8	160.0	70.0	150.2	1190.3
Provides a mix of different types of radio station.	1564	236	196	312	116	508	350	60	52	110	1172	262	26	17	7	129	133	175	87	185	1374
CDEKPR	85% zCD	85% CD	85% D	71% 357	89% 79%	83% 79%	80% 80%	81% 81%	78% 78%	80% 80%	84% 84%	76% 76%	88% 88%	70% 70%	71% 71%	82% 82%	75% 75%	81% 81%	74% 74%	82% 82%	82% 82%
Provides high quality radio output.	1671	241	216	357	141	569	374	63	57	112	1250	300	26	22	9	141	160	194	107	182	1482
I	89% 90%	92% 90%	92% 90%	86% 86%	89% 89%	86% 86%	86% 86%	85% 85%	86% 86%	82% 82%	90% 90%	90% 90%	90% 90%	88% 88%	87% 87%	89% 89%	90% 90%	90% 90%	90% 90%	89% 89%	89% 89%
Supports UK music and presenters.	1514	204	177	283	105	495	346	58	50	103	1132	238	24	15	5	117	121	154	84	173	1337
CDEK	80% 77% D	76% 77% D	71% 71% D	64% 64% D	77% 77% D	79% 79% D	79% 79% D	79% 79% D	74% 74% D	75% 75% D	81% 81% D	71% 71% N	82% 82% D	63% 63% D	50% 50% D	74% 74% D	68% 68% D	72% 72% D	71% 71% D	83% 83% D	80% 80% D
INOPQR	72% 74% CD	66% 66% CD	61% 61% D	53% 53% D	66% 66% D	71% 71% D	71% 71% D	78% 78% D	68% 68% D	67% 67% D	72% 72% D	61% 61% D	81% 81% D	42% 42% D	57% 57% D	63% 63% D	58% 58% D	60% 60% D	61% 61% D	73% 73% D	72% 72% D
Takes risks and provides radio content or music that is new and innovative or less well known	1536	219	191	313	122	506	350	58	50	107	1142	266	23	17	7	130	136	172	94	173	1358
Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.	1552	232	194	312	118	512	337	57	58	107	1174	264	25	15	8	133	131	176	89	178	1369
Provides distinctive radio programmes and output.	82% DFMP	87% CD	83% CD	78% D	72% 72%	80% 80%	78% 78%	77% 77%	86% 86%	78% 78%	84% 84%	79% 79% M	87% 87%	61% 61%	77% 77%	84% 84%	74% 74%	81% 81% P	75% 75%	85% 85%	82% 82%

D2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table

Base: All Respondents

	Provides a mix of different types of radio station. (A)	Provides high quality radio output. (B)	Supports UK music and prenters. (C)	Takes risks and provides radio content or music that is new and innovative or less well known (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backg rounds and ethnic ities. (E)	Provides disti nctive radio progr ammes and output. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	56 1%	68 2%	53 1%	86 2%	68 2%	70 2%
2	44 1%	33 1%	37 1%	ABCE 55 1%	C 55 1%	AC 50 1%
3	78 2%	79 2%	64 2%	BC 88 2%	BC 85 2%	B 82 2%
4	117 3%	102 3%	89 2%	C 164 4%	C 120 3%	107 3%
5	293 8%	275 7%	269 7%	ABCEF 290 8%	C 279 7%	291 8%
6	384 10%	336 9%	345 9%	379 10%	345 9%	376 10%
7	527 14%	518 14%	461 12%	569 15%	549 15%	585 16%
8	700 19%	735 19%	728 19%	C 586 16%	C 699 19%	BC 703 19%
9	419 11%	522 14%	412 11%	D 308 8%	D 401 11%	D 370 10%
Extremely Well 10	DF 431 11%	ACDEF 444 12%	D 411 11%	D 330 9%	D 403 11%	D 375 10%
Don't know	DF 720 19%	DEF 658 17%	D 900 24%	913 24%	D 785 21%	D 761 20%
Total	B 3769 100%	B 3769 100%	ABEF 3769 100%	ABEF 3769 100%	AB 3769 100%	AB 3769 100%
Mean	7.21	7.33	7.31	6.86	7.17	7.10
1-2 (Net)	DF 100 3%	ADEF 101 3%	ADEF 91 2%	141 4%	DF 124 3%	D 120 3%
1-3 (Net)	178 5%	181 5%	154 4%	ABC 230 6%	ABC 189 5%	ABC 202 5%
1-4 (Net)	295 8%	282 7%	243 6%	ABCE 394 10%	C 309 8%	C 309 8%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: - Summary Table

Base: All Respondents

	Provides a mix of different types of radio station. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
5-6 (Net)	676 18% BC	612 16%	614 16%	669 18%	623 17%	667 18% B
7-10 (Net)	2078 55% CD	2217 59% ACDEF	2012 53% D	1793 48%	2052 54% D	2032 54% D
8-10 (Net)	1550 41% DF	1701 45% ACDEF	1551 41% DF	1224 32%	1503 40% D	1447 38% D
9-10 (Net)	850 23% DF	956 26% ACDEF	823 22% DF	638 17%	804 21% DF	744 20% D

Overlap formulae used

Column Proportions:
Columns Tested (5%): A/B/C/D/E/F
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): A/B/C/D/E/F
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_1_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides a mix of different types of radio station.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	56	6	5	6	1	21	15	3	3	6	37	5	1	0	0	3	2	4	2	4	53
	1%	1%	1%	1%	0	1%	2%	2%	2%	2%	1%	1%	1%	0	1%	1%	1%	1%	1%	1%	2%
2	44	11	8	12	4	17	15	3	2	7	28	11	0	0	1	8	3	1	10	4	39
	1%	2%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	0	0	2%	Q	1%	0	3%	1%	1%
3	78	9	15	22	8	35	14	3	4	62	62	22	0	0	0	12	10	14	7	13	65
	2%	2%	3%	3%	2%	2%	2%	2%	1%	2%	2%	3%	0	0	2%	3%	3%	3%	2%	3%	2%
4	117	15	16	27	11	47	30	4	5	13	78	26	0	1	1	15	10	8	17	13	104
	3%	3%	3%	3%	3%	3%	3%	3%	4%	4%	3%	3%	0	2%	4%	Q	3%	2%	5%	3%	3%
5	293	44	27	53	26	118	77	12	6	22	206	38	6	7	L	22	16	24	13	30	258
	8%	8%	6%	6%	7%	8%	9%	8%	4%	7%	8%	5%	9%	15%	9%	6%	4%	6%	4%	7%	8%
6	KP	45	42	79	36	157	92	18	15	25	273	62	9	6	1	29	33	33	29	48	329
	384	9%	9%	9%	9%	10%	10%	13%	12%	8%	10%	8%	14%	13%	7%	8%	8%	8%	9%	11%	10%
7	527	69	55	92	37	165	115	20	8	45	400	75	6	8	2	35	40	38	37	59	460
	14%	13%	11%	10%	9%	11%	13%	14%	6%	15%	15%	10%	10%	16%	9%	10%	10%	9%	12%	13%	14%
8	CDEHKQ	700	93	90	136	233	157	20	28	47	527	113	12	7	4	58	55	72	41	90	607
	19%	18%	18%	16%	12%	15%	17%	21%	15%	15%	19%	11%	19%	15%	18%	16%	14%	17%	13%	20%	18%
9	CDEKR	419	73	53	90	147	91	16	13	22	311	80	5	4	1	36	42	53	27	49	369
	11%	14%	11%	10%	9%	10%	10%	10%	10%	7%	11%	11%	8%	8%	7%	10%	11%	13%	8%	11%	11%
Extremely Well 10	EI	431	71	59	86	160	90	15	11	30	330	75	7	2	1	33	42	52	23	46	384
	11%	13%	12%	10%	7%	10%	10%	10%	9%	10%	12%	10%	11%	4%	7%	10%	11%	12%	7%	10%	12%
Don't know	D	720	90	120	274	432	200	29	40	86	480	236	18	14	6	100	136	121	115	95	616
	19%	17%	24%	21%	40%	28%	22%	20%	30%	28%	18%	32%	27%	28%	33%	28%	35%	29%	36%	21%	19%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.21	7.33	7.28	7.20	7.08	7.11	7.07	6.99	7.21	6.92	7.27	7.21	7.43	6.93	6.81	7.02	7.39	7.48	6.82	7.25	7.21
1-2 (Net)	IR	17	13	18	6	38	31	6	5	13	65	17	1	0	1	11	6	5	12	7	92
	3%	3%	3%	2%	1%	3%	3%	4%	4%	4%	2%	2%	1%	0	4%	3%	1%	1%	4%	2%	3%
1-3 (Net)	178	26	27	41	13	73	45	9	5	18	127	39	1	0	1	23	16	19	19	20	157
	5%	5%	6%	5%	3%	5%	5%	6%	4%	6%	5%	5%	1%	0	6%	7%	4%	5%	6%	4%	5%
1-4 (Net)	295	41	43	68	25	120	75	13	10	31	204	64	1	1	M	39	26	28	37	32	262
	8%	8%	9%	8%	6%	8%	8%	9%	8%	10%	7%	9%	1%	2%	10%	11%	7%	7%	11%	7%	8%
5-6 (Net)	L	89	69	132	62	276	169	30	21	47	479	100	15	14	3	51	49	57	43	78	587
	16%	17%	14%	15%	16%	18%	19%	21%	16%	15%	18%	13%	23%	27%	16%	14%	13%	14%	13%	17%	18%
7-10 (Net)	CKPQ	306	257	404	146	706	452	71	60	144	1569	343	31	22	8	162	180	216	127	244	1820
	55%	58%	53%	46%	38%	46%	50%	50%	46%	47%	57%	46%	48%	43%	41%	46%	46%	51%	40%	54%	55%
8-10 (Net)	CDEFI	236	202	312	110	541	337	51	53	99	1169	268	25	14	6	127	139	178	90	185	1359
	41%	45%	41%	36%	28%	35%	38%	36%	40%	32%	43%	36%	38%	27%	32%	36%	36%	42%	28%	41%	41%
9-10 (Net)	KMR	850	143	112	176	308	181	31	25	52	642	155	12	6	3	70	84	105	49	95	752
	23%	23%	23%	20%	16%	20%	20%	22%	19%	17%	23%	21%	19%	12%	14%	20%	22%	25%	15%	21%	23%
	DEIMR	zCD	D	D							I						R	OR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_2_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides high quality radio output.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	68	7	5	6	1	24	21	3	3	7	41	5	1	0	1	4	1	2	3	2	64
	2%	1%	1%	1%	0	2%	2%	2%	2%	2%	2%	1%	1%	0	5%	1%	0	0	1%	1%	2%
	CDKP														KM*						
2	33	10	4	9	4	15	11	0	0	8	22	9	0	0	0	5	3	1	8	2	31
	1%	2%	1%	1%	1%	1%	1%	0	0	2%	1%	1%	0	0	1%	1%	1%	0	2%	0	1%
	Z									ZFU						Q			ZQ		
3	79	11	11	16	5	28	9	3	0	4	66	15	0	0	1	9	6	9	7	7	72
	2%	2%	2%	2%	1%	2%	1%	2%	0	1%	2%	2%	0	0	4%	2%	2%	2%	2%	2%	2%
	F									F					LM*						
4	102	18	14	22	8	43	33	7	4	7	58	21	0	0	1	13	8	12	10	17	84
	3%	3%	3%	3%	2%	3%	4%	5%	3%	2%	2%	3%	0	1%	3%	4%	2%	3%	3%	4%	3%
	J						J	J													
5	275	43	33	58	26	110	61	5	6	25	205	44	6	7	1	25	19	25	19	34	240
	7%	8%	7%	7%	7%	7%	7%	3%	5%	8%	8%	6%	10%	14%	5%	7%	5%	6%	6%	8%	7%
														K*							
6	336	33	27	63	36	129	89	17	14	31	237	49	7	4	2	26	23	31	18	41	282
	9%	6%	5%	7%	9%	8%	10%	12%	11%	10%	9%	7%	11%	8%	11%	7%	6%	7%	6%	9%	9%
	BK																				
7	516	59	72	108	36	183	123	18	16	36	377	87	9	9	3	38	49	45	42	61	448
	14%	11%	15%	12%	9%	12%	14%	12%	12%	12%	14%	12%	13%	18%	17%	11%	13%	11%	13%	14%	14%
	DE																				
8	735	95	85	149	64	252	145	30	23	40	566	123	12	11	3	57	65	72	51	80	651
	19%	18%	17%	17%	16%	16%	16%	21%	17%	13%	21%	17%	19%	21%	17%	16%	17%	17%	16%	18%	20%
	EFI										ZFI										
9	522	85	63	113	50	189	126	17	15	41	386	104	4	4	1	46	58	70	34	65	455
	14%	16%	13%	13%	13%	12%	14%	12%	12%	13%	14%	14%	6%	7%	7%	13%	15%	17%	11%	14%	14%
Extremely Well 10	444	73	66	95	28	166	91	18	15	30	341	80	9	5	2	40	40	54	26	44	400
	12%	14%	14%	11%	7%	11%	10%	13%	12%	10%	12%	11%	13%	9%	8%	11%	10%	13%	8%	10%	12%
	D																				
Don't know	658	92	108	239	130	395	188	25	33	79	434	206	17	11	5	89	117	103	104	96	558
	17%	18%	22%	27%	34%	26%	21%	17%	25%	26%	16%	28%	26%	22%	24%	25%	30%	24%	32%	21%	17%
	J																				
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.33	7.41	7.47	7.42	7.35	7.28	7.21	7.35	7.41	7.06	7.40	7.44	7.47	7.31	6.72	7.27	7.61	7.65	7.14	7.37	7.34
	N										ZI										
1-2 (Net)	101	17	10	15	5	38	31	3	3	15	63	13	1	0	1	9	4	3	11	5	95
	3%	3%	2%	2%	1%	2%	3%	2%	3%	5%	2%	2%	1%	0	5%	3%	1%	1%	3%	1%	3%
	QS																				
1-3 (Net)	181	28	20	31	10	67	41	6	3	18	129	28	1	0	2	18	11	11	17	12	167
	5%	5%	4%	4%	3%	4%	5%	4%	3%	6%	5%	4%	1%	0	9%	5%	3%	3%	5%	3%	5%
1-4 (Net)	282	46	35	53	18	110	73	13	8	25	188	50	1	0	2	31	19	23	27	29	251
	7%	9%	7%	6%	5%	7%	8%	9%	6%	8%	7%	7%	1%	1%	12%	9%	5%	5%	8%	6%	8%
	M														LM*						
5-6 (Net)	612	76	59	121	62	239	150	22	21	56	442	93	14	11	3	51	43	56	37	75	522
	16%	14%	12%	14%	16%	16%	17%	15%	16%	16%	16%	13%	21%	22%	16%	14%	11%	13%	12%	17%	16%
	BKP																				
7-10 (Net)	2217	312	287	465	178	790	484	83	70	147	1669	394	33	28	9	181	212	240	154	250	1954
	59%	59%	59%	53%	46%	52%	54%	58%	53%	48%	61%	53%	52%	56%	48%	51%	54%	57%	48%	56%	59%
	CDEF										ZFI										
8-10 (Net)	1701	253	214	356	142	607	362	66	53	111	1293	307	25	19	6	143	163	195	111	189	1506
	45%	48%	44%	41%	37%	40%	40%	46%	41%	36%	47%	41%	38%	37%	31%	41%	42%	46%	35%	42%	46%
	CDE										ZFI										
9-10 (Net)	966	159	130	208	78	355	217	36	31	71	726	184	13	8	3	86	98	124	60	109	855
	26%	30%	26%	24%	20%	23%	24%	25%	23%	23%	27%	25%	20%	16%	15%	24%	25%	29%	19%	24%	26%
	DER																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_3_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Supports UK music and presenters.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	53	7	3	6	2	22	16	4	3	6	33	5	1	0	0	4	1	2	3	2	51
	1%	1%	1%	1%	1%	1%	2%	3%	2%	2%	1%	1%	2%	0	0	1%	0	0	1%	0	2%
2	37	10	3	6	3	13	7	0	0	6	28	5	0	0	0	1	4	1	4	7	30
	1%	2%	1%	1%	1%	1%	1%	0	0	2%	1%	1%	0	0	2%	0	1%	0	1%	2%	1%
3	64	6	9	11	2	23	6	4	0	6	42	10	0	0	0	7	3	6	4	11	53
	2%	1%	2%	1%	0	1%	2%	2%	0	2%	2%	1%	0	0	2%	2%	1%	1%	1%	2%	2%
4	89	12	10	19	9	34	24	2	4	12	61	16	1	1	0	9	7	9	7	8	79
	2%	2%	2%	2%	2%	2%	3%	1%	3%	4%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%
5	269	44	28	58	29	122	58	9	5	16	197	44	8	5	1	27	17	24	20	33	233
	7%	8%	6%	7%	8%	8%	6%	6%	3%	5%	7%	6%	12%	9%	6%	8%	4%	6%	6%	7%	7%
6	345	54	35	61	25	115	87	16	12	25	242	50	7	1	2	29	21	30	20	42	297
	9%	10%	7%	7%	7%	7%	10%	11%	9%	8%	9%	7%	11%	3%	12%	8%	5%	7%	6%	9%	9%
7	461	55	48	81	32	149	108	15	11	33	341	64	7	8	2	27	36	43	21	58	396
	12%	10%	10%	9%	8%	10%	12%	15%	8%	11%	12%	9%	10%	16%	12%	8%	9%	10%	6%	13%	12%
8	728	99	79	133	54	240	153	22	26	49	566	115	11	4	2	60	56	68	47	81	646
	19%	19%	16%	15%	14%	16%	17%	22%	20%	16%	21%	16%	18%	9%	8%	17%	14%	16%	15%	18%	20%
9	412	55	59	86	27	151	101	23	8	27	296	79	3	3	1	39	40	46	33	50	361
	11%	10%	12%	10%	7%	10%	11%	16%	6%	9%	11%	11%	4%	7%	5%	11%	10%	11%	10%	11%	11%
Extremely Well 10	411	54	46	70	24	143	83	14	16	27	317	57	7	4	1	27	31	34	23	45	364
	11%	10%	9%	8%	6%	9%	9%	10%	12%	9%	12%	8%	10%	9%	7%	8%	8%	8%	7%	10%	11%
Don't know	900	131	169	349	180	523	239	35	48	102	611	297	20	23	9	123	174	159	138	113	775
	24%	25%	34%	40%	46%	34%	27%	24%	36%	33%	22%	40%	31%	46%	46%	35%	45%	38%	43%	25%	24%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.31	7.20	7.45	7.33	7.15	7.22	7.18	7.32	7.45	7.00	7.37	7.36	7.14	7.39	6.85	7.21	7.51	7.44	7.23	7.28	7.32
1-2 (Net)	91	17	6	12	5	35	24	4	3	12	60	11	1	0	0	5	5	3	7	9	81
	2%	3%	1%	1%	1%	2%	3%	3%	2%	4%	2%	1%	1%	0	2%	2%	1%	1%	2%	2%	2%
1-3 (Net)	154	23	15	22	7	58	43	7	3	18	102	21	1	0	1	12	8	9	12	20	133
	4%	4%	3%	3%	2%	4%	5%	5%	2%	8%	4%	3%	1	0	1	4%	2%	2%	4%	4%	4%
1-4 (Net)	243	35	25	41	16	91	67	9	7	30	164	37	2	1	1	21	16	18	19	28	213
	6%	7%	5%	5%	4%	6%	7%	6%	5%	10%	6%	5%	3%	2%	5%	6%	4%	4%	6%	6%	6%
5-6 (Net)	614	98	64	118	55	236	145	25	17	41	439	94	15	6	3	56	38	54	40	75	529
	16%	19%	13%	14%	14%	15%	16%	17%	13%	13%	16%	13%	23%	12%	17%	16%	10%	13%	12%	17%	16%
7-10 (Net)	2012	263	232	369	137	682	445	74	60	135	1519	315	28	20	6	151	163	191	124	234	1768
	53%	50%	47%	42%	35%	44%	50%	52%	46%	44%	56%	42%	43%	40%	31%	43%	42%	45%	39%	52%	54%
8-10 (Net)	1351	208	184	288	104	533	337	59	49	102	1178	251	21	12	4	125	127	148	103	176	1371
	41%	40%	38%	33%	27%	35%	38%	41%	37%	33%	43%	34%	33%	24%	20%	36%	32%	35%	32%	39%	42%
9-10 (Net)	823	109	105	155	51	293	184	37	23	53	612	136	10	8	2	65	71	80	56	95	726
	22%	21%	21%	18%	13%	19%	21%	26%	18%	17%	22%	18%	15%	15%	11%	19%	18%	19%	17%	21%	22%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_4_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Takes risks and provides radio content or music that is new and innovative or less well known

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	86 2%	10 2%	11 2%	13 1%	2 1%	32 2%	23 3%	4 3%	2 2%	8 3%	59 2%	12 2%	1 1%	0 0%	0 0%	8 2%	4 1%	4 1%	8 3%	6 1%	79 2%
2	55 1%	23 4%	4 1%	7 1%	4 1%	16 1%	10 1%	0 0%	1 1%	2 2%	41 2%	7 1%	0 0%	0 0%	0 2%	2 1%	5 1%	3 1%	4 1%	5 1%	49 1%
3	88 2%	5 1%	14 3%	21 2%	8 2%	32 2%	30 3%	4 3%	4 3%	15 5%	57 2%	21 3%	0 0%	1 1%	0 2%	10 3%	11 3%	14 3%	7 2%	11 2%	77 2%
4	164 4%	16 3%	18 4%	35 4%	17 4%	69 5%	44 5%	11 8%	7 6%	10 3%	114 4%	34 5%	0 0%	1 2%	0 2%	21 6%	12 3%	20 5%	14 4%	17 4%	144 4%
5	290 8%	48 9%	34 7%	60 7%	27 7%	117 8%	73 8%	13 9%	6 4%	18 6%	205 8%	49 7%	6 9%	6 11%	0 1%	23 7%	26 7%	29 7%	20 6%	26 6%	262 8%
6	379 10%	37 7%	46 9%	74 8%	28 7%	142 9%	78 9%	8 5%	7 5%	27 9%	282 10%	58 8%	9 14%	5 10%	2 9%	31 9%	27 7%	39 9%	19 6%	45 10%	330 10%
7	569 15%	83 16%	63 13%	99 11%	36 9%	182 12%	125 14%	22 15%	16 12%	41 13%	430 16%	83 11%	9 14%	4 7%	3 17%	38 11%	44 11%	48 11%	35 11%	56 12%	512 16%
8	586 16%	74 14%	57 12%	101 11%	44 11%	185 12%	126 14%	16 12%	21 16%	36 12%	444 16%	85 11%	8 13%	5 10%	2 9%	49 14%	36 9%	50 12%	36 11%	71 16%	512 16%
9	308 8%	53 10%	47 10%	67 8%	19 5%	111 7%	71 8%	14 10%	7 5%	21 7%	231 8%	61 8%	3 5%	1 2%	1 5%	22 6%	38 10%	37 9%	24 8%	32 7%	274 8%
Extremely Well 10	330 9%	48 9%	32 7%	47 5%	15 4%	108 7%	65 7%	14 10%	11 8%	20 6%	254 9%	37 5%	7 10%	2 5%	1 4%	17 5%	20 5%	26 6%	11 4%	51 11%	279 8%
Don't know	913 24%	130 25%	165 34%	353 40%	188 49%	540 35%	252 28%	37 26%	48 37%	104 24%	613 22%	296 40%	22 34%	26 51%	9 48%	130 37%	166 43%	154 36%	142 44%	130 29%	766 23%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	6.86	6.88	6.83	6.76	6.64	6.74	6.70	6.81	6.88	6.52	6.93	6.71	7.27	6.70	6.76	6.57	6.84	6.82	6.55	7.10	6.83
1-2 (Net)	141 4%	32 6%	14 3%	20 2%	6 2%	48 3%	32 4%	4 3%	3 3%	15 5%	100 4%	19 3%	1 1%	0 0%	1 4%	10 3%	9 2%	7 2%	12 4%	11 3%	128 4%
1-3 (Net)	230 6%	37 7%	28 6%	42 5%	14 4%	80 5%	62 7%	8 6%	8 6%	30 10%	157 6%	40 5%	1 1%	1 1%	5 5%	20 6%	20 5%	21 5%	19 6%	22 5%	206 6%
1-4 (Net)	394 10%	53 10%	46 9%	77 9%	31 8%	149 10%	106 12%	19 13%	15 12%	40 13%	271 10%	73 10%	1 1%	2 4%	1 7%	41 12%	32 8%	40 10%	33 10%	39 9%	350 11%
5-6 (Net)	669 18%	85 16%	79 16%	134 15%	55 14%	259 17%	150 17%	21 14%	13 10%	45 15%	487 18%	107 14%	14 22%	11 21%	2 10%	54 15%	53 14%	67 16%	40 12%	71 16%	592 18%
7-10 (Net)	1793 48%	257 49%	200 41%	313 36%	113 29%	586 38%	387 43%	66 46%	55 42%	118 38%	1360 50%	266 36%	27 43%	12 25%	7 35%	127 36%	139 36%	160 36%	106 33%	209 47%	1576 48%
8-10 (Net)	1224 32%	174 33%	137 28%	214 24%	78 20%	404 26%	262 29%	45 31%	39 30%	77 25%	929 34%	164 25%	18 28%	9 17%	4 18%	88 25%	95 24%	112 27%	72 22%	154 34%	1064 32%
9-10 (Net)	633 17%	101 19%	80 16%	114 13%	34 9%	219 14%	136 15%	28 20%	18 14%	41 13%	485 18%	98 13%	10 16%	4 7%	2 9%	39 11%	58 15%	63 15%	36 11%	83 18%	553 17%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_5_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	68 2%	8 1%	6 1%	9 1%	3 1%	24 2%	18 2%	4 3%	3 2%	6 2%	47 2%	8 1%	1 1%	0 0%	0 2%	7 2%	1 0%	3 1%	5 2%	7 1%	62 2%
2	55 1%	17 3%	7 1%	11 1%	4 1%	15 1%	11 1%	1 0%	0 0%	6 2%	43 2%	11 1%	0 0%	0 0%	0 0%	3 1%	8 2%	4 1%	7 2%	4 1%	49 2%
3	65 2%	10 2%	11 2%	14 2%	3 1%	28 2%	23 3%	1 0%	3 2%	7 2%	38 1%	14 2%	0 0%	0 0%	0 2%	10 3%	4 1%	11 3%	3 1%	7 2%	59 2%
4	120 3%	9 2%	12 2%	25 3%	13 3%	45 3%	33 4%	11 8%	6 4%	12 4%	82 3%	25 3%	0 0%	0 0%	0 2%	10 3%	14 4%	17 4%	8 2%	12 3%	105 3%
5	279 7%	44 8%	34 7%	57 6%	23 6%	113 7%	64 7%	12 8%	4 3%	17 6%	199 7%	42 6%	6 10%	6 11%	3 14%	22 6%	20 5%	26 6%	15 5%	42 9%	233 7%
6	345 9%	42 8%	45 9%	76 9%	32 8%	143 9%	81 9%	18 12%	14 11%	24 8%	255 9%	61 8%	8 13%	4 8%	2 12%	34 10%	27 7%	31 7%	31 10%	34 8%	303 9%
7	549 15%	74 14%	58 12%	99 11%	41 11%	183 12%	125 14%	21 15%	17 13%	42 14%	411 15%	83 11%	7 10%	6 12%	4 18%	37 11%	45 11%	56 13%	27 8%	62 14%	479 15%
8	699 19%	83 16%	76 16%	136 16%	60 16%	231 15%	151 17%	15 11%	22 17%	48 16%	525 19%	116 16%	8 13%	10 20%	1 8%	58 16%	59 15%	61 15%	55 17%	77 17%	620 19%
9	401 11%	65 12%	62 13%	88 10%	26 7%	152 10%	77 9%	12 9%	22 11%	310 11%	3 11%	76 10%	6 9%	4 7%	2 10%	34 10%	43 11%	43 10%	33 10%	56 12%	344 10%
Extremely Well 10	403 11%	64 12%	52 11%	83 9%	30 8%	147 10%	92 10%	18 12%	8 6%	26 8%	299 11%	72 10%	8 13%	1 3%	1 7%	34 10%	38 10%	51 12%	20 6%	36 8%	366 11%
Don't know	785 21%	112 21%	127 26%	280 32%	152 39%	454 30%	221 25%	31 22%	39 30%	97 32%	522 19%	235 32%	20 31%	20 39%	5 26%	103 29%	132 34%	118 28%	117 36%	114 25%	663 20%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.17	7.18	7.27	7.22	7.14	7.13	7.03	6.91	7.11	6.91	7.22	7.21	7.44	7.18	6.77	7.10	7.32	7.29	7.09	7.16	7.18
1-2 (Net)	124 3%	25 5%	13 3%	20 2%	7 2%	39 3%	29 3%	4 3%	3 2%	12 4%	90 3%	19 3%	1 1%	0 0%	0 2%	10 3%	9 2%	7 2%	12 4%	11 2%	111 3%
1-3 (Net)	189 5%	35 7%	23 5%	34 4%	11 3%	67 4%	52 6%	5 3%	6 4%	19 6%	128 5%	33 4%	1 1%	0 0%	1 4%	19 5%	13 3%	17 4%	15 5%	18 4%	170 5%
1-4 (Net)	309 8%	44 8%	35 7%	59 7%	24 6%	111 7%	85 9%	16 11%	12 9%	31 10%	210 8%	58 8%	1 1%	0 0%	1 6%	30 8%	28 7%	34 8%	23 7%	30 7%	275 8%
5-6 (Net)	623 17%	85 16%	79 16%	133 15%	54 14%	256 17%	144 16%	29 21%	18 14%	41 13%	454 17%	103 14%	15 23%	10 20%	5 26%	56 16%	47 12%	57 14%	46 14%	76 17%	537 16%
7-10 (Net)	2052 54%	285 54%	248 51%	406 46%	157 41%	712 46%	446 50%	66 46%	63 48%	138 45%	1546 57%	347 47%	29 45%	21 42%	8 42%	162 46%	184 47%	212 50%	135 42%	231 51%	1810 55%
8-10 (Net)	1503 40%	212 40%	190 39%	306 35%	116 30%	530 35%	321 36%	45 31%	46 35%	96 31%	1134 42%	264 36%	22 35%	15 30%	5 24%	125 36%	139 37%	156 37%	109 34%	169 36%	1331 41%
9-10 (Net)	804 21%	129 24%	114 23%	170 19%	56 14%	299 19%	169 19%	30 21%	24 18%	48 16%	609 22%	148 20%	14 22%	5 10%	3 16%	68 19%	80 21%	95 22%	53 17%	92 20%	711 22%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_6_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio...: Provides distinctive radio programmes and output.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	70	6	7	10	3	27	18	2	3	8	47	9	1	0	0	8	1	4	5	3	67
	2%	1%	1%	1%	1%	2%	2%	2%	2%	3%	2%	1%	1%	0	0	2%	0	1%	2%	1%	2%
2	P	13	9	12	3	20	9	1	0	6	40	11	0	0	1	PQ	2	9	1	P	7
	1%	3%	2%	1%	1%	1%	1%	1%	0	2%	1%	2%	0	0	3%	1%	0	0	0	1%	42
3	82	13	13	19	6	35	21	2	3	10	59	19	0	0	0	11	8	12	7	7	75
	2%	2%	3%	2%	1%	2%	2%	1%	2%	3%	2%	3%	0	0	0	3%	2%	3%	2%	2%	2%
4	107	16	14	24	10	43	35	8	7	7	68	20	2	1	1	10	10	13	7	11	96
	3%	3%	3%	3%	3%	3%	4%	5%	5%	2%	2%	3%	2%	2%	7%	3%	3%	3%	2%	2%	3%
5	291	47	27	55	28	120	75	7	6	17	199	43	5	5	2	23	19	25	17	36	250
	8%	9%	6%	6%	7%	8%	8%	5%	5%	5%	7%	6%	8%	10%	11%	7%	5%	6%	5%	8%	8%
6	376	31	43	81	38	150	92	18	8	33	266	63	8	9	1	29	35	31	32	44	328
	10%	6%	9%	9%	10%	10%	10%	13%	6%	11%	10%	9%	12%	17%	7%	8%	9%	7%	10%	10%	10%
7	585	82	68	104	37	188	126	17	21	47	447	87	9	6	3	43	43	52	35	70	510
	16%	16%	14%	12%	9%	12%	14%	12%	16%	15%	16%	12%	13%	11%	16%	12%	11%	12%	11%	15%	16%
8	703	99	78	137	59	230	143	22	26	45	540	114	10	10	3	52	62	70	44	85	616
	19%	19%	16%	16%	15%	15%	16%	15%	20%	15%	20%	15%	15%	20%	15%	15%	16%	17%	14%	19%	19%
9	370	65	50	79	29	141	79	18	11	23	278	70	5	2	2	39	31	47	23	44	323
	10%	12%	10%	9%	7%	9%	9%	13%	9%	8%	10%	9%	8%	3%	10%	11%	8%	11%	7%	10%	10%
Extremely Well 10	375	53	53	80	27	137	85	14	10	24	261	70	7	2	1	32	37	47	23	42	332
	10%	10%	11%	9%	7%	9%	9%	10%	8%	8%	10%	9%	11%	5%	7%	9%	10%	11%	7%	9%	10%
Don't know	761	101	129	277	149	443	212	34	36	88	508	238	19	16	5	102	135	121	117	100	647
	20%	19%	26%	32%	38%	29%	24%	24%	27%	29%	19%	32%	29%	31%	26%	29%	35%	29%	36%	22%	20%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.10	7.15	7.16	7.13	7.09	7.00	6.96	7.18	7.10	6.84	7.16	7.13	7.31	6.95	6.90	7.08	7.19	7.36	6.80	7.20	7.09
1-2 (Net)	120	19	16	22	6	47	28	3	3	14	87	21	1	0	1	11	10	5	16	10	109
	3%	4%	3%	2%	1%	3%	3%	2%	2%	4%	3%	3%	1%	0	3%	Q	3%	1%	5%	2%	3%
1-3 (Net)	202	32	29	41	11	82	48	5	6	23	146	39	1	0	1	21	18	17	23	18	184
	5%	6%	6%	5%	3%	5%	5%	4%	5%	8%	5%	5%	1%	0	3%	6%	5%	4%	7%	4%	6%
1-4 (Net)	309	48	43	64	21	125	83	13	13	30	214	59	2	1	2	31	28	30	29	28	280
	8%	9%	9%	7%	5%	8%	9%	9%	10%	10%	8%	8%	3%	2%	9%	9%	7%	7%	9%	6%	9%
5-6 (Net)	667	78	70	136	66	270	167	25	14	49	465	106	13	14	3	52	54	56	50	80	578
	18%	15%	14%	16%	17%	16%	19%	18%	11%	16%	17%	14%	20%	27%	17%	15%	14%	13%	15%	16%	16%
7-10 (Net)	2032	299	248	400	152	696	433	71	69	140	1546	340	30	20	9	166	173	215	125	242	1781
	54%	57%	51%	46%	39%	45%	48%	50%	52%	45%	57%	46%	47%	39%	47%	47%	44%	51%	39%	54%	54%
8-10 (Net)	1447	217	180	295	115	508	307	54	48	93	1098	254	22	14	6	123	130	163	90	172	1271
	38%	41%	37%	34%	30%	33%	34%	38%	36%	30%	40%	34%	34%	28%	32%	R	33%	39%	28%	38%	39%
9-10 (Net)	744	118	103	159	56	278	164	32	22	48	559	139	12	4	3	71	68	94	46	86	655
	20%	22%	21%	18%	14%	18%	18%	23%	16%	16%	20%	19%	19%	8%	16%	R	18%	22%	14%	19%	20%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2_sum_2. Comparing BBC radio stations to other radio stations, how well, if at all, do you think BBC radio... (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Provides a mix of different types of radio station.	2078 55% CDEFI KMNOPR	306 58% CD	257 53% CD	404 46% D	146 38% D	706 46% D	452 50% D	71 50% D	60 46% D	144 47% D	1569 57% zFI	343 46% D	31 48% D	22 43% D	8 41% D	162 46% D	180 46% D	216 51% R	127 40% D	244 54% D	1820 55% D
Provides high quality radio output.	2217 59% CDEF IKOR	312 59% D	287 59% CD	465 53% D	178 46% D	790 52% D	484 54% I	83 58% I	70 53% D	147 48% D	1669 61% zFI	394 53% D	33 52% D	28 56% D	9 48% D	181 51% D	212 54% D	240 57% D	154 48% D	250 56% D	1954 59% D
Supports UK music and presenters.	2012 53% BCDE FIKM NOPOR	263 50% CD	232 47% CD	369 42% D	137 35% D	682 44% D	445 50% I	74 52% D	60 46% D	135 44% D	1519 56% zFI	315 42% D	28 43% D	20 40% D	6 31% D	151 43% D	163 42% D	191 45% D	124 39% D	234 52% D	1768 54% D
Takes risks and provides radio content or music that is new and innovative or less well known	1793 48% BCDE FIKM NOPOR	257 49% BCD	200 41% CD	313 36% D	113 29% D	586 38% D	387 43% D	66 46% D	55 42% D	118 38% D	1360 50% zFI	266 36% D	27 43% M*	12 25% D	7 35% D	127 36% D	139 36% D	160 38% D	106 33% D	209 47% D	1576 48% D
Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.	2052 54% CDEFI KMOPR	285 54% CD	248 51% CD	406 46% D	157 41% D	712 46% D	446 50% D	66 46% D	63 48% D	138 45% D	1546 57% zFI	347 47% D	29 45% D	21 42% D	8 42% D	162 46% D	184 47% D	212 50% D	135 42% D	231 51% D	1810 55% D
Provides distinctive radio programmes and output.	2032 54% CDEFI KMOPR	299 57% CD	248 51% CD	400 46% D	152 39% D	696 45% D	433 48% D	71 50% D	69 52% D	140 45% D	1546 57% zFI	340 46% D	30 47% D	20 39% D	9 47% D	166 47% R	173 44% D	215 51% PR	125 39% D	242 54% D	1781 54% D

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table

Base: All who have listened to BBC radio in the past 3 months

		Provides a mix of different types of radio stations. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known. (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base		2288	2288	2288	2288	2288	2288
Base: All who have listened to BBC radio in the past 3 months		2207	2207	2207	2207	2207	2207
Effective Base		1547.5	1547.5	1547.5	1547.5	1547.5	1547.5
Not At All Important		21	10	17	19	21	17
(1)		1%	0	1%	1%	1%	1%
		B		B	B	B	B
(2)		7	1	2	8	16	11
		0	0	0	0	0	0
		B			B	BC	BC
(3)		19	18	15	49	26	17
		1%	1%	1%	2%	1%	1%
					ABCEF		
(4)		31	37	40	72	36	50
		1%	2%	2%	3%	2%	2%
					ABCEF		A
(5)		125	110	133	158	122	143
		6%	5%	6%	7%	6%	6%
					ABE		B
(6)		224	177	197	221	178	193
		10%	8%	9%	10%	8%	9%
		BE			BE		
(7)		360	330	311	382	378	381
		16%	15%	14%	17%	17%	17%
		C			BC	BC	BC
(8)		503	544	520	459	533	546
		23%	25%	24%	21%	24%	25%
			D	D	D	D	D
(9)		394	372	347	292	330	351
		18%	17%	16%	13%	15%	16%
		CDEF	D	D			D
(10)		428	523	452	355	447	397
		19%	24%	20%	16%	20%	16%
		D	ACDEF	DF		DF	D
Extremely Important		95	85	174	192	121	102
Don't know		4%	4%	8%	9%	6%	5%
				ABEF	ABEF	ABF	
Total		2207	2207	2207	2207	2207	2207
		100%	100%	100%	100%	100%	100%
Mean		7.84	8.04	7.89	7.50	7.81	7.75
		DF	ACDEF	DEF		D	D
1-2 (Net)		28	11	19	27	36	28
		1%	0	1%	1%	2%	1%
		B				BC	B
1-3 (Net)		47	29	34	76	62	45
		2%	1%	2%	3%	3%	2%
		B			ABCF	BC	B
1-4 (Net)		78	66	75	148	98	95
		4%	3%	3%	7%	4%	4%
				ABCEF	ABC		B

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio...: - Summary Table

Base: All who have listened to BBC radio in the past 3 months

Unweighted Base
Base: All who have
 listened to BBC
 radio in the past 3
 months
 5-6 (Net)

4-7 (Net)

7-10 (Net)

8-10 (Net)

9-10 (Net)

Provides a mix of different types of radio stations. (A)	Provides high quality radio output. (B)	Supports UK music and prese nters. (C)	Takes risks and provides radio content or music that is new and innov ative or less well known (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backg rounds and ethnic ities. (E)	Provides disti nctive radio progr ammes and output. (F)
2288	2288	2288	2288	2288	2288
2207	2207	2207	2207	2207	2207
349 16%	287 13%	330 15%	379 17%	301 14%	336 15%
BE		B	BCE		B
741 34%	654 30%	661 31%	833 38%	714 32%	767 35%
BC			ABCEF	B	BCE
1686 76%	1769 80%	1629 74%	1488 67%	1687 76%	1674 76%
CD	ACDEF	D		CD	CD
1325 60%	1439 65%	1318 60%	1106 50%	1309 59%	1294 59%
D	ACDEF	D		D	D
823 37%	895 41%	799 36%	647 29%	776 35%	748 34%
DEF	ACDEF	DF		D	D

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_1. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides a mix of different types of radio stations.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008	
	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953	
	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5	
	21	3	1	6	5	8	6	2	2	2	13	6	0	0	0	4	2	6	0	2	19	
	1%	1%	0	1%	2%	1%	1%	2%	3%	1%	1%	1%	0	0	1%	2%	1%	2%	0	1%	1%	
	7	1	0	0	0	0	0	0	0	0	7	0	0	0	0	0	0	0	0	0	7	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	E	1	4	5	1	8	5	0	0	4	14	5	0	0	1	5	0	5	0	1	17	
	19	0	1%	1%	1%	1%	1%	0	0	2%	1%	1%	0	0	7%	2%	0	2%	0	0	1%	
	1%	0																				
	31	6	1	2	2	14	8	3	2	3	21	2	0	0	1	1	0	1	0	3	28	
	1%	2%	0	0	1%	2%	1%	3%	3%	2%	1%	0	0	0	5%	1%	0	2%	0	1%	1%	
	125	21	15	28	13	47	31	5	6	9	85	26	0	1	1	15	11	19	7	21	103	
	6%	7%	5%	6%	6%	6%	6%	6%	8%	5%	5%	6%	0	5%	8%	7%	5%	7%	5%	9%	5%	
	224	26	24	39	16	63	63	12	6	22	156	33	2	4	1	17	16	18	15	24	196	
	10%	8%	8%	8%	7%	8%	12%	14%	7%	13%	10%	8%	5%	13%	6%	8%	8%	7%	10%	10%	10%	
	E																					
	360	44	44	80	36	118	80	9	9	25	267	68	4	5	3	33	35	42	25	36	321	
	16%	14%	15%	16%	17%	15%	16%	10%	12%	15%	17%	16%	12%	17%	21%	15%	17%	17%	15%	15%	16%	
	503	76	67	119	51	187	115	17	23	39	374	94	10	11	3	46	49	57	38	52	450	
	23%	24%	23%	23%	23%	24%	22%	20%	29%	23%	23%	22%	28%	39%	21%	21%	23%	20%	25%	21%	23%	
	394	54	55	88	32	133	81	15	8	19	303	80	5	1	1	37	43	53	27	45	349	
	18%	17%	19%	17%	15%	17%	16%	17%	9%	11%	19%	19%	14%	4%	11%	17%	21%	19%	18%	18%	18%	
	IM																					
	428	74	63	94	31	153	108	21	16	32	307	78	12	3	1	38	40	55	23	46	382	
	19%	24%	22%	18%	14%	19%	21%	24%	20%	19%	19%	18%	33%	9%	9%	17%	19%	20%	16%	19%	20%	
	D																					
	95	8	15	46	31	58	19	3	7	14	70	38	3	4	2	25	13	22	16	14	80	
	4%	3%	5%	9%	14%	7%	4%	3%	9%	8%	4%	9%	8%	13%	12%	11%	6%	8%	10%	6%	4%	
Total	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.84	7.95	8.05	7.89	7.67	7.87	7.81	7.84	7.64	7.64	7.87	7.88	8.62	7.59	7.01	7.71	8.04	7.82	7.98	7.81	7.85	
	N	5	1	6	5	8	6	2	2	2	20	N	zKMN*	*	*			*	*	2	26	
	28	1%	0	1%	2%	1%	1%	2%	3%	1%	1%	1%	0	0	0	4	2	6	0	1%	1%	
	1%																					
1-3 (Net)	47	6	5	12	6	16	11	2	2	6	34	11	0	0	1	9	2	11	0	3	44	
	2%	2%	2%	2%	3%	2%	2%	2%	3%	3%	2%	2%	0	0	8%	4%	1%	4%	0	1%	2%	
1-4 (Net)	78	12	6	14	8	30	18	4	5	8	55	12	0	0	2	10	2	12	0	6	72	
	4%	4%	2%	3%	4%	4%	4%	4%	6%	5%	3%	3%	0	0	12%	5%	1%	4%	0	2%	4%	
5-6 (Net)	349	46	39	68	29	110	94	18	12	31	241	59	2	5	2	32	27	37	22	46	299	
	16%	15%	13%	13%	13%	14%	16%	20%	15%	18%	15%	14%	5%	18%	13%	14%	13%	13%	15%	19%	15%	
4-7 (Net)	741	97	83	150	67	241	182	29	23	59	529	128	6	10	5	66	62	81	47	84	648	
	34%	31%	29%	30%	31%	31%	35%	34%	29%	35%	33%	30%	17%	35%	40%	30%	30%	29%	31%	35%	33%	
7-10 (Net)	1686	248	229	380	151	591	384	62	56	115	1251	320	32	20	8	153	167	207	113	178	1502	
	76%	79%	79%	75%	69%	75%	75%	71%	70%	69%	77%	75%	87%	69%	62%	70%	80%	74%	75%	73%	77%	
8-10 (Net)	1325	204	185	300	115	473	304	53	47	90	984	253	27	15	6	121	132	165	88	142	1181	
	60%	65%	64%	59%	52%	60%	59%	61%	59%	54%	61%	59%	75%	62%	41%	55%	63%	59%	58%	58%	60%	
9-10 (Net)	823	128	118	182	64	286	189	36	24	51	610	158	17	4	3	75	83	108	50	90	732	
	37%	41%	41%	36%	29%	36%	37%	41%	30%	30%	38%	37%	46%	13%	20%	34%	40%	39%	33%	37%	37%	
	DMN	D	CD	D	D		I					MN	MN*	*								

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D2a 2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides high quality radio output.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Important	10	2	1	1	0	3	1	0	0	0	7	1	0	0	0	1	0	1	0	1	8
(1)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	1%	0
(2)	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
(3)	18	4	5	6	1	10	4	1	3	3	14	5	0	0	1	5	0	5	0	2	17
(4)	1%	1%	2%	1%	0	1%	1%	1%	3%	2%	1%	1%	0	0	5%	2%	0	2%	0	1%	1%
(5)	37	6	5	7	3	10	10	1	1	2	27	6	0	0	1	3	4	3	3	1	36
(6)	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	0	0	8%	1%	2%	1%	2%	0	2%
(7)	110	14	11	18	7	36	31	5	7	12	73	15	1	1	1	14	1	11	4	23	85
(8)	5%	4%	4%	4%	3%	5%	6%	6%	8%	7%	5%	4%	2%	4%	6%	6%	1%	4%	3%	9%	4%
(9)	PT	27	25	39	14	57	53	11	3	19	117	32	3	4	1	P	11	P	15	zT	149
(10)	177	9%	9%	8%	6%	7%	10%	13%	4%	11%	7%	7%	9%	12%	4%	21	5%	6%	17%	10%	8%
(11)	8%	36	33	57	25	100	73	9	8	20	244	45	6	3	3	Q	18	31	P	35	293
(12)	330	12%	11%	11%	11%	13%	14%	10%	11%	12%	15%	11%	18%	9%	22%	8%	13%	11%	9%	15%	15%
(13)	544	69	68	131	63	198	130	23	20	43	400	107	7	13	4	56	50	57	50	58	485
(14)	25%	22%	23%	26%	29%	25%	25%	27%	26%	26%	25%	25%	21%	45%	27%	26%	24%	20%	33%	24%	25%
(15)	372	56	49	84	36	122	79	9	11	26	280	75	4	4	2	Q	29	46	Q	38	334
(16)	17%	16%	17%	17%	16%	15%	15%	10%	13%	15%	17%	17%	11%	12%	14%	13%	22%	20%	13%	15%	17%
(17)	523	92	78	123	45	198	116	23	22	33	394	104	14	3	1	55	50	73	31	52	470
(18)	24%	28%	27%	24%	20%	25%	22%	26%	28%	20%	24%	24%	38%	11%	10%	25%	24%	26%	21%	21%	24%
(19)	N	z	15	41	27	54	17	4	4	10	59	38	1	2	0	18	20	27	12	10	75
(20)	85	7	5	8%	12%	7%	3%	5%	5%	6%	4%	9%	3%	6%	3%	8%	9%	10%	8%	4%	4%
(21)	4%	2%	5%	8%	12%	7%	3%	5%	5%	6%	4%	z	3%	6%	3%	z	z	z	z	z	z
(22)	Total	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
(23)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(24)	Mean	8.04	8.16	8.13	8.16	8.19	8.11	7.94	8.00	8.01	7.84	8.18	8.47	7.87	7.24	7.96	8.41	8.24	8.06	7.86	8.07
(25)	N	2	1	1	0	3	2	0	0	0	8	1	N	0	0	1	0	1	0	1	9
(26)	1-2 (Net)	0	1%	0	0	0	0	0	0	0	1%	0	0	0	0	1%	0	0	0	1%	0
(27)	1-3 (Net)	29	6	6	7	13	5	1	3	3	22	6	0	0	1	6	0	6	0	3	26
(28)	1%	2%	2%	1%	0	2%	1%	1%	4%	2%	1%	1%	0	0	5%	3%	0	2%	0	1%	1%
(29)	1-4 (Net)	66	12	11	14	23	15	2	4	5	49	13	0	0	2	PR	9	P	9	4	62
(30)	3%	4%	4%	3%	2%	3%	3%	2%	5%	3%	3%	3%	0	0	13%	4%	2%	3%	2%	1%	3%
(31)	5-6 (Net)	287	42	36	57	21	93	16	10	31	191	47	4	5	1	35	12	27	21	48	234
(32)	13%	13%	13%	11%	10%	12%	16%	18%	12%	18%	12%	11%	10%	17%	11%	16%	6%	10%	14%	20%	12%
(33)	4-7 (Net)	654	84	74	122	48	203	26	19	53	461	99	10	8	6	PO	56	43	61	38	563
(34)	30%	27%	26%	24%	22%	26%	32%	30%	24%	31%	29%	23%	28%	26%	41%	25%	21%	22%	25%	34%	29%
(35)	7-10 (Net)	1769	253	227	395	168	618	399	64	122	1319	331	31	23	10	158	174	216	115	183	1582
(36)	80%	81%	79%	78%	77%	78%	77%	74%	77%	73%	82%	77%	86%	77%	73%	72%	78%	78%	76%	75%	81%
(37)	8-10 (Net)	1439	217	194	338	143	518	328	55	102	1075	286	25	20	7	140	146	185	101	147	1289
(38)	65%	69%	67%	66%	65%	66%	63%	64%	67%	61%	66%	67%	69%	68%	51%	64%	70%	67%	67%	60%	66%
(39)	9-10 (Net)	895	148	127	207	80	320	195	32	59	674	179	18	7	3	83	96	129	51	90	804
(40)	41%	47%	44%	41%	37%	41%	38%	37%	41%	35%	42%	42%	48%	23%	24%	38%	46%	46%	34%	37%	41%
(41)	MN	zD										MN	MN			R	O				

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D2a 3. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Supports UK music and presenters.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Important	17	3	1	3	2	5	3	0	0	0	13	3	0	0	0	1	2	2	1	2	15
(1)	1%	1%	0	1%	1%	1%	0	0	0	0	1%	1%	0	0	0	0	1%	1%	1%	1%	1%
(2)	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
(3)	15	2	3	7	4	9	3	2	2	3	12	6	0	1	0	6	0	6	0	1	14
(4)	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%	1%	1%	0	0	0	3%	0	2%	0	1%	1%
(5)	40	7	4	6	1	10	13	2	2	6	23	5	0	0	0	3	2	5	1	5	34
(6)	2%	2%	2%	1%	1%	1%	2%	2%	2%	4%	1%	1%	0	1%	2%	1%	1%	2%	0	2%	2%
(7)	133	23	15	28	13	46	25	2	2	8	105	23	2	3	1	14	9	14	9	23	105
(8)	6%	7%	5%	6%	6%	6%	5%	2%	2%	5%	6%	5%	5%	11%	4%	6%	4%	5%	6%	9%	5%
(9)	197	34	21	34	13	66	64	10	12	13	123	27	3	2	2	14	13	17	10	13	183
(10)	9%	11%	7%	7%	6%	8%	12%	11%	15%	8%	8%	6%	7%	7%	13%	6%	6%	6%	7%	6%	9%
(11)	311	42	32	53	21	88	74	14	7	20	232	42	5	3	3	29	14	23	19	38	271
(12)	14%	14%	11%	10%	10%	11%	14%	16%	9%	12%	14%	10%	14%	10%	21%	13%	6%	8%	13%	15%	14%
(13)	520	60	70	112	42	180	103	15	17	39	402	97	7	6	6	52	45	58	39	55	465
(14)	24%	19%	24%	22%	19%	23%	20%	17%	21%	23%	25%	23%	21%	19%	11%	24%	21%	21%	26%	22%	24%
(15)	347	51	41	66	24	103	87	19	14	24	252	57	5	2	2	27	30	48	9	44	302
(16)	16%	16%	14%	13%	11%	13%	17%	22%	18%	14%	16%	13%	13%	8%	14%	12%	14%	17%	6%	18%	15%
(17)	452	65	62	104	43	172	108	20	16	29	330	87	11	5	1	41	46	54	33	42	410
(18)	20%	21%	21%	21%	20%	22%	21%	23%	20%	17%	20%	20%	31%	16%	7%	19%	22%	20%	22%	17%	21%
(19)	174	26	39	95	55	110	35	5	10	26	123	81	3	7	3	33	48	51	30	21	152
(20)	8%	8%	14%	19%	14%	14%	7%	5%	12%	15%	8%	19%	9%	25%	23%	15%	23%	18%	20%	8%	8%
(21)	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
(22)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(23)	7.89	7.80	8.02	7.96	7.88	7.96	7.87	8.06	7.93	7.79	7.91	7.98	8.34	7.46	7.16	7.80	8.19	7.99	7.97	7.80	7.91
(24)	19	3	1	4	3	5	3	0	0	0	15	4	0	0	0	1	2	2	1	2	17
(25)	1%	1%	0	1%	1%	1%	0	0	0	0	1%	1%	0	0	1%	1%	1%	1%	1%	1%	1%
(26)	34	5	4	11	7	14	6	2	2	3	26	9	0	1	1	7	2	8	1	3	31
(27)	2%	2%	1%	2%	3%	2%	1%	2%	2%	2%	2%	2%	0	4%	4%	3%	1%	3%	1%	1%	2%
(28)	75	12	9	17	8	23	19	3	3	9	50	14	0	1	1	10	4	12	2	8	65
(29)	3%	4%	3%	3%	4%	3%	4%	4%	4%	5%	3%	3%	0	5%	7%	5%	2%	4%	1%	3%	3%
(30)	330	57	36	62	26	111	89	11	13	21	228	50	5	5	2	28	22	31	19	36	288
(31)	15%	18%	13%	12%	12%	14%	17%	13%	17%	13%	14%	12%	13%	18%	17%	13%	11%	11%	13%	15%	15%
(32)	681	107	73	121	48	209	176	27	22	47	484	97	10	8	6	60	37	59	39	79	593
(33)	31%	34%	25%	24%	22%	27%	34%	31%	28%	28%	30%	23%	26%	29%	41%	27%	18%	21%	26%	32%	30%
(34)	1629	219	205	335	130	543	372	67	53	112	1216	284	28	15	7	149	135	184	100	179	1448
(35)	74%	70%	71%	66%	59%	69%	72%	78%	67%	66%	75%	66%	78%	52%	53%	68%	64%	66%	66%	73%	74%
(36)	1318	176	173	282	109	455	298	53	46	92	984	241	24	12	4	120	121	161	81	141	1177
(37)	60%	56%	60%	55%	50%	58%	58%	62%	58%	55%	61%	56%	65%	43%	32%	55%	58%	58%	54%	58%	60%
(38)	799	116	103	170	67	275	195	39	30	53	582	144	16	7	3	68	76	103	42	86	712
(39)	36%	37%	36%	33%	31%	35%	38%	45%	37%	31%	36%	34%	44%	23%	21%	31%	36%	37%	28%	35%	36%

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D2a 4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Takes risks and provides radio content

or music that is new and innovative or less well known

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months	2207	314	289	508	219	788	515	96	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Important	19	4	1	5	4	10	6	2	2	4	12	5	0	0	0	4	1	4	2	2	17
(1)	1%	1%	0	1%	2%	1%	1%	2%	3%	2%	1%	1%	0	0	0	2%	0	1%	1%	1%	1%
(2)	8	0	1	4	2	4	2	0	0	1	3	3	0	0	0	1	2	2	1	0	7
(3)	0	0	0	1%	1%	0	0	0	0	0	0	1%	0	0	1%	0	1%	1%	1%	0	0
(4)	49	9	11	17	6	21	11	0	2	6	33	16	0	1	0	11	6	10	6	6	44
(5)	2%	3%	4%	3%	3%	3%	2%	0	2%	3%	2%	4%	0	2%	1%	5%	3%	4%	4%	2%	2%
(6)	72	10	8	13	5	22	21	4	3	7	48	9	1	1	2	4	5	5	4	6	62
(7)	3%	3%	3%	3%	2%	3%	4%	5%	4%	4%	3%	2%	4%	3%	11%	2%	2%	2%	3%	3%	3%
(8)	158	30	20	34	14	58	38	4	3	16	115	29	1	3	1	18	11	16	13	21	136
(9)	7%	9%	7%	7%	7%	7%	7%	4%	4%	9%	7%	7%	2%	10%	10%	8%	5%	6%	9%	9%	7%
(10)	221	28	22	38	16	63	53	8	7	18	161	33	3	1	1	21	13	26	7	24	196
(11)	10%	9%	8%	8%	7%	8%	10%	10%	8%	11%	10%	8%	3	3%	9%	9%	6%	9%	5%	10%	10%
(12)	382	51	44	72	28	128	92	6	12	23	279	61	5	4	2	32	29	38	23	48	331
(13)	17%	16%	15%	14%	13%	16%	18%	7%	15%	14%	17%	14%	5	15%	18%	15%	14%	14%	15%	20%	17%
(14)	459	54	53	94	41	149	96	21	19	33	353	77	11	4	2	38	39	49	28	45	414
(15)	21%	17%	18%	19%	19%	19%	19%	25%	24%	20%	22%	18%	30%	15%	15%	17%	19%	17%	19%	18%	21%
(16)	292	40	38	55	17	92	63	17	10	14	223	48	5	2	1	22	25	37	11	36	254
(17)	13%	13%	11%	11%	8%	12%	12%	20%	13%	8%	14%	11%	13%	7%	6%	10%	12%	13%	7%	15%	13%
(18)	355	59	48	73	25	115	84	18	10	23	261	62	9	1	1	31	31	43	19	32	323
(19)	16%	19%	17%	14%	11%	15%	16%	21%	12%	14%	16%	14%	24%	4%	10%	14%	15%	15%	13%	13%	17%
(20)	192	31	43	102	60	126	48	6	11	24	131	85	3	12	3	37	48	49	36	23	168
(21)	9%	10%	15%	20%	27%	16%	9%	7%	14%	14%	8%	20%	7%	41%	18%	17%	23%	18%	24%	10%	9%
(22)	2207	314	289	508	219	788	515	96	79	168	1618	429	36	29	14	220	209	279	150	244	1953
(23)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(24)	7.50	7.48	7.53	7.40	7.20	7.41	7.40	7.92	7.32	7.08	7.56	7.37	8.13	7.04	6.82	7.18	7.58	7.46	7.19	7.41	7.52
(25)	1	4	2	9	7	14	9	2	3	4	15	9	0	0	0	5	3	6	3	2	24
(26)	1%	1%	1%	2%	3%	2%	2%	2%	4%	3%	1%	2%	0	0	1%	2%	2%	2%	2%	1%	1%
(27)	76	13	13	26	13	35	20	2	5	10	48	25	0	1	0	16	9	16	9	8	68
(28)	3%	4%	4%	5%	6%	4%	4%	2%	6%	6%	3%	6%	0	2%	2%	7%	4%	6%	6%	3%	3%
(29)	148	22	21	38	17	57	41	5	8	17	96	34	1	1	2	20	14	21	13	14	130
(30)	7%	7%	7%	8%	8%	7%	8%	6%	10%	10%	6%	8%	4%	5%	13%	9%	7%	7%	9%	6%	7%
(31)	379	57	42	72	30	121	91	12	9	34	276	63	3	4	3	39	24	42	20	45	332
(32)	17%	18%	15%	14%	14%	15%	18%	14%	12%	20%	17%	15%	9%	13%	19%	16%	11%	15%	13%	19%	17%
(33)	833	118	95	158	63	271	204	22	25	64	603	133	10	9	7	75	57	85	47	100	726
(34)	38%	38%	33%	31%	29%	34%	40%	26%	31%	38%	37%	31%	27%	31%	48%	34%	27%	31%	31%	41%	37%
(35)	1488	203	183	295	112	484	336	63	51	93	1115	247	29	12	7	123	124	166	81	161	1323
(36)	67%	65%	63%	58%	51%	61%	65%	73%	64%	55%	69%	58%	80%	41%	49%	56%	59%	60%	54%	66%	68%
(37)	1106	152	139	223	84	356	244	56	39	70	836	187	24	8	4	91	95	128	58	113	991
(38)	50%	49%	48%	44%	38%	45%	65%	65%	49%	42%	52%	43%	66%	26%	31%	42%	46%	46%	39%	46%	51%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a 4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Takes risks and provides radio content

or music that is new and innovative or less well known

Base: All who have listened to BBC radio in the past 3 months

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
647	98	86	129	42	207	147	35	20	37	483	110	13	3	2	54	56	80	30	68	577
29%	31%	30%	25%	19%	26%	29%	41%	25%	22%	30%	26%	37%	11%	16%	24%	27%	29%	20%	28%	30%
DEIM	D	CD	D			I	zFHJL*	*				M*	*	*				*		

Unweighted Base
Base: All who have listened to BBC radio in the past 3 months
9-10 (Net)

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a 5. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base		1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Important		21	4	2	5	3	8	4	1	0	1	14	4	1	0	0	4	0	3	2	2	18
	(1)	1%	1%	1%	1%	1%	1%	1%	1%	0	1%	1%	1%	2%	0	1%	2%	0	1%	1%	1%	1%
	(2)	16	0	1	1	0	4	2	1	1	0	11	1	0	0	0	0	1	0	1	1	15
		1%	0	1%	0	0	1%	0	1%	2%	0	1%	0	0	0	0	0	1%	0	1%	0	1%
	(3)	26	3	3	8	4	10	5	0	0	2	20	6	0	1	0	4	2	6	0	0	26
		1%	1%	1%	2%	2%	1%	1%	0	0	1%	1%	2%	0	4%	2%	2%	1%	2%	0	0	1%
	(4)	36	12	4	8	4	15	13	1	2	5	22	7	0	0	1	5	2	3	4	3	32
		2%	4%	1%	2%	2%	2%	2%	1%	2%	3%	1%	2%	0	1%	8%	2%	1%	1%	2%	1%	2%
	(5)	122	16	14	25	11	46	29	6	4	9	84	19	2	4	0	12	7	14	5	18	104
		6%	5%	5%	5%	5%	6%	6%	7%	6%	5%	5%	4%	5%	13%	3%	5%	3%	5%	3%	7%	5%
	(6)	178	21	20	32	12	49	55	11	9	21	118	26	3	2	1	15	11	20	6	22	154
		8%	7%	7%	6%	6%	6%	11%	13%	11%	13%	7%	6%	7%	7%	9%	7%	5%	7%	4%	9%	8%
	(7)	378	49	53	81	28	128	91	10	10	25	280	70	3	4	3	41	29	43	27	41	334
		17%	16%	18%	16%	13%	16%	24%	11%	12%	15%	17%	16%	8%	15%	25%	19%	14%	15%	17%	17%	17%
	(8)	533	65	64	121	57	180	110	13	18	40	407	100	7	12	2	45	55	62	39	60	472
		24%	21%	22%	24%	26%	23%	21%	15%	22%	24%	25%	23%	20%	40%	12%	21%	26%	22%	26%	25%	24%
	(9)	330	47	44	72	28	112	78	20	18	22	239	64	6	2	2	30	34	46	17	35	293
		15%	15%	15%	14%	13%	14%	15%	23%	22%	13%	15%	15%	18%	2%	12%	14%	16%	17%	11%	14%	15%
	(10)	447	81	68	100	32	165	99	19	10	26	336	86	10	2	2	40	46	56	30	46	401
Extremely Important		20%	26%	24%	20%	15%	21%	19%	22%	12%	15%	21%	20%	29%	7%	16%	18%	22%	20%	20%	19%	21%
Don't know		121	15	16	55	39	72	29	3	9	17	86	45	4	2	2	24	21	25	20	16	104
		6%	5%	5%	11%	18%	9%	6%	3%	11%	10%	5%	11%	12%	12%	12%	11%	10%	9%	13%	6%	5%
Total		2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean		7.81	7.93	7.97	7.86	7.69	7.84	7.74	7.87	7.73	7.60	7.86	7.89	8.29	7.16	7.30	7.67	8.12	7.88	7.92	7.80	7.82
		M											M	MN								
1-2 (Net)		36	4	4	6	3	12	6	2	1	1	25	6	1	0	0	4	1	3	3	3	33
		2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	2%	1%	2%	0	1%	2%	1%	1%	2%	1%	2%
1-3 (Net)		62	7	7	14	7	23	11	2	2	3	46	12	1	1	0	8	4	9	3	3	59
		3%	2%	2%	3%	3%	3%	2%	3%	2%	2%	3%	3%	2%	4%	3%	4%	2%	3%	2%	1%	3%
1-4 (Net)		98	18	11	22	12	37	23	3	3	8	68	19	1	1	2	13	6	12	7	7	91
		4%	6%	4%	4%	5%	5%	5%	4%	4%	5%	4%	4%	2%	4%	11%	6%	3%	4%	4%	3%	5%
5-6 (Net)		301	37	33	57	24	95	84	18	13	30	202	45	4	6	2	27	18	34	11	39	258
		14%	12%	11%	11%	11%	12%	16%	21%	17%	18%	12%	10%	12%	20%	13%	12%	9%	12%	7%	16%	13%
4-7 (Net)		714	99	89	146	57	237	188	29	24	60	504	122	7	10	6	72	50	81	42	83	624
		32%	31%	31%	29%	26%	30%	37%	33%	31%	36%	31%	28%	20%	36%	46%	33%	24%	29%	28%	34%	32%
7-10 (Net)		1687	242	229	374	145	585	378	62	54	113	1263	320	27	18	9	156	163	207	113	182	1500
		76%	77%	79%	74%	66%	74%	73%	72%	69%	67%	78%	75%	74%	63%	64%	71%	78%	74%	75%	75%	77%
8-10 (Net)		1309	193	177	293	116	457	287	53	45	87	982	250	24	14	5	115	134	164	86	141	1166
		59%	62%	61%	58%	53%	58%	56%	61%	56%	52%	61%	59%	66%	49%	39%	53%	64%	59%	57%	58%	60%
9-10 (Net)		776	128	113	172	60	277	178	39	27	47	575	149	17	3	4	70	79	102	47	81	693
		35%	41%	39%	34%	27%	35%	34%	45%	34%	28%	36%	35%	46%	9%	27%	32%	38%	37%	31%	33%	36%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides distinctive radio programmes and output.

Base: All who have listened to BBC radio in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	2288	298	308	526	218	852	597	103	95	194	1594	389	40	46	51	218	171	286	103	267	2008
Base: All who have listened to BBC radio in the past 3 months	2207	314	289	508	219	788	515	96	79	168	1618	429	36	29	14	220	209	279	150	244	1953
Effective Base	1547.5	192.8	197.0	355.3	158.6	582.5	430.3	77.5	69.2	143.5	1069.4	279.0	33.4	37.1	42.6	150.1	129.5	198.2	84.4	171.5	1367.5
Not At All Important	17	5	1	3	2	5	4	2	2	2	12	3	0	0	0	3	0	3	0	2	15
(1)	1%	2%	0	1%	1%	1%	1%	2%	2%	1%	1%	1%	0	0	0	1%	0	1%	0	1%	1%
(2)	11	0	1	1	0	1	0	0	0	0	11	0	0	0	1	0	0	0	0	1	10
	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	5%	0	0	0	0	1%	0
(3)	17	3	5	5	0	8	4	1	2	2	14	5	0	0	zK*	5	0	3	2	3	14
	1%	1%	2%	1%	0	1%	1%	1%	2%	1%	1%	1%	0	0	3%	2%	0	1%	1%	1%	1%
(4)	50	10	6	8	2	13	15	1	1	4	32	7	0	1	1	3	5	3	5	4	45
	2%	3%	2%	2%	1%	2%	3%	1%	1%	2%	2%	2%	0	2%	5%	1%	2%	1%	3%	2%	2%
(5)	143	22	14	34	20	66	42	6	3	15	93	30	0	4	1	16	14	17	12	24	114
T	6%	7%	5%	7%	9%	8%	8%	7%	4%	9%	6%	7%	0	12%	5%	7%	7%	6%	8%	10%	6%
(6)	193	19	27	40	14	59	52	9	1	17	134	32	4	3	1	18	14	19	13	21	172
H	8%	6%	9%	8%	6%	8%	10%	11%	2%	10%	8%	7%	12%	12%	5%	8%	7%	7%	9%	9%	9%
(7)	381	57	43	80	37	124	92	10	14	27	280	65	7	4	4	32	33	40	25	43	336
	17%	18%	15%	16%	17%	16%	18%	12%	18%	16%	17%	15%	19%	15%	28%	14%	16%	14%	16%	18%	17%
(8)	546	67	76	126	50	191	119	14	20	46	414	103	11	11	2	50	53	64	39	60	485
	25%	22%	26%	25%	23%	24%	23%	16%	26%	28%	26%	24%	29%	37%	14%	23%	25%	23%	26%	24%	25%
(9)	351	56	45	68	23	107	69	16	15	20	268	63	3	1	2	30	32	45	17	41	308
DEM	16%	16%	16%	13%	10%	14%	13%	19%	19%	12%	17%	15%	8%	3%	11%	14%	15%	16%	11%	17%	16%
(10)	397	65	56	89	33	143	93	17	15	23	293	75	9	3	2	37	38	50	25	37	360
	18%	21%	19%	18%	15%	18%	18%	20%	19%	14%	18%	18%	25%	9%	15%	17%	18%	18%	17%	15%	18%
Extremely Important	102	9	16	54	38	70	26	9	6	11	67	47	3	3	1	27	20	34	13	7	95
Don't know	5%	3%	5%	11%	17%	9%	5%	11%	8%	7%	4%	11%	8%	10%	10%	12%	10%	12%	8%	3%	5%
Total	2207	314	289	508	219	788	515	96	79	168	1618	429	36	29	14	220	209	279	150	244	1953
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.75	7.79	7.85	7.78	7.68	7.75	7.65	7.79	7.92	7.51	7.80	7.80	8.17	7.31	7.19	7.67	7.93	7.88	7.67	7.60	7.78
1-2 (Net)	N	5	2	3	2	6	4	2	2	2	22	N	MN*	-	-	3	0	3	0	3	25
	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	0	0	1	1%	0	1%	0	1%	1%
1-3 (Net)	45	8	7	9	2	14	8	3	4	4	36	8	0	0	zK*	7	0	6	2	6	39
	2%	3%	2%	2%	1%	2%	2%	3%	4%	2%	2%	2%	0	0	8%	3%	0	2%	1%	2%	2%
1-4 (Net)	95	18	13	17	4	27	23	4	4	8	68	15	0	1	zKLM*	10	5	9	6	10	84
	4%	6%	4%	3%	2%	3%	4%	4%	5%	5%	4%	3%	0	2%	12%	5%	2%	3%	4%	4%	4%
5-6 (Net)	336	41	41	74	34	126	93	16	5	32	227	62	4	7	1	34	28	37	25	45	286
	15%	13%	14%	15%	15%	16%	18%	18%	6%	19%	14%	14%	12%	24%	10%	15%	13%	13%	17%	18%	15%
4-7 (Net)	767	107	89	162	73	263	200	27	20	63	539	133	11	12	6	68	65	79	55	92	667
	35%	34%	31%	32%	33%	33%	39%	31%	25%	37%	33%	31%	30%	41%	42%	31%	31%	28%	36%	38%	34%
7-10 (Net)	1674	246	220	363	143	565	373	58	65	117	1256	306	29	19	9	149	157	199	107	181	1489
	76%	78%	76%	71%	65%	72%	72%	67%	81%	69%	78%	71%	80%	64%	68%	68%	75%	71%	71%	74%	76%
8-10 (Net)	CDEFKO	D	CD	D	106	441	281	48	50	90	976	241	22	14	5	117	124	158	82	138	1152
	1294	189	177	283	48%	56%	55%	63%	63%	54%	60%	56%	62%	49%	40%	53%	59%	57%	54%	57%	59%
9-10 (Net)	DFN	D	CD	D	56	250	162	34	30	43	562	138	12	4	4	67	71	96	42	78	667
	748	121	101	157	26%	32%	31%	39%	38%	26%	35%	32%	32%	12%	26%	31%	34%	34%	28%	32%	34%
	DM	D		D								M	M*								

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_sum. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio... (7-10 Summary Table)

Base: All who have listened to BBC radio in the past 3 months

Unweighted Base

Base: All who have
listened to BBC
radio in the past 3
months

Effective Base

Provides a mix of
different types of
radio stations.
Provides high
quality radio
output.
Supports UK music
and presenters.

Takes risks and
provides radio
content or music
that is new and
innovative or less
well known
Provides radio
stations that appeal
to a wide range of
different audiences
across the UK, for
example people of
different ages,
regions, backgrounds
and ethnicities.
Provides distinctive
radio programmes and
output.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
2050	264	272	450	178	740	539	95	85	168	1434	333	37	39	41	180	153	240	93	231	1809
1961	269	258	435	177	685	460	77	71	142	1444	367	33	25	11	181	186	230	137	211	1744
1395.1	174.0	178.7	309.3	130.9	511.6	388.3	71.1	62.6	124.1	968.4	243.1	30.5	31.4	34.2	127.0	116.8	172.9	75.6	146.1	1242.5
1686	248	229	380	151	591	384	62	56	115	1251	320	32	20	8	153	167	207	113	178	1502
86%	92%	89%	87%	85%	86%	84%	80%	79%	81%	87%	87%	97%	82%	78%	85%	90%	90%	83%	85%	86%
z	z	z	z	z	z	z	z	z	z	z	N	N	z	z	z	z	O	z	z	z
1769	253	227	395	168	618	399	64	62	122	1319	331	31	23	10	158	174	216	115	183	1582
90%	94%	88%	91%	85%	90%	87%	83%	87%	86%	91%	90%	96%	92%	92%	87%	93%	94%	84%	87%	91%
FG	B	z	BC	z	z	z	z	z	z	zFG	z	z	z	z	z	z	R	OR	z	z
1629	219	205	335	130	543	372	67	53	112	1216	284	28	15	7	149	135	184	100	179	1448
83%	81%	79%	77%	73%	79%	81%	87%	76%	79%	84%	77%	87%	62%	67%	83%	72%	80%	73%	85%	83%
CDEK	z	z	z	z	z	z	z	z	z	z	MN	z	z	z	z	z	P	z	z	z
MNPR	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z
1488	203	183	295	112	484	336	63	51	93	1115	247	29	12	7	123	124	166	81	161	1323
76%	76%	71%	68%	63%	71%	73%	81%	72%	66%	77%	67%	89%	49%	62%	68%	67%	72%	59%	77%	76%
CDEI	D	z	z	z	z	I	I	z	z	I	M	KMN	z	z	z	z	R	z	z	z
KMOPR	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z	z
1687	242	229	374	145	585	378	62	54	113	1263	320	27	18	9	156	163	207	113	182	1500
86%	90%	89%	86%	82%	85%	82%	81%	77%	79%	87%	87%	83%	75%	81%	87%	88%	90%	83%	86%	86%
FHI	D	z	z	z	z	z	z	z	z	zFHI	z	z	z	z	z	z	z	z	z	z
1674	246	220	363	143	565	373	58	65	117	1256	306	29	19	9	149	157	199	107	181	1489
85%	91%	85%	83%	81%	82%	81%	75%	91%	82%	87%	83%	89%	76%	86%	83%	84%	87%	78%	86%	85%
EFG	zCD	z	z	z	z	z	z	FG	z	zFG	z	z	z	z	z	z	z	z	z	z

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: - Summary Table

Base: All Respondents

	Provides a mix of different types of radio stations. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known. (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Important						
1	63 2%	55 1%	61 2%	67 2%	60 2%	61 2%
2	25 1%	19 1%	24 1%	33 1%	34 1%	30 1%
3	51 1%	54 1%	50 1%	80 2%	65 2%	50 1%
4	74 2%	75 2%	85 2%	126 3%	79 2%	94 2%
5	245 6%	226 6%	250 7%	295 8%	235 6%	270 7%
6	369 10%	335 9%	334 9%	377 10%	330 9%	341 9%
7	579 15%	511 14%	511 14%	595 16%	586 16%	603 16%
8	727 19%	773 21%	746 20%	671 18%	763 20%	778 21%
9	523 14%	485 13%	475 13%	380 10%	447 12%	439 12%
Extremely Important						
10	574 15%	714 19%	610 16%	484 13%	615 16%	531 14%
Don't know	538 14%	520 14%	623 17%	660 18%	554 15%	571 15%
Total	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%	3769 100%
Mean	7.53	7.69	7.56	7.21	7.52	7.43
1-2 (Net)	88 2%	75 2%	84 2%	100 3%	95 3%	91 2%
1-3 (Net)	139 4%	129 3%	134 4%	180 5%	160 4%	141 4%
1-4 (Net)	214 6%	204 5%	219 6%	306 8%	239 6%	235 6%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: - Summary Table

Base: All Respondents

	Provides a mix of different types of radio stations. (A)	Provides high quality radio output. (B)	Supports UK music and pre-selections. (C)	Takes risks and provides radio content or music that is new and innovative or less well known. (D)	Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provides distinctive radio programmes and output. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
5-6 (Net)	614 16%	561 15%	585 16%	672 18%	565 15%	611 16%
4-7 (Net)	B 1267 34%	1148 30%	1181 31%	ABCEF 1393 37%	1231 33%	B 1309 35%
7-10 (Net)	BC 2404 64%	2484 66%	2342 62%	ABCEF 2131 57%	B 2411 64%	BCE 2351 62%
8-10 (Net)	CDF 1825 48%	ACDEF 1972 52%	D 1831 49%	1536 41%	CDF 1824 48%	D 1748 46%
9-10 (Net)	DF 1098 29%	ACDEF 1199 32%	DF 1085 29%	864 23%	DF 1062 28%	D 970 26%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_1_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides a mix of different types of radio stations.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	841	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	63	11	6	17	11	29	17	4	6	8	42	17	0	0	0	10	7	14	4	3	60
1	2%	2%	1%	2%	3%	2%	2%	3%	5%	2%	2%	2%	0	0	1%	3%	2%	3%	1%	1%	2%
2	25	6	4	6	2	10	2	0	0	2	22	6	0	0	0	1	5	0	5	0	25
	1%	1%	1%	1%	1%	1%	0	0	0	1%	1%	1%	0	0	0	0	1%	0	2%	0	1%
3	51	7	7	10	2	22	13	1	0	8	37	9	0	0	1	5	4	7	2	3	48
	1%	1%	2%	1%	1%	1%	1%	1%	0	3%	1%	1%	0	0	5%	1%	1%	1%	1%	1%	1%
4	74	12	8	12	4	35	13	3	2	3	57	11	0	0	1	6	5	6	6	9	64
	2%	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	0	0	3%	2%	1%	1%	2%	2%	2%
5	245	43	32	58	26	104	61	10	7	16	169	49	4	4	2	27	23	28	21	32	211
	6%	8%	6%	7%	7%	7%	7%	7%	6%	5%	6%	7%	6%	7%	8%	8%	6%	7%	7%	7%	6%
6	369	49	36	61	25	122	106	15	9	40	254	50	5	5	1	21	28	24	26	52	309
	10%	9%	7%	7%	7%	8%	12%	11%	7%	13%	9%	7%	6%	10%	6%	6%	7%	6%	8%	12%	9%
7	579	63	72	123	51	202	111	13	12	35	451	101	7	11	4	49	52	63	38	62	510
	15%	12%	15%	14%	13%	13%	12%	9%	9%	11%	17%	14%	11%	23%	19%	14%	13%	15%	12%	14%	16%
8	727	95	95	168	73	284	167	25	29	55	540	137	15	13	3	66	71	76	61	73	648
	19%	18%	19%	19%	19%	18%	19%	16%	22%	18%	20%	18%	24%	26%	18%	19%	18%	18%	19%	16%	20%
9	523	75	72	112	40	184	115	16	9	29	397	102	7	2	2	48	54	65	37	59	463
	14%	14%	15%	13%	10%	12%	13%	12%	7%	9%	15%	14%	10%	4%	8%	14%	14%	15%	11%	13%	14%
Extremely Important	574	100	75	120	44	219	142	27	21	44	412	98	15	5	2	43	55	68	30	63	504
10	15%	19%	15%	14%	11%	14%	16%	19%	16%	14%	15%	13%	23%	10%	10%	12%	14%	16%	9%	14%	15%
Don't know	538	65	83	190	107	322	149	27	35	68	353	163	12	11	4	75	88	72	92	92	441
	14%	12%	17%	22%	28%	21%	17%	19%	27%	22%	13%	22%	18%	21%	22%	21%	23%	17%	29%	21%	13%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.53	7.55	7.64	7.53	7.39	7.46	7.53	7.55	7.44	7.32	7.54	7.49	8.15	7.50	7.12	7.41	7.57	7.59	7.35	7.58	7.52
1-2 (Net)	88	17	10	23	13	39	19	4	6	10	64	23	0	0	0	11	12	14	9	3	85
	2%	3%	2%	3%	3%	3%	2%	3%	5%	3%	2%	3%	0	0	1%	3%	3%	3%	3%	1%	3%
1-3 (Net)	139	24	17	33	16	61	32	5	6	18	101	32	0	0	1	16	16	21	11	6	133
	4%	4%	4%	4%	4%	4%	4%	4%	5%	6%	4%	4%	0	0	5%	5%	4%	5%	4%	1%	4%
1-4 (Net)	214	35	25	45	20	96	45	8	9	21	158	43	0	0	2	22	21	26	17	15	198
	6%	7%	5%	5%	5%	6%	5%	6%	7%	7%	6%	6%	0	0	9%	6%	5%	6%	5%	3%	6%
5-6 (Net)	614	92	68	119	52	227	167	26	16	56	423	99	9	9	3	48	50	52	48	84	521
	16%	18%	14%	14%	13%	15%	19%	18%	13%	18%	15%	13%	14%	17%	14%	14%	13%	12%	15%	19%	16%
4-7 (Net)	1267	167	147	254	107	464	290	42	31	94	930	211	16	20	7	103	107	120	91	156	1095
	34%	32%	30%	29%	28%	30%	32%	30%	23%	31%	34%	28%	24%	39%	37%	29%	27%	28%	28%	35%	33%
7-10 (Net)	2404	333	314	523	209	889	535	82	71	163	1799	437	44	32	11	206	232	272	165	258	2125
	64%	63%	64%	60%	54%	58%	60%	57%	54%	53%	66%	59%	68%	62%	55%	59%	59%	65%	51%	57%	65%
8-10 (Net)	1825	270	243	400	158	686	425	68	59	128	1348	336	37	20	7	157	180	209	127	196	1615
	48%	51%	50%	46%	41%	45%	47%	48%	45%	42%	49%	45%	57%	40%	36%	45%	46%	50%	40%	44%	49%
9-10 (Net)	1098	175	148	232	84	403	257	43	31	73	809	200	21	7	4	91	109	133	66	122	967
	29%	33%	30%	26%	22%	26%	29%	30%	23%	24%	30%	27%	33%	14%	18%	26%	28%	32%	21%	27%	29%
	DEIMR	CD	CD	D			I					M	M*			R	R	OR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_2.2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio.... Provides high quality radio output.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	55	10	7	11	4	25	15	3	5	6	36	11	0	0	0	6	5	6	5	4	51
1	1%	2%	1%	1%	1%	2%	2%	2%	4%	2%	1%	1%	0%	0%	0%	2%	1%	1%	1%	1%	2%
2	19	7	5	7	2	10	2	0	0	2	17	7	0	0	0	1	6	0	7	2	17
	1%	1%	1%	1%	0	1%	0	0	0	1%	1%	1%	0	0	0	0	2%	0	2%	0	1%
3	54	8	10	12	2	25	16	5	3	10	38	11	0	0	1	8	4	7	4	6	48
	1%	1%	2%	1%	0	2%	2%	3%	2%	3%	1%	2%	0	0	4%	2%	1%	2%	1%	1%	1%
4	75	11	7	15	7	32	19	2	1	3	51	13	0	0	LM*	5	9	6	7	5	69
	2%	2%	1%	2%	2%	2%	2%	1%	1%	1%	2%	2%	0	0	6%	1%	2%	1%	2%	1%	2%
5	226	38	28	44	16	87	58	11	8	18	157	35	4	3	zKLM*	25	11	19	17	36	187
	6%	7%	6%	5%	4%	6%	7%	7%	6%	6%	6%	5%	6%	7%	6%	7%	3%	4%	5%	6%	6%
6	335	47	37	62	25	133	85	13	6	29	236	50	6	6	1	PQ	29	21	26	24	52
	9%	9%	8%	7%	6%	9%	10%	9%	6%	9%	9%	7%	9%	11%	6%	8%	5%	6%	7%	11%	278
7	511	60	57	93	36	167	108	16	11	31	388	71	9	8	4	29	42	40	31	52	455
	14%	11%	12%	11%	9%	11%	12%	12%	8%	10%	14%	10%	14%	15%	23%	8%	11%	10%	10%	12%	14%
8	773	86	99	184	85	296	170	26	27	58	583	156	10	14	zK*	83	72	81	75	84	685
	21%	16%	20%	21%	22%	19%	19%	18%	20%	19%	21%	21%	15%	26%	21%	24%	19%	19%	23%	19%	21%
9	485	74	64	108	45	171	107	12	12	38	364	94	6	6	2	37	57	71	23	52	433
	13%	14%	13%	12%	12%	11%	12%	8%	9%	12%	13%	13%	10%	12%	11%	11%	15%	17%	7%	12%	13%
Extremely Important	714	124	97	156	59	275	171	30	29	47	524	131	18	5	2	63	67	zOR	88	72	633
	19%	24%	20%	18%	15%	18%	19%	21%	22%	15%	19%	18%	28%	11%	11%	18%	21%	17%	43	16%	19%
Don't know	520	61	78	186	108	310	144	26	31	66	338	163	11	9	2	66	97	77	86	84	428
	14%	12%	16%	21%	28%	20%	16%	18%	23%	21%	12%	22%	18%	17%	13%	19%	25%	18%	27%	19%	13%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.69	7.69	7.71	7.76	7.83	7.62	7.63	7.56	7.72	7.48	7.72	7.74	8.18	7.72	7.29	7.65	7.82	7.98	7.38	7.57	7.70
1-2 (Net)	75	17	12	18	6	35	17	3	5	8	53	18	0	0	0	7	11	zOR	6	6	68
	2%	3%	3%	2%	1%	2%	2%	2%	4%	3%	2%	2%	0	0	0	2%	3%	1%	4%	1%	2%
1-3 (Net)	129	25	23	30	7	61	33	7	8	18	91	29	0	0	1	14	15	14	16	12	116
	3%	5%	5%	3%	2%	4%	4%	5%	6%	6%	3%	4%	0	0	4%	4%	4%	3%	5%	3%	4%
1-4 (Net)	204	36	30	45	15	93	52	9	9	21	142	43	0	0	LM*	19	24	20	23	17	185
	5%	7%	6%	5%	4%	6%	6%	6%	7%	7%	5%	6%	0	0	8%	5%	6%	5%	7%	4%	6%
5-6 (Net)	561	85	65	106	41	220	144	23	14	47	393	85	10	9	2	53	32	45	41	88	465
	15%	16%	13%	12%	11%	14%	16%	16%	10%	15%	14%	11%	15%	18%	12%	15%	8%	11%	13%	20%	14%
4-7 (Net)	1148	156	129	213	84	420	271	41	26	80	832	170	19	16	8	PQ	87	83	91	79	145
	30%	30%	26%	24%	22%	27%	30%	29%	19%	26%	30%	23%	30%	32%	40%	25%	21%	22%	25%	32%	989
7-10 (Net)	2484	344	316	541	224	910	556	85	78	174	1860	452	43	33	13	213	238	280	171	260	2206
	66%	65%	65%	62%	58%	59%	62%	59%	60%	57%	68%	61%	67%	66%	66%	61%	61%	66%	53%	58%	67%
8-10 (Net)	1972	284	260	448	188	743	448	68	68	143	1472	380	34	26	8	184	196	240	141	208	1751
	52%	54%	53%	51%	49%	48%	50%	48%	51%	47%	54%	51%	53%	51%	43%	52%	50%	57%	44%	46%	53%
9-10 (Net)	1199	198	161	264	104	447	278	42	41	86	889	225	24	12	4	100	123	158	66	124	1066
	32%	38%	33%	30%	27%	29%	31%	29%	31%	28%	33%	30%	38%	23%	22%	29%	32%	38%	21%	28%	32%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_3.2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Supports UK music and presenters.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnicity (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	61	12	7	15	8	27	16	4	4	6	39	13	0	2	0	6	8	7	6	3	56
1	2%	2%	1%	2%	2%	2%	2%	3%	3%	2%	1%	2%	0	3%	0	2%	2%	2%	2%	1%	2%
2	24	6	4	6	2	11	6	3	0	5	18	6	0	0	0	1	5	1	5	1	22
	1%	1%	1%	1%	1%	1%	1%	2%	0	2%	1%	1%	0	0	1%	0	1%	0	2%	0	1%
3	50	7	8	15	7	27	13	7	2	6	37	14	0	1	0	10	4	8	6	9	41
	1%	1%	2%	2%	2%	2%	1%	5%	1%	2%	1%	2%	0	2%	2%	3%	1%	2%	2%	2%	1%
4	85	14	5	10	4	30	21	2	2	7	57	9	0	0	0	4	5	6	3	7	75
	2%	3%	1%	1%	1%	2%	2%	1%	1%	2%	2%	1%	0	1%	2%	1%	1%	1%	1%	2%	2%
5	250	47	34	56	22	99	63	9	4	20	179	45	5	5	1	28	17	27	18	38	207
	7%	9%	7%	6%	6%	6%	7%	7%	3%	6%	7%	6%	8%	10%	6%	8%	4%	6%	6%	8%	6%
6	334	53	45	63	19	131	95	12	12	27	227	51	5	4	2	27	25	28	23	37	295
	9%	10%	9%	7%	5%	9%	11%	8%	9%	9%	8%	7%	8%	9%	11%	8%	6%	7%	7%	8%	9%
7	511	70	55	88	33	171	109	16	9	28	391	71	9	4	4	45	25	32	38	62	437
	14%	13%	11%	10%	9%	11%	12%	11%	7%	9%	14%	10%	15%	7%	20%	13%	6%	8%	12%	14%	13%
8	746	80	96	161	65	266	157	20	25	57	570	143	8	6	3	69	74	85	58	69	675
	20%	15%	20%	18%	17%	17%	18%	14%	19%	19%	21%	19%	13%	12%	14%	20%	19%	20%	18%	15%	21%
9	475	67	53	87	34	149	113	21	16	31	351	74	7	4	2	34	40	58	16	61	413
	13%	13%	11%	10%	9%	10%	13%	14%	12%	10%	13%	10%	11%	7%	11%	10%	10%	14%	5%	14%	13%
Extremely Important	610	89	81	134	54	245	139	25	22	41	450	112	15	6	1	48	64	70	42	61	547
10	16%	17%	16%	15%	14%	16%	16%	18%	17%	13%	16%	15%	23%	12%	6%	14%	16%	17%	13%	14%	17%
Don't know	623	81	103	243	140	377	164	24	37	81	413	205	14	18	5	80	125	101	104	102	517
	17%	15%	21%	28%	36%	25%	18%	17%	28%	26%	15%	28%	22%	36%	27%	23%	32%	24%	33%	29%	16%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.56	7.37	7.57	7.55	7.53	7.48	7.46	7.32	7.72	7.31	7.60	7.55	8.01	7.05	7.15	7.40	7.70	7.73	7.28	7.51	7.58
1-2 (Net)	84	18	11	21	10	38	22	7	4	11	57	19	0	2	0	7	12	8	12	4	78
	2%	3%	2%	2%	3%	3%	2%	5%	3%	4%	2%	3%	0	3%	1%	2%	3%	2%	4%	1%	2%
1-3 (Net)	134	25	19	36	17	65	35	14	6	17	94	33	0	3	1	17	16	15	18	13	118
	4%	5%	4%	4%	4%	4%	4%	9%	4%	5%	3%	4%	0	5%	3%	5%	4%	4%	5%	3%	4%
1-4 (Net)	219	39	25	46	21	95	56	15	7	23	151	42	0	3	1	21	21	21	21	20	193
	6%	7%	5%	5%	5%	6%	6%	11%	5%	8%	6%	6%	0	6%	5%	6%	5%	5%	5%	5%	6%
5-6 (Net)	585	99	79	119	41	230	158	21	16	47	406	96	11	10	3	54	42	55	41	75	502
	16%	19%	16%	14%	11%	15%	18%	15%	12%	15%	15%	13%	16%	19%	17%	15%	11%	13%	13%	17%	15%
4-7 (Net)	1181	183	139	217	78	431	288	39	26	81	854	176	20	14	7	103	72	93	83	144	1014
	31%	35%	28%	25%	20%	28%	32%	27%	20%	26%	31%	24%	31%	27%	39%	29%	18%	22%	26%	32%	31%
7-10 (Net)	2342	307	284	469	186	831	519	82	72	157	1763	400	40	20	10	196	203	245	155	253	2073
	62%	58%	58%	53%	48%	54%	58%	58%	55%	51%	65%	54%	62%	39%	51%	56%	52%	58%	50%	56%	63%
8-10 (Net)	1831	236	229	382	152	660	409	66	63	129	1371	329	30	16	6	152	178	213	117	191	1635
	49%	45%	47%	43%	39%	43%	46%	46%	48%	42%	50%	44%	47%	32%	31%	43%	46%	50%	36%	42%	50%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Supports UK music and presenters.

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
1085 29% CDE KNR	156 30%	134 27%	221 25%	87 23%	394 26%	252 28% I	46 32%	38 29% .	72 23%	801 29% I	186 25%	22 34% N*	10 19% .	3 17% .	83 24%	103 26% R	128 30% OR	59 18%	122 27%	960 29%

Unweighted Base

Base: All respondents

9-10 (Net)

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Takes risks and provides radio

content or music that is new and innovative or less well known

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	67	12	9	21	12	37	20	4	5	9	43	18	0	3	0	8	10	13	5	3	62
1	2%	2%	2%	2%	3%	2%	2%	3%	4%	3%	2%	2%	0	6%	0	2%	3%	3%	2%	1%	2%
2	33	7	5	10	5	15	11	2	0	10	19	10	0	0	0	3	7	3	7	3	30
	1%	1%	1%	1%	1%	1%	1%	1%	0	3%	1%	1%	0	0	0	1%	2%	1%	2%	1%	1%
3	80	12	14	23	9	36	16	1	2	7	60	22	0	1	0	12	10	14	9	13	67
	2%	2%	3%	3%	2%	2%	2%	0	1%	2%	2%	3%	0	1%	1%	3%	3%	3%	3%	3%	2%
4	126	14	11	22	10	42	37	7	3	12	83	17	1	1	2	7	10	9	8	10	110
	3%	3%	2%	2%	3%	3%	4%	5%	3%	4%	3%	2%	2%	2%	9%	2%	3%	2%	3%	2%	3%
5	295	57	39	62	23	114	71	7	6	23	213	50	5	5	2	31	19	23	28	36	259
	8%	11%	8%	7%	6%	7%	8%	5%	9%	7%	8%	7%	7%	10%	11%	9%	5%	9%	9%	8%	8%
6	377	54	41	66	25	137	94	11	9	37	274	55	8	2	1	27	28	41	14	40	336
	10%	10%	8%	8%	6%	9%	10%	8%	7%	12%	10%	7%	12%	3%	6%	8%	7%	10%	4%	9%	10%
7	595	69	67	102	35	204	137	14	18	37	441	88	6	5	3	48	39	51	36	78	507
	16%	13%	14%	12%	9%	13%	15%	10%	13%	12%	16%	12%	10%	10%	15%	14%	10%	12%	11%	17%	15%
8	671	83	83	144	61	234	133	24	22	44	523	121	16	5	3	57	63	71	50	72	597
	18%	16%	17%	16%	16%	15%	15%	17%	17%	14%	19%	16%	25%	9%	14%	16%	16%	17%	16%	16%	18%
9	380	50	46	73	27	130	80	18	12	18	292	63	6	3	1	27	36	43	19	46	332
	10%	10%	9%	8%	7%	8%	9%	12%	9%	6%	11%	8%	9%	6%	5%	8%	9%	10%	6%	10%	10%
Extremely Important	10	484	57	90	33	175	114	25	12	32	354	77	9	3	2	34	43	52	26	50	428
	13%	15%	12%	10%	9%	11%	13%	17%	9%	11%	13%	10%	13%	5%	11%	10%	11%	12%	8%	11%	13%
Don't know	660	89	117	264	147	411	184	31	42	78	432	221	13	24	5	96	125	102	120	99	556
	18%	17%	24%	30%	38%	27%	21%	22%	32%	25%	16%	30%	21%	47%	28%	27%	32%	24%	37%	22%	17%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.21	7.12	7.16	7.06	6.91	7.07	7.07	7.46	7.15	6.68	7.27	7.04	7.65	6.39	6.92	6.97	7.10	7.16	6.85	7.26	7.21
1-2 (Net)	100	20	14	31	17	52	31	6	5	19	62	28	0	3	0	11	18	16	12	5	92
	3%	4%	3%	4%	4%	3%	3%	4%	4%	6%	2%	4%	0	6%	0	3%	4%	4%	4%	1%	3%
1-3 (Net)	180	32	28	54	27	89	47	6	7	26	121	51	0	4	0	23	28	30	21	19	159
	5%	6%	6%	6%	7%	6%	5%	4%	5%	8%	4%	7%	0	7%	1%	6%	7%	7%	7%	4%	5%
1-4 (Net)	306	46	39	76	37	130	84	13	10	38	204	68	1	4	2	30	38	39	29	28	270
	8%	9%	8%	9%	8%	9%	9%	9%	8%	12%	7%	9%	2%	9%	11%	9%	10%	9%	9%	6%	8%
5-6 (Net)	672	110	80	128	48	250	164	19	15	59	487	106	13	7	3	58	47	64	42	76	595
	18%	21%	16%	15%	12%	16%	18%	13%	11%	19%	18%	14%	19%	13%	17%	17%	12%	15%	13%	17%	18%
4-7 (Net)	1393	194	159	251	92	495	338	39	36	109	1011	211	20	13	8	114	97	124	86	164	1212
	37%	37%	32%	29%	24%	32%	38%	27%	27%	35%	37%	28%	31%	25%	41%	32%	25%	30%	27%	36%	37%
7-10 (Net)	2131	281	253	409	156	742	464	80	64	132	1610	348	37	15	9	167	181	217	131	246	1865
	57%	53%	52%	47%	40%	48%	52%	56%	49%	43%	59%	47%	58%	30%	44%	47%	46%	52%	41%	55%	57%
8-10 (Net)	1536	212	186	308	121	539	327	67	46	95	1168	261	31	10	6	118	141	166	95	168	1358
	41%	40%	38%	35%	31%	35%	37%	47%	35%	31%	43%	35%	48%	20%	30%	34%	36%	39%	29%	37%	41%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_4.2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Takes risks and provides radio

content or music that is new and innovative or less well known

Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
864	129	103	163	60	304	194	42	24	51	646	140	15	6	3	62	78	95	45	96	761
23% CDEI KMOR	26% CD	21%	19%	16%	20%	22% I	30% FHI	18% -	16%	24% I	19%	23% -	11% -	16% -	18%	20% R	23% OR	14%	21%	23%

Unweighted Base

Base: All respondents

9-10 (Net)

Overlap formulae used

- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_5.2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
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Not At All Important	60	11	9	15	7	28	14	3	4	5	42	14	1	0	0	9	5	8	6	3	57
1	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%	0	1%	3%	1%	2%	2%	1%	2%
2	34	6	5	8	3	14	8	1	1	5	24	8	0	0	0	2	6	1	7	2	32
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0	0	0	0	0	0	0	0	0
3	65	6	10	15	5	28	13	4	2	2	50	13	0	1	0	7	6	9	4	4	60
	2%	1%	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%	0	2%	2%	2%	2%	2%	1%	1%	2%
4	79	16	6	15	9	34	17	1	2	5	59	14	0	0	1	6	7	4	10	6	72
	2%	3%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	0	0	6%	2%	2%	1%	3%	1%	2%
5	235	39	25	47	22	94	60	12	5	17	159	34	5	7	LM*	17	17	23	11	34	200
	6%	7%	5%	5%	6%	6%	7%	9%	4%	5%	6%	5%	8%	14%	5%	5%	4%	5%	4%	7%	6%
6	330	46	34	52	18	123	86	14	9	33	232	42	6	3	2	22	19	29	13	47	279
	9%	9%	7%	6%	5%	8%	10%	10%	7%	11%	8%	6%	9%	5%	9%	6%	5%	7%	4%	11%	9%
7	586	D	81	123	42	207	129	12	10	44	447	110	4	4	4	65	46	65	45	62	514
	16%	12%	16%	14%	11%	13%	14%	9%	8%	14%	16%	15%	7%	9%	20%	18%	12%	15%	14%	14%	16%
8	763	DEGH	D	176	80	277	161	20	24	56	581	147	12	15	L*	65	82	82	64	92	670
	20%	19%	19%	20%	21%	18%	18%	14%	18%	18%	21%	20%	18%	29%	12%	19%	21%	19%	20%	20%	20%
9	447	E	59	94	37	153	108	21	22	27	322	81	11	N*	2	37	43	55	26	44	398
	12%	11%	12%	11%	9%	10%	12%	15%	17%	9%	12%	11%	17%	2%	9%	11%	11%	13%	8%	10%	12%
Extremely Important	615	111	86	131	46	245	140	27	14	40	457	109	12	6	3	49	60	70	39	66	543
10	16%	21%	18%	15%	12%	16%	16%	19%	11%	13%	17%	15%	19%	12%	17%	14%	15%	17%	12%	15%	17%
Don't know	554	66	82	201	120	331	159	26	38	73	360	170	13	14	4	72	98	76	94	89	458
	15%	13%	17%	23%	31%	22%	18%	18%	29%	24%	13%	23%	21%	27%	21%	20%	25%	18%	29%	20%	14%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.52	7.56	7.62	7.56	7.47	7.46	7.50	7.55	7.50	7.35	7.55	7.54	8.00	7.40	7.43	7.43	7.63	7.66	7.34	7.56	7.51
1-2 (Net)	95	17	13	23	10	42	22	4	5	10	66	22	1	0	0	11	11	9	13	5	90
	3%	3%	3%	3%	2%	3%	2%	3%	4%	3%	2%	3%	1%	0	1%	3%	3%	2%	4%	1%	3%
1-3 (Net)	160	23	23	38	15	70	35	8	7	13	115	36	1	1	0	18	18	18	18	9	150
	4%	4%	5%	4%	4%	5%	4%	5%	6%	4%	4%	5%	1%	2%	2%	5%	5%	4%	6%	2%	5%
1-4 (Net)	239	40	29	53	24	104	52	9	9	18	174	49	1	1	2	24	25	22	28	15	222
	6%	8%	6%	6%	6%	7%	6%	6%	7%	6%	6%	7%	1%	2%	8%	7%	6%	5%	9%	3%	7%
5-6 (Net)	565	85	59	99	40	217	146	27	15	50	391	76	11	9	3	39	37	51	24	81	480
	15%	16%	12%	11%	10%	14%	16%	19%	11%	16%	14%	10%	17%	19%	14%	11%	9%	12%	8%	18%	15%
4-7 (Net)	1231	CD	146	237	90	458	292	40	27	99	897	200	15	14	7	110	90	120	80	149	1066
	33%	32%	30%	27%	23%	30%	33%	28%	20%	32%	33%	27%	24%	28%	39%	31%	23%	28%	25%	33%	32%
7-10 (Net)	2411	HKPR	319	524	205	881	539	81	70	167	1807	447	39	26	11	216	230	272	175	264	2125
	64%	64%	65%	60%	53%	57%	60%	57%	53%	54%	66%	60%	61%	52%	58%	62%	59%	65%	55%	59%	65%
8-10 (Net)	1824	DER	239	401	163	675	409	69	60	123	1360	337	35	22	7	151	185	207	130	202	1611
	48%	51%	49%	46%	42%	44%	46%	48%	46%	40%	50%	45%	54%	43%	38%	43%	47%	49%	40%	45%	49%
9-10 (Net)	1062	DER	143	226	82	398	248	48	36	67	779	190	23	7	5	86	103	125	65	110	941
	28%	32%	29%	26%	21%	26%	28%	34%	27%	22%	29%	26%	36%	15%	26%	25%	26%	30%	20%	25%	29%
	DEIMR	CD	CD	D			I	I	*		I		M*				R	OR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a_6_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio....: Provides distinctive radio

programmes and output.
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important	61	14	4	9	5	22	11	2	4	4	45	9	0	0	0	6	3	8	1	4	57
1	2%	3%	1%	1%	1%	1%	1%	2%	3%	1%	2%	1%	0	0	0	2%	1%	2%	0	1%	2%
2	30	5	6	9	3	12	7	2	2	5	23	8	0	0	1	3	5	1	7	2	28
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0	0	0	1%	1%	0	2%	0	1%
3	50	6	9	10	1	24	15	4	2	7	35	10	0	0	0	7	3	6	4	6	45
	1%	1%	2%	1%	0	2%	2%	2%	1%	2%	1%	1%	0	0	2%	2%	1%	1%	1%	1%	1%
4	94	20	11	18	7	37	20	2	1	4	69	16	0	1	1	6	10	6	10	9	84
	2%	4%	2%	2%	2%	2%	2%	1%	0	1%	3%	2%	0	1%	4%	2%	3%	1%	3%	2%	3%
5	270	44	29	63	34	123	77	14	5	22	181	51	4	7	1	25	25	27	24	37	226
	7%	8%	6%	7%	9%	8%	9%	10%	4%	7%	7%	7%	6%	14%	5%	7%	6%	6%	8%	8%	7%
6	341	38	42	62	20	128	80	15	1	26	247	48	9	5	1	24	24	30	18	46	293
	9%	7%	9%	7%	5%	8%	9%	10%	1%	9%	10%	6%	14%	9%	7%	7%	6%	7%	6%	10%	9%
7	603	81	74	122	48	207	134	13	17	44	451	101	9	7	4	54	47	57	44	64	536
	16%	15%	15%	14%	12%	14%	15%	9%	13%	14%	17%	14%	14%	14%	23%	15%	12%	14%	14%	14%	16%
8	778	100	101	177	76	292	171	21	29	65	591	147	16	12	3	69	78	81	66	89	687
	21%	19%	21%	20%	20%	19%	19%	15%	22%	21%	22%	20%	25%	23%	15%	20%	20%	19%	21%	20%	21%
9	439	61	58	87	28	139	93	19	16	25	332	79	4	2	2	35	44	56	22	50	387
	12%	12%	12%	10%	7%	9%	10%	13%	13%	8%	12%	11%	7%	4%	9%	10%	11%	13%	7%	11%	12%
Extremely Important	531	88	68	111	43	206	120	22	20	35	394	93	10	5	3	44	49	59	34	61	467
10	14%	17%	14%	13%	11%	13%	13%	15%	15%	11%	14%	13%	16%	10%	14%	12%	13%	14%	11%	14%	14%
Don't know	571	69	86	209	123	345	167	31	36	70	364	181	12	13	4	78	103	91	90	83	476
	15%	13%	18%	24%	32%	22%	19%	22%	27%	23%	13%	24%	16%	25%	20%	22%	26%	22%	28%	18%	14%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.43	7.38	7.50	7.45	7.38	7.35	7.36	7.37	7.71	7.26	7.46	7.45	7.72	7.23	7.28	7.35	7.55	7.59	7.24	7.45	7.43
1-2 (Net)	91	18	10	18	8	34	18	4	6	9	68	17	0	0	1	9	8	9	8	6	85
	2%	3%	2%	2%	2%	2%	2%	3%	4%	3%	2%	2%	0	0	3%	3%	2%	2%	3%	1%	3%
1-3 (Net)	141	24	18	28	10	57	33	7	7	16	103	27	0	0	1	17	11	15	13	12	129
	4%	5%	4%	3%	3%	4%	4%	5%	6%	5%	4%	4%	0	0	5%	5%	3%	4%	4%	3%	4%
1-4 (Net)	235	44	29	46	16	94	53	9	8	20	172	43	0	1	2	22	21	20	23	21	214
	6%	8%	6%	5%	4%	6%	6%	6%	6%	7%	6%	6%	0	1%	10%	6%	5%	5%	7%	5%	7%
5-6 (Net)	611	82	72	125	54	250	157	29	6	48	429	99	13	12	2	49	48	57	42	83	519
	16%	16%	15%	14%	14%	16%	17%	20%	5%	16%	16%	13%	20%	24%	10%	14%	12%	13%	13%	18%	16%
4-7 (Net)	1309	183	157	265	108	494	311	43	24	97	948	216	22	20	7	109	106	120	96	156	1139
	35%	35%	32%	30%	28%	32%	35%	30%	18%	31%	35%	29%	34%	39%	37%	31%	27%	28%	30%	35%	35%
7-10 (Net)	2351	331	302	497	194	844	518	74	81	170	1768	420	39	26	12	202	219	254	166	263	2077
	62%	63%	62%	57%	50%	55%	58%	52%	62%	55%	65%	57%	61%	50%	61%	57%	56%	60%	52%	59%	63%
8-10 (Net)	1748	250	228	375	147	637	384	62	65	125	1317	319	30	18	7	148	171	196	122	200	1541
	46%	47%	47%	43%	38%	42%	43%	43%	49%	41%	48%	43%	47%	36%	38%	42%	44%	47%	38%	44%	47%
9-10 (Net)	570	150	127	197	71	345	213	41	36	60	726	172	14	7	4	78	94	116	56	111	854
	26%	28%	26%	23%	18%	23%	24%	28%	27%	20%	27%	23%	22%	13%	23%	22%	24%	27%	18%	25%	26%
	CDEIMR	D	CD	D	D		I	I		I						R		OR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2a 2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC radio... (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Provides a mix of different types of radio stations.	2404 64% CDEF	333 63% D	314 64% CD	523 60% D	209 54% D	889 58% I	535 60% I	82 57% I	71 54% I	163 53% I	1799 66% zFHI	437 59% I	44 68% I	32 62% I	11 55% I	206 59% R	232 59% R	272 65% OR	165 51% OR	258 57% zS	2125 65% zS
Provides high quality radio output.	2484 66% CDEF	344 65% D	316 65% D	541 62% D	224 58% D	910 59% I	556 62% I	85 59% I	78 60% I	174 57% I	1860 68% zFI	452 61% I	43 67% I	33 66% I	13 66% I	213 61% R	238 61% R	280 66% OR	171 53% OR	260 58% zS	2206 67% zS
Supports UK music and presenters.	2342 62% CDEFI	307 58% D	284 58% CD	469 53% D	186 48% D	831 54% I	519 58% I	82 58% I	72 55% I	157 51% I	1763 65% zFHI	400 54% M	40 62% M*	20 39% I	10 51% I	196 56% R	203 52% R	245 58% PR	155 48% PR	253 56% zS	2073 63% zS
Takes risks and provides radio content or music that is new and innovative or less well known	2131 57% CDEFI	281 53% D	253 52% CD	409 47% D	156 40% D	742 48% I	464 52% I	80 56% I	64 49% I	132 43% I	1610 59% zFI	348 47% M	37 58% M*	15 30% I	9 44% I	167 47% R	181 46% R	217 52% R	131 41% R	246 55% zS	1865 57% zS
Provides radio stations that appeal to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.	2411 64% CDEF	336 64% D	319 65% CD	524 60% D	205 53% D	881 57% I	539 60% I	81 57% I	70 53% I	167 54% I	1807 66% zFGHI	447 60% I	39 61% I	26 52% I	11 58% I	216 62% R	230 59% R	272 65% R	175 55% R	264 59% zS	2125 65% zS
Provides distinctive radio programmes and output.	2351 62% CDEF	331 63% D	302 62% CD	497 57% D	194 50% D	844 55% I	518 58% I	74 52% I	81 62% I	170 55% I	1768 65% zFGI	420 67% I	39 61% I	26 50% I	12 61% I	202 57% R	219 56% R	254 60% R	166 52% R	263 59% zS	2077 63% z
	GIKPR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D2b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table
Base: Used each provider at A2.1/A2.2

	BBC Radio 1 offers me something that other radio stations do not (A)	BBC Radio 2 offers me something that other radio stations do not (B)	BBC Radio 3 offers me something that other radio stations do not (C)	BBC Radio 4 offers me something that other radio stations do not (D)	BBC Radio 5 live offers me something that other radio stations do not (E)	BBC 6 Music offers me something that other radio stations do not (F)	BBC Asian Network offers me something that other radio stations do not (G)	BBC local radio stations offers me something that other radio stations do not (H)	Any other BBC station (incl uding digital BBC stations) offers me something that other radio stations do not (I)
Unweighted Base	920	943	293	676	465	225	102	585	138
Base: Used each provider at A2.1/A2.2	857	962	272	668	429	221	80	537	122
Effective Base	619.6	655.0	201.6	462.6	322.1	151.3	71.5	386.1	96.2
Not At All Agree 1	27	19	1	4	0	0	0	11	3
	3%	2%	0	1%	0	0	1%	2%	3%
2	CDEF	DE						DEF	CDEF
	11	9	0	1	2	0	0	6	0
	1%	1%	0	0	1%	0	0	1%	0
3	D							D	
	13	26	7	5	12	0	0	13	0
	1%	3%	2%	1%	3%	0	0	2%	0
4	DF	F			DF			DF	
	35	28	3	14	8	4	3	12	1
	4%	3%	1%	2%	2%	2%	4%	2%	0
5	C								
	59	72	14	19	25	3	3	30	11
	7%	7%	5%	3%	6%	1%	4%	6%	9%
6	DF	DF	F		DF			DF	DF
	102	108	28	51	39	16	5	39	8
	12%	11%	10%	8%	9%	7%	7%	7%	6%
7	DH	DH							
	176	149	54	97	81	33	16	82	16
	20%	16%	20%	15%	19%	15%	19%	15%	13%
8	BDH								
	180	206	57	152	105	46	17	125	25
	21%	21%	21%	23%	24%	21%	21%	23%	21%
9									
	116	138	48	120	78	32	18	79	19
	14%	14%	18%	18%	18%	14%	22%	15%	16%
Agree Completely 10	118	166	57	A	A	84	A	103	26
	14%	17%	21%	191	72	36%	12	19%	21%
			A	ABCEGH		ABCDEGHI	14%	A	A
Don't know	22	41	4	15	6	4	6	36	13
	3%	4%	2%	2%	1%	2%	7%	7%	11%
Total	857	962	272	668	429	221	80	537	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.21	7.42	7.85	8.20	7.71	8.52	7.85	7.61	7.83
1-2 (Net)	38	A	AB	ABCEH	AB	ABCDEGHI	A	A	A
	4%	28	1	4	3	0	0	17	3
	CDEF	CDEF	0	1%	1%	0	1%	3%	3%
1-3 (Net)	50	53	8	10	15	0	0	31	4
	6%	6%	3%	1%	3%	0	1%	6%	3%
1-4 (Net)	DFG	DF	F		F			DF	F
	86	81	10	24	23	4	3	43	4
	10%	6%	4%	4%	5%	2%	4%	8%	3%
5-6 (Net)	CDEFI	CDF			F			CDF	
	160	180	42	70	64	19	9	69	18
	DFH	DFH	F	10%	15%	8%	11%	13%	15%
7-10 (Net)	590	660	215	560	336	195	62	389	86
	69%	69%	79%	84%	78%	88%	77%	72%	71%
			AB	ABEHI	AB	ABCDEGHI			

D2b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table

Base: Used each provider at A2.1/A2.2

BBC Radio 1 offers me something that other radio stations do not (A)	BBC Radio 2 offers me something that other radio stations do not (B)	BBC Radio 3 offers me something that other radio stations do not (C)	BBC Radio 4 offers me something that other radio stations do not (D)	BBC Radio 5 live offers me something that other radio stations do not (E)	BBC 6 Music offers me something that other radio stations do not (F)	BBC Asian Network offers me something that other radio stations do not (G)	BBC local radio stations offers me something that other radio stations do not (H)	Any other BBC station (incl uding digital BBC stations) offers me something that other radio stations do not (I)
Unweighted Base 857	943	293	676	465	225	102	585	138
Base: Used each provider at A2.1/A2.2 8-10 (Net)	962	272	668	429	221	80	537	122
414 48%	510 53%	161 59%	463 69%	255 59%	161 73%	46 58%	307 57%	70 58%
234 27%	305 32%	104 38%	311 47%	150 35%	116 52%	29 37%	181 34%	45 37%
		A	ABCEH	A	ABCEGHI	*	A	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 1 offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	920	44	34	56	22	212	199	49	29	47	689	41	5	4	6	26	15	27	14	147	767
Base: Used each provider at A2.1/A2.2	857	45	29	57	29	180	168	38	19	39	666	50	4	3	1	30	20	29	21	131	723
Effective Base	619.6	24.8	20.8	35.5	15.5	145.0	144.8	39.9	22.4	38.2	461.5	28.4	4.6	3.4	4.9	17.7	10.8	16.6	11.8	87.0	530.4
Not At All Agree 1	27	1	2	7	5	9	3	2	0	1	20	6	0	1	0	2	4	4	2	2	24
	3%	2%	6%	12%	18%	5%	2%	5%	0	3%	3%	12%	0	36%	15%	7%	19%	15%	8%	2%	3%
2	11	0	0	0	0	2	5	0	1	1	6	0	0	0	0	0	0	0	0	0	11
	1%	0	1%	1%	0	1%	3%	1%	7%	4%	1%	0	0	12%	0	0	0	0	0	0	2%
3	13	0	1	4	3	4	4	0	0	3	8	4	0	0	0	4	0	2	2	1	12
	1%	0	3%	6%	9%	2%	2%	0	2%	8%	1%	7%	0	0	0	12%	0	7%	8%	1%	2%
4	35	3	8	2	2	11	4	1	0	0	31	8	0	0	0	8	0	8	0	8	27
	4%	6%	22%	14%	5%	6%	2%	2%	0	0	5%	16%	0	0	0	26%	0	27%	0	6%	4%
5	59	6	1	2	1	12	10	2	0	4	46	1	0	1	0	1	0	1	1	8	50
	7%	14%	4%	3%	7%	6%	6%	0	0	11%	7%	2%	0	33%	0	4%	0	2%	3%	6%	7%
6	102	8	4	3	3	25	32	6	4	5	67	6	0	1	0	4	2	4	2	14	88
	12%	17%	14%	11%	9%	14%	19%	15%	21%	13%	10%	12%	0	18%	0	13%	11%	12%	11%	11%	12%
7	176	6	5	10	5	31	37	9	3	5	135	9	1	0	0	1	8	4	5	23	151
	20%	14%	18%	17%	16%	17%	22%	23%	17%	13%	20%	18%	18%	0	0	4%	39%	13%	25%	18%	21%
8	180	5	2	7	5	29	27	5	4	9	148	6	1	0	0	4	2	3	3	31	149
	21%	10%	8%	12%	16%	16%	16%	13%	21%	23%	22%	11%	32%	0	14%	12%	10%	10%	13%	23%	21%
9	116	10	3	9	5	29	13	3	1	2	102	8	1	0	0	5	3	3	5	18	98
	14%	21%	11%	15%	19%	16%	8%	8%	6%	6%	15%	16%	13%	0	33%	17%	14%	10%	25%	14%	14%
Agree Completely 10	118	6	4	4	1	23	30	10	5	8	84	3	1	0	0	1	1	1	1	18	100
	14%	12%	8%	3%	3%	13%	18%	27%	26%	19%	13%	6%	37%	0	16%	5%	8%	5%	7%	14%	14%
Don't know	22	1	0	0	0	5	2	0	0	0	19	0	0	0	0	0	0	0	0	8	14
	3%	2%	1%	0	0	3%	1%	0	0	0	3%	0	0	0	21%	0	0	0	0	6%	2%
Total	857	45	29	57	29	180	168	38	19	39	666	50	4	3	1	30	20	29	21	131	723
Mean	7.21	7.14	6.24	6.04	5.83	6.95	7.13	7.39	7.45	6.94	7.26	5.97	8.68	3.37	7.50	5.70	6.37	5.30	6.91	7.38	7.18
1-2 (Net)	38	1	2	7	5	11	8	2	1	2	26	6	0	1	0	2	4	4	2	3	35
	4%	2%	7%	13%	18%	6%	5%	6%	7%	6%	4%	12%	0	48%	15%	7%	19%	15%	8%	2%	5%
1-3 (Net)	50	1	3	11	8	15	12	2	2	5	35	9	0	1	0	6	4	6	3	3	47
	6%	3%	11%	19%	28%	9%	7%	6%	9%	14%	5%	19%	0	49%	15%	19%	19%	22%	15%	3%	7%
1-4 (Net)	86	4	9	19	10	26	15	3	2	5	66	17	0	1	0	14	4	14	3	12	74
	10%	9%	33%	33%	33%	15%	9%	8%	9%	14%	10%	35%	0	48%	15%	46%	19%	49%	15%	9%	10%
5-6 (Net)	160	14	5	9	4	37	43	8	4	9	113	7	0	2	0	5	2	4	3	22	137
	19%	30%	17%	15%	12%	21%	23%	21%	21%	24%	17%	14%	0	52%	0	16%	11%	14%	14%	17%	19%
7-10 (Net)	590	26	14	30	16	112	108	27	13	24	468	25	4	0	1	11	14	11	15	90	497
	69%	58%	49%	52%	55%	62%	64%	71%	70%	62%	70%	51%	100%	0	64%	38%	70%	37%	71%	69%	69%
8-10 (Net)	414	20	9	20	11	81	70	18	10	19	334	16	3	0	1	10	8	7	9	67	347
	48%	44%	31%	39%	38%	45%	42%	47%	53%	49%	50%	33%	82%	0	64%	34%	31%	24%	45%	51%	46%
9-10 (Net)	234	15	7	13	6	52	43	13	6	10	185	11	2	0	0	6	4	4	7	36	198
	27%	34%	24%	23%	22%	29%	26%	34%	32%	26%	28%	22%	50%	0	50%	22%	21%	14%	32%	28%	27%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b_3. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 2 offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	943	155	145	228	83	341	230	48	37	71	678	179	20	22	7	102	77	133	46	75	863
Base: Used each provider at A2.1/A2.2	962	171	140	230	90	342	214	42	32	67	723	195	19	14	2	105	90	127	68	73	884
Effective Base	655.0	101.1	98.3	162.8	64.5	246.7	174.2	39.4	28.5	54.6	463.9	131.0	16.1	17.0	6.1	69.9	61.1	96.3	37.8	47.0	604.1
Not At All Agree 1	19	3	2	7	4	8	5	3	3	3	14	5	0	1	0	5	1	5	0	0	19
	2%	2%	2%	3%	5%	2%	2%	6%	9%	4%	2%	3%	0	8%	0	4%	1%	4%	0	0	2%
2	9	1	3	5	2	6	1	0	0	1	7	5	1	0	0	3	1	2	3	0	9
	1%	1%	2%	2%	2%	2%	0	0	0	1%	1%	2%	3%	0	0	3%	2%	2%	4%	0	1%
3	26	2	4	11	7	11	4	1	0	0	22	10	0	0	0	9	1	8	2	0	25
	3%	1%	3%	5%	8%	3%	2%	3%	0	0	3%	5%	0	3%	22%	9%	1%	7%	2%	1%	3%
4	28	3	5	8	3	11	7	2	1	3	20	6	1	0	0	2	4	4	2	1	27
	3%	2%	4%	3%	3%	3%	3%	6%	1%	3%	3%	3%	7%	2%	0	2%	5%	3%	4%	2%	3%
5	72	20	10	12	2	24	11	2	1	3	58	10	1	1	0	4	6	6	4	7	64
	7%	12%	7%	5%	2%	7%	5%	5%	2%	5%	8%	5%	4%	9%	0	3%	7%	5%	5%	10%	7%
6	108	17	18	22	4	36	25	6	0	8	78	16	5	1	0	10	6	13	3	10	99
	11%	10%	13%	10%	5%	11%	12%	14%	12%	11%	11%	8%	27%	7%	15%	10%	7%	11%	4%	13%	11%
7	149	24	16	27	11	43	36	4	7	9	111	23	4	1	0	10	13	18	5	9	138
	16%	14%	12%	12%	12%	13%	17%	9%	23%	14%	15%	12%	21%	5%	9%	9%	14%	14%	7%	12%	16%
8	206	44	23	44	21	68	52	5	8	14	150	36	2	5	0	24	13	14	22	21	185
	21%	26%	16%	19%	23%	20%	24%	12%	25%	22%	21%	18%	13%	37%	22%	22%	14%	11%	33%	28%	21%
9	138	16	20	33	13	50	24	7	5	9	109	30	2	1	0	15	15	18	13	15	123
	14%	10%	15%	14%	14%	15%	11%	17%	16%	13%	15%	15%	9%	10%	0	15%	16%	14%	18%	21%	14%
Agree Completely 10	166	37	27	40	14	60	42	12	7	12	123	36	3	1	1	15	21	25	10	7	159
	17%	21%	19%	18%	15%	18%	19%	29%	21%	17%	17%	18%	17%	5%	32%	14%	23%	20%	15%	10%	18%
Don't know	41	5	11	20	9	25	8	0	1	6	30	18	0	2	0	9	10	12	6	3	37
	4%	3%	8%	9%	10%	7%	4%	0	2%	9%	4%	9%	0	16%	0	8%	11%	10%	8%	4%	4%
Total	962	171	140	230	90	342	214	42	32	67	723	195	19	14	2	105	90	127	68	73	884
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.42	7.55	7.36	7.26	7.09	7.35	7.53	7.42	7.59	7.41	7.40	7.30	7.11	6.80	7.12	6.96	7.71	7.10	7.67	7.59	7.40
1-2 (Net)	28	4	5	12	6	14	6	3	3	4	21	10	1	1	0	8	2	8	3	0	28
	3%	2%	4%	5%	7%	4%	3%	6%	9%	5%	3%	5%	3%	8%	0	7%	3%	6%	4%	0	3%
1-3 (Net)	53	6	9	23	13	25	9	4	3	4	43	20	1	1	0	17	3	16	4	0	53
	6%	3%	7%	10%	15%	7%	4%	10%	9%	5%	6%	10%	3%	11%	22%	16%	4%	12%	6%	1%	6%
1-4 (Net)	81	9	14	30	16	36	16	6	3	5	63	26	2	2	0	19	8	20	7	2	80
	8%	5%	10%	18%	10%	10%	8%	14%	10%	8%	9%	14%	10%	12%	22%	18%	8%	16%	10%	2%	9%
5-6 (Net)	180	37	28	34	7	61	36	8	1	12	137	26	6	2	0	14	12	20	6	17	163
	19%	21%	20%	15%	7%	18%	17%	19%	3%	17%	19%	13%	31%	16%	15%	13%	14%	16%	9%	23%	18%
7-10 (Net)	660	121	86	145	59	221	154	28	27	44	493	125	11	8	1	64	61	75	50	52	605
	69%	71%	62%	63%	65%	65%	72%	67%	85%	66%	68%	64%	60%	56%	63%	61%	67%	59%	73%	71%	68%
8-10 (Net)	510	98	70	118	48	178	118	24	19	35	382	102	7	7	1	54	48	57	45	43	467
	53%	57%	50%	51%	53%	52%	55%	57%	61%	52%	53%	52%	39%	51%	53%	51%	53%	45%	66%	59%	53%
9-10 (Net)	305	53	47	74	27	110	66	19	12	20	232	66	5	2	1	30	36	43	23	22	282
	32%	31%	34%	32%	29%	32%	31%	45%	37%	30%	32%	34%	26%	14%	32%	29%	40%	34%	33%	30%	32%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b 4. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 3 offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	293	23	34	61	27	91	108	33	28	39	173	54	1	5	1	32	22	44	10	53	236
Base: Used each provider at A2.1/A2.2	272	30	38	66	28	93	90	26	22	38	173	62	1	3	0	32	30	48	14	40	228
Effective Base	201.6	14.7	22.8	43.0	20.5	65.1	83.4	27.8	21.1	31.3	114.6	38.7	1.0	4.4	1.0	24.6	15.4	30.4	8.4	32.8	167.1
Not At All Agree 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	7	1	0	3	3	3	5	0	0	5	2	3	0	0	0	3	0	1	2	2	4
	2%	4%	0	4%	10%	3%	5%	0	0	12%	1%	4%	0	0	0	8%	0	2%	11%	6%	2%
4	3	0	0	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	0	1	2
	1%	0	0	0	0	0	3%	8%	0	0	0	0	0	0	0	0	0	0	0	1%	2%
J	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5%	3%	1%	3%	5%	4%	9%	4%	5%	11%	3%	3%	0	0	0	1	1	1	1	3	11
6	28	0	3	6	3	10	11	3	2	4	15	6	0	0	0	3	3	3	3	7	19
	10%	1%	7%	9%	12%	11%	12%	13%	10%	10%	9%	9%	0	0	0	8%	11%	6%	21%	17%	8%
7	54	2	6	16	10	20	16	2	6	10	39	16	0	0	0	8	8	13	2	7	46
	20%	8%	16%	24%	34%	22%	17%	8%	26%	26%	22%	25%	0	0	0	24%	27%	28%	16%	17%	20%
8	57	13	8	9	2	14	11	3	4	2	43	8	0	1	0	5	3	4	4	12	44
	21%	44%	20%	14%	6%	15%	12%	13%	17%	4%	25%	13%	0	37%	0	15%	11%	8%	30%	30%	20%
9	48	1	8	10	2	16	17	4	3	7	28	8	1	1	0	5	3	7	1	8	39
	18%	3%	21%	14%	6%	18%	19%	14%	12%	18%	16%	13%	100%	31%	0	16%	9%	15%	6%	21%	17%
Agree Completely 10	57	10	12	20	8	22	20	10	7	7	35	18	0	1	0	6	12	17	2	0	57
	21%	32%	31%	30%	28%	23%	22%	40%	30%	18%	20%	29%	0	32%	100%	19%	41%	35%	11%	0	25%
Don't know	4	1	2	2	0	3	0	0	0	0	4	2	0	0	0	2	0	2	0	0	4
	2%	5%	4%	3%	1%	4%	0	0	0	0	3%	3%	0	0	0	6%	0	4%	0	0	2%
Total	272	30	38	66	28	93	90	26	22	38	173	62	1	3	0	32	30	48	14	40	228
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.85	8.29	8.53	8.04	7.40	7.91	7.56	8.18	8.07	7.13	7.98	7.97	9.00	8.95	10.00	7.59	8.36	8.28	6.99	7.13	8.00
1-2 (Net)	IS	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	zS
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	8	1	0	3	3	3	5	0	0	5	3	3	0	0	0	3	0	1	2	2	5
	3%	4%	0	4%	10%	3%	5%	0	0	12%	2%	4%	0	0	0	8%	0	2%	11%	6%	2%
1-4 (Net)	10	1	0	3	3	3	7	2	0	5	3	3	0	0	0	3	0	1	2	3	7
	4%	4%	0	4%	10%	3%	8%	0	0	12%	2%	4%	0	0	0	8%	0	2%	11%	8%	3%
5-6 (Net)	42	1	3	8	5	14	20	4	4	8	20	8	0	0	0	4	4	4	4	10	30
	15%	4%	8%	11%	17%	15%	22%	17%	16%	22%	12%	12%	0	0	0	11%	13%	8%	26%	24%	13%
7-10 (Net)	215	26	34	54	20	72	64	19	18	25	145	50	1	3	0	24	26	41	9	27	186
	79%	87%	88%	82%	73%	78%	70%	75%	84%	66%	84%	80%	100%	100%	100%	74%	87%	86%	63%	68%	82%
8-10 (Net)	161	24	38	11	9	52	48	17	13	15	106	34	1	3	0	16	18	27	7	20	140
	59%	79%	72%	58%	39%	56%	53%	68%	58%	40%	62%	55%	100%	100%	100%	59%	60%	57%	47%	51%	62%
9-10 (Net)	104	11	20	29	9	38	37	14	9	14	63	26	1	2	0	11	15	24	2	8	96
	38%	35%	52%	44%	33%	41%	41%	55%	41%	36%	37%	42%	100%	63%	100%	35%	50%	50%	17%	21%	42%
S																					zS

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b_5. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 4 offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	676	96	123	219	96	268	158	38	40	58	485	187	10	18	4	109	78	154	33	71	598
Base: Used each provider at A2.1/A2.2	668	105	125	221	96	267	148	31	35	54	494	201	10	9	1	101	101	151	50	60	598
Effective Base	462.6	61.3	79.9	150.6	71.5	186.4	112.4	27.0	30.5	46.3	328.5	132.4	7.4	14.2	3.3	76.6	58.3	107.8	26.8	46.1	416.0
Not At All Agree 1	4	0	0	3	2	3	0	0	0	0	3	3	0	0	0	3	0	3	0	0	3
	1%	0	0	1%	2%	1%	0	0	0	0	1%	1%	0	0	0	2%	0	2%	0	1%	1%
2	1	0	0	1	1	1	0	0	0	0	1	1	0	0	0	1	0	1	0	0	1
	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0
3	5	1	2	4	2	4	5	3	0	0	1	4	0	0	0	2	2	4	0	0	5
	1%	1%	1%	2%	2%	1%	3%	10%	0	0	0	2%	0	0	0	2%	2%	3%	0	0	1%
4	14	1	0	4	4	5	3	2	0	1	10	3	0	1	0	2	1	3	0	4	10
	2%	1%	0	2%	4%	2%	2%	6%	0	2%	2%	2%	0	7%	0	2%	1%	2%	0	2%	2%
5	19	2	1	7	6	10	5	2	3	1	11	6	1	0	0	5	1	4	2	5	14
	3%	2%	1%	3%	6%	4%	3%	2%	10%	3%	2%	3%	8%	0	0	5%	1%	3%	4%	2%	2%
6	51	3	4	14	9	22	20	5	4	10	29	13	0	1	0	2	11	5	8	2	47
	8%	3%	3%	6%	10%	8%	14%	16%	11%	19%	6%	7%	0	6%	0	2%	11%	3%	16%	4%	8%
7	97	17	10	23	13	35	20	7	2	8	74	22	0	1	0	16	6	18	4	10	86
	15%	17%	8%	10%	13%	13%	14%	22%	6%	15%	15%	11%	0	11%	0	16%	6%	12%	7%	16%	14%
8	152	21	26	42	16	51	36	3	7	13	111	38	2	2	0	20	18	24	14	16	131
	23%	20%	21%	19%	17%	19%	24%	11%	19%	24%	22%	19%	16%	23%	34%	20%	18%	16%	29%	27%	22%
9	120	18	29	45	15	52	21	3	6	10	95	42	1	2	0	18	25	35	7	9	111
	18%	17%	23%	20%	16%	20%	14%	9%	17%	19%	19%	21%	7%	17%	28%	17%	24%	23%	13%	14%	19%
Agree Completely 10	191	37	50	74	24	78	36	7	12	9	145	64	7	3	0	29	35	50	15	10	180
	29%	35%	40%	34%	25%	29%	25%	24%	35%	17%	29%	32%	69%	30%	38%	29%	35%	33%	29%	16%	30%
Don't know	15	6	3	6	4	8	1	0	1	1	13	6	0	1	0	4	2	5	1	4	25
	2%	6%	2%	3%	4%	3%	0	0	2%	1%	3%	3%	0	6%	0	4%	2%	3%	2%	7%	2%
Total	668	105	125	221	96	267	148	31	35	54	494	201	10	9	1	101	101	151	50	60	598
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	8.20	8.56	8.80	8.31	7.66	8.15	7.86	7.20	8.29	7.83	8.31	8.26	9.23	8.26	9.05	8.02	8.49	8.28	8.20	7.63	8.26
	DFS	D	zCD	D	-	-	-	-	-	-	zF	-	-	-	-	-	-	-	-	-	zS
1-2 (Net)	4	0	0	3	3	3	0	0	0	0	4	3	0	0	0	3	0	3	0	0	4
	1%	0	0	1%	3%	1%	0	0	0	0	1%	2%	0	0	0	3%	0	2%	0	1%	1%
1-3 (Net)	10	1	2	7	5	7	5	3	0	0	5	7	0	0	0	5	2	7	0	0	9
	1%	1%	2%	3%	5%	3%	3%	10%	0	0	1%	4%	0	0	0	5%	2%	5%	0	1%	2%
1-4 (Net)	24	1	2	11	9	12	9	5	0	1	14	10	0	1	0	7	3	10	0	5	19
	4%	1%	2%	5%	9%	5%	6%	16%	0	2%	3%	5%	0	7%	0	7%	3%	7%	0	8%	3%
5-6 (Net)	70	5	5	15	31	25	6	7	12	41	19	19	1	1	0	7	12	9	10	7	61
	10%	4%	4%	9%	16%	12%	17%	18%	21%	22%	8%	10%	8%	6%	0	7%	12%	6%	20%	12%	10%
7-10 (Net)	560	93	116	184	68	216	113	20	27	40	425	166	9	7	1	82	84	127	39	45	508
	84%	89%	92%	83%	71%	81%	77%	65%	77%	75%	86%	83%	92%	81%	100%	82%	83%	84%	78%	74%	85%
8-10 (Net)	463	75	106	161	55	181	93	13	25	32	351	145	9	6	1	67	78	109	36	35	422
	69%	72%	84%	73%	56%	68%	63%	43%	71%	60%	71%	72%	82%	70%	100%	66%	77%	72%	71%	67%	77%
9-10 (Net)	311	54	79	119	40	130	57	10	18	19	240	106	8	4	1	47	59	85	21	18	291
	47%	52%	63%	54%	41%	49%	39%	33%	52%	36%	49%	53%	77%	47%	66%	47%	59%	56%	42%	30%	49%
	S	-	zCD	zD	-	-	-	-	-	-	-	-	-	-	-	-	z	zO	-	-	zS

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b 7. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Radio 5 live offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	465	64	50	77	27	139	103	17	23	38	347	58	6	5	8	46	12	44	14	62	401
Base: Used each provider at A2.1/A2.2	429	62	41	64	23	123	80	11	16	30	336	53	4	4	3	39	14	35	19	57	370
Effective Base	322.1	43.3	34.8	50.3	15.9	99.3	77.5	14.2	16.4	30.9	237.6	38.6	5.5	4.4	6.9	28.2	10.4	29.4	10.6	42.4	278.3
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
3	12	3	1	3	3	4	1	0	0	1	10	3	0	0	0	3	0	2	2	0	12
	3%	5%	1%	5%	12%	3%	1%	0	0	4%	3%	6%	0	0	0	8%	0	5%	9%	0	3%
4	8	0	0	0	0	0	0	0	0	0	6	0	0	1	0	0	0	0	0	0	4
	2%	4%	0	1%	3%	2%	3%	7%	15%	8%	2%	0	0	19%	0	0	0	0	0	8%	1%
T	25	1	6	7	2	9	3	0	0	2	22	4	3	0	0	4	0	3	2	1	24
	6%	2%	14%	11%	7%	8%	4%	0	3%	6%	7%	8%	61%	0	0	11%	0	8%	2%	2%	6%
6	39	7	4	4	0	8	4	1	0	0	34	4	0	0	0	3	1	2	2	2	37
	9%	12%	10%	6%	0	7%	5%	5%	2%	1%	10%	8%	0	0	0	8%	7%	5%	13%	4%	10%
7	81	7	5	9	4	17	12	1	2	3	68	6	1	2	0	5	0	3	3	15	66
	19%	11%	11%	14%	19%	14%	15%	7%	12%	11%	20%	11%	11%	55%	19%	13%	4%	9%	15%	26%	18%
8	105	15	7	13	6	28	22	3	2	9	82	11	1	0	1	5	6	7	4	10	95
	24%	24%	17%	20%	27%	23%	26%	26%	9%	29%	24%	20%	14%	6%	57%	12%	43%	20%	20%	17%	26%
9	78	10	11	17	6	36	19	0	5	4	57	16	0	1	0	12	4	12	4	14	64
	18%	16%	28%	27%	26%	29%	23%	3%	28%	14%	17%	31%	0	21%	8%	31%	31%	34%	24%	24%	17%
Agree Completely 10	72	15	7	8	1	21	16	6	5	7	51	7	1	0	0	5	2	5	2	9	62
	17%	25%	17%	13%	6%	12%	20%	53%	32%	25%	15%	14%	14%	0	16%	13%	16%	16%	11%	15%	17%
Don't know	6	1	1	1	0	4	1	0	0	1	4	1	0	0	0	1	0	1	0	2	4
	1%	1%	2%	2%	1%	3%	1%	0	0	2%	1%	2%	0	0	0	3%	0	4%	0	3%	1%
Total	429	62	41	64	23	123	80	11	16	30	336	53	4	4	3	39	14	35	19	57	370
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.71	7.85	7.84	7.64	7.28	7.80	8.07	8.66	8.09	7.83	7.61	7.77	6.33	6.92	8.21	7.53	8.45	8.01	7.35	7.82	7.69
1-2 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
1-3 (Net)	15	3	1	3	3	4	1	0	0	1	12	3	0	0	0	3	0	2	2	0	15
	3%	5%	1%	5%	12%	3%	1%	0	0	4%	4%	6%	0	0	0	8%	0	5%	9%	0	4%
1-4 (Net)	23	5	1	4	3	6	3	1	2	3	18	3	0	1	0	3	0	2	2	5	19
	5%	9%	1%	6%	15%	5%	4%	7%	15%	12%	5%	6%	0	19%	0	8%	0	5%	9%	8%	5%
5-6 (Net)	64	9	10	11	2	18	7	1	1	2	56	8	3	0	0	7	1	4	4	4	61
	15%	14%	23%	17%	7%	14%	9%	5%	4%	7%	17%	16%	61%	0	0	19%	7%	13%	21%	6%	16%
7-10 (Net)	336	47	30	48	18	95	68	10	13	24	258	40	2	3	3	27	13	27	13	47	287
	78%	76%	73%	74%	77%	78%	86%	88%	81%	80%	77%	76%	39%	81%	100%	70%	93%	79%	70%	83%	78%
8-10 (Net)	255	40	25	39	14	79	57	9	11	20	180	35	1	1	2	22	12	24	10	32	221
	59%	65%	62%	61%	59%	64%	71%	62%	69%	68%	56%	65%	28%	27%	81%	56%	90%	70%	55%	57%	60%
9-10 (Net)	150	25	18	26	7	51	34	6	10	12	108	24	1	1	1	17	6	17	6	23	126
	35%	41%	45%	40%	32%	41%	43%	56%	60%	39%	32%	45%	14%	21%	24%	44%	46%	50%	35%	39%	34%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b_9. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC 6 Music offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	225	18	9	12	3	37	49	13	8	13	167	8	3	1	0	5	3	7	1	42	180
Base: Used each provider at A2.1/A2.2	221	21	11	13	3	38	44	11	7	12	170	9	4	0	0	4	6	8	1	31	189
Effective Base	151.3	11.7	6.2	8.4	2.5	25.4	39.6	11.1	7.0	11.9	108.6	6.1	2.0	1.0	0	4.7	2.8	5.3	1.0	29.1	123.2
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	4	0	0	0	0	0	2	0	0	0	2	1	0	0	0	1	0	1	0	0	4
	2%	0	0	8%	41%	10%	4%	0	0	16%	7%	11%	0	0	0	29%	0	13%	0	0	2%
5	3	0	0	0	0	1	2	1	0	0	1	0	0	0	0	0	0	0	0	0	3
	1%	0	0	0	0	2%	1%	11%	0	0	0	0	0	0	0	0	0	0	0	0	1%
6	16	2	1	1	0	3	5	3	0	1	10	1	0	0	0	1	0	0	1	5	12
	7%	11%	8%	13%	7%	12%	12%	30%	0	8%	6%	9%	0	100%	0	23%	0	0	100%	15%	6%
7	33	2	5	5	0	6	4	0	0	1	28	5	0	0	0	1	4	5	0	3	30
	15%	11%	46%	37%	0	17%	9%	0	0	5%	16%	53%	0	0	0	15%	78%	58%	0	10%	16%
8	46	8	1	2	1	5	12	3	2	3	33	1	1	0	0	0	1	1	0	8	37
	21%	36%	7%	15%	46%	13%	26%	29%	30%	25%	20%	13%	20%	0	0	0	22%	14%	0	27%	20%
9	32	1	1	1	0	4	6	0	1	2	26	0	1	0	0	0	0	0	0	8	24
	14%	5%	5%	4%	0	11%	13%	0	14%	20%	15%	0	14%	0	0	0	0	0	0	25%	13%
Agree Completely 10	84	8	3	3	0	15	12	3	3	2	69	1	2	0	0	1	0	1	0	4	78
	38%	37%	28%	23%	0	39%	26%	30%	46%	19%	40%	6%	66%	0	0	15%	0	6%	0	14%	41%
Don't know	4	0	1	1	0	1	2	0	1	1	2	1	0	0	0	1	0	1	0	3	2
	2%	0	6%	5%	0	2%	5%	0	10%	6%	1%	7%	0	0	0	19%	0	8%	0	9%	1%
T	221	21	11	13	3	38	44	11	7	12	170	9	4	0	0	4	6	8	1	31	189
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%
Mean	8.52	8.46	7.99	7.60	6.11	8.13	8.01	7.67	8.18	7.70	8.64	6.86	9.45	6.00	0	6.20	7.22	6.96	6.00	8.15	8.56
1-2 (Net)	F	0	0	0	0	0	0	0	0	0	F	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-4 (Net)	4	0	0	1	1	4	2	0	0	2	2	1	0	0	0	1	0	1	0	0	4
	2%	0	0	8%	41%	10%	4%	0	0	16%	7%	11%	0	0	0	29%	0	13%	0	0	2%
5-6 (Net)	19	2	1	1	0	3	7	4	0	1	10	1	0	0	0	1	0	0	1	5	14
	8%	11%	8%	13%	9%	16%	16%	41%	0	8%	6%	9%	0	100%	0	23%	0	0	100%	15%	8%
7-10 (Net)	195	19	9	10	1	30	33	6	6	9	156	7	4	0	0	1	6	7	0	24	169
	88%	89%	86%	78%	46%	79%	74%	59%	90%	70%	92%	72%	100%	0	0	30%	100%	79%	0	76%	90%
8-10 (Net)	F	4	5	1	1	24	29	6	6	8	128	2	4	0	0	2	1	2	0	20	140
	73%	79%	40%	41%	46%	63%	65%	59%	90%	64%	75%	19%	100%	0	0	15%	22%	21%	0	66%	74%
9-10 (Net)	116	9	3	3	0	19	17	3	4	5	95	1	3	0	0	1	0	1	0	12	102
	F	42%	33%	26%	0	50%	39%	30%	60%	39%	56%	6%	80%	0	0	15%	0	6%	0	39%	54%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D2b_10. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Asian Network offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	102	7	2	4	2	18	24	7	7	8	71	3	1	0	0	2	1	1	2	54	48
Base: Used each provider at A2.1/A2.2	80	7	2	5	3	15	19	6	5	6	57	4	1	0	0	3	1	1	3	38	42
Effective Base	71.5	5.1	2.0	3.7	2.0	13.9	17.3	5.1	6.1	5.2	49.3	2.9	1.0	0	0	2.0	1.0	1.0	2.0	37.3	34.7
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1%	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	3	0	0	0	0	0	2	0	1	0	1	0	0	0	0	0	0	0	0	1	2
	4%	0	0	0	0	0	11%	0	23%	0	2%	0	0	0	0	0	0	0	0	2%	5%
5	3	1	0	0	0	3	0	0	0	0	3	0	0	0	0	0	0	0	0	3	0
	4%	15%	0	0	0	19%	0	0	0	0	6%	0	0	0	0	0	0	0	0	8%	1%
6	5	3	0	0	0	1	3	0	0	0	3	0	0	0	0	0	0	0	0	3	2
	7%	42%	0	0	0	4%	14%	0	0	0	5%	0	0	0	0	0	0	0	0	9%	5%
7	16	0	1	1	0	3	1	0	0	1	14	1	0	0	0	0	1	1	0	8	7
	19%	0	55%	19%	0	18%	6%	0	0	13%	24%	23%	0	0	0	0	100%	100%	0	22%	17%
8	17	3	0	0	0	2	2	1	1	1	15	0	0	0	0	0	0	0	0	8	9
	21%	39%	0	0	0	11%	11%	22%	27%	24%	26%	0	0	0	0	0	0	0	0	22%	21%
9	18	0	0	0	0	1	5	0	0	2	12	0	0	0	0	0	0	0	0	7	11
	22%	0	0	0	0	6%	25%	0	6%	36%	22%	0	0	0	0	0	0	0	0	18%	26%
Agree Completely 10	12	0	1	1	0	1	6	4	2	2	4	0	1	0	0	0	0	0	0	4	7
	14%	4%	45%	16%	0	9%	30%	78%	44%	27%	7%	0	100%	0	0	0	0	0	0	11%	17%
Don't know	6	0	0	3	3	5	0	0	0	0	5	3	0	0	0	3	0	0	3	3	3
	7%	0	0	65%	100%	33%	0	0	0	0	9%	77%	0	0	0	100%	0	0	100%	7%	6%
Total	80	7	2	5	3	15	19	6	5	6	57	4	1	0	0	3	1	1	3	38	42
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	100%	100%
Mean	7.85	6.80	8.36	8.36	0	7.11	7.91	9.57	8.04	8.77	7.77	7.00	10.00	0	0	0	7.00	7.00	0	7.65	8.04
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1%	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
1-3 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
1-4 (Net)	3	0	0	0	0	0	3	0	1	0	1	0	0	0	0	0	0	0	0	1	3
	4%	0	0	0	0	0	13%	0	23%	0	2%	0	0	0	0	0	0	0	0	2%	6%
5-6 (Net)	9	4	0	0	0	4	3	0	0	0	6	0	0	0	0	0	0	0	0	6	2
	11%	57%	0	0	0	23%	14%	0	0	0	11%	0	0	0	0	0	0	0	0	17%	5%
7-10 (Net)	62	3	2	2	0	7	14	6	4	6	45	1	1	0	0	0	1	1	0	28	34
	77%	43%	100%	35%	0	44%	73%	100%	77%	100%	79%	23%	100%	0	0	0	100%	100%	0	74%	81%
8-10 (Net)	46	3	1	1	0	4	13	6	4	5	31	0	1	0	0	0	0	0	0	19	27
	58%	43%	45%	16%	0	26%	67%	100%	77%	87%	65%	0	100%	0	0	0	0	0	0	51%	64%
9-10 (Net)	29	0	1	1	0	2	11	4	2	4	17	0	1	0	0	0	0	0	0	11	18
	37%	4%	45%	16%	0	15%	55%	78%	51%	63%	29%	0	100%	0	0	0	0	0	0	30%	43%

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D2b_11. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC local radio stations offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
585	72	105	186	81	258	204	35	37	63	353	110	17	17	42	65	45	72	38	59	524	
537	68	87	166	79	226	163	32	34	50	353	125	18	11	12	70	55	68	57	54	481	
386.1	47.0	59.1	117.6	58.7	169.0	141.3	26.3	27.5	42.8	231.2	78.7	14.5	14.0	35.3	43.1	35.7	49.6	30.8	34.1	351.0	
11	1	1	5	3	6	4	1	0	2	7	4	0	1	0	2	2	4	0	0	11	
2%	1%	1%	3%	4%	2%	2%	3%	0	4%	2%	3%	0	10%	0	3%	3%	5%	0	0	2%	
6	0	1	1	0	1	5	0	0	2	2	1	0	0	0	0	0	1	0	3	4	
1%	0	1%	1%	0	0	3%	0	0	3%	0	0	0	2%	0	0	1%	1%	0	5%	1%	
T	0	1	3	2	3	7	3	2	2	6	2	0	0	1	2	0	2	0	2	11	
13	0	1%	2%	2%	1%	4%	8%	6%	4%	2%	1%	0	0	9%	2%	0	2%	0	4%	2%	
2%	0	1%	2%	2%	3	7	3	2	2	6	2	0	0	1	2	0	2	0	2	11	
12	1	0	2	2	3	7	2	0	0	5	2	0	0	0	2	0	0	0	0	12	
2%	2%	0	1%	2%	1%	4%	7%	5%	1%	1%	1%	0	0	4%	2%	0	0	3%	0	2%	
30	5	3	7	4	11	5	2	3	0	22	5	1	0	1	2	3	0	5	7	23	
6%	7%	3%	4%	5%	5%	3%	1%	8%	0	6%	4%	4%	2%	6%	2%	0	0	9%	12%	5%	
T	3	5	11	6	14	18	6	3	5	19	8	0	2	1	2	6	5	2	1	37	
7%	4%	6%	6%	7%	6%	11%	20%	7%	11%	5%	6%	0	14%	13%	3%	10%	8%	4%	2%	8%	
82	20	8	20	12	33	25	2	4	12	56	15	3	1	1	11	4	10	5	2	80	
15%	30%	9%	12%	15%	15%	15%	5%	12%	25%	16%	12%	19%	6%	9%	16%	7%	14%	8%	3%	17%	
S	9	22	38	17	56	33	7	9	5	85	26	4	5	3	15	11	14	12	18	107	
125	9	22	38	17	56	33	7	9	5	85	26	4	5	3	15	11	14	12	18	107	
23%	13%	25%	23%	21%	25%	20%	21%	26%	10%	24%	21%	21%	49%	25%	21%	21%	21%	21%	33%	22%	
I	1	1	5	3	6	4	1	0	2	7	4	0	1	0	2	2	4	0	0	11	
79	10	16	23	7	35	18	4	4	6	59	22	0	1	1	12	10	14	8	7	71	
15%	15%	19%	14%	9%	15%	11%	14%	11%	12%	17%	18%	0	5%	8%	17%	18%	20%	15%	14%	15%	
103	12	23	36	13	40	30	6	4	9	67	28	6	0	2	13	15	11	17	13	89	
19%	18%	27%	22%	16%	18%	18%	18%	12%	17%	19%	22%	31%	3%	20%	18%	28%	16%	29%	23%	19%	
36	6	7	21	14	24	12	0	4	7	25	15	5	1	1	11	3	8	6	2	34	
7%	9%	8%	13%	18%	11%	7%	0	12%	14%	7%	12%	25%	9%	7%	16%	6%	12%	11%	3%	7%	
537	68	87	166	79	226	163	32	34	50	353	125	18	11	12	70	55	68	57	54	481	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.61	7.72	8.19	7.83	7.37	7.76	7.25	6.98	7.24	7.24	7.77	7.90	8.39	6.76	7.31	7.81	8.01	7.62	8.23	7.64	7.60	
F	1	2	6	3	6	8	1	0	3	9	4	0	1	0	2	2	4	0	3	15	
3%	1%	2%	3%	4%	3%	5%	3%	0	7%	3%	3%	0	12%	0	3%	4%	6%	0	5%	3%	
31	1	3	8	5	9	16	4	2	5	15	6	0	1	1	4	2	6	0	5	26	
6%	1%	4%	5%	6%	4%	10%	12%	6%	10%	4%	5%	0	12%	9%	5%	4%	9%	0	9%	5%	
43	2	4	10	7	12	22	6	4	5	20	7	0	1	2	5	2	6	2	5	38	
8%	3%	4%	6%	8%	5%	14%	19%	11%	11%	6%	6%	0	12%	13%	7%	4%	9%	3%	9%	8%	
J	8	8	17	9	25	23	8	5	5	41	13	1	2	2	4	9	5	7	8	61	
69	8	8	17	9	25	23	8	5	5	41	13	1	2	2	4	9	5	7	8	61	
13%	12%	9%	10%	12%	11%	14%	24%	16%	11%	12%	10%	4%	16%	18%	5%	16%	8%	13%	15%	13%	
389	52	69	117	49	165	106	18	21	32	268	90	13	7	7	50	40	48	42	40	348	
72%	76%	79%	71%	62%	73%	65%	57%	61%	64%	76%	72%	70%	63%	62%	71%	74%	71%	74%	73%	72%	
DF	31	61	97	37	132	81	17	17	20	212	76	9	6	6	39	37	39	37	38	267	
307	31	61	97	37	132	81	17	17	20	212	76	9	6	6	39	37	39	37	38	267	
57%	46%	70%	59%	46%	58%	50%	52%	49%	39%	60%	61%	51%	56%	53%	56%	67%	57%	65%	70%	56%	
FI	22	39	59	20	75	48	10	8	14	127	50	6	1	3	25	25	24	25	20	160	
181	22	39	59	20	75	48	10	8	14	127	50	6	1	3	25	25	24	25	20	160	
34%	33%	45%	36%	25%	33%	30%	31%	23%	29%	36%	40%	31%	8%	27%	35%	46%	36%	44%	37%	33%	
		zCD*																			
						</															

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D2b_12. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: Any other BBC station (including digital BBC stations) offers me something that other radio stations do not

Base: Used each provider at A2.1/A2.2

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	138	27	23	36	13	62	38	6	8	13	91	27	2	3	4	20	7	18	9	13	124
Base: Used each provider at A2.1/A2.2	122	26	19	29	11	55	31	4	5	12	85	25	1	2	1	19	7	14	12	11	110
Effective Base	96.2	20.8	13.9	23.6	10.1	41.7	29.2	5.2	6.0	10.0	62.0	18.8	1.7	2.6	3.5	13.3	5.6	13.8	6.6	8.3	87.0
Not At All Agree 1	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	3%	**	**	1%	4%	1%	**	**	**	**	4%	2%	**	**	**	2%	**	**	**	**	3%
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	2%	1%	0	1%	1%	0	0	3%	0	0	0	0	32%	0	0	0	0	0	0
4	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	0	2%	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1%
5	11	2	4	4	0	7	2	0	0	2	7	4	0	0	0	4	0	1	3	1	10
	9%	9%	22%	14%	0	13%	8%	0	0	16%	9%	16%	**	**	13%	21%	0	**	27%	8%	9%
6	8	1	1	3	1	4	4	0	0	0	3	3	0	0	0	3	0	0	2	1	7
	6%	3%	7%	9%	12%	6%	12%	12%	0	0	4%	10%	0	0	0	14%	0	3%	18%	7%	6%
7	16	1	3	6	4	8	8	1	0	3	8	5	0	1	0	5	0	3	3	1	15
	13%	3%	14%	22%	35%	15%	24%	18%	0	22%	10%	22%	0	52%	**	28%	3%	21%	22%	13%	13%
8	25	4	2	4	2	11	7	0	2	2	19	4	0	0	0	3	0	4	0	5	20
	21%	14%	11%	12%	15%	20%	21%	9%	34%	16%	22%	14%	**	**	**	17%	6%	26%	0	43%	19%
9	19	2	5	5	0	8	2	0	1	1	17	4	0	0	0	2	3	3	1	2	17
	16%	7%	25%	16%	0	15%	**	**	**	9%	19%	18%	0	0	18%	9%	41%	22%	13%	20%	15%
Agree Completely 10	26	12	1	2	0	6	3	1	1	1	20	0	1	0	0	0	0	0	0	0	26
	21%	48%	8%	6%	4%	10%	11%	36%	24%	7%	23%	0	100%	0	37%	0	0	0	0	0	24%
Don't know	13	4	2	5	3	10	5	1	1	3	8	5	0	1	0	1	3	2	2	1	12
	11%	14%	12%	19%	31%	18%	15%	26%	22%	27%	10%	19%	0	48%	0	8%	49%	18%	20%	8%	11%
Total	122	26	19	29	11	55	31	4	5	12	85	25	1	2	1	19	7	14	12	11	110
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.83	8.66	7.29	7.16	6.86	7.46	7.42	8.42	8.87	7.15	7.97	6.97	10.00	7.00	6.95	6.63	8.75	7.44	6.42	7.65	7.85
1-2 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	3
	3%	**	**	1%	4%	1%	0	0	0	0	4%	2%	0	0	0	2%	0	3%	0	0	3%
1-3 (Net)	4	0	0	1	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	4
	3%	0	2%	3%	4%	1%	1%	0	0	3%	4%	2%	0	0	32%	2%	0	3%	0	0	3%
1-4 (Net)	4	1	0	1	0	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	4
	3%	2%	2%	3%	4%	2%	1%	0	0	3%	4%	2%	0	0	32%	2%	0	3%	0	0	4%
5-6 (Net)	18	3	5	7	1	11	6	0	0	2	10	6	0	0	0	6	0	1	5	2	16
	15%	12%	29%	23%	12%	20%	20%	12%	0	16%	12%	26%	0	0	13%	35%	0	9%	45%	16%	15%
7-10 (Net)	86	19	11	16	6	33	20	2	4	6	63	13	1	1	1	10	3	9	4	9	78
	71%	72%	58%	56%	53%	60%	63%	62%	78%	54%	74%	54%	100%	52%	55%	55%	51%	70%	35%	76%	71%
8-10 (Net)	70	18	8	10	2	25	12	2	4	4	55	8	1	0	1	5	3	7	1	7	63
	58%	69%	43%	34%	18%	49%	39%	45%	78%	32%	66%	32%	100%	0	55%	26%	47%	46%	13%	63%	57%
9-10 (Net)	45	14	6	0	0	14	6	1	2	2	37	4	1	0	1	2	3	3	1	2	43
	37%	55%	32%	22%	4%	25%	18%	36%	43%	16%	43%	18%	100%	0	55%	9%	41%	22%	13%	20%	39%

D3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table

Base: All who have used BBC online services in the past 3 months

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	1997	1997	1997	1997	1997	1997
Base: All who have used BBC online services in the past 3 months	1877	1877	1877	1877	1877	1877
Effective Base	1347.2	1347.2	1347.2	1347.2	1347.2	1347.2
Not At All Well	(1) 16 7%	12 1%	25 1%	25 1%	15 1%	16 1%
	(2) 11 1%	13 1%	BEF 2%	BEF 1%	6 0	13 1%
	(3) 21 1%	18 1%	ABEF 37 2%	AE 39 2%	23 1%	24 1%
	(4) 37 2%	34 2%	B 75 4%	ABE 72 4%	41 2%	44 2%
	(5) 122 6%	110 6%	ABEF 134 7%	ABEF 167 9%	145 8%	130 7%
	(6) 200 11%	184 10%	ABEF 227 12%	ABEF 249 13%	210 11%	234 12%
	(7) 380 20%	375 20%	B 355 19%	AB 366 19%	408 22%	B 381 20%
	(8) 496 26%	469 25%	394 21%	407 22%	C 477 25%	473 25%
	(9) CD 253 13%	CD 301 16%	218 12%	208 11%	CD 204 11%	CD 240 13%
Extremely Well	(10) DE 229 12%	ACDEF 266 14%	206 11%	184 10%	192 10%	E 192 10%
Don't know	DEF 112 6%	ACDEF 93 5%	175 9%	137 7%	157 8%	130 7%
Total	B 1877 100%	1877 100%	ABDF 1877 100%	AB 1877 100%	ABF 1877 100%	AB 1877 100%
Mean	7.51 CDEF	7.65 ACDEF	7.16	7.09	7.36 CD	7.37 CD
1-2 (Net)	27 1%	26 1%	57 3%	48 3%	20 1%	29 2%
1-3 (Net)	48 3%	44 2%	94 5%	87 5%	44 2%	53 3%
1-4 (Net)	84 4%	78 4%	169 9%	159 8%	85 5%	96 5%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table

Base: All who have used BBC online services in the past 3 months

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	1997	1997	1997	1997	1997	1997
Base: All who have used BBC online services in the past 3 months	1877	1877	1877	1877	1877	1877
5-6 (Net)	322 17%	295 16%	361 19%	416 22%	355 19%	364 19%
4-7 (Net)	738 39%	703 37%	791 42%	853 45%	803 43%	790 42%
7-10 (Net)	1358 72%	1411 75%	1172 62%	1165 62%	1280 68%	1286 69%
8-10 (Net)	CDEF 52%	ACDEF 55%	817 44%	799 43%	CD 46%	CD 46%
9-10 (Net)	CDEF 26%	ACDEF 30%	424 23%	393 21%	CD 21%	CD 23%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_1. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	1997 1877	262 267	212 178	286 241	74 62	592 496	479 402	73 57	65 50	147 119	1444 1423	223 210	22 16	20 10	21 5	127 111	95 98	173 145	50 65	267 230	1717 1634
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
16	3	2	3	1	1	4	7	0	0	4	9	2	1	0	0	1	1	2	0	1	15
1%	1%	1%	1%	1%	1%	1%	2%	0	0	3%	1%	1%	4%	0	0	1%	1%	1%	0	1%	1%
11	1	0	1	1	3	4	4	1	1	0	6	1	0	0	0	0	1	1	0	2	9
1%	0	0	0	0	1%	1%	1%	1%	2%	0	0	0	0	0	0	0	1%	1%	0	1%	1%
21	7	0	0	0	1	4	4	1	1	3	16	0	0	0	0	0	0	0	0	4	17
1%	3%	0	0	0	0	1%	1%	1%	2%	3%	1%	0	0	0	7%	0	0	0	0	2%	1%
37	4	0	1	0	0	5	9	1	0	2	26	0	0	0	0	0	0	0	0	8	27
2%	2%	0	0	0	0	1%	2%	1%	0	1%	2%	0	0	2%	0	0	0	0	0	3%	2%
CT																					
122	11	14	20	6	33	24	5	6	7	92	20	0	0	0	1	12	7	9	10	11	105
6%	4%	8%	8%	10%	7%	6%	9%	11%	6%	6%	6%	9%	0	0	16%	11%	7%	6%	16%	5%	6%
200	27	12	20	8	54	55	10	7	26	135	17	2	1	0	11	6	11	6	24	173	
11%	10%	7%	8%	14%	11%	14%	16%	13%	22%	10%	8%	12%	12%	10%	9%	6%	8%	9%	11%	11%	
J	53	30	39	9	102	84	14	8	20	286	33	2	3	1	18	15	19	14	38	341	
20%	20%	17%	16%	14%	21%	21%	24%	17%	17%	20%	16%	14%	28%	20%	16%	16%	13%	21%	17%	21%	
Q	80	44	52	8	113	78	4	6	21	410	44	5	2	1	27	18	32	12	64	430	
496	26%	25%	22%	13%	23%	19%	7%	12%	18%	29%	21%	31%	21%	24%	24%	18%	22%	19%	28%	28%	
DEFGHI	D	17	25	31	7	66	62	6	4	14	189	29	1	0	15	14	23	6	37	216	
13%	7%	14%	13%	11%	13%	15%	10%	8%	12%	13%	14%	3%	16%	7%	13%	14%	16%	10%	13%	13%	
A	41	15	18	3	49	53	13	10	14	171	15	2	1	0	8	7	12	2	30	199	
12%	15%	8%	8%	5%	10%	13%	23%	20%	12%	12%	7%	15%	10%	3%	7%	7%	8%	4%	13%	12%	
CK	112	36	55	19	64	22	4	8	8	83	50	4	1	0	21	29	35	15	10	103	
6%	23%	20%	30%	z	z	6%	7%	zFJ*	7%	6%	8%	22%	11%	8%	19%	24%	30%	24%	4%	6%	
1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.51	7.53	7.60	7.46	7.02	7.49	7.40	7.46	7.45	7.11	7.56	7.46	7.60	7.72	6.52	7.44	7.52	7.62	7.11	7.56	7.52	
I	4	2	3	2	7	11	1	1	4	14	3	1	0	0	1	2	3	0	4	24	
1%	1%	1%	1%	2%	2%	3%	1%	2%	3%	1%	1%	1	4%	0	1%	2%	0	2%	1%	1%	
J	11	2	4	2	9	15	1	2	7	31	3	1	0	0	1	2	3	0	7	40	
48	4%	1%	2%	2%	2%	4%	3%	4%	6%	2%	1%	4%	0	0	1%	2%	2%	0	3%	2%	
3%																					
84	15	3	4	2	14	24	2	2	9	57	3	1	0	0	1	2	3	0	15	67	
4%	6%	1%	2%	3%	3%	6%	4%	4%	7%	4%	1%	4%	2%	11%	1%	2%	2%	0	7%	4%	
CEK																					
322	38	26	41	15	87	79	12	33	227	36	2	1	1	1	23	13	21	16	36	279	
17%	14%	15%	17%	24%	18%	20%	27%	28%	16%	17%	12%	12%	12%	27%	20%	13%	14%	24%	16%	17%	
738	95	56	80	24	195	172	29	20	55	540	69	4	4	2	40	28	40	30	82	646	
39%	35%	31%	33%	38%	39%	43%	52%	40%	46%	38%	33%	26%	42%	47%	36%	29%	27%	45%	36%	40%	
BQ																					
1358	191	114	140	27	331	277	36	29	69	1055	120	10	7	2	67	53	86	34	169	1186	
72%	72%	64%	58%	43%	67%	69%	63%	57%	58%	74%	57%	63%	75%	54%	60%	55%	59%	53%	74%	73%	
BCDEH IKOPQR																					
978	139	84	102	18	229	193	22	21	49	769	88	8	5	2	49	38	67	21	131	845	
52%	52%	47%	42%	29%	46%	48%	39%	41%	41%	54%	42%	49%	47%	34%	44%	39%	46%	32%	57%	52%	
CDEG IKPR	D	CD	D																		
482	59	40	49	10	116	114	18	14	28	359	43	3	3	0	23	21	35	9	67	414	
26%	22%	21%	16%	23%	28%	28%	32%	29%	24%	25%	21%	16%	26%	10%	20%	21%	24%	13%	29%	25%	

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D3. 2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
		1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
		1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
)	12	2	1	2	1	2	6	0	0	0	3	7	0	1	0	0	0	1	1	0	1	11
	1%	1%	1%	1%	1%	0	1%	0	0	0	2%	0	0	4%	0	0	0	1%	1%	0	1%	1%
)	13	2	2	2	0	3	1	0	0	0	1	10	1	0	0	0	0	1	0	1	1	12
	1%	1%	1%	1%	0	1%	0	0	0	1%	1%	1%	1%	0	0	0	0	2%	0	2%	1%	1%
)	18	4	1	1	0	7	5	1	0	2	11	1	1	0	0	0	1	0	1	0	5	12
	1%	1%	0	0	0	1%	1%	2%	0	2%	1%	1%	0	0	0	7%	1%	0	1%	0	2%	1%
)	34	6	4	6	2	7	7	0	0	3	26	6	6	0	0	0	4	2	2	3	8	26
	2%	2%	2%	2%	3%	1%	2%	0	0	2%	2%	3%	3%	0	0	0	3%	2%	2%	5%	4%	2%
)	110	14	9	17	8	33	29	4	6	13	79	16	16	0	0	1	10	6	11	5	15	93
	6%	5%	5%	7%	13%	7%	7%	7%	12%	11%	6%	8%	8%	0	4%	16%	9%	6%	8%	7%	7%	6%
)	184	26	15	20	6	50	48	11	7	18	128	18	18	1	1	0	7	12	7	11	16	163
	10%	10%	8%	8%	9%	10%	12%	19%	13%	16%	9%	9%	9%	5%	10%	0	6%	12%	5%	17%	7%	10%
)	375	45	31	41	10	88	73	10	9	23	293	33	33	3	3	1	17	15	21	13	43	331
	20%	17%	17%	17%	16%	18%	18%	17%	18%	19%	21%	16%	16%	19%	31%	25%	15%	16%	14%	20%	19%	20%
)	469	71	41	48	7	125	95	10	10	19	361	39	39	5	3	1	27	12	25	14	61	405
	25%	26%	23%	20%	12%	25%	24%	17%	21%	16%	25%	19%	19%	29%	27%	31%	24%	13%	17%	22%	27%	25%
DIPO	301	35	26	36	11	67	70	5	5	18	228	32	32	2	2	0	16	16	26	6	40	259
	16%	13%	14%	15%	17%	13%	17%	9%	9%	15%	16%	15%	15%	12%	24%	1%	15%	16%	18%	10%	18%	16%
)	266	45	26	28	2	66	52	13	11	11	208	25	25	2	0	0	13	12	22	3	29	237
	14%	17%	14%	12%	4%	13%	13%	22%	13%	9%	15%	12%	12%	15%	0	10%	11%	13%	15%	5%	13%	15%
D	93	18	25	40	16	47	16	4	2	8	72	37	37	3	0	0	17	20	29	8	8	83
	5%	7%	14%	17%	25%	10%	4%	6%	4%	7%	5%	18%	18%	17%	3%	6%	15%	20%	20%	12%	3%	5%
)	1877	267	178	241	62	496	402	57	50	119	1423	210	210	16	10	5	111	98	145	65	230	1634
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		7.65	7.67	7.70	7.55	7.07	7.60	7.53	7.64	7.70	7.07	7.70	7.54	7.84	7.58	6.85	7.59	7.49	7.83	6.96	7.55	7.66
DIR	26	4	3	3	1	4	7	0	0	3	17	2	2	1	0	0	0	2	1	1	3	23
	1%	2%	1%	1%	1%	1%	2%	0	0	1%	3%	1%	1%	4%	0	3%	0	3%	1%	2%	1%	1%
)	44	8	3	4	1	12	12	1	0	6	28	3	3	1	0	0	1	2	2	1	8	36
	2%	3%	2%	2%	1%	2%	3%	2%	1%	5%	2%	2%	2%	4%	0	11%	1%	3%	1%	2%	3%	2%
)	78	14	7	10	3	19	19	1	0	8	54	9	9	1	0	0	5	4	4	5	16	61
	4%	5%	4%	4%	5%	4%	5%	2%	1%	7%	4%	4%	4%	4%	0	11%	4%	4%	3%	8%	7%	4%
)	295	40	24	37	14	83	78	15	13	31	207	35	35	1	1	1	17	18	19	16	32	257
	16%	15%	13%	16%	22%	17%	19%	26%	25%	26%	15%	16%	16%	5%	14%	16%	15%	16%	13%	24%	14%	16%
Q	703	91	58	84	26	178	157	24	22	57	526	74	74	4	4	2	38	35	41	32	83	614
	37%	34%	33%	35%	41%	36%	39%	43%	43%	48%	37%	35%	35%	24%	45%	41%	34%	36%	29%	50%	36%	38%
)	1411	196	123	153	30	346	290	37	36	71	1090	130	130	12	8	3	73	56	93	36	174	1232
	75%	73%	69%	64%	49%	70%	72%	65%	70%	60%	77%	62%	62%	74%	82%	67%	65%	57%	64%	56%	76%	75%
CDEI KOPOR	1036	151	92	112	20	258	217	27	26	48	797	96	96	9	5	2	56	40	73	24	131	901
	55%	50%	52%	47%	33%	52%	54%	48%	52%	41%	56%	46%	46%	55%	51%	42%	50%	41%	50%	36%	57%	55%
CDIKPR	567	80	51	64	13	133	122	18	16	29	435	57	57	4	2	1	29	28	48	10	69	496
	30%	30%	29%	27%	21%	27%	30%	31%	32%	25%	31%	27%	27%	27%	24%	11%	26%	29%	33%	15%	30%	30%
R																			R			

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D3. 3. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.

Base: All who have used BBC online services in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
Base: All who have used BBC online services in the past 3 months		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
Effective Base		1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
Not At All Well	(1)	25	2	3	4	1	7	6	0	0	3	19	3	1	0	0	2	1	3	0	1	24
		1%	1%	2%	2%	1%	1%	2%	0	0	2%	1%	2%	4%	0	0	2%	1%	2%	0	1%	1%
(2)		32	4	0	1	1	4	10	2	2	6	20	1	0	0	0	1	0	1	0	8	23
		2%	2%	0	0	1%	1%	3%	0	4%	5%	1%	0	0	0	0	1%	0	1%	0	4%	1%
(3)		37	7	5	7	2	11	13	2	1	6	24	7	0	0	0	2	4	3	3	6	31
		2%	3%	3%	3%	3%	2%	3%	3%	2%	5%	2%	3%	0	0	7%	2%	4%	2%	5%	3%	2%
(4)		75	20	1	1	0	9	19	2	2	4	54	1	0	0	0	1	0	0	1	8	66
		4%	7%	1%	1%	0	2%	5%	4%	4%	3%	4%	1%	0	2%	0	1%	0	0	2%	3%	4%
(5)		BCEKQ	zBCD					31	3	3	6	95	17	1	0	1	8	9	8	9	10	122
		134	14	15	19	4	39	8%	5%	7%	5	7%	8%	5%	2%	12%	7%	9%	6%	14%	4%	7%
(6)		227	44	15	23	8	57	48	5	8	21	171	20	1	1	0	7	12	7	13	25	197
		12%	16%	8%	9%	13%	12%	12%	9%	17%	18%	12%	9%	8%	15%	5%	7%	8%	5%	20%	11%	12%
(7)		Q	B								F							O'		OO'		
		355	34	27	35	8	84	86	9	9	18	262	30	8	1	1	17	12	23	7	44	311
(8)		19%	13%	15%	14%	13%	17%	21%	16%	18%	15%	18%	14%	17%	8%	26%	16%	13%	16%	11%	19%	19%
		A						1														
(9)		394	40	31	35	5	88	76	11	7	20	310	29	4	2	1	22	7	18	10	55	337
		21%	15%	17%	15%	8%	18%	19%	18%	14%	17%	22%	14%	21%	21%	27%	19%	7%	13%	16%	24%	21%
(10)		ACDKPQ						64	7	3	11	171	23	1	1	0	9	14	19	4	30	187
		210	27	20	26	6	64	41	7	3	11	171	23	1	1	0	9	14	19	4	30	187
Extremely Well		12%	10%	11%	11%	10%	13%	10%	12%	7%	9%	12%	11%	9%	14%	3%	8%	14%	13%	6%	13%	11%
Don't know		206	36	12	13	2	38	41	11	9	11	160	10	2	1	0	7	3	7	3	26	180
		11%	14%	7%	6%	2%	8%	10%	20%	17%	10%	11%	5%	15%	6%	0	6%	3%	5%	5%	11%	11%
(10)		CDEKPO	BCD						zFLU'													
		175	38	51	77	26	95	30	5	5	13	137	70	4	3	1	34	35	55	14	17	156
Total		9%	14%	29%	32%	41%	19%	7%	8%	10%	11%	10%	33%	22%	32%	17%	31%	36%	36%	22%	7%	10%
		2	2A	2A	2A	2A	2						2				2'	2'	2			
Mean		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1-2 (Net)		7.16	7.02	7.15	7.05	6.69	7.16	6.94	7.40	7.06	6.65	7.23	6.99	7.57	7.61	6.51	7.13	6.88	7.20	6.62	7.24	7.16
		FI							I'			zFI										
1-3 (Net)		57	6	3	5	1	10	17	2	2	8	39	4	1	0	0	3	1	4	0	10	47
		3%	2%	2%	2%	2%	2%	4%	4%	5%	7%	3%	2%	4%	0	3%	3%	1%	3%	0	4%	3%
1-4 (Net)		94	14	8	12	4	21	29	4	4	15	63	11	1	0	0	5	5	8	3	16	78
		5%	5%	5%	5%	6%	4%	7%	7%	7%	12%	4%	5%	4%	0	11%	4%	5%	5%	5%	7%	5%
5-6 (Net)		169	34	9	13	4	30	48	7	5	18	117	12	1	0	0	6	5	8	4	24	144
		9%	13%	5%	5%	6%	6%	12%	12%	11%	15%	8%	6%	4%	2%	11%	5%	5%	5%	6%	10%	9%
4-7 (Net)		E	BC					zJ			zJ											
		361	58	29	41	12	97	79	8	12	27	266	37	2	2	1	16	21	15	22	35	319
7-10 (Net)		19%	22%	16%	17%	20%	20%	20%	13%	23%	23%	19%	18%	12%	17%	17%	14%	22%	10%	34%	15%	20%
		Q																O'		zOO'		
8-10 (Net)		791	112	57	77	21	190	184	19	23	49	582	68	5	3	2	34	34	38	30	86	695
		42%	42%	32%	32%	33%	38%	46%	34%	45%	41%	41%	32%	29%	27%	43%	31%	35%	26%	46%	38%	43%
9-10 (Net)		BCKOQ						G												OO'		
		1172	137	89	109	21	274	245	38	28	60	903	92	10	5	3	56	36	67	25	155	1016
8-10 (Net)		62%	51%	50%	45%	33%	55%	61%	67%	55%	51%	63%	44%	62%	49%	56%	50%	37%	46%	38%	67%	62%
		IKOPQR	D	D	D			I	I'		I											
9-10 (Net)		817	103	62	75	12	190	159	29	19	43	641	62	7	4	1	38	24	45	17	111	704
		44%	39%	35%	31%	20%	38%	39%	51%	38%	36%	45%	29%	45%	41%	30%	34%	24%	31%	27%	48%	43%
9-10 (Net)		BCDE	D	D	D				I'													
		KPQR																				
9-10 (Net)		424	63	32	39	8	102	82	18	12	23	330	33	4	2	0	16	17	26	7	56	367
		23%	24%	18%	16%	12%	21%	20%	31%	24%	19%	23%	16%	24%	20%	3%	15%	17%	18%	11%	24%	22%
CK																						

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_4. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.

Base: All who have used BBC online services in the past 3 months

		Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base		1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
Base: All who have used BBC online services in the past 3 months		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
Effective Base		1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
Not At All Well		(1) 25	2	3	5	2	7	7	0	1	3	18	4	1	0	0	2	2	4	0	0	25
		1%	1%	2%	2%	2%	1%	2%	0	2%	2%	1%	2%	4%	0	0	2%	2%	3%	0	0	2%
		(2) 23	6	0	0	0	3	4	0	0	1	17	0	0	0	0	0	0	0	0	3	20
		1%	2%	0	0	0	1%	1%	0	0	1%	1%	0	0	0	0	0	0	0	0	1%	1%
		(3) 39	11	1	4	3	9	12	1	0	5	27	4	0	0	0	2	1	4	0	7	32
		2%	4%	1%	2%	5%	2%	3%	2%	1%	4%	2%	2%	0	0	0	2%	1%	3%	0	3%	2%
		(4) 72	8	7	7	0	20	18	4	3	4	52	7	0	0	0	3	4	1	6	12	58
		4%	3%	4%	3%	0	4%	4%	7%	6%	3%	4%	3%	0	2%	7%	2%	4%	1%	9%	5%	4%
		(5) 167	23	16	25	9	48	47	9	3	20	113	22	1	1	1	14	8	11	00	13	151
		9%	9%	9%	11%	15%	10%	12%	16%	7%	16%	8%	10%	9%	15%	13%	13%	8%	7%	17%	5%	9%
		(6) J	41	16	21	4	58	52	7	6	16	188	18	2	0	0	9	9	15	3	21	224
		249	15%	9%	9%	7%	12%	13%	13%	13%	13%	13%	9%	1%	4%	6%	8%	9%	10%	5%	9%	14%
		(7) C	366	25	32	7	82	65	11	6	10	295	29	1	1	1	16	13	19	10	47	319
		19%	21%	14%	13%	11%	17%	16%	20%	11%	8%	21%	14%	7%	10%	20%	15%	13%	13%	16%	20%	19%
		(8) CI	407	39	40	48	7	99	74	6	27	323	42	4	2	1	29	12	27	15	58	347
		22%	15%	23%	20%	12%	20%	18%	10%	16%	22%	23%	20%	21%	17%	22%	26%	13%	19%	23%	25%	21%
		(9) AG	208	20	25	5	54	51	5	6	12	154	22	1	1	0	11	12	19	4	35	173
		11%	9%	11%	10%	8%	11%	13%	9%	11%	10%	11%	11%	8%	12%	7%	10%	12%	13%	6%	15%	11%
		(10) 184	28	12	14	2	39	42	10	9	11	138	11	2	1	0	6	5	9	2	22	162
		Extremely Well	10%	10%	7%	6%	8%	10%	16%	18%	9%	10%	5%	15%	6%	3%	5%	5%	6%	4%	10%	10%
		Don't know	137	30	36	59	23	32	3	8	11	98	51	4	3	1	19	32	38	13	13	124
		7%	11%	20%	25%	38%	15%	8%	5%	15%	10%	7%	24%	25%	34%	18%	17%	33%	26%	20%	6%	8%
		Total	1877	267	178	241	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
		Mean	7.09	6.88	7.16	7.01	6.46	7.05	6.99	7.08	7.39	6.78	6.97	7.39	7.28	6.69	6.99	7.00	7.09	6.72	7.32	7.07
		1-2 (Net)	48	9	3	5	2	11	0	1	4	35	4	1	0	0	2	2	4	0	3	45
		3%	3%	2%	2%	2%	2%	3%	0	2%	3%	2%	2%	4%	0	3%	2%	2%	3%	0	1%	3%
		1-3 (Net)	87	19	5	9	4	22	1	1	9	62	8	1	0	0	5	3	8	0	10	77
		5%	7%	3%	4%	7%	4%	6%	2%	2%	7%	4%	4%	4%	0	3%	4%	3%	6%	0	4%	5%
		1-4 (Net)	159	27	12	16	4	38	5	4	13	115	15	1	0	0	7	7	9	6	22	136
		8%	10%	7%	7%	7%	8%	10%	9%	9%	11%	8%	7%	4%	2%	11%	6%	7%	6%	9%	9%	8%
		5-6 (Net)	416	64	33	46	14	106	16	10	35	301	40	3	2	1	23	17	26	15	33	374
		22%	24%	18%	19%	22%	21%	25%	29%	19%	30%	21%	19%	20%	19%	20%	21%	17%	18%	23%	14%	23%
		4-7 (Net)	853	128	65	86	21	208	32	19	49	648	76	4	3	2	42	34	45	31	92	751
		45%	48%	37%	36%	33%	42%	45%	56%	37%	41%	46%	36%	27%	31%	47%	38%	35%	31%	48%	40%	46%
		7-10 (Net)	1165	146	98	119	21	275	32	29	59	910	104	8	4	2	62	42	73	31	162	1000
		62%	55%	55%	49%	34%	56%	57%	57%	57%	50%	64%	50%	51%	45%	52%	56%	43%	50%	48%	71%	61%
		8-10 (Net)	799	90	73	87	14	193	21	23	50	615	75	7	3	1	46	29	54	21	115	681
		43%	34%	41%	36%	22%	39%	41%	37%	45%	42%	43%	36%	44%	35%	32%	41%	30%	37%	32%	50%	42%
		9-10 (Net)	393	51	33	39	7	93	15	15	23	292	33	4	2	0	16	17	27	6	57	335
		21%	19%	18%	16%	10%	19%	23%	27%	29%	20%	21%	16%	22%	18%	10%	15%	17%	19%	9%	25%	20%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3.5. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
		1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
		1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
1)		15	3	1	2	1	5	6	0	0	3	8	1	1	0	0	0	1	1	0	2	12
		1%	1%	1%	1%	1%	1%	2%	0	0	2%	1%	0	4%	0	0	0	1%	1%	0	1%	1%
2)		6	1	0	0	0	1	2	0	0	0	4	0	0	0	0	0	0	0	0	0	6
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3)		23	6	0	0	0	1	2	1	0	1	20	0	0	0	0	0	0	0	0	7	16
		ET	2%	0	0	0	0	1%	1%	0	1%	1%	0	0	0	11%	0	0	0	0	3%	1%
4)		41	6	1	2	1	8	14	1	1	3	27	2	0	0	0	1	1	2	0	7	33
		2%	2%	1%	1%	2%	2%	3%	2%	2%	3%	2%	1%	0	2%	0	1%	1%	1%	0	3%	2%
5)		145	15	13	22	8	41	32	4	6	8	107	19	1	1	0	10	10	8	11	12	126
		8%	6%	8%	9%	14%	8%	8%	7%	12%	7%	8%	9%	9%	10%	0	9%	10%	6%	17%	5%	8%
6)		210	24	12	19	7	51	51	12	6	22	152	18	0	0	1	9	9	12	6	29	178
		11%	9%	7%	8%	12%	10%	13%	21%	11%	19%	11%	9%	0	0	16%	9%	9%	8%	9%	13%	11%
7)		408	64	32	42	10	111	85	8	11	24	312	36	3	2	1	20	15	21	15	40	366
		22%	24%	18%	18%	16%	22%	21%	14%	21%	20%	22%	17%	20%	23%	23%	18%	15%	15%	22%	17%	22%
8)		477	62	48	55	7	104	92	9	6	19	381	48	4	3	1	34	14	33	14	58	419
		25%	23%	27%	23%	11%	21%	23%	16%	12%	16%	27%	23%	25%	26%	16%	31%	14%	23%	22%	25%	26%
9)		DEHIP	204	CD	D	3	54	I	9	6	15	156	19	2	2	1	PQ	10	P	3	38	166
		11%	7%	11%	10%	5%	11%	10%	15%	12%	13%	11%	9%	11%	20%	15%	8%	11%	11%	5%	16%	10%
10)		T	192	31	11	17	45	45	10	8	12	140	14	2	1	0	10	4	11	3	21	170
		10%	12%	6%	7%	9%	9%	11%	16%	15%	10%	10%	7%	15%	6%	3%	9%	4%	7%	5%	9%	10%
11)		157	37	38	57	19	75	33	4	8	12	115	53	3	1	1	19	34	40	13	16	140
		8%	14%	22%	24%	31%	15%	8%	7%	15%	10%	8%	25%	17%	13%	17%	17%	35%	27%	20%	7%	9%
12)		1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
13)		7.36	7.33	7.53	7.40	6.96	7.36	7.27	7.56	7.46	7.12	7.40	7.37	7.61	7.66	6.96	7.54	7.14	7.54	7.04	7.37	7.38
14)		20	4	1	2	1	6	8	0	0	3	12	1	1	0	0	R	0	1	0	2	18
		1%	1%	1%	1%	1%	1%	2%	0	0	2%	1%	0	4%	0	0	0	1%	1%	0	1%	1%
15)		44	9	1	2	1	7	10	1	0	4	32	1	1	0	0	0	1	1	0	9	35
		2%	3%	1%	1%	1%	1%	3%	1%	0	3%	2%	0	4%	0	11%	0	1%	1%	0	4%	2%
16)		85	15	2	4	2	15	24	2	1	7	60	3	1	0	0	1	2	3	0	17	68
		CK	5%	6%	1%	3%	3%	6%	3%	2%	6%	4%	1%	4%	2%	11%	1%	2%	2%	0	7%	4%
17)		355	39	25	41	16	91	82	16	11	30	259	38	1	1	1	19	18	21	17	41	305
		19%	15%	14%	17%	25%	18%	20%	28%	23%	25%	18%	18%	9%	10%	16%	17%	19%	14%	26%	18%	19%
18)		803	109	58	85	27	210	181	25	23	58	598	76	5	3	2	40	35	44	32	88	704
		BCQ	43%	41%	33%	43%	42%	45%	43%	46%	49%	42%	36%	29%	35%	39%	36%	36%	30%	48%	38%	43%
19)		1280	175	113	138	26	314	263	35	30	69	989	117	12	7	3	73	43	82	35	156	1122
		CDE	68%	63%	57%	41%	63%	65%	62%	60%	58%	70%	56%	70%	75%	57%	65%	44%	56%	54%	68%	69%
20)		KPO	D	CD	D						I						PQ		P			
21)		873	111	80	96	16	203	177	28	20	45	677	81	8	5	2	53	28	60	21	116	755
		46%	42%	45%	40%	25%	41%	44%	49%	39%	38%	48%	39%	51%	52%	34%	47%	29%	42%	32%	51%	46%
22)		CDEP	395	CD	D												PR					
		21%	18%	18%	17%	14%	20%	21%	33%	27%	22%	21%	16%	25%	26%	18%	16%	15%	19%	9%	25%	21%

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3. 6. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717	
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634	
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3	
(1)	16	3	1	2	1	4	5	0	0	2	10	1	1	0	0	0	1	1	0	0	15	
	1%	1%	1%	1%	1%	1%	1%	0	0	1%	1%	0	4%	0	0	0	1%	1%	0	0	1%	
(2)	13	2	0	1	1	2	3	0	1	0	9	1	0	0	0	0	1	1	0	4	9	
	1%	1%	0	0	1%	0	1%	0	2%	0	1%	0	0	0	3%	0	1%	1%	0	2%	1%	
(3)	24	6	0	1	1	4	5	0	0	2	18	1	0	0	0	0	0	1	0	3	20	
	1%	2%	0	1%	2%	1%	1%	0	0	2%	1%	1%	0	0	0	0	0	1%	0	1%	1%	
(4)	44	7	1	1	0	7	17	2	1	6	26	7	0	0	0	0	0	1	0	7	36	
	2%	2%	1%	1%	0	1%	4%	4%	1%	5%	2%	0	0	2%	7%	0	0	0	0	3%	2%	
(5)	130	15	14	21	7	42	34	5	6	10	94	17	1	1	1	10	7	9	8	18	111	
	7%	6%	8%	9%	11%	9%	8%	9%	11%	6%	7%	8%	9%	12%	18%	9%	7%	6%	12%	8%	7%	
(6)	234	34	15	22	7	59	44	11	6	16	180	21	1	0	0	14	7	11	10	26	203	
	12%	13%	9%	9%	11%	12%	11%	20%	12%	13%	13%	10%	5%	4%	9%	12%	7%	8%	15%	11%	12%	
(7)	381	63	32	40	8	98	91	7	9	27	282	35	2	2	1	18	17	24	11	39	341	
	20%	24%	18%	17%	13%	20%	23%	13%	18%	23%	20%	17%	14%	23%	17%	17%	17%	16%	17%	17%	21%	
(8)	473	59	40	50	10	105	87	9	7	23	375	42	4	2	1	25	17	30	13	58	413	
	22%	22%	21%	16%	19%	21%	22%	17%	14%	19%	26%	20%	23%	21%	33%	22%	18%	20%	19%	25%	25%	
(9)	240	21	26	29	3	65	51	8	7	14	185	26	2	2	0	13	12	22	3	35	205	
	13%	8%	15%	12%	5%	13%	13%	15%	13%	12%	13%	12%	11%	20%	0	12%	13%	16%	5%	15%	13%	
(10)	192	32	11	16	4	42	41	9	7	11	146	13	2	1	0	9	4	9	4	30	162	
	10%	12%	6%	6%	7%	8%	10%	17%	15%	9%	10%	6%	15%	6%	3%	8%	4%	6%	6%	13%	10%	
(11)	130	26	37	57	21	66	25	4	7	8	96	53	3	1	0	22	31	36	17	9	118	
	7%	10%	21%	24%	33%	13%	6%	6%	14%	7%	7%	25%	20%	11%	8%	20%	31%	25%	26%	4%	7%	
Total	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.37	7.28	7.51	7.37	6.88	7.33	7.23	7.49	7.43	7.13	7.42	7.37	7.55	7.48	6.55	7.46	7.31	7.49	7.10	7.44	7.37	
1-2 (Net)	29	4	1	3	2	6	8	0	1	2	20	2	1	0	0	0	2	2	0	5	25	
	2%	2%	1%	1%	2%	1%	2%	0	2%	1%	1%	1%	4%	0	3%	0	2%	1%	0	2%	2%	
1-3 (Net)	53	10	2	4	2	10	12	0	1	4	38	3	1	0	0	0	2	3	0	8	45	
	3%	4%	1%	2%	4%	2%	3%	0	2%	3%	3%	2%	4%	0	3%	0	2%	2%	0	3%	3%	
1-4 (Net)	96	17	3	5	3	18	30	2	2	10	64	4	1	0	0	1	2	4	0	15	81	
	5%	6%	1%	2%	4%	4%	7%	4%	3%	8%	4%	2%	4%	2%	11%	1%	2%	3%	0	6%	5%	
5-6 (Net)	BCKO 364	49	29	43	14	101	78	16	12	25	274	38	2	2	1	24	14	20	18	44	314	
	19%	18%	16%	18%	22%	20%	19%	29%	23%	21%	19%	18%	13%	17%	28%	21%	15%	14%	27%	19%	19%	
4-7 (Net)	790	119	63	85	22	207	186	26	21	58	582	74	5	4	2	42	31	45	29	90	691	
	42%	44%	35%	35%	35%	42%	46%	46%	42%	49%	41%	35%	28%	42%	53%	38%	32%	31%	44%	39%	42%	
7-10 (Net)	CO 1286	176	110	135	25	311	270	34	30	75	989	115	10	7	2	65	50	85	31	161	1120	
	69%	66%	61%	56%	41%	63%	67%	61%	60%	64%	69%	55%	63%	70%	54%	58%	51%	58%	47%	70%	69%	
CDEK OPQR	904	112	77	95	17	212	179	27	21	49	707	80	8	5	2	47	34	61	20	122	779	
	48%	42%	43%	39%	28%	43%	45%	48%	42%	41%	50%	38%	49%	47%	36%	42%	35%	42%	30%	53%	48%	
CDEKPR	432	53	38	45	7	107	92	18	14	25	331	38	4	3	0	22	16	31	7	65	366	
	23%	20%	21%	19%	11%	22%	23%	31%	28%	21%	23%	18%	25%	26%	3%	19%	17%	21%	11%	28%	22%	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_sum. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps... (7-10 Summary Table)

Base: All who have used BBC online services in the past 3 months

Unweighted Base
Base: All who have used BBC online services in the past 3 months

Effective Base

Have a mix of different types of content.

Have high quality content.

Provide content that other websites or apps don't provide.

Present content in a unique/innovative way.

Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Provide distinctive online programmes and content.

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
1712	211	171	221	50	481	413	62	54	116	1243	171	18	16	16	101	69	133	38	231	1475
1588	216	140	179	39	399	336	48	37	91	1214	156	12	8	3	89	65	108	48	194	1389
1164.1	135.8	116.0	150.5	34.7	337.7	295.5	48.4	38.0	86.6	842.2	122.2	16.4	12.1	12.4	74.6	47.4	96.4	29.5	145.3	1014.5
1358	191	114	140	27	331	277	36	29	69	1055	120	10	7	2	67	53	86	34	169	1186
86%	89%	81%	78%	69%	83%	82%	75%	77%	76%	87%	77%	85%	91%	72%	75%	82%	80%	72%	67%	85%
CDGIKO	CD									zGI										
1411	196	123	153	30	346	290	37	36	71	1090	130	12	8	3	73	56	93	36	174	1232
89%	91%	87%	85%	78%	87%	86%	78%	85%	78%	90%	83%	100%	100%	89%	82%	85%	87%	78%	90%	89%
DGIKO	D					I		GI												
1172	137	89	109	21	274	245	38	28	60	903	92	10	5	3	56	36	67	25	155	1016
74%	63%	63%	61%	53%	69%	73%	79%	75%	66%	74%	59%	84%	60%	75%	62%	56%	63%	51%	80%	73%
ABCD																				
EKOPQ																				
1165	146	98	119	21	275	231	32	29	59	910	104	8	4	2	62	42	73	31	162	1000
73%	68%	70%	66%	54%	69%	69%	68%	76%	65%	75%	67%	69%	54%	69%	70%	64%	68%	65%	63%	72%
CDEFT										zF										
1280	175	113	138	26	314	263	35	30	69	989	117	12	7	3	73	43	82	35	156	1122
81%	81%	80%	77%	67%	79%	78%	74%	81%	76%	81%	75%	94%	91%	75%	81%	66%	76%	73%	80%	81%
DP																				
1286	176	110	135	25	311	270	34	30	75	989	115	10	7	2	65	50	85	31	161	1120
81%	81%	78%	75%	65%	78%	80%	72%	81%	83%	81%	74%	84%	86%	72%	73%	77%	79%	64%	83%	81%
DK	D																			

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

D3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps....: - Summary Table

Base: All Respondents

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Well 1	59 2%	53 1%	79 2%	81 2%	60 2%	65 2%
2	30 1%	31 1%	ABE 2%	ABEF 4%	27 1%	40 1%
3	52 1%	60 2%	ABEF 2%	ABE 1%	69 2%	59 2%
4	97 3%	91 2%	A 141 4%	A 149 4%	100 3%	102 3%
5	257 7%	244 6%	ABEF 283 8%	ABEF 309 8%	274 7%	276 7%
6	365 10%	336 9%	384 10%	399 11%	372 10%	384 10%
7	595 16%	563 15%	B 535 14%	B 592 16%	630 17%	588 16%
8	706 19%	699 19%	C 556 15%	C 562 15%	BC 674 18%	662 18%
9	CD 353 9%	CD 413 11%	CD 304 8%	CD 303 8%	CD 287 8%	CD 322 9%
Extremely Well 10	CDE 333 9%	ACDEF 394 10%	295 8%	269 7%	287 8%	283 8%
Don't know	CDEF 921 24%	ACDEF 885 23%	1051 28%	978 26%	989 26%	987 26%
Total	B 3769 100%	3769 100%	ABDEF 3769 100%	AB 3769 100%	AB 3769 100%	AB 3769 100%
Mean	7.18	7.31	6.84	6.81	7.04	7.03
1-2 (Net)	CDEF 89 2%	ACDEF 84 2%	140 4%	130 3%	CD 87 2%	CD 105 3%
1-3 (Net)	141 4%	144 4%	ABEF 220 6%	ABEF 209 6%	156 4%	ABE 165 4%
1-4 (Net)	238 6%	235 6%	ABEF 361 10%	ABEF 358 9%	256 7%	A 267 7%
			ABEF	ABEF		AB

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: - Summary Table

Base: All Respondents

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
5-6 (Net)	622 17%	580 15%	667 18% B	708 19% ABE	646 17% B	660 18% B
4-7 (Net)	1315 35% B	1234 33% B	1343 36% B	1449 38% ABCEF	1376 37% AB	1350 36% B
7-10 (Net)	1987 53% CDEF	2069 55% ACDEF	1689 45% B	1725 46% AB	1877 50% CD	1856 49% CD
8-10 (Net)	1392 37% CDEF	1506 40% ACDEF	1155 31% B	1134 30% CD	1248 33% CD	1269 34% CD
9-10 (Net)	696 18% CDEF	807 21% ACDEF	599 16% B	572 15% CD	574 15% CD	605 16% CD

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_1_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	59	13	7	8	1	23	19	4	6	9	35	7	1	0	0	3	4	3	4	16	52
	D	D		D						J											
2	30	5	1	4	3	9	12	1	2	2	16	4	0	0	0	1	3	1	3	4	25
	1%	1%	0	1%	1%	1%	1%	1%	2%	1%	1%	1%	0	0	0	0	1%	0	1%	1%	1%
3	52	12	5	6	1	15	13	5	1	6	37	5	0	1	0	3	3	2	3	6	46
	1%	2%	1%	1%	0	1%	1%	3%	1%	2%	1%	1%	0	1%	2%	1%	1%	1%	1%	1%	1%
4	97	11	3	9	6	26	24	2	0	6	69	8	0	0	0	2	6	6	1	11	82
	3%	2%	1%	1%	1%	2%	3%	1%	0	2%	3%	1%	0	0	2%	1%	2%	2%	0	2%	3%
5	BCEKO	41	29	40	12	90	55	12	10	16	193	33	5	2	1	19	12	19	14	31	221
	257	8%	6%	5%	3%	6%	6%	9%	8%	5%	7%	4%	6%	5%	5%	6%	3%	4%	4%	7%	7%
6	CDKP	44	36	52	16	126	90	16	9	29	256	43	5	3	1	27	16	29	14	59	302
	365	10%	7%	6%	4%	8%	10%	11%	7%	9%	9%	6%	7%	6%	6%	8%	4%	7%	4%	13%	9%
7	CDE	83	59	86	21	188	124	20	11	33	456	70	5	3	2	40	30	39	30	61	532
	595	16%	12%	9%	5%	12%	14%	14%	8%	11%	17%	9%	8%	6%	8%	11%	8%	9%	9%	14%	16%
8	BCDEHI	98	79	112	33	208	124	13	18	39	569	99	7	3	2	49	50	55	44	89	613
	KMOPQR	19%	16%	13%	9%	14%	14%	9%	14%	13%	21%	13%	11%	7%	10%	14%	13%	13%	14%	20%	19%
9	CDEFG	35	34	48	14	109	81	9	5	17	260	45	1	2	1	21	24	30	15	55	296
	IKMOPQ	9%	7%	5%	4%	7%	9%	6%	4%	6%	10%	6%	2%	3%	3%	6%	6%	7%	5%	12%	9%
Extremely Well 10	CD	55	25	36	11	96	72	16	12	20	251	26	7	2	0	13	13	18	8	40	292
	333	10%	5%	4%	3%	6%	8%	11%	9%	7%	9%	4%	11%	4%	2%	4%	3%	4%	3%	9%	9%
Don't know	BCDE	129	213	483	270	645	283	46	58	131	589	403	34	34	12	174	229	219	184	88	823
	KOPQR	24%	43%	55%	70%	42%	32%	32%	44%	42%	22%	54%	54%	67%	60%	49%	59%	52%	57%	19%	25%
Total	JS	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.18	7.05	7.18	7.17	7.14	7.10	7.00	6.88	6.80	6.82	7.26	7.15	7.49	7.16	6.50	7.12	7.20	7.25	7.02	7.24	7.19
1-2 (Net)	FI	18	8	12	3	32	31	4	8	11	52	11	1	0	0	5	6	4	7	10	78
	89	3%	2%	1%	1%	2%	3%	3%	6%	4%	2%	1%	1%	0	2%	1%	2%	1%	2%	2%	2%
1-3 (Net)	J	30	14	18	4	47	44	9	9	17	88	16	1	1	1	7	9	6	10	16	124
	141	6%	3%	2%	1%	3%	5%	6%	7%	5%	3%	2%	1%	1%	4%	2%	2%	2%	3%	4%	4%
1-4 (Net)	CDJKO	42	17	27	10	73	68	11	9	23	157	24	1	1	1	9	15	13	11	27	206
	238	8%	3%	3%	3%	5%	8%	8%	7%	8%	6%	3%	1%	1%	6%	3%	4%	3%	4%	6%	6%
5-6 (Net)	BCD	85	64	92	28	216	145	29	19	45	449	76	8	6	2	46	29	47	28	90	523
	EKOD	16%	13%	10%	7%	14%	16%	20%	14%	15%	16%	10%	13%	11%	11%	13%	7%	11%	9%	20%	16%
4-7 (Net)	CDEK	179	126	180	54	429	292	50	126	84	975	153	14	9	4	88	64	93	60	161	1137
	PORT	35%	26%	21%	14%	28%	33%	35%	23%	27%	36%	21%	21%	18%	22%	25%	16%	22%	19%	36%	35%
	BCDE						HI	H		HI						PR		P			
	HIKLM																				
	NOQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_1_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have a mix of different types of content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	1987 53%	270 51%	196 40%	276 31%	79 20%	600 39%	400 45%	58 40%	46 35%	109 35%	1537 56%	240 32%	21 32%	11 21%	4 23%	123 35%	117 30%	142 34%	98 30%	245 55%	1733 53%
	BCDEF GHKLMNOPQR	BCD	CD	D			HI		*		zFGHI		*	*	*						
8-10 (Net)	1392 37%	188 36%	137 28%	196 22%	58 15%	413 27%	276 31%	38 27%	35 27%	76 25%	1081 40%	170 23%	15 24%	7 14%	3 15%	82 23%	88 22%	103 24%	67 21%	185 41%	1201 37%
	BCDEF GHKLMNOPQR	BCD	CD	D			I		*		zFGHI		*	*	*						
9-10 (Net)	686 18%	90 17%	59 12%	84 10%	25 6%	205 13%	153 17%	25 18%	17 13%	38 12%	512 19%	71 10%	8 13%	4 7%	1 5%	34 10%	37 10%	48 11%	23 7%	95 21%	589 18%
	BCDEIK MNOPQR	CD	CD	D			I		*		I		*	*	*						

Overlap formulae used

- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_2_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	53	11	4	5	1	19	18	1	4	7	32	4	1	0	0	1	4	2	2	6	47
	1%	2%	1%	1%	0	1%	2%	1%	3%	2%	1%	1%	2%	0	0	0	1%	1%	1%	1%	1%
2	31	7	5	7	2	11	10	2	3	5	17	6	0	1	0	3	3	0	6	1	29
	1%	1%	1%	1%	0	1%	1%	1%	2%	2%	1%	1%	0	1%	1%	1%	1%	0	2%	0	1%
3	60	10	10	12	3	30	16	4	2	6	42	12	0	0	0	7	4	8	3	11	49
	2%	2%	2%	1%	1%	2%	2%	3%	2%	2%	2%	1%	0	0	0	2%	1%	2%	1%	3%	1%
4	91	16	8	11	3	27	19	3	0	4	68	11	0	0	0	4	7	5	6	15	74
	2%	3%	2%	1%	1%	2%	2%	2%	0	1%	3%	1%	0	0	0	1%	2%	1%	2%	3%	2%
5	244	37	25	44	19	89	55	8	7	21	178	35	4	3	1	24	12	22	13	34	208
	6%	7%	5%	5%	5%	6%	6%	6%	5%	7%	7%	5%	6%	7%	6%	7%	3%	5%	4%	6%	6%
6	336	39	31	42	12	112	82	18	8	25	242	38	2	2	1	16	21	20	17	37	290
	9%	7%	6%	5%	3%	7%	9%	12%	6%	8%	9%	5%	4%	3%	5%	5%	5%	5%	5%	8%	9%
7	563	70	58	85	27	161	110	16	11	30	441	72	7	4	2	34	36	43	28	72	491
	15%	13%	12%	10%	7%	10%	12%	11%	8%	10%	16%	10%	11%	9%	9%	10%	9%	10%	9%	16%	15%
8	699	101	79	100	21	221	137	16	23	35	539	87	7	4	2	49	38	53	34	88	605
	19%	19%	16%	11%	5%	14%	15%	11%	18%	11%	20%	12%	10%	8%	12%	14%	10%	13%	11%	20%	18%
9	413	58	33	60	26	118	96	12	7	25	306	53	3	3	0	22	31	34	20	59	352
	11%	11%	7%	7%	7%	8%	11%	8%	6%	8%	11%	7%	5%	6%	1%	6%	8%	8%	6%	13%	11%
Extremely Well 10	394	59	39	50	11	125	76	17	14	17	303	40	7	2	1	21	20	31	9	39	353
	10%	11%	8%	6%	3%	8%	9%	12%	11%	6%	11%	5%	11%	4%	4%	6%	5%	7%	3%	9%	11%
Don't know	885	118	197	462	264	619	277	47	52	132	563	385	34	32	11	171	214	202	182	85	786
	23%	22%	40%	53%	68%	40%	31%	33%	39%	43%	21%	52%	52%	63%	58%	49%	55%	46%	57%	19%	24%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.31	7.21	7.24	7.22	7.19	7.19	7.14	7.19	7.13	6.81	7.37	7.19	7.67	7.25	6.66	7.18	7.21	7.40	6.87	7.23	7.33
1-2 (Net)	84	18	9	12	2	30	1	3	7	12	49	11	1	1	0	4	7	2	8	7	77
	2%	3%	2%	1%	1%	2%	3%	2%	6%	4%	2%	1%	1%	1%	1%	1%	2%	1%	3%	2%	2%
1-3 (Net)	144	28	19	24	5	60	44	7	9	18	91	22	1	1	1	11	11	11	11	19	125
	4%	5%	4%	3%	1%	4%	5%	5%	7%	6%	3%	3%	1%	1%	5%	3%	3%	3%	4%	4%	4%
1-4 (Net)	235	44	27	35	8	88	63	9	9	22	160	33	1	1	1	15	18	15	18	34	199
	6%	8%	5%	4%	2%	6%	7%	6%	7%	7%	6%	4%	1%	1%	5%	4%	5%	4%	6%	8%	6%
5-6 (Net)	580	76	56	86	31	202	137	26	15	46	420	73	6	5	2	40	33	43	30	72	498
	15%	15%	11%	10%	8%	13%	15%	18%	11%	15%	15%	10%	10%	10%	11%	11%	8%	10%	9%	16%	15%
4-7 (Net)	1234	163	121	182	61	389	266	44	26	80	929	156	13	9	4	78	77	91	65	159	1063
	33%	31%	25%	21%	16%	25%	30%	31%	19%	26%	34%	21%	20%	18%	20%	22%	20%	21%	20%	35%	32%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_2_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have high quality content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2069	288	210	294	84	625	419	60	56	108	1589	252	24	13	5	126	125	161	91	259	1801
	55% BCDEF GHKL MNOPQR	55% BCD	43% CD	34% D	22%	41% I	47% I	42% +	42% +	35% zFGHI	58% I	34% +	37% +	26% +	25% +	36% R	32% R	38% PR	28% R	58% R	55% R
8-10 (Net)	1506	217	152	210	58	464	309	45	45	77	1148	180	17	9	3	92	88	118	62	186	1310
	40% BCDE FIKLM NOPQR	41% BCD	31% CD	24% D	15%	30% I	34% I	31% +	34% +	25% zFGI	42% I	24% +	26% +	18% +	17% +	26% R	23% R	28% PR	19% R	41% R	40% R
9-10 (Net)	807	116	73	110	37	243	172	29	22	42	609	94	10	5	1	43	50	65	29	98	705
	21% BCDEIK MNOPQR	22% BCD	15% D	13% D	10%	16% I	19% I	20% +	16% +	14% +	22% I	13% +	16% +	10% +	5% +	12% R	22% R	15% R	9% R	22% R	21% R

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	79	16	8	10	2	28	21	2	4	7	53	10	1	0	0	5	4	6	3	11	67
	2%	3%	2%	1%	1%	2%	2%	1%	3%	2%	2%	1%	1%	0	0	2%	1%	1%	1%	2%	2%
	CD	12	0	3	3	12	18	2	2	9	37	3	0	0	0	1	2	1	2	9	52
	2%	2%	0	0	1%	1%	2%	2%	2%	3%	1%	0	0	0	1%	0	1%	0	1%	2%	2%
	BCEKQ	BC	11	15	4	28	23	2	1	10	56	14	0	0	5	7	7	10	4	13	67
	2%	1%	2%	2%	1%	2%	3%	1%	1%	3%	2%	2%	0	0	1%	2%	2%	2%	1%	3%	2%
	141	27	5	14	9	36	31	4	3	6	105	14	0	0	0	7	7	10	4	15	125
	4%	5%	1%	2%	2%	2%	4%	3%	2%	2%	4%	2%	0	0	0	2%	2%	2%	1%	3%	4%
	BCEK	BC	36	44	8	104	63	10	5	15	203	33	6	4	1	17	16	19	14	23	257
	283	45	7%	5%	2%	7%	7%	7%	4%	5%	7%	4%	9%	7%	5%	5%	4%	4%	5%	5%	8%
	CDKPO	CD	32	49	17	123	77	7	14	26	293	42	4	2	1	17	25	24	19	53	323
	384	61	6%	6%	4%	8%	9%	5%	10%	8%	11%	6%	5%	4%	4%	5%	6%	6%	6%	12%	10%
	BCDEG	BCD	58	66	21	153	124	18	14	26	404	59	5	1	2	27	32	38	20	63	470
	KOPQR	D	11%	8%	5%	10%	14%	12%	10%	8%	15%	8%	7%	2%	10%	8%	8%	9%	6%	14%	14%
	KMOPQR	D	55	73	18	153	110	16	13	33	431	66	4	2	1	39	27	33	32	74	480
	556	11%	11%	8%	5%	10%	12%	11%	10%	11%	16%	9%	6%	4%	7%	11%	7%	8%	10%	16%	15%
	BCDE	CD	42	38	15	98	57	10	3	14	235	34	3	1	0	12	21	25	8	47	255
	FKMPQ	CD	8%	4%	4%	6%	6%	7%	3%	5%	9%	5%	5%	3%	2%	3%	5%	6%	3%	10%	8%
	BCDEF	CD	25	30	5	78	59	20	9	15	227	22	7	1	0	17	5	16	5	39	255
	HIKOR	CD	8%	3%	1%	5%	7%	14%	7%	5%	8%	3%	11%	3%	0	5%	1%	4%	2%	9%	8%
	BCDE	CD	153	534	286	721	312	53	64	148	689	447	35	39	13	203	244	239	208	102	934
	KNPQR	zA	61%	74%	47%	47%	35%	37%	48%	48%	25%	60%	55%	77%	67%	58%	65%	57%	65%	23%	26%
	1051	zAB	zABC	zABC	zABC	zABC	zJ	zJ	zFJ	zFGJ	zFGJ	z	z	zKL	z	z	zO	z	z	S	S
	JS	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%	29%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.84	6.63	6.86	6.77	6.57	6.76	6.65	7.29	6.60	6.44	6.92	6.72	7.42	6.88	6.16	6.86	6.60	6.78	6.62	6.94	6.84
	FI	28	9	14	5	39	39	4	6	16	90	13	1	0	0	6	7	7	5	20	119
	140	5%	2%	2%	1%	3%	4%	3%	5%	5%	3%	2%	1%	0	1%	2%	2%	2%	2%	4%	4%
	BCDEK	BCD	20	29	9	67	62	6	8	26	146	27	1	0	1	13	14	18	10	33	186
	220	7%	4%	3%	2%	4%	7%	4%	6%	8%	5%	4%	1%	0	6%	4%	3%	4%	3%	7%	6%
	CDEK	CD	62	43	18	103	94	10	10	31	251	41	1	0	1	20	20	27	14	48	311
	361	12%	5%	5%	5%	7%	10%	7%	8%	10%	9%	6%	1%	0	6%	6%	5%	6%	4%	11%	9%
	BCDEK	BCD	106	93	25	227	141	17	19	40	496	75	10	6	2	34	41	42	33	76	580
	LMOPQR	BCD	20%	11%	7%	15%	16%	12%	14%	13%	18%	10%	15%	12%	9%	10%	10%	10%	10%	17%	18%
	BCDEI	CD	191	173	56	416	296	38	35	72	1005	148	14	7	4	68	80	90	58	154	1175
	KOPQR	BCD	36%	24%	14%	27%	33%	27%	27%	23%	37%	20%	22%	14%	18%	19%	20%	21%	18%	34%	36%
	1343	BCDE	GHLM	GHLM	GHLM	GHLM	I	I	I	I	GHLM	I	I	I	I	I	I	I	I	I	I
	BCDE	BCD	36%	24%	14%	27%	33%	27%	27%	23%	37%	20%	22%	14%	18%	19%	20%	21%	18%	34%	36%
	GHLM	GHLM	GHLM	GHLM	GHLM	GHLM	I	I	I	I	GHLM	I	I	I	I	I	I	I	I	I	I
	NOQR	NOQR	NOQR	NOQR	NOQR	NOQR	I	I	I	I	GHLM	I	I	I	I	I	I	I	I	I	I

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_3_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide content that other websites or apps don't provide.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	1689 45%	205 39%	149 30%	208 24%	58 15%	482 31%	350 39%	63 44%	39 29%	88 29%	1296 47%	179 24%	19 29%	6 11%	4 18%	94 27%	85 22%	113 27%	66 21%	223 50%	1460 44%
8-10 (Net)	1155 31% ABCDE FIKLMNOPQR	147 28% BCD	104 21% CD	141 16% D	37 10%	329 21%	226 25% I	46 32% HI	25 19% +	62 20% zFHI	892 33%	121 16%	14 22% +	5 9% +	2 9% +	68 19%	53 14%	75 18%	46 14%	160 36% z	990 30%
9-10 (Net)	599 16% BCDE FIKLMNOPQR	87 16% BCD	49 10% CD	68 8% D	19 5%	175 11%	116 13% I	30 21% FHI	12 9% +	30 10% zFHI	462 17%	55 7%	10 16% KN	3 5% +	0 2% +	29 8% R	26 7%	42 10% R	13 4%	86 19%	510 16%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_4_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	81	14	9	10	2	27	23	1	5	7	53	9	1	0	0	5	4	6	3	6	75
	2%	3%	2%	1%	0	2%	3%	1%	4%	2%	2%	1%	3%	0	0	1%	1%	1%	1%	1%	2%
2	CD	D																			
	49	14	1	3	2	9	7	1	0	3	38	3	0	1	0	0	2	1	2	9	39
	1%	3%	0	0	1%	1%	1%	1%	0	1%	1%	0	0	1%	1%	0	1%	0	1%	2%	1%
3	BCEK	zBC																			
	78	20	8	13	5	27	25	5	0	8	54	13	0	0	0	9	3	10	3	9	69
	2%	4%	2%	2%	1%	2%	3%	3%	0	3%	2%	2%	0	0	2%	3%	1%	2%	1%	2%	2%
4	zC	P																			
	149	16	11	14	3	46	33	5	4	8	108	13	0	0	1	5	9	5	8	18	129
	4%	3%	2%	2%	1%	3%	4%	4%	3%	3%	4%	2%	0	0	5%	1%	2%	1%	3%	4%	4%
5	CDEKQ																				
	309	48	40	56	16	116	76	14	5	28	217	44	6	4	1	23	22	22	23	30	273
	8%	9%	8%	6%	4%	8%	9%	10%	4%	9%	8%	6%	10%	8%	4%	7%	6%	5%	7%	7%	8%
6	DKQ	D	CD	D																	
	399	63	37	47	10	122	71	11	8	20	314	40	3	2	2	23	17	33	7	50	345
	11%	12%	7%	5%	3%	8%	8%	7%	6%	6%	11%	5%	5%	5%	8%	6%	4%	8%	2%	11%	10%
7	BCDEF	CD	CD	D							zFI							PR			
	IKOPR																				
	592	81	42	70	28	164	118	24	15	22	462	62	5	1	1	27	35	35	27	73	515
	16%	15%	9%	8%	7%	11%	13%	11%	11%	7%	17%	8%	8%	3%	7%	8%	9%	8%	9%	16%	16%
8	BCDEFI	BCD									zFI										
	KMOPQR																				
	562	59	62	85	22	168	107	10	15	39	439	76	6	2	1	45	31	45	31	75	483
	15%	11%	12%	10%	6%	11%	12%	7%	11%	13%	16%	10%	9%	3%	7%	13%	8%	11%	10%	17%	15%
9	ACDEF	D	CD	D							zFG										
	GKMPQR																				
	303	34	31	45	14	98	73	7	7	17	220	41	2	1	1	23	17	28	13	57	246
	8%	6%	6%	5%	4%	6%	8%	5%	6%	5%	8%	5%	4%	2%	3%	7%	4%	7%	4%	13%	7%
Extremely Well 10	CDE																			zT	
	KPRT																				
	269	36	22	29	7	75	54	14	9	18	206	21	7	1	0	11	10	15	6	29	239
	7%	7%	4%	3%	2%	5%	6%	10%	7%	6%	8%	3%	10%	2%	1%	3%	3%	4%	2%	6%	7%
Don't know	BCDE	CD																			
	KOPQR																				
	142	226	226	505	279	682	309	51	63	139	624	421	34	38	12	180	241	222	199	95	872
	26%	27%	46%	58%	72%	44%	35%	36%	48%	45%	23%	57%	53%	75%	61%	51%	62%	53%	62%	21%	27%
Total	JS	zA	zAB	zABC	z	z	zJ	zJ	zFJ	zFJ	z	z	z	zKL	z	z	zOQ	z	zO	S	
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	6.81	6.47	6.80	6.80	6.81	6.75	6.70	6.79	6.91	6.81	6.86	6.79	7.35	6.39	6.07	6.84	6.75	6.88	6.64	6.98	6.79
1-2 (Net)	A																				
	130	28	10	14	4	36	30	2	5	10	91	12	1	1	0	5	7	7	5	15	114
	3%	5%	2%	2%	1%	2%	3%	1%	4%	3%	3%	2%	1%	1%	2%	2%	2%	2%	2%	3%	3%
1-3 (Net)	CDEK	BCD																			
	209	48	18	27	9	62	54	7	5	18	144	25	1	1	1	15	9	17	8	24	183
	6%	9%	4%	3%	2%	4%	6%	5%	4%	6%	5%	3%	1%	1%	4%	4%	2%	4%	3%	5%	6%
1-4 (Net)	CDEKP	zBCD																			
	358	63	29	41	12	108	87	12	10	26	252	38	1	1	2	19	18	22	16	42	312
	9%	12%	6%	5%	3%	7%	10%	8%	7%	8%	9%	5%	1%	1%	9%	6%	5%	5%	5%	9%	9%
5-6 (Net)	BCDEK	BCD																			
	LMOPQR																				
	708	111	77	103	26	238	147	25	13	47	531	84	10	7	2	45	39	54	30	79	618
	19%	21%	16%	12%	7%	16%	16%	17%	10%	15%	19%	11%	15%	13%	12%	13%	10%	13%	9%	18%	19%
4-7 (Net)	CDEH	CD	CD	D																	
	KOPQR																				
	1449	208	130	187	57	448	299	54	32	77	1100	160	15	8	5	77	82	94	65	170	1261
	38%	40%	27%	21%	15%	29%	33%	38%	24%	25%	40%	21%	23%	16%	25%	22%	21%	22%	20%	38%	38%
	BCDEF	BCD	CD	D			HI	HI			zFHI										
	HIKLM																				
	NOPQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_4_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Present content in a unique/innovative way.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	1725 46%	210 40%	157 32%	228 26%	71 18%	505 33%	352 39%	55 38%	46 35%	96 31%	1326 49%	200 27%	20 31%	5 10%	3 18%	106 30%	94 24%	123 29%	77 24%	233 52%	1483 45%
	ABCDE FHIKL MNOPQR	BCD	CD	D			I		*		zFGHI	M	M*	*	*			P		zT	
8-10 (Net)	1134 30%	129 24%	115 23%	158 18%	43 11%	341 22%	234 26%	30 21%	31 24%	74 24%	864 32%	138 19%	15 23%	4 7%	2 10%	79 23%	59 15%	88 21%	49 15%	160 36%	968 29%
	ABCDE FGIKM NOPQR	CD	CD	D					*		zFGI	M	M*	*	*	PR		P		zT	
9-10 (Net)	572 15%	70 13%	53 11%	73 8%	21 5%	172 11%	127 14%	21 15%	16 13%	35 11%	426 16%	62 8%	9 14%	2 4%	1 3%	34 10%	28 7%	43 10%	19 6%	85 19%	485 15%
	BCDEK MNOPQR	CD	CD	D					*				*	*	*						

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_5_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	69 2%	15 3%	4 1%	7 1%	3 1%	24 2%	18 2%	2 1%	4 3%	7 2%	38 1%	6 1%	1 1%	0 0%	0 0%	1 0%	5 1%	2 1%	4 1%	5 1%	53 2%
2	27 1%	7 1%	0 0%	3 0%	2 1%	5 0%	9 1%	0 0%	0 0%	4 1%	17 1%	3 0%	0 0%	0 0%	0 0%	0 0%	2 1%	1 0%	2 1%	3 1%	24 1%
3	69 2%	16 3%	5 1%	6 1%	1 0%	15 1%	8 1%	4 3%	0 0%	1 0%	56 2%	5 1%	0 0%	1 1%	0 2%	1 0%	4 1%	4 1%	1 0%	13 3%	56 2%
4	100 3%	12 2%	6 1%	13 1%	7 2%	35 2%	30 3%	5 4%	4 3%	6 2%	64 2%	13 2%	0 0%	0 0%	0 0%	7 2%	6 1%	8 2%	5 1%	16 3%	84 3%
5	274 7%	35 7%	33 7%	44 5%	12 3%	100 7%	63 7%	10 7%	8 6%	15 5%	201 7%	34 5%	6 10%	4 7%	0 3%	18 5%	16 4%	15 4%	19 6%	22 5%	243 7%
6	372 10%	48 9%	29 6%	46 5%	17 4%	123 8%	75 8%	17 12%	7 5%	30 10%	284 10%	42 6%	2 3%	1 2%	2 10%	22 6%	20 5%	30 7%	11 4%	54 12%	315 10%
7	630 17%	85 16%	65 13%	93 11%	28 7%	200 13%	135 15%	17 12%	16 12%	36 12%	477 17%	81 11%	7 11%	3 6%	2 11%	42 12%	38 10%	46 11%	35 11%	73 16%	554 17%
8	674 18%	86 16%	72 15%	95 11%	23 6%	183 12%	137 15%	14 10%	13 10%	33 11%	524 19%	86 12%	5 7%	3 6%	2 8%	51 15%	35 9%	51 12%	35 11%	83 19%	589 18%
9	287 8%	33 6%	31 6%	41 5%	10 3%	89 6%	55 6%	11 8%	8 6%	19 6%	220 8%	34 5%	3 4%	3 6%	1 8%	14 4%	20 5%	25 6%	9 3%	50 11%	235 7%
Extremely Well 10	287 8%	44 8%	22 5%	32 4%	10 3%	90 6%	62 7%	13 9%	9 7%	18 6%	211 8%	23 3%	7 10%	2 4%	1 4%	17 5%	7 2%	17 4%	6 2%	26 6%	259 8%
Don't know	989 26%	146 28%	222 45%	496 57%	274 71%	671 44%	305 34%	49 34%	63 48%	139 45%	640 23%	416 56%	35 54%	35 68%	11 55%	179 51%	237 61%	222 53%	194 60%	104 23%	874 27%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.04	6.86	7.15	7.06	6.85	6.97	6.93	6.93	6.98	6.89	7.09	7.02	7.41	7.20	7.22	7.23	6.78	7.18	6.76	7.05	7.05
1-2 (Net)	87 2%	21 4%	5 1%	9 1%	5 1%	29 2%	27 3%	2 1%	4 3%	10 3%	55 2%	9 1%	1 1%	0 0%	0 0%	1 0%	8 2%	3 1%	6 2%	8 2%	77 2%
1-3 (Net)	156 4%	37 7%	9 2%	15 2%	6 1%	43 3%	34 4%	6 4%	4 3%	12 4%	111 4%	14 2%	1 1%	1 1%	0 2%	2 1%	12 3%	7 2%	7 2%	22 5%	133 4%
1-4 (Net)	256 7%	49 9%	16 3%	28 3%	12 3%	78 5%	65 7%	11 8%	8 6%	18 6%	175 6%	27 4%	1 1%	1 1%	0 2%	9 3%	18 5%	15 4%	12 4%	37 8%	217 7%
5-6 (Net)	646 17%	83 16%	62 13%	91 10%	29 7%	222 15%	138 15%	28 19%	15 11%	45 15%	485 18%	76 10%	8 12%	5 9%	2 12%	40 11%	36 9%	45 11%	30 9%	76 17%	558 17%
4-7 (Net)	1376 37%	180 34%	133 27%	197 22%	64 16%	458 30%	303 34%	50 35%	35 26%	87 28%	1026 38%	170 23%	15 23%	8 16%	4 23%	89 25%	80 21%	99 24%	70 22%	165 37%	1195 36%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_5_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	1877	248	190	262	72	562	389	55	46	106	1431	224	21	11	6	124	100	139	85	232	1636
50%		47%	39%	30%	19%	37%	43%	39%	35%	34%	52%	30%	33%	21%	30%	35%	26%	33%	26%	52%	50%
BCDEF		BCD	CD	D			I		*		zFGHI		*	*	*	PR		P			
GHKL																					
MINOPOR																					
1248		163	125	169	44	361	254	38	30	70	954	143	14	8	4	81	62	93	50	160	1083
33%		31%	26%	19%	11%	24%	28%	27%	23%	23%	35%	19%	22%	15%	19%	23%	16%	22%	15%	35%	33%
BCDE		CD	CD	D			I		*		zFHI		*	*	*	PR		P			
FHKM																					
NOPOR																					
574		77	53	74	21	179	117	24	18	37	431	57	9	5	2	30	27	43	15	76	493
15%		15%	11%	8%	5%	12%	13%	17%	13%	12%	16%	8%	15%	9%	11%	9%	7%	10%	5%	17%	15%
BCDE		CD	CD	D					*				*	*	*	R		R			
KOPOR																					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_6_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Well 1	65	14	6	9	3	24	19	3	6	8	43	8	1	0	0	4	4	4	4	5	59
	2%	3%	1%	1%	1%	2%	2%	2%	4%	3%	2%	1%	2%	0	0	1%	1%	1%	1%	1%	2%
		C							J*												
2	40	10	1	5	4	9	10	2	1	3	28	5	0	0	0	0	5	3	2	4	36
	1%	2%	0	1%	1%	1%	1%	1%	1%	1%	1%	1%	0	0	1%	0	1%	1%	1%	1%	1%
	E	B																O			
3	59	8	8	11	3	21	13	0	1	3	43	11	0	0	0	7	3	7	3	6	53
	2%	2%	2%	1%	1%	1%	1%	0	1%	1%	2%	1%	0	0	0	2%	1%	2%	1%	1%	2%
4	102	13	8	10	3	32	36	4	3	12	62	10	36	0	0	3	7	8	2	12	89
	3%	3%	2%	1%	1%	2%	4%	3%	2%	4%	2%	1%	0	0	2%	1%	2%	2%	1%	3%	3%
	CDJKO						zJ														
5	276	44	34	45	12	105	72	13	9	16	198	35	5	4	1	22	13	18	17	38	235
	8%	7%	5%	3%	3%	7%	8%	8%	6%	5%	7%	5%	8%	8%	7%	6%	3%	4%	5%	8%	7%
	CDKPO	D	CD	D			I														
6	384	50	38	50	12	128	75	13	7	23	293	45	3	0	1	22	23	31	14	51	326
	10%	10%	6%	3%	3%	8%	8%	9%	6%	7%	11%	6%	3%	1%	1%	6%	6%	7%	4%	11%	10%
	CDEK	CD	CD	D																	
	MOPR																				
7	588	94	52	77	25	177	125	17	13	33	445	66	5	4	2	32	33	41	25	70	513
	16%	16%	11%	9%	6%	12%	14%	12%	10%	11%	16%	9%	9%	7%	10%	9%	9%	10%	8%	16%	16%
	BCDEI	BCD									I										
	KOPQR																				
8	662	87	63	89	25	183	126	17	15	38	518	79	5	3	2	43	36	44	35	79	580
	18%	16%	13%	10%	7%	12%	14%	12%	11%	12%	19%	11%	8%	6%	10%	12%	9%	10%	11%	18%	18%
	BCDE	CD	CD	D							zFI										
	FIKL																				
	MOPQR																				
9	322	32	38	48	10	103	69	12	8	17	244	43	3	2	0	20	22	30	12	48	273
	9%	6%	8%	5%	3%	7%	8%	8%	6%	5%	9%	6%	4%	4%	3%	6%	6%	7%	4%	11%	8%
	CDEKR	CD	CD	D																	
Extremely Well 10	283	46	20	29	8	78	57	12	8	18	219	20	6	2	0	13	7	14	6	38	244
	9%	9%	4%	3%	2%	5%	6%	9%	6%	6%	8%	3%	10%	4%	1%	4%	2%	3%	2%	8%	7%
	BCDEK	BCD											K*								
	NOPQR																				
Don't know	987	138	222	505	283	674	297	51	61	137	638	422	35	36	12	184	238	221	201	98	876
	26%	26%	45%	58%	73%	44%	33%	36%	46%	44%	23%	57%	53%	70%	63%	52%	61%	52%	63%	22%	27%
	J	zA	zAB	zABC			zJ	zJ	zFJ*	zFJ		z	z*	z*	z*	z	zQ	z	zOQ		
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.03	6.85	6.99	6.94	6.82	6.90	6.83	7.01	6.74	6.77	7.10	6.89	7.42	7.22	6.73	6.97	6.83	6.93	6.83	7.13	7.02
	EF										zFI										
1-2 (Net)	105	24	7	13	6	33	28	4	7	11	71	13	1	0	0	4	8	7	5	9	95
	3%	5%	1%	2%	2%	2%	3%	3%	5%	4%	3%	2%	1%	0	1%	1%	2%	2%	2%	2%	3%
	C	BC																			
1-3 (Net)	165	32	15	24	9	54	41	4	8	14	114	24	1	0	0	12	11	15	9	16	148
	4%	6%	3%	3%	2%	4%	5%	3%	6%	4%	4%	3%	1%	0	1%	3%	3%	3%	3%	4%	5%
	C	CD																			
1-4 (Net)	267	46	23	35	12	86	77	9	10	26	176	33	1	0	0	14	18	22	11	28	237
	7%	9%	5%	4%	3%	6%	9%	6%	8%	8%	6%	5%	1%	0	2%	4%	5%	5%	3%	6%	7%
	CDEKMR	BCD																			
5-6 (Net)	660	94	72	95	24	233	147	26	15	39	492	80	9	4	2	44	36	49	31	89	560
	18%	18%	15%	11%	6%	15%	16%	18%	12%	13%	18%	11%	14%	9%	11%	12%	9%	12%	10%	20%	17%
	CDEI	CD	CD	D			I				I										
	KOPQR																				
4-7 (Net)	1350	192	131	182	52	442	307	47	31	84	999	155	14	8	4	79	77	98	58	171	1163
	36%	36%	27%	21%	13%	29%	34%	33%	24%	27%	37%	21%	22%	16%	23%	22%	20%	23%	18%	38%	35%
	BCDE	BCD	CD	D			HI				HI										
	HIKLM																				
	NOPQR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_6_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps...: Provide distinctive online programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	1856 49%	248 47%	173 35%	242 28%	69 18%	541 35%	375 42%	57 40%	45 34%	106 34%	1426 52%	207 28%	20 31%	10 21%	4 23%	109 31%	98 25%	129 31%	78 24%	235 52%	1611 49%
	BCDEF GHKL MNOPQR	BCD	CD	D			I		*		zFGHI		*	*	*	R		P			
8-10 (Net)	1268 34%	164 31%	121 25%	165 19%	44 11%	363 24%	251 28%	41 28%	32 24%	73 24%	981 36%	142 19%	14 22%	7 14%	3 13%	77 22%	65 17%	88 21%	53 17%	165 37%	1098 33%
	BCDE FIKLM NOPQR	CD	CD	D					*		zFHI		*	*	*						
9-10 (Net)	605 16%	77 15%	58 12%	76 9%	19 5%	180 12%	125 14%	24 17%	17 13%	35 11%	462 77%	63 8%	9 14%	4 7%	1 3%	34 10%	29 7%	45 11%	18 6%	86 19%	518 16%
	BCDEI KNOPQR	CD	CD	D					*		I		*	*	*						

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3_sum_2. Comparing the BBC website and apps to other providers, how well, if at all, do you think the BBC website and apps... (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Have a mix of different types of content.	1987 53%	270 51%	196 40%	276 31%	79 20%	600 39%	400 45%	58 40%	46 35%	109 35%	1537 56%	240 32%	21 32%	11 21%	4 23%	123 35%	117 30%	142 34%	98 30%	245 55%	1733 53%
	BCDEF GHKL MNOPQR	BCD	CD	D			HI		-		zFGHI		-	-	-						
Have high quality content.	2069 55%	288 55%	210 43%	294 34%	84 22%	625 41%	419 47%	60 42%	56 42%	108 35%	1589 58%	252 34%	24 37%	13 26%	5 25%	126 36%	125 32%	161 38%	91 28%	259 58%	1801 55%
	BCDEF GHKL MNOPQR	BCD	CD	D			I		-		zFGHI		-	-	-	R		PR			
Provide content that other websites or apps don't provide.	1689 45%	205 39%	149 30%	208 24%	58 15%	482 31%	350 39%	63 44%	39 29%	88 29%	1296 47%	179 24%	19 29%	6 11%	4 18%	94 27%	85 22%	113 27%	66 21%	223 50%	1460 44%
	ABCDEF FHKL MNOPQR	BCD	CD	D			HI	HI	-		zFHI	M	M*	-	-	R		P			
Present content in a unique/innovative way.	1725 46%	210 40%	157 32%	228 26%	71 18%	505 33%	352 39%	55 38%	46 35%	96 31%	1326 49%	200 27%	20 31%	5 10%	3 18%	106 30%	94 24%	123 29%	77 24%	233 52%	1483 45%
	ABCDEF FHKL MNOPQR	BCD	CD	D			I		-		zFGHI	M	M*	-	-			P		zT	
Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. Provide distinctive online programmes and content.	1677 50%	248 47%	190 39%	262 30%	72 19%	562 37%	389 43%	55 39%	46 35%	106 34%	1431 52%	224 30%	21 33%	11 21%	6 30%	124 35%	100 26%	139 33%	85 26%	232 52%	1636 50%
	BCDEF GHKL MNOPQR	BCD	CD	D			I		-		zFGHI		-	-	-	PR		P			
	1856 49%	248 47%	173 35%	242 26%	69 18%	541 35%	375 42%	57 40%	45 34%	106 34%	1426 52%	207 28%	20 31%	10 21%	4 23%	109 31%	98 25%	129 31%	78 24%	235 52%	1611 49%
	BCDEF GHKL MNOPQR	BCD	CD	D			I		-		zFGHI		-	-	-	R		P			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table

Base: All who have used BBC online services in the past 3 months

				Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	
	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Provide distinctive online programmes and content. (F)
Unweighted Base	1997	1997	1997	1997	1997
Base: All who have used BBC online services in the past 3 months	1877	1877	1877	1877	1877
Effective Base	1347.2	1347.2	1347.2	1347.2	1347.2
Not At All Important	6	7	17	16	14
(1)	0	0	1%	1%	1%
			AB	AB	A
(2)	9	10	18	15	14
	0	1%	1%	1%	1%
(3)	20	10	21	27	13
	1%	1%	1%	1%	1%
(4)	30	27	39	40	32
	2%	1%	2%	2%	2%
(5)	88	85	115	147	114
	5%	5%	8%	8%	6%
(6)	172	151	198	220	148
	8%	8%	11%	12%	8%
(7)	359	303	366	406	342
	19%	16%	19%	22%	18%
(8)	462	432	429	417	434
	25%	23%	23%	22%	23%
(9)	294	324	252	239	299
	16%	17%	13%	13%	16%
Extremely Important	CD	CD	305	254	CD
(10)	360	451	16%	14%	364
	19%	24%	D	D	D
Don't know	CDF	ACDEF	D	CDF	D
	76	76	116	98	104
	4%	4%	6%	5%	6%
Total	1877	1877	ABDF	AB	AB
	100%	100%	100%	100%	100%
Mean	7.85	8.05	7.58	7.42	7.82
1-2 (Net)	CDF	ACDEF	D	CDF	CD
	15	18	35	27	20
	1%	1%	2%	1%	1%
1-3 (Net)	35	28	ABF	AB	A
	2%	1%	3%	3%	2%
1-4 (Net)	65	54	ABEF	ABEF	71
	3%	3%	5%	5%	4%
			ABEF	ABEF	B

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table

Base: All who have used BBC online services in the past 3 months

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	1997	1997	1997	1997	1997	1997
Base: All who have used BBC online services in the past 3 months	1877	1877	1877	1877	1877	1877
5-6 (Net)	260 14%	236 13%	314 17%	366 20%	262 14%	303 16%
4-7 (Net)	649 35%	565 30%	ABE 719 38%	ABCEF 812 43%	635 34%	ABE 728 39%
7-10 (Net)	B 1475 79%	1510 80%	ABE 1351 72%	ABCEF 1315 70%	B 1439 77%	ABE 1408 75%
8-10 (Net)	CDEF 1116 59%	ACDEF 1207 64%	D 986 53%	910 48%	CD 1097 58%	CD 1020 54%
9-10 (Net)	CDF 654 35%	ACDEF 776 41%	D 557 30%	492 26%	CDF 663 35%	D 584 31%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_1. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different types of content.

Base: All who have used BBC online services in the past 3 months

	Age					Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)		65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)
	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
	6	2	0	1	1	1	3	0	0	2	3	0	1	0	0	0	0	0	0	0	6
	0	1%	0	0	0	0	1%	0	0	0	0	0	4%	0	0	0	0	0	0	0	0
	9	1	0	2	2	2	2	0	0	0	7	2	0	0	0	0	2	0	0	0	9
	0	1%	0	1%	3%	0	0	0	0	0	0	1%	0	0	0	0	0	0	3%	0	1%
	20	3	1	2	1	3	3	1	0	1	17	2	0	0	0	2	0	2	0	5	15
	1%	1%	0	1%	2%	1%	1%	1%	0	1%	1%	1%	0	0	3%	1%	0	1%	0	2%	1%
	30	6	0	0	0	8	10	4	2	4	20	0	0	0	0	0	0	0	0	5	25
	2%	2%	0	0	0	2%	2%	6%	5%	3%	1%	0	0	0	0	0	0	0	0	2%	2%
	88	8	14	21	7	34	23	0	1	8	61	20	0	1	0	8	12	7	13	11	76
	5%	3%	8%	9%	11%	7%	6%	0	3%	7%	4%	10%	0	12%	4%	7%	12%	5%	20%	5%	5%
	172	27	8	12	4	36	46	7	5	16	117	11	1	0	1	4	6	8	3	17	153
	9%	10%	4%	5%	7%	7%	11%	12%	11%	14%	8%	5%	5%	0	14%	4%	6%	5%	4%	7%	9%
	BC																				
	359	40	35	45	10	96	63	13	6	19	287	41	1	1	1	28	13	24	17	43	310
	19%	15%	20%	19%	16%	19%	16%	22%	11%	16%	20%	20%	8%	15%	29%	25%	13%	16%	27%	19%	19%
	462	61	41	54	12	119	86	8	8	20	366	46	3	3	2	29	17	30	16	57	404
	25%	23%	23%	22%	20%	24%	21%	15%	16%	17%	26%	22%	20%	30%	37%	26%	17%	20%	25%	25%	25%
	I																				
	294	37	31	32	1	66	74	7	8	19	215	29	1	2	0	17	13	25	4	43	249
	16%	14%	18%	13%	2%	13%	18%	12%	16%	16%	15%	14%	9%	15%	0	15%	13%	17%	7%	19%	15%
	D																				
	D		CD	D	*																
	360	25	36	10	10	90	80	17	13	22	275	27	6	2	0	13	15	24	3	41	318
	19%	22%	14%	15%	17%	18%	20%	30%	26%	18%	19%	13%	35%	20%	10%	12%	15%	17%	5%	18%	19%
	KR																				
	76	20	23	35	13	40	14	0	6	8	56	31	3	1	0	10	21	25	6	7	69
	4%	8%	13%	15%	21%	8%	4%	1%	13%	6%	4%	15%	20%	7%	2%	9%	21%	17%	9%	3%	4%
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7.85	7.89	7.88	7.72	7.19	7.80	7.81	7.95	8.09	7.59	7.88	7.66	8.44	8.05	7.34	7.70	7.61	8.01	6.93	7.86	7.85
	DR	D	CD	D	*	*	*	*	*	*	*	*	*	*	*	R*	R*	OPR	*	*	*
	15	4	0	3	3	3	5	0	0	2	9	2	1	0	0	0	2	0	2	0	15
	1%	1%	0	1%	4%	1%	1%	0	0	1%	1%	1%	4%	0	0	0	2%	0	3%	0	1%
	35	7	1	5	4	6	7	1	0	3	27	4	1	0	0	2	2	2	2	5	30
	2%	3%	1%	2%	6%	1%	2%	1%	0	2%	2%	2%	4%	0	3%	2%	2%	1%	3%	2%	2%
	65	13	1	5	4	14	17	4	2	6	46	4	1	0	0	2	2	2	2	11	55
	3%	5%	1%	2%	6%	3%	4%	8%	5%	5%	3%	2%	4%	0	3%	2%	2%	2%	3%	5%	3%
	B	B	B	B	BC*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	260	35	22	33	11	70	69	7	7	25	178	31	1	1	1	12	18	15	16	28	229
	14%	13%	12%	14%	18%	14%	17%	12%	14%	21%	13%	15%	5%	12%	18%	11%	18%	10%	25%	12%	14%
	J																				
	649	81	57	79	22	174	141	23	15	48	484	72	2	3	2	40	31	39	33	76	564
	35%	31%	32%	33%	35%	35%	35%	41%	29%	40%	34%	34%	13%	27%	47%	36%	31%	27%	51%	33%	35%
	1475	199	133	167	34	372	302	45	35	80	1142	144	12	8	3	86	57	103	41	185	1280
	79%	74%	74%	69%	55%	75%	75%	80%	69%	67%	80%	68%	72%	81%	77%	78%	59%	71%	63%	80%	78%
	CDEI	D	CD	D	*	I	I	*	*	*	zFI	*	*	*	*	PR*	*	P	*	*	*
	KFOR																				
	1116	158	98	122	24	276	239	33	29	61	856	103	10	6	2	58	44	79	24	142	970
	59%	59%	55%	50%	39%	56%	59%	57%	58%	51%	60%	49%	63%	66%	48%	52%	45%	54%	36%	62%	59%
	CDKPR	D	D	D	*	*	*	*	*	*	*	*	*	*	*	R*	R*	OR	*	*	*
	654	97	56	68	12	157	153	24	21	41	490	57	7	3	0	30	27	49	8	84	566
	35%	36%	32%	28%	19%	32%	38%	43%	42%	34%	34%	27%	44%	36%	10%	R*	R*	OR	*	37%	35%
	CDKR	D																			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality content.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
		Base (Z)	55-64 (A)	65-74 (B)	65+ (C)		75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)
	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
7	0	1%	0	1	1	1	3	0	0	2	4	0	1	0	0	0	0	0	0	1	6
10	1%	1%	0	0	1%	0	1%	0	0	0	0	0	4%	0	0	0	0	0	0	0	0
10	1%	0	0	0	0	1	3	0	0	0	8	0	0	0	0	0	0	0	0	0	10
10	1%	3	0	1	1	2	3	1	1	3	6	1	0	0	0	1	0	1	0	2	8
27	1%	1%	0	0	2%	0	1%	1%	1%	2%	0	1	0	0	3%	1%	0	1%	0	1%	1%
JT	85	7	10	15	6	27	23	4	1	9	58	15	0	0	0	5	9	5	10	10	72
5%	3%	5%	6%	9%	8%	6%	6%	7%	3%	8%	4%	7%	0	2%	0	4%	10%	3%	16%	4%	4%
151	8%	24	7	12	5	38	36	7	6	16	108	10	1	0	1	7	3	5	5	19	131
O	303	31	24	30	6	64	44	7	3	19	254	28	1	0	1	19	10	14	14	40	261
16%	11%	11%	12%	10%	13%	11%	11%	12%	6%	16%	18%	13%	5%	0	17%	17%	10%	10%	22%	17%	16%
EFO	432	52	45	59	15	124	99	12	11	21	322	51	3	3	2	28	23	36	15	58	373
23%	19%	25%	25%	23%	25%	22%	22%	21%	22%	18%	23%	24%	17%	31%	47%	25%	24%	25%	23%	25%	23%
324	17%	49	31	35	4	80	75	10	10	18	243	30	2	2	0	15	15	27	3	43	279
DR	D	18%	15%	15%	6%	16%	19%	17%	20%	15%	17%	14%	15%	25%	3%	14%	16%	19%	5%	19%	17%
451	24%	39	51	12	114	93	12	12	22	22	349	42	6	2	0	23	19	31	11	41	405
S	26%	22%	21%	19%	23%	23%	22%	23%	19%	25%	25%	20%	35%	23%	10%	20%	20%	22%	17%	16%	25%
76	4%	23	22	35	12	40	15	0	6	7	56	31	3	1	0	13	17	24	6	6	70
1877	100%	9%	12%	14%	2	8%	4%	1%	13%	6%	4%	15%	20%	7%	2%	12%	18%	17%	9%	3%	4%
100%	100%	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
8.05	8.15	8.26	8.09	7.58	8.10	7.96	7.74	8.24	7.58	8.10	8.07	8.56	8.16	7.55	8.06	8.12	8.36	7.48	7.86	8.08	
IR	18	1	0	1	1	1	6	0	0	2	12	0	1	0	0	0	0	0	0	1	17
1%	1%	0	0	0	0	0	2%	0	0	1%	1%	0	4%	0	0	0	0	0	0	0	1%
28	1%	4	0	2	2	3	9	1	1	4	18	1	1	0	0	1	0	1	0	3	25
54	3%	2%	0	1%	3%	1%	2%	2%	1%	4%	1%	1%	4%	0	3%	1%	0	1%	0	1%	2%
EJ	B	11	1	4	3	8	18	3	1	6	32	2	1	1	0	2	0	2	0	12	43
3%	4%	0	2%	5%	2%	5%	6%	2%	5%	2%	2%	1%	4%	12%	3%	2%	0	1%	0	5%	3%
565	30%	31	16	27	11	66	58	11	7	25	166	25	1	0	1	12	13	10	15	29	203
O	29%	12%	9%	11%	17%	13%	15%	20%	14%	21%	12%	12%	5%	2%	18%	11%	13%	7%	24%	12%	12%
505	30%	69	41	59	18	135	111	21	10	45	435	55	2	1	2	31	22	25	30	78	481
O	1510	201	139	175	36	382	311	41	36	81	1168	152	12	8	4	85	68	109	44	183	1318
80%	75%	78%	73%	58%	77%	77%	73%	73%	72%	68%	82%	73%	72%	79%	77%	76%	69%	75%	67%	80%	81%
CDE	1207	171	115	145	30	267	267	34	33	62	914	124	11	8	3	66	58	95	29	143	1057
IKPR	64%	64%	65%	60%	64%	66%	66%	60%	66%	52%	64%	59%	67%	79%	61%	59%	59%	65%	45%	62%	65%
DIR	776	119	86	16	194	168	22	22	41	592	73	8	5	1	38	35	59	14	85	684	
41%	45%	40%	36%	25%	39%	42%	39%	43%	34%	42%	35%	50%	48%	13%	34%	36%	41%	21%	37%	42%	
DR																					

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_3. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that other websites or apps don't provide.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
1)	17	7	1	2	1	2	3	0	0	2	13	1	1	0	0	1	0	1	0	3	13
	1%	3%	0	1%	2%	0	1%	0	0	1%	1%	0	4%	0	3%	1%	0	1%	0	1%	1%
2)	18	1	1	1	0	4	8	3	2	3	10	1	0	0	0	0	1	1	0	5	13
	1%	0	0	0	1%	1%	2%	5%	5%	3%	1%	0	0	0	0	0	1%	1%	0	2%	1%
3)	21	5	1	2	1	4	7	0	0	3	12	2	0	0	0	2	0	2	1	4	17
	1%	2%	1%	1%	2%	1%	2%	0	0	3%	1%	1%	0	0	0	2%	0	1%	1%	2%	1%
4)	39	7	1	4	3	8	8	1	0	2	30	2	0	1	0	2	0	1	2	4	35
	2%	2%	1%	2%	4%	2%	2%	1%	1%	2%	2%	1%	0	15%	1%	2	0	1%	2%	2%	2%
5)	115	13	12	17	5	28	28	2	2	9	84	16	0	0	0	7	9	5	11	15	99
	6%	5%	7%	8%	6%	6%	7%	4%	4%	6%	6%	6%	0	4%	6%	7%	9%	4%	16%	15	99
6)	198	31	10	18	8	58	49	7	6	15	142	18	0	0	0	12	6	8	11	14	183
	BOS	12%	6%	8%	13%	12%	12%	7%	11%	13%	10%	9	0	0	0	11%	6%	5%	16%	6%	17%
7)	366	48	33	39	6	81	65	14	7	21	290	32	3	2	2	18	13	19	14	58	303
	DET	19%	19%	16%	9%	16%	16%	25%	14%	16%	20%	15%	17%	17%	47%	16%	13%	13%	17%	25%	19%
8)	429	49	36	45	9	106	85	7	9	26	335	40	3	2	1	20	19	32	8	49	379
	23%	18%	20%	19%	15%	21%	21%	13%	18%	22%	24%	19%	17%	18%	19%	18%	20%	22%	12%	21%	23%
9)	252	29	26	29	3	74	55	6	5	14	193	23	3	2	0	12	10	19	4	41	209
	D	13%	14%	12%	4%	15%	14%	11%	11%	12%	14%	11%	3%	19%	23%	8%	11%	11%	13%	6%	18%
10)	305	51	27	34	7	73	73	14	11	15	226	28	4	2	0	16	12	22	6	29	276
	16%	15%	14%	12%	12%	15%	16%	25%	21%	13%	16%	13%	10%	17%	10%	14%	12%	15%	9%	12%	17%
11)	116	27	31	50	19	59	21	2	8	8	88	46	3	1	0	19	27	36	10	8	106
	6%	10%	17%	21%	31%	12%	5%	3%	16%	6%	6%	22%	20%	7%	4%	17%	28%	25%	16%	3%	6%
12)	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
13)	7.58	7.50	7.81	7.61	6.93	7.65	7.52	7.63	7.70	7.19	7.62	7.56	8.30	7.64	7.28	7.46	7.69	7.88	6.91	7.45	7.61
	DIR		CD	D	-		I	-	-		I		-	-	-	-	R'		OR	-	
14)	35	8	1	3	2	6	11	3	2	5	22	2	1	0	0	1	1	2	0	9	26
	2%	3%	1%	1%	2%	1%	3%	5%	5%	4%	2%	1%	4%	0	3%	1%	1%	1%	0	4%	2%
15)	56	13	2	5	3	10	18	3	2	8	35	4	1	0	0	4	1	4	1	12	43
	3%	5%	1%	2%	5%	2%	4%	5%	5%	7%	2%	2%	4%	0	3%	3%	1%	3%	1%	5%	3%
16)	95	19	4	9	6	19	26	3	3	11	65	7	1	1	0	6	1	5	2	16	78
	5%	7%	2%	4%	9%	4%	6%	6%	5%	9%	5%	3%	4%	15%	5%	6%	1%	3%	3%	7%	5%
17)	314	44	22	35	13	85	77	9	8	24	226	34	0	0	0	19	15	13	21	29	282
	Q	16%	12%	17%	20%	17%	19%	17%	15%	19%	16%	16%	0	4%	6%	17%	16%	9%	33%	13%	17%
18)	719	98	57	78	21	174	150	24	15	48	546	69	3	4	3	40	28	33	36	91	620
	Q	37%	37%	32%	34%	35%	37%	43%	30%	40%	38%	33%	17%	36%	56%	36%	29%	22%	56%	39%	38%
19)	1351	177	122	147	25	333	278	42	32	77	1044	123	12	7	4	67	55	92	32	176	1168
	72%	66%	68%	61%	40%	67%	68%	74%	64%	64%	73%	59%	76%	74%	84%	60%	56%	63%	49%	77%	71%
20)	CDEK		CD	D	-		I	-	-		I		-	-	-	-					
	OPOR																				
21)	986	129	88	108	19	253	213	28	25	55	754	91	10	6	2	49	42	73	18	119	865
	53%	48%	50%	45%	31%	51%	53%	49%	50%	47%	53%	43%	60%	57%	43%	44%	43%	50%	27%	52%	53%
22)	CDKR		CD	D	-											R'		R			
	557	80	53	63	10	147	128	20	16	29	419	51	7	4	1	29	22	41	10	70	485
23)	30%	30%	29%	26%	16%	30%	32%	36%	32%	25%	29%	24%	43%	39%	18%	26%	23%	28%	16%	30%	30%
	D				-											-					

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a unique/innovative way.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
Base: All who have used BBC online services in the past 3 months	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
Effective Base	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
Not At All Important	16	6	2	4	2	4	4	0	0	3	11	3	1	0	0	2	1	3	0	3	12
(1)	1%	2%	1%	1%	3%	1%	1%	0	0	2%	1%	1%	4%	0	3%	2%	1%	2%	0	1%	1%
(2)	15	3	0	0	0	0	5	1	0	0	10	0	0	0	0	0	0	0	0	1	14
E	1%	1%	0	0	0	0	1%	1%	1%	0	1%	0	0	0	0	0	0	0	0	0	1%
(3)	27	5	5	6	2	8	12	3	2	10	13	6	0	0	0	4	2	3	4	2	25
J	1%	2%	3%	3%	3%	2%	3%	3%	4%	8%	1%	3%	0	0	0	4%	2%	2%	5%	1%	2%
(4)	40	7	2	5	3	11	6	0	0	2	33	3	0	1	0	3	1	3	1	5	34
	2%	3%	1%	2%	4%	2%	2%	0	1%	2%	2%	2%	0	12%	0	3%	1%	2%	1%	2%	2%
(5)	147	18	16	29	13	52	39	4	5	8	100	28	0	0	1	15	12	13	16	11	133
	8%	7%	9%	12%	21%	10%	10%	7%	10%	7%	7%	13%	0	0	14%	13%	13%	9%	23%	5%	8%
(6)	220	47	17	23	6	62	51	6	4	17	163	23	0	0	0	16	7	13	10	23	192
	12%	18%	9%	10%	10%	13%	13%	11%	7%	14%	11%	11%	0	0	7%	14%	7%	9%	15%	10%	12%
(7)	406	46	34	39	5	100	72	7	8	24	325	34	2	2	2	18	16	22	12	55	350
CD	22%	17%	19%	16%	9%	20%	18%	13%	15%	20%	23%	16%	10%	17%	45%	16%	16%	15%	18%	24%	21%
(8)	417	43	32	40	8	94	85	15	12	21	323	34	3	3	1	17	17	25	9	58	354
AK	22%	16%	18%	17%	14%	19%	21%	26%	24%	18%	23%	16%	18%	30%	16%	15%	17%	17%	14%	25%	22%
(9)	238	19	26	29	3	54	48	5	3	16	185	24	4	1	0	10	14	19	4	30	208
	13%	7%	14%	12%	5%	11%	12%	8%	6%	13%	13%	11%	25%	10%	3%	9%	14%	13%	6%	13%	13%
Extremely Important	A	44	18	24	6	62	62	14	10	11	187	19	4	2	0	12	6	15	3	35	218
(10)	254	16%	10%	10%	10%	13%	15%	25%	20%	9%	13%	9%	23%	18%	10%	11%	6%	11%	5%	15%	13%
Don't know	98	28	27	41	14	47	18	2	6	8	73	37	3	1	0	15	22	29	8	7	90
	5%	10%	15%	17%	23%	10%	5%	3%	13%	6%	5%	18%	20%	13%	2%	13%	23%	20%	12%	3%	6%
Total	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.42	7.16	7.34	7.14	6.52	7.29	7.32	7.65	7.55	6.92	7.46	7.02	8.44	7.76	7.00	6.91	7.18	7.28	6.48	7.59	7.40
1-2 (Net)	CDIKOR	CD	D	*	*	I	I	I*	*	I	I	3	1	0	0	*	R*	OR	*	*	*
	31	9	2	4	2	5	9	1	0	3	21	3	1	0	0	2	1	3	0	4	27
	2%	3%	1%	2%	3%	1%	2%	1%	1%	2%	1%	1%	4%	0	3%	2%	1%	2%	0	2%	2%
1-3 (Net)	57	14	7	10	3	13	21	4	2	13	34	10	1	0	0	6	3	6	4	6	52
	3%	5%	4%	4%	5%	3%	5%	7%	5%	11%	2%	5%	4%	0	3%	5%	4%	4%	5%	2%	3%
1-4 (Net)	J	97	21	15	6	24	18	4	3	15	67	13	1	1	0	9	4	9	4	11	86
	5%	8%	9%	6%	9%	5%	7%	7%	5%	12%	5%	6%	4%	12%	3%	8%	4%	6%	6%	5%	5%
5-6 (Net)	366	65	33	52	19	114	90	10	9	25	263	51	0	0	1	31	19	26	25	34	326
	20%	24%	18%	22%	31%	23%	22%	18%	17%	21%	19%	24%	0	0	20%	28%	20%	18%	39%	15%	20%
4-7 (Net)	812	119	68	95	27	225	168	17	17	51	621	88	2	3	3	51	36	51	37	94	710
	43%	44%	38%	40%	44%	45%	42%	31%	33%	43%	44%	42%	10%	29%	66%	46%	36%	35%	57%	41%	43%
7-10 (Net)	1315	153	109	133	23	310	267	41	33	72	1020	109	12	7	3	57	53	82	28	177	1132
	70%	57%	61%	55%	37%	63%	66%	72%	65%	60%	72%	52%	76%	75%	74%	51%	54%	56%	43%	77%	69%
8-10 (Net)	ABCDEF IKORQR	CD	D	*	*	zI	zI	*	*	zI	zI	76	11	6	1	39	37	60	16	123	781
	910	107	76	94	18	210	195	33	25	48	695	36%	66%	57%	29%	35%	38%	41%	25%	53%	48%
	ACD EKOR	48%	40%	43%	39%	42%	48%	59%	50%	40%	49%										

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D3a 4. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a unique/innovative way.

Base: All who have used BBC online services in the past 3 months

Unweighted Base
Base: All who have used BBC online services in the past 3 months
9-10 (Net)

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
492	63	44	53	9	116	110	19	13	27	372	42	8	3	1	22	20	35	7	64	427
26% R	24%	25%	22%	15%	24%	27%	33%	26%	22%	26%	20%	48%	28%	13%	20%	20%	24%	11%	28%	26%

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a 5. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
Base: All who have used BBC online services in the past 3 months	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
Effective Base	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3
Not At All Important	14	6	0	1	1	1	3	0	0	2	9	0	1	0	0	0	0	0	0	0	13
(1)	1%	2%	0	0	1%	0	1%	0	0	1%	1%	0	4%	0	0	0	0	0	0	0	1%
(2)	14	1	0	0	0	1	4	0	0	1	10	0	0	0	0	0	0	0	0	4	10
	1%	0	0	0	0	0	1%	0	0	1%	1%	0	0	0	3%	0	0	0	0	2%	1%
(3)	13	4	0	1	1	2	4	3	2	2	9	1	0	0	0	1	0	1	0	4	8
	1%	2%	0	0	2%	0	1%	6%	4%	2%	1%	1%	0	0	0	1%	0	1%	0	2%	1%
(4)	32	3	0	2	1	12	10	1	1	2	21	2	0	0	0	1	0	2	0	7	24
	2%	1%	0	1%	2%	2%	3%	1%	3%	2%	1%	1%	0	0	1%	0	0	1%	0	3%	1%
(5)	114	9	9	17	8	36	23	5	4	9	85	15	0	2	1	7	9	9	6	10	100
	6%	3%	5%	7%	13%	7%	6%	9%	8%	6%	6%	7%	0	17%	1%	6%	9%	7%	9%	4%	6%
(6)	148	29	9	14	5	36	42	6	2	14	102	12	1	0	1	9	3	4	8	20	128
	8%	11%	5%	6%	8%	7%	10%	11%	5%	12%	7%	6%	6%	0	15%	8%	3%	3%	12%	9%	8%
(7)	342	42	37	44	7	93	61	7	6	18	275	41	2	0	1	27	14	26	15	41	299
	16%	16%	21%	18%	12%	19%	15%	13%	11%	15%	19%	20%	13%	0	30%	24%	14%	18%	23%	18%	18%
(8)	434	49	37	52	15	107	88	11	10	27	336	45	3	3	1	25	19	29	15	58	374
	23%	18%	21%	22%	24%	22%	22%	19%	21%	23%	24%	21%	18%	31%	33%	23%	20%	20%	23%	25%	23%
(9)	299	38	24	26	2	60	66	11	9	17	225	22	2	2	0	10	11	18	4	34	265
	16%	14%	13%	11%	4%	12%	16%	19%	18%	14%	16%	10%	13%	19%	0	9%	12%	12%	6%	15%	16%
Extremely Important	364	60	33	41	8	97	82	11	9	19	274	35	4	2	0	20	14	29	6	41	320
(10)	19%	22%	18%	17%	13%	20%	20%	19%	19%	16%	19%	16%	26%	18%	10%	18%	14%	20%	9%	18%	20%
Don't know	104	26	30	43	13	51	19	2	6	8	78	38	3	1	0	12	26	26	12	9	91
	6%	10%	17%	18%	21%	10%	5%	3%	13%	6%	5%	18%	20%	15%	7%	11%	27%	18%	18%	4%	6%
Total	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.82	7.79	8.05	7.83	7.19	7.80	7.77	7.60	7.77	7.48	7.84	7.81	8.18	8.07	7.30	7.80	7.88	8.00	7.39	7.67	7.84
1-2 (Net)	DI	CD	D	*	*	*	*	*	*	I	*	*	*	*	*	*	*	*	*	*	*
	27	7	0	1	1	2	7	0	0	3	19	0	1	0	0	0	0	0	0	5	23
	1%	3%	0	0	1%	0	2%	0	0	2%	1%	0	4%	0	3%	0	0	0	0	2%	1%
1-3 (Net)	E	BC	B	BC*	BC*	BC*	11	4	2	5	28	1	1	0	0	1	0	1	0	9	31
	40	12	0	2	2	4	3%	6%	4%	4%	2%	1%	4%	0	3%	1%	0	1%	0	4%	2%
	2%	4%	0	1%	3%	1%	3%	6%	4%	4%	2%	1%	4%	0	3%	1%	0	1%	0	4%	2%
1-4 (Net)	E	BC	B	BC*	BC*	BC*	14	3	3	7	48	3	1	0	0	2	0	3	0	16	56
	72	14	4	3	3	16	22	5	8%	7%	6%	1%	4%	0	4%	1%	0	2%	0	7%	3%
	4%	5%	0	2%	5%	3%	5%	*	*	*	3%	1%	4%	0	4%	1%	0	3%	0	7%	3%
5-6 (Net)	BT	B	B	BC*	BC*	BC*	65	11	6	23	187	27	1	2	1	15	12	14	14	30	228
	262	38	17	31	14	71	65	11	6	23	187	27	1	2	1	15	12	14	14	30	228
	14%	14%	10%	13%	22%	14%	16%	19%	13%	19%	13%	13%	6%	17%	17%	14%	12%	9%	21%	13%	14%
4-7 (Net)	635	82	54	77	22	177	136	19	13	43	482	70	3	2	2	43	26	41	29	78	552
	34%	31%	31%	32%	36%	36%	34%	33%	26%	36%	34%	33%	19%	17%	47%	38%	27%	29%	44%	34%	34%
7-10 (Net)	1439	189	131	163	33	357	297	40	34	81	1110	142	11	7	3	83	59	102	40	174	1259
	77%	71%	73%	68%	52%	72%	74%	70%	68%	68%	78%	68%	70%	68%	73%	74%	61%	70%	61%	76%	77%
	ACDE	CD	D	*	*	*	*	*	*	I	*	*	*	*	*	*	*	*	*	*	*
8-10 (Net)	IKPR	94	119	25	25	264	236	33	29	63	835	101	9	7	2	56	45	76	25	133	959
	1097	55%	53%	49%	40%	53%	59%	58%	57%	53%	59%	48%	57%	68%	43%	50%	46%	52%	38%	58%	59%
	58%	55%	53%	49%	40%	53%	59%	58%	57%	53%	59%	48%	57%	68%	43%	50%	46%	52%	38%	58%	59%
9-10 (Net)	CDEKPR	863	56	67	17	157	148	22	18	36	499	56	6	4	0	31	26	47	10	76	585
	35%	37%	32%	28%	17%	32%	37%	38%	36%	30%	35%	27%	38%	37%	10%	29%	26%	32%	15%	33%	36%
	CDKR	D	D	*	*	*	*	*	*	*	*	*	*	*	*	*	*	R	*	*	*

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D3a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive online programmes and content.

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)	
	1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717	
	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634	
	1347.2	169.1	137.0	188.7	52.0	407.4	341.0	56.7	40.6	110.1	967.5	154.7	19.2	14.7	15.5	90.3	65.0	123.1	37.0	166.3	1171.3	
(1)	11	3	2	3	1	4	4	0	0	3	7	2	1	0	0	2	0	1	1	0	11	
	1%	1%	1%	1%	1%	1%	1%	0	0	2%	1%	1%	4%	0	3%	2%	0	1%	2%	0	1%	
(2)	9	2	0	1	1	1	4	1	0	1	5	0	0	1	0	0	0	0	0	0	9	
	0	1%	0	0	1%	0	1%	1%	0	1%	0	0	0	6%	0	0	0	0	0	0	1%	
(3)	15	2	1	1	0	3	5	0	0	3	9	1	0	0	0	1	0	1	0	1	14	
	1%	1%	0	0	0	1%	1%	1%	1%	2%	1%	0	0	0	0	0	0	0	0	1%	1%	
(4)	36	10	1	2	1	8	11	2	1	1	23	2	0	0	0	2	0	2	0	13	23	
	2%	4%	1%	1%	2%	2%	3%	3%	1%	1%	2%	1%	0	2%	0	2%	0	1%	0	5%	1%	
(5)	122	6	10	20	10	38	29	5	5	12	86	19	0	1	0	10	9	8	10	8	113	
	6%	2%	6%	6%	16%	8%	7%	9%	10%	10%	6%	9%	0	10%	4%	9%	9%	6%	16%	4%	7%	
(6)	A	182	32	11	14	48	42	8	2	16	135	13	0	0	1	9	4	9	4	19	160	
	C	12%	12%	6%	6%	10%	11%	15%	3%	14%	10%	6%	0	2%	20%	8%	4%	6%	6%	8%	10%	
(7)	388	49	38	48	10	99	67	6	7	25	309	43	2	1	1	26	17	27	16	46	338	
	F	21%	18%	21%	20%	20%	17%	11%	14%	21%	22%	21%	14%	9%	23%	23%	17%	19%	25%	20%	21%	
(8)	436	50	38	50	12	92	79	6	7	16	348	44	2	3	2	23	20	31	13	60	372	
	23%	19%	22%	21%	19%	19%	20%	10%	15%	13%	24%	21%	11%	31%	36%	21%	21%	21%	20%	26%	23%	
(9)	EG1	299	41	26	30	78	61	17	9	22	222	24	3	3	0	14	10	19	5	46	253	
	D	16%	15%	15%	12%	16%	16%	31%	19%	18%	16%	11%	20%	28%	0	12%	10%	13%	8%	20%	16%	
(10)	285	45	24	32	8	79	69	11	10	14	210	26	5	1	0	11	16	24	2	27	257	
	15%	17%	14%	13%	13%	16%	17%	19%	20%	12%	15%	13%	31%	6%	10%	10%	16%	17%	4%	12%	16%	
(11)	R	94	25	26	40	46	21	0	9	8	68	36	3	1	0	15	22	24	13	9	85	
	5%	9%	15%	17%	23%	9%	5%	1%	18%	6%	5%	17%	20%	7%	4%	13%	22%	16%	19%	4%	5%	
(12)	z	1877	267	178	241	496	402	57	50	119	1423	210	16	10	5	z*	z*	z	65	230	1634	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(13)	7.67	7.64	7.73	7.62	7.23	7.66	7.62	7.77	8.00	7.23	7.69	7.57	8.51	7.47	7.21	7.36	7.83	7.81	6.99	7.69	7.66	
(14)	IR	20	5	2	4	5	7	1	0	4	12	2	1	1	0	2	0	1	1	0	20	
	1%	2%	1%	2%	2%	1%	2%	1%	0	3%	1%	1%	4%	6%	3%	2%	0	1%	2%	0	1%	
(15)	35	7	3	4	1	8	12	1	0	6	22	3	1	1	0	3	0	2	1	2	33	
	2%	3%	2%	2%	2%	2%	3%	2%	1%	5%	2%	1%	4%	6%	3%	3%	0	1%	2%	1%	2%	
(16)	71	17	4	7	3	16	23	3	1	8	44	5	1	1	0	5	0	4	1	14	57	
	4%	6%	2%	3%	4%	3%	6%	5%	2%	6%	3%	2%	4%	8%	3%	4%	0	3%	2%	6%	3%	
(17)	J	303	39	21	34	86	72	13	7	28	221	31	0	1	1	18	13	17	14	28	273	
	16%	14%	12%	14%	20%	17%	18%	24%	13%	23%	16%	15%	0	12%	24%	16%	13%	12%	22%	12%	17%	
(18)	728	98	61	84	23	193	150	22	14	54	553	77	2	2	2	46	30	46	31	86	634	
	39%	37%	34%	35%	37%	39%	37%	38%	29%	45%	39%	37%	14%	23%	47%	41%	31%	32%	47%	38%	39%	
(19)	1408	186	127	160	33	348	287	40	34	76	1089	138	12	7	3	74	62	100	37	179	1219	
	75%	70%	71%	67%	53%	70%	71%	71%	67%	64%	77%	65%	76%	73%	69%	67%	64%	69%	57%	78%	75%	
(20)	CDE	1020	89	113	24	249	220	34	27	51	780	94	10	6	2	48	46	73	21	133	882	
	IKPR	54%	51%	50%	47%	50%	55%	59%	53%	43%	55%	45%	62%	64%	46%	43%	47%	51%	32%	58%	54%	
(21)	CDE	IKOR																				

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_6. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive online programmes and content.

Base: All who have used BBC online services in the past 3 months

Unweighted Base
Base: All who have used BBC online services in the past 3 months
9-10 (Net)

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
1997	262	212	286	74	592	479	73	65	147	1444	223	22	20	21	127	95	173	50	267	1717
1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
584	86	50	62	12	157	141	28	19	36	432	50	8	3	0	25	26	43	8	73	510
31% KR	32%	28%	26%	19%	32%	35%	50% zFU*	38%	30%	30%	24%	51% **	33% **	10% **	22% *	26% R*	29% OR	12% *	32%	31%

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps... (7-10 Summary Table)

Base: All who have used BBC online services in the past 3 months

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1785	219	182	235	53	505	428	64	56	123	1300	182	18	16	19	105	76	141	41	234	1539
Base: All who have used BBC online services in the past 3 months	1668	221	151	192	41	424	349	50	39	95	1279	167	12	8	4	95	71	116	51	201	1454
Effective Base	1217.1	141.6	122.4	158.0	35.8	353.1	309.2	51.6	40.2	92.5	882.0	128.8	16.5	11.9	14.3	74.9	53.1	99.3	32.0	149.6	1058.9
Have a mix of different types of content.	1475	199	133	167	34	372	302	45	35	80	1142	144	12	8	3	86	57	103	41	185	1280
Have high quality content.	88%	90%	88%	87%	83%	88%	86%	91%	89%	84%	89%	86%	94%	100%	81%	91%	81%	88%	81%	92%	88%
Provide content that other websites or apps don't provide.	1510	201	139	175	36	382	311	41	36	81	1168	152	12	8	4	85	68	109	44	183	1318
Present content in a unique/innovative way.	91%	91%	92%	91%	87%	90%	89%	93%	92%	85%	91%	91%	94%	97%	81%	89%	98%	93%	86%	91%	91%
Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.	1351	177	122	147	25	333	278	42	32	77	1044	123	12	7	4	67	55	92	32	176	1168
Provide distinctive online programmes and content.	81% DKOR	80% D	81% CD	76% D	80%	79%	80%	85%	82%	81%	82%	74%	100%	92%	88%	70%	78%	79% O	62%	88% zT	80%
	1315	153	109	133	23	310	267	41	33	72	1020	109	12	7	3	57	53	82	28	177	1132
	79% ACDE KOORT	69%	73%	69%	56%	73%	77%	82%	84%	75%	80%	65%	100%	92%	78%	60%	74% R	70% O	55%	88% zT	78%
	1439	189	131	163	33	357	297	40	34	81	1110	142	11	7	3	83	59	102	40	174	1259
	86%	85%	87%	85%	79%	84%	85%	80%	87%	85%	87%	85%	92%	84%	77%	87%	84%	88%	79%	87%	87%
	1408	186	127	160	33	348	287	40	34	76	1089	138	12	7	3	74	62	100	37	179	1219
	84%	84%	84%	84%	80%	82%	82%	81%	86%	80%	85%	82%	100%	90%	72%	78%	88% R	86% O	73%	89%	84%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table

Base: All Respondents

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2	2540.2	2540.2
Not At All Important	50	47	80	75	64	58
1	1%	1%	2%	2%	2%	2%
2	23	27	39	32	31	29
	1%	1%	1%	1%	1%	1%
3	51	40	59	61	49	53
	1%	1%	2%	2%	1%	1%
4	74	72	85	100	79	81
	2%	2%	2%	3%	2%	2%
5	224	194	245	281	246	244
	6%	5%	7%	7%	7%	6%
6	314	291	363	381	280	351
	8%	8%	10%	10%	7%	9%
7	577	515	551	610	558	618
	15%	14%	15%	16%	15%	16%
8	710	694	655	634	689	645
	19%	18%	17%	17%	18%	17%
9	1311	469	353	357	420	408
	35%	12%	9%	9%	11%	11%
Extremely Important	552	680	464	416	557	463
10	15%	18%	12%	11%	15%	12%
Don't know	764	740	873	820	798	819
	20%	20%	23%	22%	21%	22%
Total	3769	3769	3769	3769	3769	3769
	100%	100%	100%	100%	100%	100%
Mean	7.54	7.72	7.25	7.17	7.49	7.36
1-2 (Net)	73	75	119	107	96	87
	2%	2%	3%	3%	3%	2%
1-3 (Net)	124	114	178	169	145	140
	3%	3%	5%	4%	4%	4%
1-4 (Net)	198	187	269	263	223	221
	5%	5%	7%	7%	6%	6%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: - Summary Table

Base: All Respondents

	Have a mix of different types of content. (A)	Have high quality content. (B)	Provide content that other websites or apps don't provide. (C)	Present content in a unique/innovative way. (D)	Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. (E)	Provide distinctive online programmes and content. (F)
Unweighted Base	3769	3769	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769	3769	3769
5-6 (Net)	538 14%	485 13%	609 16%	662 18%	525 14%	595 16%
4-7 (Net)	1189 32%	1072 28%	1245 33%	1373 36%	1162 31%	1295 34%
7-10 (Net)	2269 60%	2357 63%	2024 54%	2018 54%	2223 59%	2134 57%
8-10 (Net)	1692 45%	1842 49%	1473 39%	1408 37%	1665 44%	1516 40%
9-10 (Net)	982 26%	1148 30%	818 22%	773 21%	976 26%	871 23%
	CDF	ACDEF			CDF	CD

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_1.2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different types of content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	50 1%	10 2%	7 1%	8 1%	1 0%	20 1%	12 1%	2 2%	3 2%	5 2%	33 1%	7 1%	1 1%	0 1%	0 1%	3 1%	5 1%	4 1%	3 1%	6 1%	44 1%
2	23 1%	8 2%	2 0%	6 1%	4 1%	7 0%	8 1%	2 1%	0 0%	5 2%	14 1%	6 1%	0 0%	1 1%	0 0%	0 0%	6 1%	2 0%	4 1%	0 0%	23 1%
3	51 1%	10 2%	5 1%	8 1%	3 1%	16 1%	6 1%	2 1%	0 0%	1 0%	43 2%	8 1%	0 0%	0 0%	0 2%	5 1%	3 1%	8 2%	1 0%	10 2%	40 1%
4	74 2%	16 3%	2 0%	5 1%	3 1%	26 2%	24 3%	6 5%	5 3%	7 2%	49 2%	5 1%	0 0%	0 0%	0 2%	2 1%	3 1%	1 0%	4 1%	7 2%	66 2%
5	224 6%	BC 5%	35 7%	51 6%	15 4%	103 7%	53 6%	8 6%	6 4%	18 6%	159 6%	44 6%	3 5%	3 6%	1 3%	20 6%	24 6%	21 5%	22 5%	26 6%	197 6%
6	314 8%	CD 9%	26 5%	43 5%	17 4%	90 6%	70 8%	11 8%	5 4%	24 8%	230 8%	36 5%	4 6%	2 4%	1 7%	18 5%	17 4%	23 5%	13 4%	40 9%	269 8%
7	577 15%	DE 12%	62 13%	88 10%	27 7%	186 12%	110 12%	19 13%	10 7%	35 11%	447 16%	73 10%	8 12%	5 10%	3 13%	45 13%	28 7%	38 9%	35 11%	66 15%	503 15%
8	710 19%	CD 18%	77 16%	116 13%	39 10%	226 15%	141 16%	14 10%	17 13%	38 12%	551 20%	100 13%	6 10%	5 10%	4 KLM*	53 15%	47 12%	56 13%	44 14%	88 19%	620 19%
9	431 11%	D 10%	43 9%	58 7%	15 4%	120 8%	111 12%	16 11%	14 11%	26 9%	307 11%	51 7%	3 5%	4 8%	0 0%	24 7%	26 7%	37 9%	14 4%	57 13%	369 11%
Extremely Important 10	552 15%	BCDE 17%	53 11%	75 9%	23 6%	181 12%	131 15%	24 16%	19 15%	36 12%	408 15%	55 7%	15 KMN*	4 8%	2 8%	25 7%	30 8%	45 11%	10 3%	57 13%	485 15%
Don't know	764 20%	105 20%	177 36%	418 48%	241 62%	559 36%	230 26%	38 28%	53 40%	114 37%	491 18%	359 48%	24 38%	26 52%	8 42%	157 45%	202 52%	188 45%	171 53%	92 20%	669 20%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.54	7.43	7.45	7.40	7.28	7.42	7.56	7.32	7.69	7.32	7.56	7.32	8.09	7.52	7.34	7.40	7.25	7.56	6.95	7.51	7.54
1-2 (Net)	73 2%	19 4%	9 2%	14 2%	5 1%	28 2%	20 2%	5 4%	3 2%	10 3%	47 2%	13 2%	1 1%	1 2%	0 0%	3 1%	10 3%	6 1%	7 2%	6 1%	67 2%
1-3 (Net)	124 3%	29 5%	15 3%	23 3%	8 2%	43 3%	26 3%	7 5%	3 2%	11 3%	90 3%	21 3%	1 1%	1 2%	0 0%	7 2%	14 3%	13 3%	8 2%	16 4%	107 3%
1-4 (Net)	198 5%	45 8%	17 3%	28 3%	11 3%	69 4%	50 6%	14 9%	8 6%	17 6%	139 5%	26 4%	1 1%	1 2%	1 4%	9 3%	17 4%	15 3%	11 3%	23 5%	173 5%
5-6 (Net)	538 14%	zBCD 14%	61 13%	94 11%	33 8%	193 13%	123 14%	zJ 14%	11 9%	42 14%	388 14%	79 11%	7 11%	6 11%	2 10%	38 11%	41 10%	44 10%	35 11%	67 15%	466 14%
4-7 (Net)	1189 32%	D 29%	125 26%	188 21%	63 16%	405 26%	257 29%	44 31%	26 20%	83 27%	885 32%	157 21%	15 23%	10 20%	5 25%	85 24%	72 18%	83 20%	74 23%	140 31%	1035 32%
7-10 (Net)	2269 60%	BCDEF 58%	234 46%	337 38%	103 27%	712 46%	493 55%	72 51%	60 46%	134 44%	1713 63%	278 37%	32 50%	18 36%	9 44%	147 42%	131 34%	175 41%	104 32%	268 60%	1977 60%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_1_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have a mix of different types of content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	996	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
8-10 (Net)	1692	239	173	249	76	526	383	54	50	100	1266	205	24	13	6	102	103	137	68	202	1474
	45%	45%	35%	28%	20%	34%	43%	38%	38%	32%	46%	28%	38%	26%	31%	29%	26%	33%	21%	45%	45%
	BCDEIK	BCD	CD	D			I		-		zl		-	-	-	R		PR			
9-10 (Net)	982	143	95	133	38	300	242	40	33	62	715	105	18	8	2	49	56	81	24	115	854
	26%	27%	19%	15%	10%	20%	27%	28%	25%	20%	26%	14%	28%	16%	8%	14%	14%	19%	7%	25%	26%
	BCDEI	BCD	CD	D			I		-		I		KN*	-	-	R	R	OPR			
	KNOPQR																				

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	47	8	7	8	1	19	11	1	3	3	34	7	1	0	0	2	5	4	3	6	41
	1%	2%	1%	1%	0	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
2	27	8	2	4	2	7	10	3	0	3	15	4	0	0	0	0	4	2	2	2	25
	1%	2%	0	0	0	0	1%	2%	0	1%	1%	0	0	0	0	0	1%	0	1%	0	1%
3	40	12	5	9	3	15	9	1	1	8	29	7	1	0	0	4	3	6	1	5	35
	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	2%	0	1%	1%	1%	2%	0	1%	1%
4	72	12	2	8	6	22	20	4	1	3	48	6	0	1	0	3	3	4	2	13	60
	2%	3%	0	1%	1%	1%	2%	3%	0	1%	2%	1%	0	2%	2%	1%	1%	1%	1%	3%	2%
5	BCK 194	BC 25	26	40	14	85	47	9	4	16	138	35	3	2	0	13	21	18	17	22	168
	5%	5%	5%	5%	4%	6%	5%	6%	3%	5%	5%	5%	5%	5%	1%	4%	5%	4%	5%	5%	5%
6	291	39	17	31	13	87	58	11	6	20	217	26	3	1	1	15	11	16	10	48	241
	7%	7%	4%	4%	3%	6%	6%	7%	4%	6%	8%	3%	5%	1%	7%	4%	3%	4%	3%	11%	7%
	BCDEK MOPQR	BCD													M					zT	
7	515	60	50	73	22	156	93	15	7	32	413	63	5	3	2	40	23	28	35	60	451
	14%	11%	10%	8%	6%	10%	10%	11%	6%	10%	15%	9%	8%	3%	8%	11%	6%	7%	11%	13%	14%
	CDEF HKPQ	D	D	D							zFHI					PQ			P		
8	694	88	82	124	42	235	163	19	29	40	512	107	5	7	5	51	56	60	47	84	606
	18%	17%	17%	14%	11%	15%	16%	13%	22%	13%	19%	14%	7%	15%	24%	15%	14%	14%	15%	19%	18%
	CDE IKLO	D	CD	D																	
9	469	66	50	72	22	146	104	14	14	30	348	61	6	4	1	28	33	45	16	62	403
	12%	13%	10%	8%	6%	10%	12%	10%	11%	10%	13%	8%	9%	7%	8%	8%	8%	11%	5%	14%	12%
	CDE KOPR	CD	D	D													R				
Extremely Important 10	690	105	79	103	25	220	151	24	18	38	510	79	16	7	2	39	40	56	23	61	605
	18%	20%	16%	12%	6%	14%	17%	17%	14%	12%	19%	11%	25%	13%	8%	11%	10%	13%	7%	14%	18%
	BCDEK NOPQRS	CD	CD	D									KN					R		S	
Don't know	740	101	169	406	237	541	229	42	49	114	469	348	24	26	8	156	192	163	165	86	651
	20%	19%	35%	46%	61%	35%	26%	30%	37%	37%	17%	47%	38%	51%	39%	45%	49%	43%	51%	19%	20%
	J z	zA	zAB	zABC		z	zJ	zJ	zFJ	zFJ		z	z	z	z	z	z	z	z	z	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.72	7.62	7.85	7.72	7.46	7.66	7.69	7.53	7.92	7.44	7.76	7.67	8.15	7.97	7.60	7.73	7.62	7.84	7.42	7.53	7.75
1-2 (Net)	I 75	16	9	12	3	26	21	4	3	6	49	11	1	0	0	2	8	5	5	8	65
	2%	3%	2%	1%	1%	2%	2%	3%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	2%	2%	2%
1-3 (Net)	114	29	14	20	7	41	30	5	4	14	77	18	2	0	0	6	11	12	6	13	100
	3%	5%	3%	2%	2%	3%	3%	3%	3%	5%	3%	2%	3%	1%	2%	2%	3%	3%	2%	3%	3%
	zCD																				
1-4 (Net)	187	43	16	28	12	63	50	9	4	18	126	24	2	1	1	9	14	16	8	26	160
	5%	8%	3%	3%	3%	4%	6%	6%	3%	6%	5%	3%	3%	3%	4%	3%	4%	4%	2%	6%	5%
	CK	zBCD																			
5-6 (Net)	485	44	71	28	171	105	19	10	36	354	61	6	3	2	2	28	32	33	27	70	409
	13%	9%	8%	7%	11%	12%	13%	7%	12%	13%	13%	8%	9%	6%	8%	8%	8%	8%	9%	16%	12%
	BCDE KOPO	D																			
4-7 (Net)	1072	138	96	152	56	350	218	39	18	72	816	130	11	7	4	71	59	65	65	143	919
	28%	26%	20%	17%	14%	23%	24%	27%	13%	23%	30%	18%	17%	13%	19%	20%	16%	16%	20%	32%	28%
	BCDEFH KMOPQR	BCD					H	H		H	zFHI					Q					

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have high quality content.

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	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2357 63% BCDEF GHIKL MNOPQR	318 60% CD	261 53% CD	372 42% D	111 29%	757 49%	512 57% I	72 51%	69 52% -	140 45%	1783 65% zFGHI	310 42%	32 50% -	20 40% -	9 48% -	158 45%	153 39%	189 45% P	121 38%	268 59%	2065 63%
8-10 (Net)	1842 49% BCDEI KMOPQR	259 49% CD	211 43% CD	299 34% D	88 23%	602 39%	418 47% I	57 40%	61 47% I'	108 35%	1370 50% GI	247 33%	27 41% -	18 35% -	8 40% -	118 34% R	129 33% R	161 38% R	86 27%	207 46%	1614 49%
9-10 (Net)	1148 30% CDEIK NOPQR	171 33% CD	129 26% CD	175 20% D	47 12%	366 24%	256 29% I	38 27%	32 25% -	68 22%	858 31% I	140 19%	22 34% KN'	10 20% -	3 16% -	66 19% R	74 19% R	101 24% OPR	39 12%	123 27%	1008 31%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that

other websites or apps don't provide.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	80	17	10	16	6	31	17	4	3	5	58	14	1	2	0	6	8	9	5	14	65
		3%	2%	2%	2%	2%	2%	3%	3%	2%	2%	2%	1%	4%	1%	2%	2%	2%	2%	3%	2%
2	39	9	1	3	2	10	17	3	2	9	20	3	0	0	0	0	3	1	2	6	33
	CJ	2%	0	0	1%	1%	2%	2%	2%	3%	1%	0	0	0	0	0	1%	0	1%	1%	1%
3	59	8	9	12	3	21	18	4	2	6	38	12	0	1	0	7	4	10	2	6	52
		2%	2%	1%	1%	1%	2%	3%	1%	2%	1%	2%	0	1%	0	2%	1%	2%	1%	1%	2%
4	85	11	5	11	6	26	22	1	2	6	60	9	0	1	0	3	6	5	4	7	76
		2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	0	3%	1%	1%	1%	1%	1%	2%	2%
5	245	39	30	44	13	88	59	7	4	19	178	36	4	3	1	16	21	18	18	32	213
	D	7%	6%	5%	3%	6%	7%	5%	3%	6%	7%	5%	6%	6%	5%	4%	5%	4%	6%	7%	6%
6	363	55	24	42	18	115	75	12	7	23	275	37	3	1	1	23	14	21	16	36	325
	BCDE	10%	5%	5%	5%	7%	8%	8%	6%	7%	10%	5%	4%	2%	4%	7%	4%	5%	5%	8%	10%
7	551	69	57	76	19	157	104	23	12	27	427	65	5	3	3	36	27	36	28	88	456
	KMPQR	15%	12%	9%	5%	10%	12%	16%	9%	9%	16%	9%	8%	5%	17%	10%	7%	9%	9%	20%	14%
8	655	77	63	100	37	203	145	12	24	43	495	89	5	5	1	36	53	55	34	73	579
	CDEFIK	15%	13%	11%	10%	13%	16%	8%	18%	14%	18%	12%	8%	10%	8%	10%	14%	13%	10%	16%	18%
9	655	77	63	100	37	203	145	12	24	43	495	89	5	5	1	36	53	55	34	73	579
	BCDEG	15%	13%	11%	10%	13%	16%	8%	18%	14%	18%	12%	8%	10%	8%	10%	14%	13%	10%	16%	18%
10	353	47	49	59	9	119	77	11	6	20	269	47	6	4	1	23	23	36	11	49	300
	CDEKR	9%	10%	7%	2%	8%	9%	8%	4%	7%	10%	6%	10%	9%	5%	7%	6%	8%	3%	11%	9%
Extremely Important	464	76	41	57	15	143	106	20	14	23	346	41	11	3	1	23	19	30	11	43	419
	BCDEI	12%	8%	6%	4%	9%	12%	14%	10%	8%	13%	6%	18%	6%	5%	6%	5%	7%	3%	10%	13%
Don't know	873	118	200	458	258	620	257	46	56	125	566	391	29	28	11	178	213	200	190	95	767
	KOPQR	23%	41%	52%	66%	40%	29%	32%	43%	41%	21%	53%	45%	55%	55%	51%	54%	47%	59%	21%	23%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	J	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.25	7.14	7.30	7.15	6.83	7.20	7.16	7.14	7.23	6.86	7.31	7.07	8.08	6.91	7.18	7.12	7.02	7.21	6.84	7.13	7.28
1-2 (Net)	119	26	11	20	9	41	34	6	6	14	78	17	1	2	0	6	11	10	7	20	98
		5%	2%	2%	2%	3%	4%	4%	4%	5%	3%	2%	1%	4%	1%	2%	3%	2%	2%	4%	3%
1-3 (Net)	178	34	20	32	12	62	52	10	7	21	116	28	1	3	0	13	15	20	9	26	150
		6%	4%	4%	3%	4%	6%	7%	6%	7%	4%	4%	1%	5%	1%	4%	4%	5%	3%	6%	5%
1-4 (Net)	263	45	25	43	18	88	74	12	9	26	176	38	1	4	0	17	21	25	13	33	226
	CE	8%	5%	5%	5%	6%	8%	8%	7%	6%	6%	5%	1%	8%	2%	5%	5%	6%	4%	7%	7%
5-6 (Net)	609	94	54	85	31	203	133	19	11	42	453	73	7	4	2	38	35	39	34	68	538
	BCDEH	16%	11%	10%	8%	13%	15%	13%	9%	14%	17%	10%	10%	8%	9%	11%	9%	9%	11%	15%	16%
4-7 (Net)	1245	174	116	172	56	385	259	43	24	75	941	147	12	8	5	78	68	80	66	162	1070
	BCDEI	33%	24%	20%	14%	25%	29%	30%	18%	24%	34%	20%	18%	16%	28%	22%	17%	19%	21%	36%	33%
	FHIKL						HI	H			zFHI										

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_3_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide content that other websites or apps don't provide.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2024	269	210	291	81	622	432	66	55	114	1538	242	28	15	7	118	122	157	85	254	1754
	54% BCDE FHKM NOPQR	51% BCD	43% CD	33% D	21% 21%	41% 41%	48% I	47% 47%	42% +	37% 37%	56% zFGHI	33% 33%	44% +	30% +	34% +	34% R	31% 31%	37% PR	26% 26%	56% 56%	53% 53%
8-10 (Net)	1473	200	154	216	62	466	328	43	43	87	1110	177	23	12	3	82	95	121	56	166	1298
	39% BCDEIK MINOPQR	38% CD	31% CD	25% D	16% 16%	30% 30%	37% I	30% 30%	33% +	28% 28%	41% zGI	24% 24%	36% KN*	25% +	17% +	23% 23%	24% R	29% OR	17% 17%	37% 37%	40% 40%
9-10 (Net)	818	123	90	115	25	262	183	31	19	44	616	88	18	8	2	46	42	66	22	93	719
	22% CDEIK NOPQR	23% CD	18% CD	13% D	6% 6%	17% 17%	20% I	22% I	15% +	14% 14%	23% I	12% 12%	28% KN*	15% +	9% +	13% R	11% 11%	16% PR	7% 7%	21% 21%	22% 22%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a

unique/innovative way.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	383	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	75 2%	16 3%	12 2%	17 2%	4 1%	30 2%	16 2%	1 1%	3 3%	7 2%	55 2%	15 2%	1 1%	1 2%	0 2%	6 2%	9 2%	9 2%	6 2%	14 3%	62 2%
2	32 1%	10 2%	1 0%	4 0%	3 1%	7 0%	10 1%	2 1%	0 0%	3 1%	20 1%	4 0%	0 0%	0 0%	0 0%	1 0%	3 1%	2 0%	2 1%	4 1%	28 1%
3	61 2%	5 1%	15 3%	19 2%	4 1%	25 2%	21 2%	7 5%	2 2%	10 3%	35 1%	19 3%	0 0%	0 0%	0 0%	13 4%	6 2%	10 2%	8 3%	5 1%	56 2%
4	100 3%	16 3%	5 1%	14 2%	9 2%	37 2%	22 2%	2 2%	3 2%	11 3%	76 3%	13 2%	0 0%	1 2%	0 0%	4 1%	9 2%	10 2%	4 1%	7 2%	93 3%
5	281 7%	41 8%	34 7%	53 6%	19 5%	113 7%	70 8%	8 5%	5 4%	13 4%	198 7%	46 6%	4 6%	3 5%	1 6%	24 7%	21 5%	24 6%	22 7%	21 5%	253 8%
6	381 10%	72 14%	30 6%	46 5%	16 4%	123 8%	83 9%	12 9%	5 3%	26 8%	286 10%	37 5%	5 7%	3 5%	2 9%	23 7%	14 4%	25 6%	12 4%	44 10%	329 10%
7	610 16%	71 13%	59 12%	80 7%	21 5%	180 12%	117 13%	16 11%	12 9%	34 11%	481 18%	67 9%	6 9%	4 7%	3 16%	34 10%	33 9%	36 8%	32 10%	91 20%	516 16%
8	634 17%	80 15%	63 13%	95 11%	32 8%	195 13%	140 16%	22 16%	28 21%	43 14%	474 17%	82 11%	5 7%	6 11%	2 10%	39 11%	43 11%	48 11%	34 11%	79 18%	549 17%
9	357 9%	31 6%	47 10%	59 5%	12 3%	103 7%	74 8%	9 6%	4 3%	22 7%	274 10%	47 6%	8 N*	3 5%	0 2%	19 5%	28 7%	33 8%	15 5%	44 10%	312 9%
Extremely Important 10	416 11%	71 13%	39 8%	56 5%	17 4%	138 9%	100 11%	20 14%	15 12%	21 7%	304 11%	41 6%	10 16%	3 6%	1 6%	25 7%	16 4%	32 8%	10 3%	51 11%	360 11%
Don't know	820 22%	113 22%	184 38%	435 50%	251 65%	581 38%	244 27%	43 30%	54 41%	119 39%	529 19%	371 50%	26 40%	28 56%	9 49%	163 47%	208 53%	194 46%	177 55%	90 20%	726 22%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.17	6.97	7.08	6.98	6.76	7.04	7.10	7.20	7.34	6.82	7.21	6.87	7.95	7.21	7.00	6.89	6.85	7.00	6.65	7.26	7.16
1-2 (Net)	DEIKR 107 3%	26 5%	13 3%	20 2%	7 2%	37 2%	26 3%	3 2%	4 3%	10 3%	75 3%	18 2%	1 1%	1 2%	0 2%	6 2%	12 3%	11 3%	7 2%	17 4%	89 3%
1-3 (Net)	31 4%	zCD 6%	28 6%	39 4%	11 3%	62 4%	48 5%	10 7%	6 4%	20 7%	110 4%	37 5%	1 1%	1 2%	0 2%	19 5%	18 5%	21 5%	16 5%	22 5%	146 4%
1-4 (Net)	269 7%	47 9%	33 7%	53 6%	20 5%	100 6%	69 8%	13 9%	9 7%	31 10%	186 7%	50 7%	1 1%	2 4%	0 2%	23 7%	27 7%	31 7%	19 6%	29 7%	239 7%
5-6 (Net)	662 18%	114 22%	64 13%	100 11%	36 9%	236 15%	152 17%	20 14%	10 8%	38 12%	484 18%	83 11%	8 13%	5 10%	3 15%	47 13%	35 9%	49 12%	34 11%	65 15%	582 18%
4-7 (Net)	BCDEH IKPOR 1373 36%	zBCD 201 38%	129 26%	194 22%	66 17%	454 30%	291 32%	38 27%	25 19%	83 27%	1041 38%	164 22%	14 22%	10 20%	6 31%	86 24%	77 20%	94 22%	70 22%	164 36%	1192 36%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_4_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Present content in a unique/innovative way.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2018	253	209	290	81	616	431	67	59	119	1534	238	29	15	7	117	121	148	90	265	1737
	54% ABCD EFKLM NOPQR	48% CD	43% CD	33% D	21%	40%	48% I	47% I	45% I	39% I	56% zFHI	32% K	46% K	30% I	34% I	33% I	31% I	35% I	28% I	59% zT	53% I
8-10 (Net)	1408	182	149	209	60	436	314	51	47	86	1053	171	23	12	3	83	88	112	58	174	1221
	37% BCDEIK MNOPQR	35% CD	31% CD	24% D	15%	28% I	35% I	36% I	36% I	28% I	39% I	23% KN	36% KN	23% I	18% I	24% I	22% I	27% R	18% I	39% I	37% I
9-10 (Net)	773	102	86	115	28	241	173	29	19	42	579	89	19	6	2	44	45	64	24	95	672
	21% CDEIK NOPQR	19% CD	18% CD	13% D	7%	16% I	19% I	20% I	15% I	14% I	21% I	12% KMN	29% KMN	12% I	8% I	12% R	11% I	15% R	8% I	21% I	20% I

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_5_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	64 2%	16 3%	7 1%	11 1%	4 1%	25 2%	13 1%	3 2%	3 2%	4 1%	47 2%	10 1%	1 1%	1 2%	0 0%	4 1%	6 2%	6 2%	3 1%	8 2%	56 2%
2	31 1%	8 1%	0 0%	2 0%	2 0%	5 0%	9 1%	0 0%	0 0%	4 1%	21 1%	2 0%	0 0%	0 0%	0 0%	0 0%	2 0%	0 0%	2 1%	7 2%	24 1%
3	49 1%	5 1%	9 2%	11 1%	2 1%	19 1%	14 2%	9 6%	2 2%	5 2%	32 1%	11 1%	0 0%	0 0%	K ¹ 0%	6 2%	5 1%	8 2%	3 1%	9 2%	40 1%
4	79 2%	10 2%	3 1%	10 1%	7 2%	27 2%	18 2%	2 1%	2 1%	5 2%	57 2%	10 1%	0 0%	0 0%	0 0%	4 1%	5 1%	6 1%	4 1%	8 2%	71 2%
5	246 7%	33 6%	28 6%	49 6%	21 5%	102 7%	52 6%	12 8%	8 6%	16 5%	181 7%	39 5%	6 9%	4 7%	0 2%	19 5%	20 5%	20 5%	19 6%	20 4%	221 7%
6	280 8%	49 9%	21 4%	37 4%	16 4%	91 6%	67 7%	8 5%	3 2%	24 8%	204 7%	31 4%	3 5%	1 3%	2 8%	18 5%	13 3%	19 4%	12 4%	38 8%	239 7%
7	558 15%	62 12%	65 13%	84 10%	19 5%	180 12%	110 12%	14 10%	9 7%	31 10%	435 16%	72 10%	7 11%	2 3%	3 17%	48 14%	24 6%	42 10%	31 10%	68 15%	481 15%
8	689 18%	85 16%	69 14%	113 13%	44 11%	214 14%	160 18%	21 14%	22 17%	50 16%	511 19%	98 13%	5 8%	7 13%	3 17%	45 13%	53 14%	62 15%	37 11%	88 20%	597 18%
9	420 11%	56 11%	44 9%	56 6%	12 3%	117 8%	89 10%	14 10%	15 11%	22 7%	315 12%	47 6%	6 9%	3 6%	0 1%	20 6%	27 7%	31 7%	16 5%	46 10%	373 11%
Extremely Important 10	557 15%	91 17%	56 11%	79 9%	23 6%	180 12%	133 15%	19 14%	14 11%	32 10%	410 15%	57 8%	13 21%	7 13%	2 11%	30 9%	27 7%	43 10%	14 4%	64 14%	485 15%
Don't know	798 21%	113 21%	167 38%	426 49%	238 62%	573 37%	231 26%	42 29%	55 42%	115 38%	518 19%	366 49%	24 37%	27 53%	8 42%	158 45%	209 53%	165 44%	181 56%	93 21%	698 21%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Mean	7.49	7.41	7.53	7.39	7.11	7.38	7.50	7.14	7.59	7.28	7.50	7.30	7.94	7.82	7.47	7.31	7.30	7.44	7.07	7.42	7.50
1-2 (Net)	96 3%	23 4%	8 2%	13 2%	6 2%	30 2%	22 2%	3 2%	3 2%	8 3%	69 3%	12 2%	1 1%	1 2%	0 2%	4 1%	8 2%	6 2%	5 2%	15 3%	80 2%
1-3 (Net)	145 4%	29 5%	16 3%	24 3%	8 2%	49 3%	36 4%	12 8%	5 4%	14 4%	101 4%	22 3%	1 1%	1 2%	0 2%	10 3%	12 3%	15 3%	8 2%	24 5%	120 4%
1-4 (Net)	223 6%	38 7%	19 4%	34 4%	15 4%	76 5%	54 6%	14 10%	7 5%	18 6%	158 6%	32 4%	1 1%	1 2%	0 3%	14 4%	17 4%	21 5%	11 4%	32 7%	191 6%
5-6 (Net)	525 14%	82 16%	50 10%	86 10%	36 9%	193 13%	119 13%	20 14%	10 8%	40 13%	385 14%	70 9%	9 14%	5 10%	2 10%	36 10%	34 9%	39 9%	31 10%	58 13%	461 14%
4-7 (Net)	1162 31%	154 29%	117 24%	180 20%	63 16%	400 26%	247 28%	35 25%	21 16%	75 24%	877 32%	152 20%	16 25%	7 13%	5 27%	89 25%	63 16%	86 21%	65 20%	134 30%	1013 31%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_5_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2223	293	234	332	98	691	491	68	60	134	1671	274	31	18	9	143	131	177	97	266	1936
	59%	56%	48%	38%	25%	45%	55%	47%	46%	44%	61%	37%	48%	35%	45%	41%	34%	42%	30%	59%	59%
	BCDEF GHKLM NOPQR	BCD	CD	D			HI		*		zFGHI		*	*	*	R		PR			
8-10 (Net)	1665	231	169	248	79	512	381	54	51	104	1236	202	24	16	5	95	107	135	67	198	1455
	44%	44%	35%	26%	20%	33%	43%	38%	39%	34%	45%	27%	37%	32%	28%	27%	27%	32%	21%	44%	44%
	BCDEI KNOPQR	BCD	CD	D			I		*		I		*	*	*	R	R	OR			
9-10 (Net)	976	146	100	135	34	297	222	33	29	54	725	104	19	10	2	50	54	74	30	110	857
	26%	28%	20%	15%	9%	19%	25%	23%	22%	18%	27%	14%	30%	19%	11%	14%	14%	18%	9%	24%	26%
	BCDEI KNOPQR	BCD	CD	D			I		*		I		KN*	*	*	R		R			

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_6 2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive online programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	841	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Not At All Important 1	58	10	11	15	4	26	14	3	3	5	41	11	1	3	0	5	6	6	5	6	51
	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	1%	6%	1%	2%	2%	1%	2%	1%	2%
2	29	10	2	4	2	7	9	3	0	4	19	4	0	1	0	0	4	2	2	4	25
	1%	2%	0	0	1%	0	1%	2%	0	1%	1%	0	0	1%	0	0	1%	0	1%	1%	1%
3	53	12	6	7	1	21	14	5	2	5	36	7	0	0	0	6	1	5	3	5	47
	1%	2%	1%	1%	0	1%	2%	4%	2%	2%	1%	1%	0	0	0	2%	0	1%	1%	1%	1%
4	81	14	4	8	4	26	28	5	2	7	50	8	0	0	0	3	5	6	2	14	68
	2%	3%	1%	1%	1%	2%	3%	4%	2%	2%	2%	1%	0	0	0	1%	1%	1%	1%	3%	2%
5	244	26	30	48	18	100	50	11	7	15	181	40	3	3	1	17	23	23	17	19	224
	6%	5%	6%	5%	5%	7%	6%	8%	6%	5%	7%	5%	5%	7%	6%	5%	6%	5%	5%	4%	7%
6	351	50	29	44	15	114	77	10	2	27	262	36	4	3	2	20	16	23	13	43	303
	9%	10%	6%	5%	4%	7%	9%	7%	1%	9%	10%	5%	7%	5%	8%	6%	4%	5%	4%	10%	9%
7	618	84	60	86	26	186	112	12	11	35	485	74	6	3	3	41	31	43	31	74	538
	16%	16%	12%	10%	7%	12%	13%	8%	8%	11%	18%	10%	10%	7%	14%	12%	8%	10%	10%	17%	16%
8	645	80	73	100	27	177	138	14	18	31	492	88	5	4	3	41	47	51	37	82	558
	17%	15%	15%	11%	7%	12%	15%	10%	14%	10%	18%	12%	8%	8%	15%	12%	12%	12%	11%	16%	17%
9	408	56	41	55	14	124	96	21	15	29	303	44	5	5	1	24	20	30	14	57	348
	11%	11%	8%	6%	4%	8%	11%	15%	11%	9%	11%	6%	8%	10%	4%	7%	5%	7%	4%	13%	11%
Extremely Important 10	463	71	49	71	22	167	109	17	16	27	339	55	11	3	1	23	32	45	10	45	414
	12%	14%	10%	8%	6%	11%	12%	12%	12%	9%	12%	7%	18%	3%	7%	7%	8%	11%	3%	10%	13%
Don't know	819	111	185	438	254	586	248	41	55	123	526	375	28	26	9	170	205	188	188	101	710
	22%	21%	38%	50%	65%	38%	28%	29%	42%	40%	19%	51%	44%	51%	45%	48%	53%	45%	58%	22%	22%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.36	7.24	7.33	7.27	7.12	7.27	7.33	7.09	7.64	7.11	7.39	7.24	7.98	6.65	7.28	7.22	7.25	7.41	6.94	7.38	7.36
1-2 (Net)	87	21	13	19	7	33	23	6	3	9	60	15	1	4	0	5	10	8	7	10	75
	2%	4%	3%	2%	2%	2%	3%	4%	2%	3%	2%	2%	1%	7%	1%	2%	2%	2%	2%	2%	2%
1-3 (Net)	140	33	19	27	8	54	37	11	5	14	96	22	1	4	0	11	11	13	10	15	122
	4%	6%	4%	3%	2%	4%	4%	8%	4%	5%	3%	3%	1%	7%	1%	3%	3%	3%	3%	3%	4%
1-4 (Net)	221	47	23	35	12	80	65	16	7	22	145	30	1	4	0	15	16	18	12	29	190
	6%	9%	5%	4%	3%	5%	7%	11%	5%	7%	5%	4%	1%	8%	1%	4%	4%	4%	4%	6%	6%
5-6 (Net)	595	76	59	92	33	214	127	21	9	41	443	76	7	6	3	37	39	46	30	63	527
	16%	15%	12%	10%	9%	14%	14%	15%	7%	13%	16%	10%	12%	12%	15%	10%	10%	11%	9%	14%	16%
4-7 (Net)	1295	175	123	186	63	426	268	38	22	84	977	157	14	9	6	81	75	95	63	151	1132
	34%	33%	25%	21%	16%	28%	30%	27%	17%	27%	36%	21%	21%	19%	29%	23%	19%	22%	20%	34%	34%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_6_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps...: Provide distinctive online programmes and content.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
7-10 (Net)	2134	292	223	312	89	653	456	64	60	122	1618	262	28	15	8	130	131	169	92	258	1858
	57%	56%	46%	36%	23%	43%	51%	45%	46%	40%	59%	35%	43%	30%	39%	37%	33%	40%	29%	57%	57%
	BCDEF	BCD	CD	D			I		-		zFGHI		-	-	-	R		PR			
	GHKL																				
	MINOPQR																				
8-10 (Net)	1516	208	163	226	63	468	343	53	49	87	1134	188	22	12	5	89	99	127	61	183	1320
	40%	39%	33%	26%	16%	30%	38%	37%	38%	28%	41%	25%	34%	23%	25%	25%	25%	30%	19%	41%	40%
	BCDEIK	CD	CD	D			I		-		I		-	-	-	R	R	R			
	MINOPQR																				
9-10 (Net)	871	128	90	126	36	291	205	39	31	56	642	100	16	8	2	48	52	75	24	102	762
	23%	24%	18%	14%	9%	19%	23%	27%	24%	18%	23%	13%	26%	15%	10%	14%	13%	18%	8%	23%	23%
	BCDEI	CD	CD	D			I	I	-	18%			KN			R	R	OPR			
	KNOPQR																				

Overlap formulae used

- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3a_2. Using a scale of 1-10, where 1 means not at all important and 10 means extremely important, how important, if at all, do you think it is that BBC website and apps... (7-10 Summary Table)

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Have a mix of different types of content.	2269 60%	304 58%	234 48%	337 38%	103 27%	712 46%	493 55%	72 51%	60 46%	134 44%	1713 63%	279 37%	32 50%	18 36%	9 44%	147 42%	131 34%	175 41%	104 32%	268 60%	1977 60%
	BCDEF GHIKM NOPQR	BCD	CD	D			HI				zFGHI					R		PR			
Have high quality content.	2357 63%	318 60%	261 53%	372 42%	111 29%	757 49%	512 57%	72 51%	69 52%	140 45%	1783 65%	310 42%	32 50%	20 40%	9 48%	158 45%	153 39%	189 45%	121 38%	268 59%	2065 63%
	BCDEF GHIKL MNOPQR	CD	CD	D			I				zFGHI						P				
Provide content that other websites or apps don't provide.	2024 54%	269 51%	210 43%	291 33%	81 21%	622 41%	432 48%	66 47%	55 42%	114 37%	1538 56%	242 33%	28 44%	15 30%	7 34%	118 34%	122 31%	157 37%	85 26%	254 56%	1754 53%
	BCDE FIKIM NOPQR	BCD	CD	D			I				zFGHI					R		PR			
Present content in a unique/innovative way.	2019 54%	253 49%	209 43%	290 33%	81 21%	616 40%	431 48%	67 47%	59 45%	119 39%	1534 56%	238 32%	29 48%	15 30%	7 34%	117 33%	121 31%	148 39%	90 28%	265 59%	1737 53%
	ABCD EFIKM NOPQR	CD	CD	D			I				zFHI		K							zT	
Have content that appeals to a wide range of different audiences across the UK, for example people of different ages, regions, backgrounds and ethnicities. Provide distinctive online programmes and content.	2223 59%	293 56%	234 48%	332 38%	98 25%	691 45%	491 55%	68 47%	60 46%	134 44%	1671 61%	274 37%	31 48%	18 35%	9 45%	143 41%	131 34%	177 42%	97 30%	266 59%	1936 59%
	BCDEF GHIKM NOPQR	BCD	CD	D			HI				zFGHI					R		PR			
	2134 57%	292 56%	223 46%	312 36%	89 23%	653 43%	456 51%	64 45%	60 46%	122 40%	1618 59%	262 35%	28 43%	15 30%	8 39%	130 37%	131 33%	169 40%	92 29%	258 57%	1858 57%
	BCDEF GHIKL MNOPQR	BCD	CD	D			I				zFGHI					R		PR			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

D3b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table

Base: Used each provider at A4

	BBC.co.uk offers me something that other websites/apps do not (A)	BBC Sport offers me something that other websites/apps do not (B)	BBC News offers me something that other websites/apps do not (C)	BBC Weather offers me something that other websites/apps do not (D)	BBC CBeebies Playtime offers me something that other websites/apps do not (E)	BBC Music offers me something that other websites/apps do not (F)	BBC Food offers me something that other websites/apps do not (G)	BBC iWonder offers me something that other websites/apps do not (H)	BBC+ offers me something that other websites/apps do not (I)	BBC Bitesize offers me something that other websites/apps do not (J)	BBC CBeebies Storytime offers me something that other websites/apps do not (K)	BBC Sounds offers me something that other websites/apps do not (L)
Unweighted Base	659	721	1189	1059	118	185	382	66	88	132	102	243
Base: Used each provider at A4	611	661	1104	1013	96	162	351	54	74	109	92	222
Effective Base	465.1	512.5	827.1	699.8	82.6	132.1	255.2	46.9	63.8	90.6	68.7	160.3
Not At All Agree 1	11	5	22	37	0	0	1	0	0	1	0	3
	2%	1%	2%	4%	0	0	0	0	0	1%	0	1%
2	7	10	10	9	0	0	5	0	0	0	0	0
	1%	2%	1%	1%	0	0	1%	0	0	0	0	0
3	12	20	27	24	0	2	6	2	1	0	1	3
	2%	3%	2%	2%	0	1%	2%	3%	1%	0	1%	2%
4	21	26	40	43	2	5	10	1	3	0	1	5
	3%	4%	4%	4%	3%	3%	3%	1%	4%	0	1%	2%
5	53	38	100	72	2	10	20	0	2	1	6	6
	9%	6%	9%	7%	2%	6%	6%	0	3%	1%	7%	3%
6	EHJL	78	BEHJL	JL	6	H	31	5	8	7	H	14
	12%	12%	11%	12%	7%	10%	9%	11%	11%	6%	7%	6%
7	143	137	200	159	13	29	71	12	15	22	17	36
	23%	21%	18%	16%	14%	18%	20%	22%	20%	20%	18%	16%
8	CDL	117	D	211	24	38	81	13	12	20	26	69
	19%	23%	25%	21%	26%	23%	23%	24%	16%	19%	28%	31%
9	75	104	AD	153	17	29	54	16	14	22	14	ABDIJ
	12%	16%	12%	15%	18%	18%	16%	29%	19%	20%	15%	14%
Agree Completely 10	77	73	131	132	28	28	62	6	12	34	22	48
	13%	11%	12%	13%	30%	17%	18%	11%	16%	31%	24%	22%
Don't know	22	18	44	53	ABCD FGHI*	5	11	0	7	ABCD FGHI*	0	4
	4%	3%	4%	5%	2%	3%	3%	0	10%	1%	0	2%
Total	611	661	1104	1013	96	162	351	54	74	109	92	222
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.18	7.29	7.19	7.17	8.35	7.75	7.65	7.90	7.76	8.37	8.03	7.93
1-2 (Net)	19	15	32	46	0	0	6	0	0	FGIL*	0	3
	3%	2%	3%	5%	0	0	2%	0	0	1%	0	1%
1-3 (Net)	F	31	F	BCEF	0	2	12	2	1	1	1	7
	5%	5%	5%	6%	0	1%	3%	3%	1%	1%	1%	3%
1-4 (Net)	EF	61	EF	EFGJK	2	7	22	2	4	2	2	12
	8%	9%	9%	11%	3%	4%	6%	4%	5%	2%	2%	5%
5-6 (Net)	EJK	EFJK	EJK	EFGJKL	8	27	51	5	10	8	12	21
	125	117	222	192	8	17%	14%	5	14%	8	13%	9%
7-10 (Net)	EGJL	412	EGJL	EJL	83	123	268	46	53	98	78	185
	67%	70%	67%	65%	87%	76%	76%	86%	71%	90%	85%	83%
8-10 (Net)	269	328	539	496	ABCD FGI*	94	197	34	38	77	62	149
	44%	50%	49%	49%	73%	58%	56%	64%	51%	70%	67%	67%
	A	A	A	A	ABCD FGI*	ACD	ACD	ACD*	ACD*	ABCD FGI*	ABCD*	ABCD GI

D3b. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: - Summary Table

Base: Used each provider at A4

Unweighted Base
**Base: Used each
 provider at A4**
 9-10 (Net)

BBC.co.uk offers me something that other websit es/apps do not (A)	BBC Sport offers me something that other websit es/apps do not (B)	BBC News offers me something that other websit es/apps do not (C)	BBC Weather offers me something that other websit es/apps do not (D)	BBC CBeebies Playtime offers me something that other websit es/apps do not (E)	BBC Music offers me something that other websit es/apps do not (F)	BBC Food offers me something that other websit es/apps do not (G)	BBC iWonder offers me something that other websit es/apps do not (H)	BBC+ offers me something that other websit es/apps do not (I)	BBC Bitesize offers me something that other websit es/apps do not (J)	BBC CBeebies Storytime offers me something that other websit es/apps do not (K)	BBC Sounds offers me something that other websit es/apps do not (L)
659	721	1189	1059	118	185	382	66	88	132	102	243
611	661	1104	1013	96	162	351	54	74	109	92	222
152 25%	177 27%	260 24%	285 28% C	45 48% ABCD ¹ FG ²	56 35% AC	116 33% ABC	22 40% ABC ³	26 35% C ⁴	56 52% ABCD FGIL ⁵	36 39% ABC ⁶	80 36% ABCD

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): A/B/C/D/E/F/G/H/I/J/K/L
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3b_1. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC.co.uk offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	859	87	47	69	22	152	173	25	22	55	465	56	7	6	0	44	12	46	10	92	564
Base: Used each provider at A4	611	83	36	53	17	122	136	21	13	41	459	46	4	3	0	37	9	33	13	73	532
Effective Base	465.1	59.0	34.0	49.9	16.0	113.9	127.4	20.1	18.0	42.0	328.7	40.8	6.6	5.4	0	32.0	8.8	36.3	7.5	57.8	406.3
Not At All Agree 1	11	5	0	0	0	0	4	0	0	1	7	0	0	0	0	0	0	0	0	3	8
	2%	6%	0	0	0	0	3%	0	0	3%	2%	0	0	0	0	0	0	0	0	4%	2%
		z+	-	-	..			..	..			-	..	..	-	-	..	-	..	-	
2	7	1	1	1	0	1	5	1	0	2	2	1	0	0	0	1	0	1	0	3	5
	1%	1%	2%	1%	..	1%	zJ	..	..	J+	0	2%	0	0	0	2%	0	2%	0	3%	1%
	J	-	-	-	..			..	..			-	..	..	-	-	..	-	..	-	
3	12	2	2	2	0	2	6	2	0	2	6	2	0	0	0	2	0	1	1	2	10
	2%	2%	6%	4%	0	2%	4%	12%	2%	4%	1%	4%	0	15%	0	4%	0	2%	9%	3%	2%
					..		zJ	..	..	J+		-	..	..	-	-	..	-	..	-	
4	21	2	0	0	0	2	2	0	0	1	18	0	0	0	0	0	0	0	0	5	15
	3%	2%	0	0	1%	1%	1%	0	0	3%	4%	0	0	0	0	0	2%	1%	0	7%	3%
					..		..	..	..	..		-	..	..	-	-	..	-	..	-	
5	53	5	2	5	3	10	9	2	0	2	41	4	1	0	0	4	1	4	0	6	44
	9%	5%	6%	10%	17%	8%	7%	8%	0	6%	9%	9%	19%	15%	0	11%	0	12%	0	9%	8%
					..		..	..	..	..		-	..	..	-	-	..	-	..	-	
6	72	10	4	4	0	12	14	3	2	4	56	3	0	1	0	3	0	2	2	14	56
	12%	12%	11%	7%	0	10%	14%	0	13%	10%	12%	7%	0	19%	0	8%	4%	5%	13%	19%	10%
	T	-	-	-	..		..	..	..	..		-	..	..	-	-	..	-	..	-	
7	143	14	5	7	2	23	31	3	5	9	108	6	1	0	0	6	0	3	3	13	130
	23%	16%	13%	13%	13%	19%	23%	17%	37%	22%	23%	14%	16%	0	0	17%	0	10%	25%	17%	24%
	Q	-	-	-	..		..	..	..	..		-	..	..	-	-	..	-	..	-	
8	117	15	7	13	6	31	27	2	2	9	90	12	1	0	0	10	2	7	5	13	104
	19%	19%	20%	24%	33%	25%	20%	8%	16%	23%	20%	26%	16%	0	0	26%	27%	21%	40%	18%	20%
					..		..	..	..	..		-	..	..	-	-	..	-	..	-	
9	75	12	2	3	0	15	18	2	0	6	56	1	1	0	0	1	0	1	0	8	66
	12%	15%	6%	5%	2%	12%	13%	12%	3%	14%	12%	2%	33%	15%	0	2%	0	2%	0	11%	12%
	K	-	-	-	..		..	..	..	-		-	..	..	-	-	..	-	..	-	
Agree Completely 10	77	10	10	11	1	19	17	5	3	4	57	10	1	1	0	6	3	9	1	4	73
	13%	12%	29%	21%	4%	15%	13%	24%	25%	9%	12%	21%	15%	27%	0	17%	35%	26%	6%	5%	14%
			zA+	-	..		..	..	..	..		-	..	..	-	-	..	zO+	..	-	
Don't know	22	8	3	8	5	8	3	0	0	1	17	7	0	0	0	4	3	7	1	2	20
	4%	10%	7%	14%	30%	6%	2%	0	3%	3%	4%	16%	0	8%	0	12%	33%	20%	7%	3%	4%
		z-	-	zB+	..		..	..	..	..		-	..	..	-	-	..	zO+	..	-	
Total	611	83	36	53	17	122	136	21	13	41	459	46	4	3	0	37	9	33	13	73	532
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.18	7.06	7.66	7.53	7.16	7.56	7.02	7.05	7.80	6.94	7.23	7.53	7.90	7.00	0	7.28	8.82	7.71	7.12	6.38	7.30
	S	-	-	-	..	z	..	..	..	-		-	..	..	-	..	..	-	..	-	zS
1-2 (Net)	19	6	1	1	0	1	9	1	0	3	9	1	0	0	0	1	0	1	0	6	13
	3%	7%	2%	1%	0	1%	7%	4%	0	7%	2%	2%	0	0	0	2%	0	2%	0	8%	2%
	JT	-	-	-	..	..	zJ	..	..	-		-	..	..	-	-	..	-	..	zT+	
1-3 (Net)	31	8	3	3	0	3	15	3	0	4	15	2	0	0	0	2	0	1	1	8	22
	5%	9%	8%	5%	0	3%	11%	16%	2%	11%	3%	5%	0	15%	0	7%	0	4%	9%	11%	4%
	JT	-	-	-	..	..	zJ	..	..	J+		-	..	..	-	-	..	-	..	zT+	
1-4 (Net)	51	9	3	3	0	5	17	3	0	6	34	3	0	0	0	2	0	1	1	14	38
	9%	11%	8%	6%	1%	4%	12%	16%	2%	14%	7%	6%	0	15%	0	7%	2%	4%	9%	19%	7%
	ET	-	-	-	..	..	..	..	..	-		-	..	..	-	-	..	-	..	zT+	
5-6 (Net)	125	14	6	9	3	23	23	5	2	7	97	7	1	1	0	7	0	5	2	20	100
	20%	17%	17%	17%	17%	19%	17%	24%	13%	16%	21%	16%	19%	35%	0	19%	4%	16%	13%	27%	19%
	T	-	-	-	..	..	..	..	..	..		-	..	..	-	-	..	-	..	-	
7-10 (Net)	412	51	24	33	9	87	92	12	10	27	311	29	3	1	0	23	6	20	9	37	374
	67%	62%	68%	63%	52%	71%	68%	60%	82%	67%	68%	63%	81%	42%	0	63%	61%	59%	72%	51%	70%
	S	-	-	-	..	..	..	..	..	-		-	..	..	-	-	..	-	..	-	
8-10 (Net)	269	38	20	26	6	64	62	9	6	19	203	22	3	1	0	17	6	17	6	25	244
	44%	45%	55%	50%	39%	52%	46%	44%	45%	45%	44%	49%	65%	42%	0	46%	61%	50%	47%	34%	46%
					..	z	..	..	..	..		-	..	..	-	-	..	-	..	z	
9-10 (Net)	152	22	12	13	1	33	35	7	4	9	113	10	2	1	0	7	3	10	1	12	140
	25%	27%	35%	26%	6%	27%	26%	36%	29%	23%	25%	23%	49%	42%	0	20%	35%	29%	6%	16%	26%
		-	C+	-	..		..	..	..	-		-	..	..	-	-	..	O+	..	-	

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3b 9. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Sport offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	721	94	66	91	25	194	155	22	20	45	539	69	6	7	9	54	14	55	14	81	638
Base: Used each provider at A4	661	85	54	74	20	170	131	17	16	41	509	65	4	3	2	50	13	46	18	60	598
Effective Base	512.5	64.2	43.6	60.9	17.4	141.9	118.7	16.9	14.7	36.0	377.0	50.0	5.7	4.9	6.4	37.7	11.5	39.5	11.5	54.8	458.0
Not At All Agree 1	5	1	2	2	0	3	1	0	0	1	3	2	0	0	0	1	1	1	1	0	5
	1%	1%	4%	3%	0	2%	1%	0	0	3%	1%	3%	0	0	9%	2%	9%	2%	6%	0	1%
			z		**			**	**				**	**	**		**				
2	10	2	2	2	0	2	1	1	0	0	9	2	0	0	0	2	0	1	2	0	10
	2%	3%	4%	3%	**	1%	1%	5%	0	0	2%	3%	0	0	0	4%	0	1%	8%	0	2%
					**			**	**				**	**	**		**		**		
3	20	7	1	2	2	3	4	0	0	4	13	2	0	0	0	2	0	1	2	3	16
	3%	8%	1%	3%	.8%	2%	3%	0	0	9%	3%	3%	0	0	0	4%	0	1%	.9%	6%	3%
		z			**			**	**	zJ							**		**		
4	26	6	2	2	0	6	6	0	1	0	21	2	0	0	0	1	1	1	1	1	25
	4%	7%	3%	2%	0	4%	4%	0	7%	0	4%	3%	0	0	0	2%	7%	2%	5%	2%	4%
					**			**	**				**	**	**		**		**		
5	38	3	6	7	1	9	5	2	1	0	33	5	1	1	1	4	1	4	1	2	37
	6%	3%	11%	10%	.5%	5%	4%	9%	6%	0	6%	7%	18%	30%	38%	7%	8%	9%	3%	3%	6%
					**			**	**				**	**	**		**		**		
6	78	10	12	15	3	25	18	4	2	4	58	14	1	0	0	13	1	8	6	8	71
	12%	11%	22%	20%	14%	14%	14%	16%	12%	9%	11%	22%	12%	6%	21%	25%	9%	18%	30%	13%	12%
			z	z	**			**	**			z	**	**	**	z	**	**	**		
7	137	16	2	4	1	35	23	3	3	8	111	3	1	0	0	3	0	2	1	13	121
	21%	18%	5%	.5%	.5%	20%	18%	19%	15%	19%	22%	4%	14%	13%	.0	5%	0	4%	.4%	23%	20%
	BCKOO				**			**	**				**	**	**		**		**		
8	151	19	9	11	2	25	27	1	5	10	117	10	1	0	0	9	1	8	2	17	133
	23%	23%	17%	15%	10%	15%	21%	5%	27%	25%	23%	15%	24%	3%	21%	18%	5%	18%	11%	28%	22%
	E				**			**	**				**	**	**		**		**		
9	104	9	7	10	3	26	23	3	0	5	80	9	0	1	0	9	0	4	0	12	92
	16%	11%	13%	14%	15%	16%	17%	7%	2%	12%	16%	14%	0	30%	0	8%	29%	20%	0	20%	15%
					**			**	**				**	**	**		**	O*	**		
Agree Completely 10	73	10	9	14	5	27	16	2	1	4	55	12	1	1	0	8	4	8	4	1	72
	11%	12%	17%	19%	24%	16%	12%	19%	14%	10%	11%	16%	33%	18%	0	16%	30%	17%	22%	1%	12%
	S			z	**	z		**	**	10%			**	**	**		**	**	**		zS
Don't know	18	3	2	5	3	10	7	3	4	5	9	5	0	0	0	4	0	5	0	3	16
	3%	3%	3%	6%	15%	6%	5%	18%	22%	13%	2%	7%	0	0	11%	z	8%	3%	10%	0	4%
	J				**	z	J		**	zFJ			**	**	**	z	**	**	**		3%
Total	661	85	54	74	20	170	131	17	16	41	509	65	4	3	2	50	13	46	18	60	598
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.29	6.92	6.92	7.08	7.58	7.36	7.36	6.98	7.10	7.19	7.28	7.05	7.75	7.50	5.55	6.87	7.54	7.46	6.11	7.26	7.29
					**			**	**				**	**	**		**	O*	**		
1-2 (Net)	15	3	4	4	0	5	2	1	0	1	12	4	0	0	0	3	1	1	3	0	15
	2%	3%	8%	6%	.1%	3%	2%	5%	0	3%	2%	7%	0	0	9%	6%	9%	3%	15%	0	3%
			z		**			**	**				**	**	**		**		**		
1-3 (Net)	35	10	5	7	2	8	7	1	0	5	25	6	0	0	0	5	1	2	4	4	31
	5%	12%	9%	9%	.9%	5%	5%	5%	0	12%	5%	10%	0	0	9%	10%	9%	4%	24%	6%	5%
		z			**			**	**				**	**	**	O*	**		**		
1-4 (Net)	61	15	6	8	2	14	12	1	1	5	46	8	0	0	0	6	2	3	5	5	57
	9%	18%	12%	11%	.9%	6%	9%	5%	7%	12%	9%	13%	0	0	0	12%	16%	6%	29%	8%	9%
		z			**			**	**				**	**	**		**		**		
5-6 (Net)	117	12	18	22	4	34	23	5	3	4	91	19	1	1	1	16	2	13	6	9	107
	18%	15%	34%	30%	21%	20%	17%	31%	19%	9%	18%	29%	30%	36%	60%	33%	17%	27%	33%	16%	18%
			zA*	zA*	**			**	**			z	**	**	**		**	**	**		
7-10 (Net)	465	55	27	39	11	112	89	8	9	27	363	33	3	2	0	24	9	26	7	43	418
	70%	64%	51%	52%	55%	66%	68%	46%	52%	66%	71%	51%	70%	64%	21%	47%	64%	56%	38%	72%	70%
	BCKO				**			**	**				**	**	**		**	**	**		
8-10 (Net)	328	39	25	35	10	78	66	4	6	19	252	31	2	2	0	21	9	24	6	30	297
	50%	46%	47%	47%	50%	46%	50%	27%	37%	47%	50%	47%	57%	51%	21%	42%	64%	53%	34%	50%	50%
					**			**	**				**	**	**		**	**	**		
9-10 (Net)	177	20	16	24	8	53	38	4	2	9	135	21	1	2	0	12	8	17	4	13	164
	27%	23%	30%	32%	39%	31%	29%	21%	10%	22%	27%	32%	33%	48%	0	24%	59%	36%	22%	22%	27%
					**			**	**				**	**	**		**	O*	**		

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D3b_10. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC News offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1189	170	119	163	44	321	252	33	37	72	892	131	13	9	10	78	53	106	25	141	1039
Base: Used each provider at A4	1104	165	97	128	31	262	204	26	28	57	868	114	8	4	2	68	46	84	30	125	969
Effective Base	827.1	116.0	82.5	112.9	30.8	228.0	185.8	23.5	25.1	54.1	617.5	94.5	12.1	7.0	7.7	55.5	39.0	78.0	19.0	88.3	733.2
Not At All Agree 1	22	2	2	3	1	7	4	0	1	1	17	3	0	0	0	1	2	3	1	2	20
	2%	1%	2%	3%	3%	3%	2%	0	3%	2%	2%	3%	0	0	0	1%	5%	3%	2%	1%	2%
2	10	2	3	3	0	4	1	0	0	0	8	3	0	0	0	2	0	3	0	1	8
	1%	1%	3%	2%	0	1%	1%	0	0	0	1%	2%	0	0	0	3%	0	1%	0	1%	1%
3	27	6	1	5	3	8	6	0	1	2	21	5	0	0	0	4	1	3	2	0	26
	2%	4%	2%	4%	11%	3%	3%	0	5%	3%	2%	4%	0	0	0	6%	2%	4%	5%	0	3%
4	40	10	3	8	2BC	8	5	1	1	5	32	4	0	0	0	2	2	3	1	4	36
	4%	6%	3%	3%	4%	3%	3%	5%	4%	9%	4%	4%	0	0	0	3%	5%	4%	4%	3%	4%
5	100	12	7	9	3	20	20	3	0	8	76	8	1	0	0	6	2	5	0	9	90
	9%	7%	7%	7%	8%	8%	10%	13%	1%	13%	9%	7%	15%	0	10%	8%	5%	5%	11%	7%	9%
6	122	19	8	12	4	24	19	3	2	5	98	11	1	0	0	3	7	5	5	16	101
	11%	12%	8%	9%	12%	9%	9%	10%	8%	8%	11%	10%	9%	0	17%	5%	16%	6%	18%	12%	10%
7	200	28	11	16	5	45	45	6	7	6	149	14	1	1	0	10	4	7	7	19	181
	18%	17%	12%	13%	16%	17%	1	22%	26%	11%	17%	12%	18%	20%	0	15%	8%	8%	24%	15%	19%
8	280	42	28	31	3	58	51	5	6	16	223	27	1	2	1	20	7	21	6	41	238
	25%	25%	29%	24%	11%	22%	25%	19%	21%	28%	26%	24%	14%	54%	41%	29%	15%	25%	19%	33%	25%
9	129	15	11	14	3	33	25	1	1	6	102	11	1	1	0	4	8	10	1	15	113
	12%	9%	11%	11%	8%	13%	12%	4%	4%	10%	12%	10%	18%	18%	15%	5%	16%	12%	3%	12%	12%
Agree Completely 10	131	23	9	11	2	30	19	3	3	4	109	9	2	0	0	3	6	9	0	15	116
	12%	14%	9%	8%	7%	11%	9%	11%	11%	8%	12%	8%	16%	0	0	5%	13%	11%	0	12%	12%
Don't know	44	7	14	20	6	25	8	4	5	5	34	19	1	0	0	13	6	15	4	4	40
	4%	4%	14%	16%	20%	2	4%	16%	16%	8%	4%	16%	7%	8%	16%	19%	13%	17%	13%	3%	4%
Total	1104	165	97	128	31	262	204	26	28	57	868	114	8	4	2	68	46	84	30	125	969
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.19	7.19	7.14	6.95	6.32	7.16	7.14	7.13	7.01	6.83	7.22	6.84	7.70	7.97	7.41	6.70	7.03	7.05	6.26	7.43	7.17
1-2 (Net)	32	3	5	6	1	10	6	0	1	1	24	6	0	0	0	3	3	5	1	3	28
	3%	2%	5%	5%	3%	4%	3%	0	3%	2%	3%	5%	0	0	0	5%	6%	6%	2%	2%	3%
1-3 (Net)	59	9	7	11	4	18	12	0	2	3	45	11	0	0	0	7	4	9	2	3	54
	5%	5%	7%	8%	14%	7%	6%	0	9%	5%	5%	10%	0	0	0	11%	8%	10%	8%	3%	6%
1-4 (Net)	99	19	9	15	6	26	17	1	3	8	77	15	0	0	0	9	6	12	3	7	90
	9%	11%	10%	12%	18%	10%	8%	5%	12%	14%	9%	13%	0	0	0	14%	13%	14%	12%	6%	9%
5-6 (Net)	222	31	15	21	6	45	39	6	3	12	174	19	2	0	1	9	10	10	9	25	191
	20%	19%	16%	17%	20%	17%	19%	22%	9%	22%	20%	16%	25%	0	27%	13%	21%	12%	30%	20%	20%
7-10 (Net)	739	109	59	72	13	166	140	15	18	32	583	61	6	4	1	37	24	48	13	89	648
	67%	66%	61%	56%	42%	63%	69%	56%	62%	56%	67%	54%	68%	92%	57%	55%	53%	57%	45%	72%	67%
8-10 (Net)	539	80	47	56	8	121	96	9	10	26	434	47	4	3	1	27	21	41	6	70	467
	49%	49%	49%	43%	26%	46%	47%	34%	36%	46%	50%	42%	50%	71%	57%	40%	44%	49%	22%	57%	48%
9-10 (Net)	260	38	20	24	5	63	44	4	4	10	211	20	3	1	0	7	13	20	1	30	229
	24%	23%	20%	19%	15%	24%	22%	15%	15%	16%	24%	16%	36%	18%	15%	10%	29%	23%	3%	24%	24%

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D3b_11. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Weather offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
	1059	164	135	177	42	320	234	27	32	64	786	142	13	12	10	76	66	112	30	133	918
	1013	169	115	152	37	277	206	21	27	58	776	133	10	7	2	69	64	90	44	120	886
	699.8	102.6	85.4	115.0	29.8	218.1	158.7	18.5	18.5	49.6	515.8	94.9	11.0	9.7	6.9	51.2	43.9	79.8	22.0	83.4	610.4
4%	37	4	2	5	3	9	4	0	1	1	31	4	1	0	0	0	4	2	2	3	33
		2%	1%	3%	9%	3%	2%	0	3%	2%	4%	3%	7%	0	0	1%	6%	2%	5%	4%	
				B																	
1%	9	1	1	3	2	5	1	0	0	0	7	2	0	1	0	0	2	0	0	1	8
		1%	1%	2%	7%	2%	0	3%	0	0	1%	2%	0	8%	0	0	4%	3%	0	1%	1%
				B														O			
24	4	1	3	2	8	5	2	0	0	2	18	3	0	0	0	2	1	2	2	8	16
2%	2	2%	1%	2%	6%	3%	5	2	1%	4%	2%	3	0	0	0	3%	2%	2%	4%	6%	2%
7	1																				
43	8	1	1	0	6	14	3	0	3	28	0	0	0	0	0	0	0	0	0	4	39
4%	5	0	0	0	2%	7%	12%	0	5%	4%	0	0	0	0	2%	0	1%	1%	0	3%	4%
CEK																					
72	10	8	11	3	19	10	2	1	4	59	10	1	1	0	0	8	2	7	2	10	60
7%	6%	7%	7%	9%	7%	5%	8%	4%	6%	8%	7%	14%	0	15%	0	11%	3%	8%	2	8%	7%
121	27	11	13	2	21	18	1	2	3	99	11	1	0	0	0	6	6	9	2	12	106
12%	16%	9%	9%	7%	9%	5%	6%	6%	6%	13%	8%	14%	0	22%	0	8%	9%	10%	5%	10%	12%
E																					
159	22	18	21	4	46	36	6	3	11	119	19	1	2	0	0	10	9	10	8	20	139
16%	13%	15%	14%	10%	16%	17%	29%	12%	18%	15%	14%	8%	27%	4%	15%	13%	11%	19%	16%	16%	
211	34	26	31	5	50	43	0	5	17	163	27	1	3	1	1	12	15	19	8	27	182
21%	20%	22%	20%	15%	18%	21%	1%	19%	28%	21%	20%	12%	37%	33%	17%	23%	21%	18%	23%	21%	
153	26	17	22	5	41	33	1	2	4	118	20	2	0	0	0	13	7	12	8	15	137
15%	15%	15%	15%	13%	15%	16%	6%	7%	6%	15%	15%	2	17%	6%	6%	19%	10%	14%	18%	12%	15%
132	27	17	21	4	41	34	2	6	10	95	19	1	1	0	0	8	11	13	6	15	117
13%	16%	15%	14%	12%	15%	16%	12%	12%	17%	12%	14%	14%	16%	0	12%	10	14%	14%	13%	13%	13%
53	7	15	20	5	33	10	3	7	4	38	18	1	0	0	0	10	8	13	5	5	48
5%	4%	13%	13%	14%	2A	5%	16%	28%	8%	5%	14%	15%	5%	19%	14%	13%	14%	13%	4%	4%	5%
1013	169	115	152	37	277	206	21	27	58	776	133	10	7	2	69	64	90	44	120	886	
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7.17	7.34	7.63	7.32	6.34	7.31	7.41	6.33	7.89	7.32	7.12	7.34	7.04	7.59	6.84	7.53	7.14	7.29	7.43	7.02	7.19	
		zC																			
46	5	2	8	6	13	5	1	1	1	38	7	1	1	0	0	0	5	2	4	41	
5%	3%	2%	5%	5%	5%	2%	3%	3%	2%	5%	5%	7%	8%	0	0	1%	10%	5%	5%	4%	5%
69	8	4	11	8	21	10	2	1	3	56	10	1	1	0	0	3	8	6	4	12	58
7%	5%	3%	8%	8%	8%	5%	11%	4%	6%	7%	8%	7%	8%	0	0	4%	12%	7%	9%	10%	6%
112	16	4	12	8	27	24	12	1	6	84	11	1	1	0	0	3	8	7	4	16	96
11%	10%	4%	6%	22%	10%	12%	23%	4%	11%	11%	8%	7%	8%	2%	4%	4%	13%	8%	9%	13%	11%
B			B																		
192	37	19	24	5	39	28	3	3	7	158	21	3	0	0	1	13	8	17	4	22	167
19%	22%	16%	16%	14%	14%	14%	13%	14%	12%	20%	16%	28%	0	37%	0	19%	28%	0	19%	18%	19%
EF																					
655	109	77	96	18	178	145	10	16	40	495	84	5	6	1	43	40	54	30	77	576	
65%	64%	67%	63%	50%	64%	70%	48%	60%	69%	64%	63%	50%	87%	42%	63%	63%	60%	69%	64%	65%	
496	87	60	74	15	132	109	4	13	30	376	65	4	4	1	33	32	43	22	58	436	
49%	51%	52%	49%	40%	48%	53%	19%	47%	51%	49%	49%	43%	60%	38%	48%	50%	48%	50%	48%	49%	
285	53	34	43	9	82	66	4	8	13	213	39	3	2	0	21	17	25	14	30	254	
28%	31%	30%	29%	25%	30%	32%	17%	29%	23%	28%	29%	31%	22%	6%	31%	27%	28%	32%	25%	29%	

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D3b_12. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC CBeebies Playtime offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	75+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	118	5	3	3	0	27	31	11	8	12	83	2	0	0	1	1	1	2	0	25	93
Base: Used each provider at A4	96	4	3	3	0	21	22	8	5	7	71	3	0	0	0	1	2	3	0	18	78
Effective Base	82.6	3.7	1.9	1.9	0	20.1	24.8	9.1	7.1	9.2	56.9	1.7	0	0	1.0	1.0	1.0	1.7	0	14.0	68.7
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	1	2
	3%	0	0	0	0	9%	0	0	0	0	3%	0	0	0	0	0	0	0	0	4%	2%
5	2	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1	2
	2%	0	0	0	0	6%	3%	8%	0	0	2%	0	0	0	0	0	0	0	0	3%	2%
6	6	1	0	0	0	1	2	2	0	1	4	0	0	0	0	0	0	0	0	0	6
	7%	17%	0	0	0	3%	10%	18%	0	10%	6%	0	0	0	0	0	0	0	0	0	8%
7	13	0	1	1	0	6	2	0	1	1	9	1	0	0	0	1	0	1	0	3	10
	14%	0	29%	29%	0	31%	10%	4%	27%	12%	13%	30%	0	0	0	100%	0	30%	0	17%	13%
8	24	3	0	0	0	2	6	3	1	4	18	0	0	0	0	0	0	0	0	6	18
	26%	62%	0	0	0	11%	28%	4%	20%	48%	26%	0	0	0	0	0	0	0	0	34%	24%
9	17	0	2	2	0	3	0	0	0	0	17	2	0	0	0	0	2	2	0	3	14
	18%	0	66%	66%	0	12%	0	0	0	1%	24%	70%	0	0	0	0	100%	70%	0	19%	18%
Agree Completely 10	28	0	0	0	0	5	10	6	2	2	18	0	0	0	0	0	0	0	0	4	24
	30%	10%	5%	5%	0	24%	45%	66%	43%	23%	26%	0	0	0	100%	0	0	0	0	23%	31%
Don't know	2	1	0	0	0	1	1	0	1	1	1	0	0	0	0	0	0	0	0	0	2
	2%	12%	0	0	0	2%	4%	0	10%	7%	1%	0	0	0	0	0	0	0	0	0	2%
Total	96	4	3	3	0	21	22	8	5	7	71	3	0	0	0	1	2	3	0	18	78
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	0	0	100%	100%	100%	100%	0	100%	100%
Mean	8.35	7.84	8.48	8.48	0	7.66	8.53	8.66	8.66	8.16	8.35	8.39	0	0	10.00	7.00	9.00	8.39	0	8.22	8.37
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-4 (Net)	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0	1	2
	3%	0	0	0	0	9%	0	0	0	0	3%	0	0	0	0	0	0	0	0	4%	2%
5-6 (Net)	8	1	0	0	0	2	3	2	0	1	5	0	0	0	0	0	0	0	0	1	8
	9%	17%	0	0	0	10%	13%	27%	0	10%	7%	0	0	0	0	0	0	0	0	3%	10%
7-10 (Net)	83	3	3	3	0	16	18	6	4	63	63	3	0	0	0	1	2	3	0	16	67
	87%	71%	100%	100%	0	78%	83%	73%	90%	83%	88%	100%	0	0	100%	100%	100%	100%	0	93%	86%
8-10 (Net)	70	3	2	2	0	10	16	6	3	5	54	2	0	0	0	0	2	2	0	13	57
	73%	71%	71%	71%	0	48%	73%	70%	63%	71%	75%	70%	0	0	100%	0	100%	70%	0	76%	73%
9-10 (Net)	45	0	2	2	0	8	10	6	2	2	35	2	0	0	0	0	2	2	0	7	38
	46%	10%	71%	71%	0	36%	46%	66%	43%	24%	50%	70%	0	0	100%	0	100%	70%	0	42%	49%

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D3b_13. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Music offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	185	10	2	4	2	29	51	13	11	15	124	4	0	0	0	2	2	4	0	35	149
Base: Used each provider at A4	162	12	1	4	3	28	40	11	8	12	115	4	0	0	0	1	3	4	0	26	136
Effective Base	132.1	8.3	1.9	3.3	1.7	23.7	37.4	11.3	9.1	10.5	88.4	3.3	0	0	0	1.9	1.8	3.3	0	21.7	110.0
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
1%	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
4	5	0	1	1	0	2	2	1	0	1	3	1	0	0	0	1	0	1	0	0	5
3%	0	0	37%	13%	0	8%	6%	13%	0	8%	3%	13%	0	0	0	40%	0	13%	0	0	4%
5	10	0	0	0	0	2	3	1	1	1	7	0	0	0	0	0	0	0	0	2	9
6%	0	0	0	0	0	6%	8%	10%	9%	9%	6%	0	0	0	0	0	0	0	0	6%	6%
6	17	3	0	0	0	2	6	3	2	1	10	0	0	0	0	0	0	0	0	2	15
10%	23%	0	0	0	0	6%	15%	24%	28%	9%	9%	0	0	0	0	0	0	0	0	9%	11%
7	29	1	0	2	2	4	7	1	1	3	20	2	0	0	0	0	2	2	0	3	26
18%	9%	0	0	44%	69%	14%	18%	11%	14%	27%	17%	44%	0	0	0	0	66%	44%	0	12%	19%
8	38	1	0	0	0	4	6	0	1	1	32	0	0	0	0	0	0	0	0	8	30
23%	6%	0	0	0	0	16%	15%	0	13%	6%	28%	0	0	0	0	0	0	0	0	31%	22%
9	29	3	0	0	0	5	6	0	0	3	22	0	0	0	0	0	0	0	0	8	20
18%	27%	0	0	0	0	18%	14%	0	5%	28%	19%	0	0	0	0	0	0	0	0	31%	15%
Agree Completely 10	28	4	1	1	0	7	7	5	3	1	18	1	0	0	0	0	1	1	0	1	26
	17%	35%	63%	23%	0	24%	18%	41%	31%	12%	16%	23%	0	0	0	0	34%	23%	0	5%	19%
Don't know	5	0	0	1	1	2	2	0	0	0	1	1	0	0	0	1	0	1	0	1	3
3%	0	0	0	20%	31%	7%	5%	0	0	0	1%	20%	0	0	0	60%	0	20%	0	6%	2%
Total	162	12	1	4	3	28	40	11	8	12	115	4	0	0	0	1	3	4	0	26	136
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	0	0	100%	100%	100%	0	100%	100%
Mean	7.75	8.42	7.81	7.36	7.00	7.89	7.49	7.38	7.72	7.47	7.80	7.36	0	0	0	4.00	8.01	7.36	0	7.94	7.71
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
1%	0	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
1-4 (Net)	7	0	1	1	0	2	2	1	0	1	5	1	0	0	0	1	0	1	0	0	7
4%	0	0	37%	13%	0	8%	6%	13%	0	8%	4%	13%	0	0	0	40%	0	13%	0	0	5%
5-6 (Net)	27	3	0	0	0	3	9	4	3	2	17	0	0	0	0	0	0	0	0	4	23
17%	23%	0	0	0	0	12%	23%	34%	37%	19%	15%	0	0	0	0	0	0	0	0	15%	17%
7-10 (Net)	123	9	1	3	2	20	26	6	5	9	92	3	0	0	0	0	3	3	0	20	102
76%	77%	63%	67%	69%	73%	65%	52%	63%	63%	74%	80%	67%	0	0	0	0	100%	67%	0	80%	75%
8-10 (Net)	94	8	1	1	0	16	19	5	4	6	72	1	0	0	0	0	1	1	0	17	77
58%	68%	63%	23%	0	58%	47%	41%	49%	46%	63%	63%	23%	0	0	0	0	34%	23%	0	67%	56%
9-10 (Net)	56	7	1	1	0	12	13	5	3	5	40	1	0	0	0	0	1	1	0	9	47
35%	62%	63%	23%	0	42%	32%	41%	37%	40%	35%	35%	23%	0	0	0	0	34%	23%	0	36%	34%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3b_14. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Food offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	382	44	17	22	5	66	81	17	18	25	286	14	2	4	2	4	10	12	2	58	322
Base: Used each provider at A4	351	47	13	15	3	52	67	12	13	19	271	11	2	2	0	2	9	10	1	46	302
Effective Base	255.2	26.7	13.4	17.3	4.3	45.2	57.6	13.3	13.2	20.7	188.1	11.6	1.9	3.8	1.4	3.8	8.3	9.8	1.9	34.9	218.9
Not At All Agree 1	1	0	1	1	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1	0	1
	0	0	4%	3%	0	2%	1%	0	0	0	0	5%	0	0	0	0	6%	0	36%	0	0
2	5	1	0	0	0	0	1	0	0	1	4	0	0	0	0	0	0	0	0	0	5
	1%	2%				0	2%	0	0	6%	1%					0	0	0	0	0	2%
3	6	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	2	3
	2%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	5%	1%
4	10	0	0	0	0	0	0	0	0	0	10	0	0	0	0	0	0	0	0	1	9
	3%	0	0	0	0	0	0	0	0	0	4%	0	0	0	0	0	0	0	0	2%	3%
5	20	3	2	2	0	3	1	1	0	1	15	2	1	0	0	0	2	2	0	3	17
	6%	7%	18%	15%	0	5%	2%	5%	0	3%	6%	14%	38%	0	0	0	18%	16%	0	7%	6%
6	31	4	0	1	1	3	6	2	0	1	24	0	0	1	0	0	0	0	0	5	26
	9%	8%	0	6%	34%	6%	9%	19%	2%	4%	9%	0	0	50%	0	0	0	0	0	11%	9%
7	71	3	2	3	1	13	12	1	1	3	55	3	0	0	0	2	1	2	1	11	57
	20%	6%	18%	19%	20%	25%	19%	9%	9%	17%	20%	26%	0	0	0	78%	11%	21%	62%	23%	19%
8	81	13	4	4	0	9	18	2	2	5	62	3	1	0	0	1	2	3	0	13	68
	23%	28%	32%	28%	12%	17%	26%	14%	20%	25%	23%	25%	62%	0	81%	22%	26%	28%	0	27%	23%
9	54	10	2	2	0	9	13	3	2	2	41	2	0	0	0	0	2	2	0	7	48
	16%	20%	15%	12%	0	17%	19%	26%	14%	13%	15%	17%	0	0	0	0	21%	19%	0	15%	16%
Agree Completely 10	62	11	2	2	1	13	15	3	7	6	46	2	0	1	0	0	2	2	0	4	58
	18%	24%	12%	16%	34%	24%	23%	27%	56%	32%	17%	14%	0	50%	0	0	18%	16%	0	8%	19%
Don't know	11	2	0	0	0	2	0	0	0	0	10	0	0	0	0	0	0	0	0	1	10
	3%	4%	1%	1%	0	4%	0	0	0	0	4%	0	0	0	19%	0	0	0	0	3%	3%
Total	351	47	13	15	3	52	67	12	13	19	271	11	2	2	0	2	9	10	1	46	302
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.65	8.09	7.37	7.45	7.81	7.99	8.06	8.18	9.13	8.07	7.61	7.45	6.87	7.98	8.00	7.22	7.51	7.82	4.70	7.30	7.71
1-2 (Net)	6	1	1	1	0	1	2	0	0	1	4	1	0	0	0	0	1	0	1	0	6
	2%	2%	4%	3%	0	2%	3%	0	0	6%	2%	5%	0	0	0	0	6%	0	38%	0	2%
1-3 (Net)	12	1	1	1	0	1	2	0	0	1	8	1	0	0	0	0	1	0	1	3	9
	3%	2%	4%	3%	0	2%	3%	0	0	6%	3%	5%	0	0	0	0	6%	0	38%	5%	3%
1-4 (Net)	22	1	1	1	0	1	2	0	0	1	18	1	0	0	0	0	1	0	1	3	18
	6%	2%	4%	3%	0	2%	3%	0	0	6%	7%	5%	0	0	0	0	6%	0	38%	7%	6%
5-6 (Net)	51	7	2	3	1	6	7	3	0	1	39	2	1	1	0	0	2	2	0	8	43
	14%	16%	18%	21%	34%	11%	10%	23%	2%	7%	14%	14%	38%	50%	0	0	18%	16%	0	17%	14%
7-10 (Net)	268	37	10	12	2	43	58	9	12	16	204	9	1	1	0	2	7	8	1	34	231
	76%	77%	75%	66%	83%	87%	87%	77%	98%	87%	75%	81%	62%	50%	81%	100%	76%	84%	62%	73%	77%
8-10 (Net)	197	34	7	9	1	30	45	8	11	13	149	6	1	1	0	1	6	6	0	23	174
	56%	72%	59%	57%	47%	58%	68%	67%	90%	70%	55%	56%	62%	50%	81%	22%	65%	63%	0	50%	58%
9-10 (Net)	116	21	3	4	1	21	28	6	1	8	87	3	0	1	0	0	3	0	0	11	106
	33%	44%	27%	28%	34%	41%	42%	53%	70%	45%	32%	31%	0	50%	0	0	39%	35%	0	23%	35%

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D3b_15. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC iWonder offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	66	4	0	0	0	11	24	9	6	9	39	0	0	0	0	0	0	0	0	18	48
Base: Used each provider at A4	54	3	0	0	0	7	18	8	4	8	33	0	0	0	0	0	0	0	0	10	43
Effective Base	46.9	2.8	0	0	0	7.2	18.5	7.9	5.4	7.9	26.9	0	0	0	0	0	0	0	0	9.7	37.3
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	3%	0	0	0	0	0	1%	0	0	0	4%	0	0	0	0	0	0	0	0	2%	3%
4	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	4%	0	0	0	0	0	0	0	0	0	0	0	0	0	2%
5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	5	0	0	0	0	0	4	2	0	0	1	0	0	0	0	0	0	0	0	0	5
	10%	0	0	0	0	0	21%	25%	10%	6%	4%	0	0	0	0	0	0	0	0	4%	11%
7	12	1	0	0	0	1	3	2	1	2	8	0	0	0	0	0	0	0	0	3	9
	22%	33%	0	0	0	7%	15%	28%	26%	28%	24%	0	0	0	0	0	0	0	0	26%	20%
8	13	0	0	0	0	5	4	1	1	3	9	0	0	0	0	0	0	0	0	1	12
	24%	0	0	0	0	65%	21%	10%	18%	37%	27%	0	0	0	0	0	0	0	0	11%	27%
9	16	0	0	0	0	2	3	1	1	1	11	0	1	0	0	0	0	0	0	5	11
	29%	0	0	0	0	27%	18%	9%	16%	10%	34%	0	0	0	0	0	0	0	0	50%	24%
Agree Completely 10	6	2	0	0	0	0	3	2	1	2	2	0	0	0	0	0	0	0	0	1	5
	11%	67%	0	0	0	0	19%	27%	30%	20%	7%	0	0	0	0	0	0	0	0	7%	12%
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	54	3	0	0	0	7	18	8	4	8	33	0	0	0	0	0	0	0	0	10	43
	100%	100%	0	0	0	100%	100%	100%	100%	100%	100%	0	0	0	0	0	0	0	0	100%	100%
Mean	7.90	9.00	0	0	0	8.20	7.78	7.86	8.30	8.10	7.95	0	0	0	0	0	0	0	0	8.18	7.83
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	3%	0	0	0	0	0	1%	0	0	0	4%	0	0	0	0	0	0	0	0	2%	3%
1-4 (Net)	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
	4%	0	0	0	0	0	5%	0	0	0	4%	0	0	0	0	0	0	0	0	2%	5%
5-6 (Net)	5	0	0	0	0	0	4	2	0	0	1	0	0	0	0	0	0	0	0	0	5
	10%	0	0	0	0	0	21%	25%	10%	6%	4%	0	0	0	0	0	0	0	0	4%	11%
7-10 (Net)	46	3	0	0	0	7	14	6	4	7	31	0	0	0	0	0	0	0	0	10	36
	86%	100%	0	0	0	100%	74%	75%	90%	94%	92%	0	0	0	0	0	0	0	0	94%	84%
8-10 (Net)	34	2	0	0	0	7	11	4	3	5	23	0	0	0	0	0	0	0	0	7	27
	64%	67%	0	0	0	93%	59%	47%	64%	66%	68%	0	0	0	0	0	0	0	0	67%	64%
9-10 (Net)	22	2	0	0	0	2	7	3	2	2	14	0	0	0	0	0	0	0	0	6	16
	40%	67%	0	0	0	27%	37%	37%	46%	29%	41%	0	0	0	0	0	0	0	0	57%	36%

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D3b_16. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC+ offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	88	5	3	4	1	16	33	12	7	19	49	4	0	0	0	3	1	3	1	15	72
Base: Used each provider at A4	74	4	2	3	2	14	26	9	6	16	43	3	0	0	0	3	1	2	2	7	66
Effective Base	63.8	3.7	2.9	3.0	1.0	9.9	26.4	10.3	6.0	16.3	33.1	3.0	0	0	0	2.2	1.0	2.9	1.0	13.0	53.8
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	1	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	3%	8%	13%	4%	0	0	0	0	0	0	0	0	0	0	1%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	3	0	1	1	0	1	0	0	0	0	3	1	0	0	0	1	0	1	0	0	3
	4%	0	34%	17%	0	4%	0	0	0	0	6%	17%	0	0	0	21%	0	34%	0	0	4%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	2	0	0	0	0	0	2	2	0	1	2	0	0	0	0	0	0	0	0	0	2
	3%	0	0	0	0	0	6%	19%	0	6%	1%	0	0	0	0	0	0	0	0	0	3%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
6	8	0	0	0	0	2	6	1	0	5	2	0	0	0	0	0	0	0	0	0	8
	11%	0	0	0	0	16%	21%	14%	0	29%	4%	0	0	0	0	0	0	0	0	0	12%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	15	0	0	0	0	4	5	1	1	3	9	0	0	0	0	0	0	0	0	2	12
	20%	0	0	0	0	25%	19%	13%	12%	16%	21%	0	0	0	0	0	0	0	0	34%	18%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	12	1	1	1	0	1	3	1	1	2	9	1	0	0	0	0	1	1	0	1	11
	16%	23%	40%	20%	0	7%	13%	8%	18%	11%	20%	20%	0	0	0	0	100%	40%	0	12%	17%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	14	0	0	0	0	0	6	2	1	0	4	0	0	0	0	0	0	0	0	4	11
	19%	0	0	0	0	3%	24%	22%	26%	23%	14%	0	0	0	0	0	0	0	0	49%	16%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Agree Completely 10	12	3	0	0	0	2	3	1	1	2	8	0	0	0	0	0	0	0	0	0	11
	16%	77%	0	0	0	11%	12%	15%	0	23%	11%	18%	0	0	0	0	0	0	0	5%	17%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	7	0	0	2	2	5	0	0	0	0	7	2	0	0	0	2	0	0	2	0	7
	10%	0	26%	0	100%	35%	2%	0	7%	0	16%	63%	0	0	0	79%	0	26%	100%	0	11%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	74	4	2	3	2	14	26	9	6	16	43	3	0	0	0	3	1	2	2	7	66
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.76	9.54	6.16	6.16	0	7.28	7.52	7.12	7.95	7.32	7.93	6.16	0	0	0	4.00	8.00	6.16	0	8.26	7.74
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-3 (Net)	1	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	3%	8%	13%	4%	0	0	0	0	0	0	0	0	0	0	1%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1-4 (Net)	4	0	1	1	0	1	1	1	1	1	3	1	0	0	0	1	0	1	0	0	3
	5%	0	34%	17%	0	4%	3%	8%	13%	4%	6%	17%	0	0	0	21%	0	34%	0	0	5%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5-6 (Net)	10	0	0	0	0	2	7	3	0	6	2	0	0	0	0	0	0	0	0	0	10
	14%	0	0	0	0	16%	28%	33%	0	35%	5%	0	0	0	0	0	0	0	0	0	15%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7-10 (Net)	53	4	1	1	0	7	18	5	5	10	31	1	0	0	0	0	1	1	0	7	45
	71%	100%	40%	20%	0	46%	68%	59%	80%	61%	73%	20%	0	0	0	0	100%	40%	0	100%	69%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8-10 (Net)	38	4	1	1	0	3	13	4	4	7	22	1	0	0	0	0	1	1	0	5	33
	51%	100%	40%	20%	0	21%	49%	45%	67%	45%	52%	20%	0	0	0	0	100%	40%	0	66%	50%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9-10 (Net)	26	3	0	0	0	2	9	3	3	6	14	0	0	0	0	0	0	0	0	4	22
	36%	77%	0	0	0	14%	36%	37%	49%	34%	32%	0	0	0	0	0	0	0	0	54%	33%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3b_17. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Bitesize offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	132	6	2	2	0	17	38	18	8	11	91	1	1	0	0	1	0	1	0	36	96
Base: Used each provider at A4	109	12	1	1	0	16	29	14	7	9	78	1	1	0	0	1	0	1	0	25	84
Effective Base	90.6	5.3	2.0	2.0	0	13.2	30.3	16.2	7.0	9.8	59.4	1.0	1.0	0	0	1.0	0	1.0	0	21.8	68.8
Not At All Agree 1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	1%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	5%	0
	T*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
5	1	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0	1
	1%	**	**	**	**	0	5%	10%	10%	8%	0	0	0	0	0	0	0	0	0	0	2%
	J*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
6	0	0	0	0	0	3	2	1	1	1	4	0	0	0	0	0	0	0	0	1	6
	0	0	0	0	0	21%	8%	9%	16%	16%	6%	0	0	0	0	0	0	0	0	5%	7%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
7	22	1	0	0	0	2	4	2	0	1	18	0	0	0	0	0	0	0	0	4	18
	20%	11%	0	0	0	13%	14%	16%	0	15%	23%	0	0	0	0	0	0	0	0	15%	21%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
8	20	0	1	1	0	3	5	3	1	1	15	1	0	0	0	1	0	1	0	4	16
	19%	0	57%	57%	0	20%	18%	17%	16%	12%	19%	100%	0	0	0	100%	0	100%	0	16%	20%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
9	22	0	0	0	0	3	3	0	0	0	18	0	0	0	0	0	0	0	0	11	11
	20%	13%	0	0	0	22%	11%	3%	6%	5%	23%	0	0	0	0	0	0	0	0	44%	13%
	T*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
Agree Completely 10	34	9	1	1	0	4	13	6	4	4	21	0	1	0	0	0	0	0	0	4	31
	31%	76%	43%	43%	0	24%	45%	44%	52%	45%	27%	0	100%	0	0	0	0	0	0	15%	36%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
Don't know	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
Total	109	12	1	1	0	16	29	14	7	9	78	1	1	0	0	1	0	1	0	25	84
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	0	0	100%	0	100%	0	100%	100%
Mean	8.37	9.54	8.86	8.86	0	8.15	8.55	8.26	8.48	8.26	8.32	8.00	10.00	0	0	8.00	0	8.00	0	8.13	8.44
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
1-2 (Net)	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	1%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	5%	0
	T*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
1-3 (Net)	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0
	1%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	5%	0
	T*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
1-4 (Net)	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	0
	2%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	5%	0
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
5-6 (Net)	8	0	0	0	0	3	4	3	2	2	4	0	0	0	0	0	0	0	0	1	7
	8%	0	0	0	0	21%	13%	19%	26%	23%	5%	0	0	0	0	0	0	0	0	5%	9%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
7-10 (Net)	98	12	1	1	0	12	25	12	5	7	72	1	1	0	0	1	0	1	0	23	76
	90%	100%	100%	100%	0	79%	87%	81%	74%	77%	92%	100%	100%	0	0	100%	0	100%	0	90%	90%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
8-10 (Net)	77	10	1	1	0	10	21	9	5	6	54	1	1	0	0	1	0	1	0	19	58
	70%	89%	100%	100%	0	66%	73%	64%	74%	62%	69%	100%	100%	0	0	100%	0	100%	0	75%	69%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*
9-10 (Net)	56	10	1	1	0	7	16	7	4	5	39	0	1	0	0	0	0	0	0	15	41
	52%	89%	43%	43%	0	46%	55%	47%	58%	50%	51%	0	100%	0	0	0	0	0	0	59%	49%
	*	**	**	**	**	**	*	**	**	**	*	**	**	*	*	**	*	**	*	**	*

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

D3b_18. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC CBeebies Storytime offers me something

that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	102	3	2	2	0	18	32	10	7	8	68	1	0	0	1	0	1	0	1	24	78
Base: Used each provider at A4	92	3	1	1	0	15	29	8	5	6	62	1	0	0	0	0	1	0	1	19	73
Effective Base	68.7	2.5	1.5	1.5	0	13.6	25.4	9.1	6.3	7.2	42.7	1.0	0	0	1.0	0	1.0	0	1.0	11.4	58.2
Not At All Agree 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
3	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	4%	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
4	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	0	3%	0	0	16%	0	0	0	0	0	0	0	0	0	0	1%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
5	6	0	0	0	0	4	0	0	0	0	6	0	0	0	0	0	0	0	0	0	6
	7%	0	0	0	0	27%	0	1%	0	0	10%	0	0	0	0	0	0	0	0	1%	8%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
6	6	0	0	0	0	0	2	1	1	1	4	0	0	0	0	0	0	0	0	0	6
	7%	0	0	0	0	0	0	5%	9%	16%	6%	0	0	0	0	0	0	0	0	0	8%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
7	17	1	0	0	0	2	6	0	1	1	10	0	0	0	0	0	0	0	0	6	10
	18%	39%	0	0	0	14%	21%	0	20%	20%	16%	0	0	0	0	0	0	0	0	34%	14%
	T*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
8	26	0	0	0	0	4	8	1	1	1	18	0	0	0	0	0	0	0	0	2	24
	28%	0	0	0	0	24%	28%	12%	19%	8%	29%	0	0	0	0	0	0	0	0	12%	32%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
9	14	0	0	0	0	2	4	3	1	1	10	0	1	0	0	0	0	0	0	5	9
	15%	0	0	0	0	16%	13%	34%	21%	13%	16%	0	0	0	0	0	0	0	0	26%	12%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Agree Completely 10	22	2	1	1	0	2	8	3	1	2	14	1	0	0	0	0	1	0	1	5	17
	24%	61%	100%	100%	0	15%	100%	28%	45%	30%	22%	100%	0	0	100%	0	100%	0	100%	27%	23%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Total	92	3	1	1	0	15	29	8	5	6	62	1	0	0	0	0	1	0	1	19	73
	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	0	100%	0	100%	100%	100%
Mean	8.03	8.83	10.00	10.00	0	7.32	8.21	9.06	8.18	7.65	7.98	10.00	0	0	10.00	0	10.00	0	10.00	8.44	7.93
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-2 (Net)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-3 (Net)	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
	1%	0	0	0	0	4%	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	1%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-4 (Net)	2	0	0	0	0	1	1	0	0	1	1	0	0	0	0	0	0	0	0	0	2
	2%	0	0	0	0	4%	3%	0	0	16%	1%	0	0	0	0	0	0	0	0	0	2%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
5-6 (Net)	12	0	0	0	0	4	2	1	1	1	10	0	0	0	0	0	0	0	0	0	12
	13%	0	0	0	0	27%	6%	9%	16%	13%	16%	0	0	0	0	0	0	0	0	1%	17%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
7-10 (Net)	78	3	1	1	0	10	26	7	5	5	52	1	0	0	0	0	1	0	1	19	60
	85%	100%	100%	100%	0	69%	90%	91%	84%	71%	83%	100%	0	0	100%	0	100%	0	100%	99%	81%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
8-10 (Net)	62	2	1	1	0	8	20	7	3	3	41	1	0	0	0	0	1	0	1	12	49
	67%	61%	100%	100%	0	55%	69%	91%	64%	51%	67%	100%	0	0	100%	0	100%	0	100%	65%	67%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
9-10 (Net)	36	2	1	1	0	5	12	6	2	3	24	1	0	0	0	0	1	0	1	10	26
	39%	61%	100%	100%	0	31%	41%	79%	46%	43%	38%	100%	0	0	100%	0	100%	0	100%	53%	35%
	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*

Overlap formulae used
 Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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D3b_20. How strongly do you agree with the following statement, using a scale of 1 to 10, where 1 means not at all agree, and 10 means agree completely?: BBC Sounds offers me something that other websites/apps do not

Base: Used each provider at A4

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	243	28	22	29	7	50	65	14	17	24	171	24	2	1	2	15	9	21	3	32	209
Base: Used each provider at A4	222	25	19	24	4	39	50	11	12	21	169	21	1	1	1	11	10	18	2	27	195
Effective Base	160.3	20.6	12.1	16.1	4.8	30.6	48.2	12.2	12.9	18.2	112.6	13.2	2.0	1.0	2.0	11.5	4.5	10.9	3.0	18.8	140.5
Not At All Agree 1	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	2	1
	1%	0	0	0	0	0	0	0	0	0	2%	0	0	0	0	0	0	0	0	9%	0
	T	**	**	**	**	*	*	**	**	**	*	**	**	**	**	**	**	**	**	**	*
2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	1%	1%	**	1%	0	0	0	0	0	1%	0	0	0	0	2%	0	1%	0	0
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
3	3	3	0	1	0	1	0	0	0	0	3	1	0	0	0	0	0	1	0	0	3
	2%	11%	1%	2%	7%	3%	1%	0	2%	0	2%	3%	0	0	0	3%	3%	3%	0	0	2%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
4	5	0	0	0	0	0	3	1	0	2	2	0	0	0	0	0	0	0	0	3	2
	2%	0	0	0	0	0	6%	5%	0	11%	1%	0	0	0	0	0	0	0	0	11%	1%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
5	6	1	0	1	1	1	4	1	0	2	3	1	0	0	0	1	0	1	0	0	6
	3%	2%	0	2%	12%	1%	7%	9%	0	8%	2%	3%	0	0	0	5%	0	3%	0	0	3%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
6	14	5	0	0	0	2	8	3	3	3	6	0	0	0	0	0	0	0	0	2	12
	6%	16%	2%	2%	0	6%	16%	25%	25%	12%	4%	2%	0	0	0	0	4%	2%	0	8%	6%
	J	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
7	36	1	1	2	1	5	5	1	2	1	30	2	0	0	0	1	1	1	1	3	32
	16%	5%	5%	8%	19%	14%	10%	8%	19%	6%	17%	9%	0	0	0	12%	6%	6%	33%	11%	17%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
8	69	5	12	13	1	18	10	0	1	4	59	12	1	0	0	4	8	10	2	6	63
	31%	18%	63%	55%	20%	46%	21%	4%	8%	21%	35%	58%	47%	0	47%	35%	82%	57%	67%	24%	32%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
9	32	3	1	1	0	3	8	1	0	2	24	1	1	0	0	1	0	1	0	7	25
	14%	11%	7%	5%	0	10%	16%	9%	3%	11%	14%	3%	53%	0	0	5%	0	3%	0	26%	13%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Agree Completely 10	48	6	4	4	0	6	12	5	5	7	36	3	0	1	0	3	0	3	0	3	45
	22%	23%	20%	16%	7%	16%	23%	41%	42%	31%	21%	15%	0	100%	53%	26%	3%	17%	0	11%	23%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Don't know	4	3	0	2	2	2	0	0	0	0	4	2	0	0	0	2	0	2	0	0	4
	2%	11%	0	7%	36%	4%	0	0	0	0	3%	7%	0	0	0	15%	0	8%	0	0	2%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
Total	222	25	19	24	4	39	50	11	12	21	169	21	1	1	1	11	10	18	2	27	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean	7.93	7.48	8.23	8.06	6.82	7.94	7.71	7.86	8.06	7.74	8.01	7.91	8.53	10.00	9.06	8.19	7.67	7.95	7.67	7.15	8.04
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-2 (Net)	3	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	2	z
	1%	0	1%	1%	0	1%	0	0	0	0	2%	1%	0	0	0	0	2%	1%	0	9%	1%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-3 (Net)	7	3	0	1	0	1	0	0	0	0	6	1	0	0	0	0	0	1	0	2	4
	3%	11%	2%	3%	7%	3%	1%	0	2%	0	3%	4%	0	0	0	3%	5%	4%	0	9%	2%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
1-4 (Net)	12	3	0	1	0	3	3	1	0	2	8	1	0	0	0	0	0	1	0	5	6
	5%	11%	2%	3%	7%	3%	6%	5%	2%	11%	5%	4%	0	0	0	3%	5%	4%	0	20%	3%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
5-6 (Net)	21	5	0	1	1	3	12	4	3	4	9	1	0	0	0	1	0	1	0	2	18
	9%	20%	2%	4%	12%	7%	23%	34%	25%	20%	5%	5%	0	0	0	5%	4%	5%	0	8%	9%
	J	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
7-10 (Net)	185	15	18	20	2	33	35	7	8	15	148	18	1	1	1	8	9	15	2	19	165
	83%	58%	95%	86%	45%	85%	70%	61%	72%	69%	88%	84%	100%	100%	100%	78%	91%	82%	100%	72%	85%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
8-10 (Net)	149	13	17	18	1	28	30	6	6	13	119	16	1	1	1	7	9	14	2	16	133
	67%	53%	90%	79%	26%	72%	60%	53%	53%	63%	70%	75%	100%	100%	100%	66%	85%	76%	67%	61%	68%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*
9-10 (Net)	80	9	5	5	0	10	19	6	5	9	60	4	1	1	0	3	4	0	0	10	70
	36%	34%	27%	23%	7%	25%	39%	50%	45%	42%	35%	17%	53%	100%	53%	31%	3%	20%	0	37%	36%
	T	**	**	**	**	*	**	**	**	**	*	**	**	**	**	**	**	**	**	**	*

E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content? - Summary Table**Base: All Respondents**

	Watch/ access TV channels (A)	Watch catch up, on demand or video streaming services (B)	Listen to radio (C)	Access online and apps (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2
TV	3254 86%	1766 47%	659 17%	527 14%
Laptop/computer/netbook	605 BCD 16%	1167 CD 31%	484 D 13%	1402 37%
Tablet	419 C 11%	698 AC 19%	360 10%	992 ABC 26%
Smartphone	402 C 11%	635 AC 17%	640 A 17%	1507 ABC 40%
Digital radio	0 0	0 0	1518 40%	0 0
Analogue radio	0 0	0 0	1039 26%	0 0
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	0 0	0 0	0 0	303 8%
Smart or wireless speaker (e.g. Amazon Echo, Google Home)	0 0	0 0	478 D 13%	242 6%
E-reader (e.g. Kindle)	112 3%	0 0	0 0	258 A 7%
Games console	242 6% C	376 10% ACD	144 4%	288 8% AC
None of these	309 8%	1162 31%	1036 27%	1173 31% AC
Total	5344 142%	5805 154%	6358 169%	6693 178%

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E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Watch/access TV channels

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
TV	3254 86%	485 92%	456 93%	821 94%	365 94%	1342 87%	772 86%	119 84%	110 84%	273 89%	2370 87%	696 94%	62 96%	47 92%	17 86%	327 93%	367 94%	396 94%	299 83%	348 77%	2880 88%
Laptop/comp uter/netbook	605 16%	66 13%	31 6%	51 6%	20 5%	159 10%	130 15%	13 9%	16 12%	38 12%	456 17%	41 6%	8 KM*	1 3%	1 6%	31 PR	10 3%	33 PR	8 2%	90 20%	511 16%
Tablet	419 11%	51 10%	27 5%	37 4%	10 3%	99 6%	83 9%	15 11%	17 13%	27 9%	319 12%	31 4%	2 4%	1 3%	2 10%	19 6%	12 3%	24 6%	8 2%	56 12%	357 11%
Smartphone	402 11%	30 6%	17 3%	22 2%	5 1%	89 6%	78 9%	9 6%	11 8%	18 6%	304 11%	18 2%	1 2%	1 2%	1 8%	8 2%	10 3%	13 3%	4 1%	63 14%	338 10%
Digital radio	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Analogue radio	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smart or wireless speaker (e.g. Amazon Echo, Google Home)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
E-reader (e.g. Kindle)	112 3%	5 1%	2 0	5 1%	4 1%	23 1%	55 6%	13 9%	9 7%	21 7%	52 2%	4 1%	0 0	0 1%	0 2%	2 1%	3 1%	4 1%	0 0	22 5%	88 3%
Games console	242 6%	11 2%	4 1%	7 1%	3 1%	46 3%	65 7%	12 9%	13 10%	15 5%	166 6%	5 1%	1 2%	0 0	0 0	2 0	4 1%	0 0	5 2%	31 7%	209 6%
None of these	300 8%	29 5%	27 6%	47 5%	19 5%	127 8%	72 9%	16 11%	8 6%	13 4%	217 8%	37 5%	2 4%	4 8%	3 14%	17 5%	20 5%	19 5%	18 6%	52 12%	250 8%
Total	5344 142%	675 128%	564 115%	989 113%	425 110%	1885 123%	1254 140%	197 138%	184 140%	406 132%	3884 142%	833 112%	77 120%	54 106%	24 125%	407 116%	426 109%	490 116%	343 107%	662 147%	4634 141%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Watch catch up, on demand or video streaming services

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
TV	1766 47%	267 51%	192 39%	276 31%	84 22%	551 36%	367 41%	35 24%	55 42%	105 34%	1350 49%	237 32%	15 23%	19 37%	5 27%	108 31%	130 33%	163 39%	74 23%	160 36%	1592 46%
	BCDEF GKLMN OPQRS	BCD	CD	D			GI		G		zFGI					R	R	OR			zS
Laptop/computer/netbook	1167 31%	129 25%	53 11%	71 8%	19 5%	261 17%	260 29%	47 33%	29 22%	63 21%	863 32%	62 8%	6 9%	3 6%	1 4%	34 10%	28 7%	46 11%	16 5%	175 39%	982 30%
	ABCDE IKLMN OPQRT	BCD	CD	D			I	I			I					R		PR		zT	
Tablet	698 19%	74 14%	40 8%	53 6%	13 3%	156 10%	133 75%	22 16%	18 14%	28 9%	545 20%	37 5%	10 15%	3 6%	3 13%	19 5%	19 5%	28 7%	9 3%	89 20%	603 18%
	ABCD EFK MOPQR	BCD	CD	D			I				zFI		K		K						
Smartphone	635 17%	31 6%	18 4%	21 2%	4 1%	120 8%	125 14%	21 15%	18 13%	23 7%	491 18%	17 2%	3 5%	0 0%	1 M	9 3%	8 2%	17 4%	0 0%	102 23%	531 16%
	ABCDE FIKLM NOPQRT	CD	D	D			I	I			zFI				M	R	R	R		zT	
Digital radio	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Analogue radio	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smart or wireless speaker (e.g. Amazon Echo, Google Home)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
E-reader (e.g. Kindle)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Games console	376 10%	12 2%	1 0%	2 0%	1 0%	70 5%	112 13%	17 12%	13 10%	26 8%	254 9%	1 0%	0 0%	1 1%	0 0%	1 0%	0 0%	1 0%	0 0%	62 14%	312 10%
	ABCD EKL MN OPQRT	BCD					zJ													zT	
None of these	1162 31%	171 33%	243 50%	527 60%	284 73%	746 49%	331 37%	56 39%	52 39%	148 48%	776 28%	446 60%	39 61%	29 58%	13 66%	207 59%	237 61%	217 51%	229 71%	150 33%	1002 30%
Total	5805 154%	685 130%	547 112%	951 108%	404 104%	1903 124%	1328 146%	198 130%	184 140%	394 128%	4280 157%	801 108%	73 113%	55 108%	22 114%	377 107%	423 108%	473 112%	328 102%	738 164%	5022 153%
	J	zA	zAB	zABC		z	zJ	J	J	zFJ		z	z	z	z	zQ	zQ	z	zOPQ		

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E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Listen to radio

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
TV	659	111	95	144	49	247	168	24	26	60	465	119	9	13	3	57	62	81	38	70	585
	17%	21%	19%	16%	13%	16%	19%	17%	20%	19%	17%	16%	13%	25%	18%	16%	16%	19%	12%	16%	18%
	DR	D	CD	D														R			
Laptop/comp	484	49	29	36	8	102	104	13	10	24	368	31	2	2	2	22	9	17	15	68	406
uter/netbook	13%	9%	6%	4%	2%	7%	12%	9%	8%	8%	13%	4%	3%	4%	6%	6%	2%	4%	5%	15%	12%
	ABCD	CD	CD	D			I				I					P					
	EIKL																				
Tablet	360	34	15	19	3	72	99	27	12	32	247	17	0	0	1	8	10	9	8	57	294
	10%	6%	3%	2%	1%	5%	11%	19%	9%	10%	9%	2%	0	1%	5%	2%	3%	2%	2%	13%	9%
	ABCD	CD		D				zFHJ							L*					T	
	EIKLM																				
Smartphone	640	63	29	44	15	134	134	22	20	39	484	40	1	2	2	20	20	31	9	84	543
	17%	12%	6%	5%	4%	9%	15%	15%	16%	13%	18%	5%	2%	3%	10%	6%	5%	7%	3%	19%	17%
	ABCD	BCD													L*			R			
	LMOPQR																				
Digital radio	1518	246	212	344	132	538	338	53	58	109	1136	293	26	20	5	137	156	186	106	146	1358
	40%	47%	43%	39%	34%	35%	38%	37%	44%	35%	42%	39%	41%	39%	26%	39%	40%	44%	33%	33%	41%
	DENRS	zCD	CD	D							z	N						R			zS
Analogue radio	1039	146	148	275	126	436	270	49	50	96	739	223	28	14	9	118	105	147	76	101	928
	28%	28%	30%	31%	33%	28%	30%	34%	38%	31%	27%	30%	44%	28%	47%	33%	27%	35%	24%	23%	28%
	S			z					zJ*				zK*		zKM*	zR		zPR			zS
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smart or wireless speaker (e.g. Amazon Echo, Google Home)	478	44	26	40	14	105	108	21	16	32	359	34	4	1	1	15	18	31	3	62	413
	13%	8%	5%	5%	4%	7%	12%	15%	12%	10%	13%	5%	6%	1%	7%	4%	5%	7%	1%	14%	13%
	ABCD	CD													M*	R	R	OR			
	KMOPQR																				
E-reader (e.g. Kindle)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Games console	144	8	3	7	4	21	41	8	5	13	99	7	0	0	0	3	4	7	0	29	114
	4%	2%	1%	1%	1%	1%	5%	5%	4%	4%	4%	1%	0	0	0	1%	1%	2%	0	6%	3%
	ABCD																			zT	
	KOPQR																				
None of these	1036	129	149	292	142	524	257	33	37	98	728	253	20	14	4	109	144	114	139	156	872
	27%	24%	31%	33%	37%	34%	29%	23%	28%	32%	27%	34%	31%	28%	23%	31%	37%	27%	43%	35%	27%
	T			zA	zA	z						z					zQ	zQQ		zT	
Total	6358	829	707	1200	493	2179	1517	249	235	503	4625	1017	90	65	28	488	528	622	394	773	5513
	169%	158%	144%	137%	127%	142%	169%	175%	179%	164%	169%	137%	140%	128%	145%	139%	135%	148%	123%	172%	168%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

E2. Which of the following devices do you use to watch TV, listen to radio, use video-on-demand services or access online and app content?: Access online and apps

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
TV	527 14% ABCDE FGHKPR	53 10% D	49 10% CD	68 8% D	20 5% D	141 9% D	97 11% GI	8 5% -	13 10% -	20 6% -	410 15% zFGI	58 8% -	4 6% -	3 6% -	3 15% K	36 10% R	22 6% -	44 10% PR	14 4% -	62 14% -	463 14% -
Laptop/computer/netbook	1402 37% BCDE FGHIK MNOPQR	218 41% BCD	122 25% CD	162 18% D	40 10% D	399 26% D	282 32% GHI	32 23% -	26 20% -	80 26% -	1072 39% zFGHI	134 18% -	16 25% -	6 13% -	5 27% M	75 21% R	59 15% -	89 21% PR	45 14% -	150 33% -	1234 38% -
Tablet	992 26% BCDE FGHIK MNOPQR	153 29% BCD	82 17% CD	105 12% D	23 6% D	275 18% D	194 22% D	33 23% -	28 21% -	56 18% -	768 28% zFI	88 12% -	8 13% -	5 10% -	4 19% -	53 15% PR	35 9% -	69 16% PR	19 6% -	112 25% -	866 26% -
Smartphone	1507 40% ABCDE FGHIK MNOPQR	170 32% BCD	89 18% CD	118 13% D	30 8% D	360 23% D	307 34% HI	44 31% H	21 16% -	69 22% -	1158 42% zFGHI	100 14% M	12 19% M	2 5% -	3 17% M	47 13% R	54 14% R	77 18% OPR	24 7% -	192 43% -	1294 39% -
Digital radio	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Analogue radio	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	303 8% ABCD EJKM NOPQR	26 5% C	14 3% C	24 3% D	10 3% D	73 5% D	96 11% zJ	22 15% zJ	17 13% -	37 12% zJ	200 7% -	15 2% KMN	9 14% -	0 0	0 0	6 2% -	9 2% -	11 3% -	4 1% -	48 11% -	255 8% -
Smart or wireless speaker (e.g. Amazon Echo, Google Home)	242 6% BCDEK MNOPQR	24 5% C	10 2% C	18 2% D	8 2% D	56 4% D	63 7% D	13 9% D	11 9% -	17 6% D	173 6% D	10 1% zKMN	8 13% -	0 0	0 0	4 1% -	6 2% -	8 2% -	2 1% -	28 6% -	212 6% -
E-reader (e.g. Kindle)	258 7% BCDE KOPQR	32 6% C	18 4% C	30 3% D	12 3% D	70 5% D	69 8% D	15 10% D	15 11% -	21 7% D	181 7% D	19 3% zKM	9 14% -	0 1% -	1 6% -	10 3% R	9 2% -	16 4% R	3 1% -	27 6% -	230 7% -
Games console	288 8% ABCDEK MNOPQR	20 4% C	9 2% C	15 2% D	6 1% D	69 4% D	67 8% D	13 9% D	12 9% -	16 5% D	214 8% D	7 1% KMN	8 12% -	0 0	0 1% -	4 1% -	3 1% -	5 1% -	2 1% -	38 9% -	246 7% -
None of these	1173 31% J	173 33% zA	258 53% zAB	561 64% zABC	303 78% zABC	763 50% z	332 37% zJ	56 39% J	61 46% zJ	143 47% zFJ	793 29% -	478 64% zN	35 54% z	38 74% zLN	10 51% z	215 61% z	263 67% zQ	243 58% z	236 73% zOQ	119 26% z	1048 32% z
Total	6693 178%	869 165%	651 133%	1101 126%	450 116%	2207 144%	1509 168%	235 164%	202 154%	459 149%	4970 182%	910 123%	109 170%	56 109%	26 136%	450 128%	459 118%	561 133%	349 109%	775 172%	5847 178%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

F1. To what extent do you agree or disagree with the statement 'I would miss the BBC if it wasn't there'?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Definitely agree	1599	266	273	505	232	702	396	62	65	136	1157	429	37	31	7	196	232	268	161	142	1444
	42% S	51% z	56% z	58% zA	60% zA	46% z	44% 304	43% 175	50% 28	44% 23	42% 651	58% zN	58% zN*	62% zN*	38% *	56% z	59% zR	64% zOR	50% z	32% zS	44% zS
Slightly agree	862	80	80	154	74	304	175	28	23	54	651	129	14	7	4	62	68	63	66	113	739
	23% ABCEF	15% BCD	16% BCD	18% BCD	19% BCD	20% BCD	20% BCD	19% BCD	18% BCD	18% BCD	24% FI	17% FI	22% FI	14% FI	19% FI	18% FI	17% FI	15% FI	20% FI	25% zT	22% zT
Neither agree nor disagree	476	67	32	44	13	147	108	19	12	40	346	36	6	1	1	14	21	20	16	86	388
	13% BCDEKM	13% BCD	6% BCD	5% BCD	3% BCD	10% BCD	12% BCD	14% BCD	9% BCD	13% BCD	13% BCD	5% BCD	10% BCD	2% BCD	3% BCD	4% BCD	5% BCD	5% BCD	5% BCD	19% zT	12% zT
Slightly disagree	283	30	41	68	26	126	76	18	16	27	199	61	0	3	3	29	33	29	33	39	242
	8% L	6% L	8% L	8% L	7% L	8% L	9% L	12% zJ	12% zJ	9% L	7% L	8% L	0% L	6% L*	17% zKLM*	8% L	8% L	7% L	10% L	9% L	7% L
Definitely disagree	466	73	63	101	38	221	131	17	11	48	317	82	6	8	4	48	34	40	42	49	414
	12% Q	14% Q	13% Q	11% Q	10% Q	14% z	15% zHJ	12% Q	8% Q	16% H	12% H	11% Q	10% Q	16% Q	23% zKL*	14% Q	9% Q	9% Q	13% Q	11% Q	13% Q
Don't Know	83	10	1	6	5	33	9	0	4	2	62	6	0	0	0	3	2	2	4	21	58
	2% BCFKQT	2% B	0% B	1% B	1% B	2% B	1% B	0% GP	3% GP	1% GP	2% GP	1% GP	0% GP	0% GP	0% GP	1% GP	1% GP	0% GP	1% GP	5% zT	2% zT
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L	100% L
1-2 (Net)	2461	346	353	659	306	1006	571	89	88	191	1808	558	52	38	11	258	300	331	226	256	2183
	65% S	66% z	72% z	75% zA	79% zAC	66% z	64% z	62% z	67% *	62% z	66% z	75% zN	80% zN*	76% N*	57% *	73% z	77% zR	79% zOR	70% z	57% zS	66% zS
4-5 (Net)	749	103	104	168	64	347	207	34	27	75	516	143	8	11	8	76	67	68	75	88	656
	20% L	20% L	21% L	19% L	17% L	23% z	23% zJ	24% zJ	21% *	24% J	19% J	19% J	10% *	22% *	40% zKLM*	22% Q	17% Q	16% Q	23% P	20% P	20% P

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

F2. To what extent do you agree or disagree with the statement 'The BBC is less relevant to me than it was in the past'?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Definitely agree	756	113	118	198	79	346	236	40	42	84	498	168	12	10	6	86	83	87	82	73	677
20% J	20%	22%	24%	23%	21%	23%	26%	28%	32%	27%	16%	23%	19%	21%	34%	24%	21%	21%	25%	16%	21%
Slightly agree	956	122	112	202	90	359	218	33	36	61	706	168	18	10	7	91	77	87	81	117	834
25% EI PQ	25%	23%	23%	23%	23%	23%	24%	23%	27%	20%	26%	23%	28%	20%	34%	26%	20%	21%	25%	26%	25%
Neither agree nor disagree	702	88	57	100	43	232	150	29	11	47	520	81	8	9	2	41	40	43	38	96	592
19% BCDEH KO PQR T	19%	17%	12%	11%	11%	15%	17%	20%	8%	15%	19%	11%	12%	18%	11%	12%	10%	10%	12%	21%	18%
Slightly disagree	456	48	45	98	53	165	101	19	14	35	340	85	5	8	1	30	55	48	37	63	392
12% S	12%	9%	9%	11%	14%	11%	11%	13%	11%	11%	12%	11%	7%	15%	4%	8%	14%	11%	12%	14%	12%
Definitely disagree	782	137	149	256	106	372	169	20	21	72	593	220	20	12	3	94	124	149	71	61	712
21% S	21%	26%	30%	29%	27%	24%	19%	14%	16%	23%	22%	30%	32%	24%	17%	27%	32%	35%	22%	14%	22%
Don't Know	118	19	8	24	16	60	22	2	7	9	75	21	1	1	0	11	11	8	13	39	77
3% T	3%	4%	2%	3%	4%	4%	2%	2%	5%	3%	3%	3%	2%	2%	0	3%	3%	2%	4%	9%	2%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1-2 (Net)	1712	235	230	400	170	704	454	73	78	145	1204	336	30	21	13	176	160	174	162	191	1511
45% J	45%	45%	47%	46%	44%	46%	51%	51%	60%	47%	44%	45%	47%	41%	67%	50%	41%	41%	50%	42%	46%
4-5 (Net)	1238	185	195	354	159	537	270	39	35	107	934	305	25	20	4	124	180	196	108	124	1104
33% S	33%	35%	40%	40%	41%	35%	30%	27%	27%	35%	34%	47%	39%	39%	21%	35%	46%	47%	34%	28%	34%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

NU1. Typically, how frequently do you access news? By news, we mean national, international, regional/local news and other topical events accessed via any platform (radio, TV, newspaper or online including apps).

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
More than 10 times a day	167 4%	32 6%	9 2%	16 2%	6 2%	42 3%	58 6%	17 12%	11 8%	19 6%	104 4%	11 2%	2 3%	1 2%	1 5%	7 2%	4 1%	11 3%	0 0	16 4%	150 5%
Between 6 and 10 times a day	339 9%	45 9%	38 8%	71 8%	33 9%	101 7%	82 9%	17 12%	14 11%	23 7%	244 9%	59 8%	8 12%	4 7%	1 3%	36 10%	24 6%	38 9%	21 7%	39 9%	295 9%
Between 2 and 5 times a day	1461 39%	239 45%	261 53%	485 55%	224 58%	680 44%	352 39%	40 28%	53 40%	134 43%	1055 39%	408 55%	37 57%	30 60%	10 52%	190 54%	217 56%	230 55%	178 55%	145 32%	1303 40%
Once a day	1047 28%	137 26%	143 29%	238 27%	96 25%	454 30%	239 27%	36 25%	44 34%	86 28%	774 28%	209 28%	12 18%	14 27%	4 20%	93 26%	116 30%	113 27%	95 30%	123 27%	911 28%
4-6 days a week	176 5%	10 2%	9 2%	15 2%	5 1%	45 3%	38 4%	10 7%	1 1%	12 4%	130 5%	15 2%	0 0	0 0	0 0	7 2%	8 2%	11 3%	4 1%	21 5%	154 5%
2-3 days a week	198 5%	26 5%	7 2%	12 1%	5 1%	51 3%	46 5%	8 5%	3 2%	12 4%	139 5%	8 1%	2 3%	0 0	2 12%	3 1%	5 1%	4 1%	5 1%	33 7%	155 5%
Once a week	114 3%	14 3%	5 1%	11 1%	6 2%	49 3%	23 3%	7 5%	2 1%	8 3%	87 3%	6 1%	4 6%	0 0	1 4%	3 1%	3 1%	6 1%	0 0	21 5%	92 3%
Less often than once a week	64 2%	4 1%	2 0	4 0	2 1%	19 1%	14 2%	3 2%	0 0	4 1%	49 2%	4 0	0 0	0 0	0 2%	4 1%	0 0	2 0	2 1%	15 3%	48 1%
Less often than once a month	58 2%	2 0	6 1%	9 1%	3 1%	24 2%	14 2%	3 2%	0 0	2 1%	42 2%	9 1%	0 0	0 0	0 0	6 2%	4 1%	2 0	7 2%	9 2%	49 1%
Never	107 3%	15 3%	9 2%	13 2%	5 1%	51 3%	25 3%	1 1%	3 3%	5 2%	79 3%	11 2%	0 0	2 4%	0 0	4 1%	7 2%	3 1%	8 2%	12 3%	95 3%
Don't know	48 1%	3 1%	0 0	3 0	3 1%	18 1%	6 1%	1 1%	0 0	2 1%	29 1%	3 0	0 0	0 0	0 0	0 0	3 1%	1 0	1 0	14 3%	34 1%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Daily (Net)	3014 80%	453 86%	451 92%	810 92%	359 93%	1277 83%	721 82%	110 77%	122 93%	262 85%	2177 80%	687 92%	58 91%	49 96%	16 81%	325 93%	361 92%	393 93%	294 92%	324 72%	2659 81%
Weekly (Net)	3492 93%	502 95%	473 97%	848 97%	375 97%	1422 93%	836 93%	135 94%	128 97%	294 96%	2534 93%	716 96%	64 100%	49 96%	19 97%	338 96%	377 96%	413 98%	303 94%	399 89%	3060 93%
	S	Z	Z	Z	Z				zFGIJ	zGJ		zN	z	zN	*	z	z	z	z	zS	zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
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QIA1. In which of the following locations have you accessed the internet in the past 3 months?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3496	465	412	638	226	1337	866	130	120	280	2480	479	59	50	50	262	216	349	130	475	2989
Base: All respondents	3412	497	372	590	218	1209	749	113	109	233	2532	497	50	31	13	246	250	320	177	431	2948
Effective Base	2328.0	292.3	267.2	426.6	159.5	908.7	601.0	97.4	80.3	201.6	1647.1	335.7	47.7	38.1	40.1	179.7	157.0	245.0	98.5	294.4	2015.2
At home	3334 98%	486 98%	365 98%	578 98%	214 98%	1174 97%	709 95%	101 90%	102 93%	216 92%	2495 99%	489 98%	48 97%	28 92%	13 100%	242 98%	247 99%	316 99%	173 98%	415 96%	2890 98%
At someone else's home	FGHIM 1774 52%	191 38%	105 28%	141 24%	36 17%	452 37%	377 50%	58 51%	36 33%	95 41%	1346 53%	121 24%	12 25%	5 16%	3 25%	59 24%	61 25%	96 30%	25 14%	253 59%	1498 51%
At work	1801 53%	221 44%	41 11%	53 9%	12 6%	282 23%	310 41%	61 54%	32 29%	65 28%	1436 57%	44 9%	5 10%	1 4%	3 23%	18 7%	25 10%	34 11%	10 6%	256 59%	1520 52%
Whilst commuting/ travelling / on the move	ABCDE FHILM NOPORT 1939 57%	212 43%	100 27%	127 22%	27 12%	436 36%	406 54%	66 58%	48 44%	103 44%	1473 58%	109 22%	8 16%	6 20%	4 33%	52 21%	56 22%	77 24%	32 18%	298 69%	1617 55%
In a public place e.g. cafe, library	ABCDE FHILM NOPORT 1715 50%	201 40%	85 23%	98 17%	13 6%	382 32%	378 51%	61 54%	41 38%	85 36%	1281 51%	83 17%	9 18%	3 11%	2 22%	43 17%	41 16%	69 22%	14 8%	259 60%	1433 49%
Elsewhere	ABCDE FHILM NOPORT 1454 43%	154 31%	69 18%	84 14%	15 7%	315 26%	324 43%	57 51%	40 36%	72 31%	1084 43%	73 15%	7 13%	2 6%	2 19%	45 18%	28 11%	57 18%	17 9%	224 52%	1219 41%
Total	12016 352%	1465 295%	765 206%	1082 183%	317 145%	3040 252%	2506 334%	404 358%	299 273%	634 272%	9115 360%	919 185%	89 179%	46 149%	28 222%	458 186%	458 183%	649 203%	270 153%	1706 396%	10177 345%

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DC01B. Which of the following statements best describes your current stage in life?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
I am living in my parents' home	425	10	2	2	0	101	123	27	14	21	282	2	0	0	0	2	0	0	2	82	335
11%		2%		0		7%	14%	19%	11%	7%	10%	0	0	0	0	1%	0	0	1%	18%	10%
ABCDE UKLM NOFORT		CD					zIJ	zIJ	-				-	-	-	Q				zT	
I rent or own a home without a partner	1192	182	196	386	190	585	366	60	49	147	790	323	27	26	10	107	216	164	159	112	1073
32%		35%		44%	49%	38%	41%	42%	37%	48%	29%	43%	43%	51%	53%	30%	55%	39%	49%	25%	33%
JS			z	zAB	zABC	z	zJ	zJ	-	zFHJ		z	-	z*	z*		zOQ	zO	zOQ		zS
I rent or own a home with a partner	1750	282	258	404	146	659	302	29	50	101	1394	342	36	18	9	207	135	209	154	181	1563
46%		54%	53%	46%	39%	43%	34%	20%	38%	33%	51%	46%	56%	35%	45%	59%	34%	49%	42%	40%	46%
DEF GIPS		zCD	zCD	D			G		G*	G	zFGHI		M*	-	-	zPQR		P	P	zS	
I am sharing a home with flatmates	133	7	1	2	1	38	41	9	6	15	88	2	0	0	0	0	1	2	0	39	89
4%		1%	0	0	0	2%	5%	6%	4%	5%	3%	0	0	0	0	0	0	0	0	9%	3%
ABCDE KOPORT		C							-				-	-	-					zT	
I am sharing a home with tenants/lodgers	65	2	2	5	3	27	28	8	7	5	34	5	0	0	0	5	0	2	3	16	49
2%		0	0	1%	1%	2%	3%	6%	6%	2%	1%	1%	0	0	0	1%	0	0	1%	4%	1%
BCJKPT							zJ	zIJ	zIJ*				-	-	-				P	zT	
Other	204	43	30	78	47	125	37	11	5	19	145	70	1	7	0	30	39	46	24	20	177
5%		8%	6%	9%	12%	8%	4%	7%	4%	6%	5%	9%	1%	14%	2%	9%	10%	11%	7%	5%	5%
z		z		zB	zBC	z						zL	-	zLN*	-	z	z	z			
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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DC02. Do you have any children aged under 16 living in your household?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Yes, aged 0-2	227	1	2	2	0	50	37	12	2	5	182	2	0	0	0	2	0	2	0	50	176
6%	0	0	0	0	0	3%	4%	8%	1%	2%	7%	0	0	0	0	1%	0	1%	0	11%	5%
ABCDE FIKLM NOPORT							I	FHI			zFHI									zT	
Yes, aged 3-4	225	5	0	0	0	46	26	4	2	10	191	0	0	0	0	0	0	0	0	40	184
6%	1%	0	0	0	0	3%	3%	3%	2%	3%	7%	0	0	0	0	0	0	0	0	9%	6%
ABCDE FIKLM NOPORT		C									zFHI									zT	
Yes, aged 5-10	520	18	1	2	1	86	92	18	13	29	419	2	0	0	0	1	0	2	0	106	409
14%	3%	0	0	0	0	6%	10%	13%	10%	9%	15%	0	0	0	1%	0	0	0	0	23%	12%
ABCDE FIKLM NOPORT		BCD									zFI									zT	
Yes, aged 11-15	440	29	3	3	0	91	82	14	13	31	353	2	0	1	0	1	1	1	1	76	359
12%	6%	1%	0	0	0	6%	9%	10%	10%	10%	13%	0	0	1%	0	0	0	0	0	17%	11%
ABCDE FKLMN OPORT		BCD									zF									zT	
No children under 16	2615	467	472	844	372	1284	673	98	104	237	1846	713	63	49	19	338	374	405	308	253	2343
69%	89%	96%	96%	96%	96%	84%	75%	68%	79%	77%	68%	96%	98%	97%	97%	96%	96%	96%	96%	56%	71%
JS	z	zA	zA	zA	zA	z	zJ		zJ	zJ		z	z	z	z	z	z	z	z	zS	
Don't know	36	0	5	12	7	17	15	1	5	6	18	12	0	0	0	4	8	9	3	5	31
1%	0	1%	1%	1%	2%	1%	2%	0	4%	2%	1%	2%	0	0	2%	1%	2%	2%	1%	1%	1%
J				A	A		zJ		zJ	J								z			
Prefer not to say	75	13	7	14	7	34	13	6	1	3	44	12	1	1	0	5	7	3	9	9	60
2%	2%	1%	2%	2%	2%	2%	1%	4%	1%	1%	2%	2%	2%	2%	0	1%	2%	1%	3%	2%	2%
							FHIJ														
Total	4138	533	490	877	388	1608	938	152	139	321	3053	743	64	51	19	351	391	422	321	539	3562
	110%	101%	100%	100%	100%	105%	105%	106%	105%	104%	112%	100%	100%	100%	100%	100%	100%	100%	100%	120%	108%

Overlap formulae used

Column Proportions:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:

Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T

Minimum Base: 30 (**), Small Base: 100 (*)

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DC04. Are you responsible for the children under 16 in your household? Are you their parent or guardian?

Base: All who coded 1-4 at DC02

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	1096	37	6	7	1	236	244	51	31	77	818	5	0	1	1	3	1	4	1	209	875
Base: All who coded 1-4 at DC02	1043	47	6	7	1	198	195	38	22	61	824	6	0	1	0	4	1	5	1	182	851
Effective Base	721.1	23.5	4.3	5.2	1.0	157.1	179.0	42.0	24.9	55.5	533.5	4.4	0	1.0	1.0	2.5	1.0	3.4	1.0	124.9	587.1
Yes	955	42	2	3	1	172	171	34	22	55	764	3	0	1	0	2	0	3	0	164	783
	92%	90%	39%	47%	100%	87%	88%	69%	99%	89%	93%	44%	0	100%	0	47%	0	57%	0	90%	92%
	EF	**	**	**	**			*	**	*	F	**		**	**	**	**	**	**		
No	86	5	4	4	0	25	22	4	0	6	60	4	0	0	0	2	1	2	1	17	67
	8%	10%	61%	53%	0	15%	11%	11%	2%	9%	7%	56%	0	0	100%	53%	100%	43%	100%	9%	8%
		**	**	**	**	Z		*	**			**		**	**	**	**	**	**		
Prefer not to say	2	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	1	0
	0	0	0	0	0	0	1%	0	0	1%	0	0	0	0	0	0	0	0	0	0	0
	JT	**	**	**	**		2J	*	**	J*		**		**	**	**	**	**	**		
Total	1043	47	6	7	1	198	195	38	22	61	824	6	0	1	0	4	1	5	1	182	851
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0	100%	100%	100%	100%	100%	100%	100%	100%

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DC05. Are you a carer for someone over the age of 16?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Yes	326	48	31	51	20	122	133	31	18	47	182	42	3	4	2	23	18	25	17	51	273
	9%	9%	6%	6%	5%	8%	15%	22%	14%	15%	7%	6%	4%	7%	11%	7%	5%	6%	5%	11%	8%
CDJKP							zJ	zFJ	J*	zJ											
No	3391	474	454	820	366	1396	759	111	113	261	2519	695	62	46	17	327	368	396	300	393	2973
	90%	90%	93%	93%	94%	91%	85%	78%	86%	85%	92%	94%	96%	91%	89%	93%	94%	94%	93%	87%	91%
FGI				z	z		G				zFGHI	z					z	z	z	z	z
Prefer not to say	52	4	4	7	2	15	4	0	0	0	31	6	0	1	0	1	5	1	5	6	39
	1%	1%	1%	1%	1%	1%	0	0	0	0	1%	1%	0	2%	0	0	1%	0	2%	1%	1%
FIT																	Q				
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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DC06. Which, if any, is the highest educational or professional qualification you have obtained. If you're still studying, please select the highest level achieved so far.

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
GCSE/O-Level /CSE/standard grades or equivalent	737	120	100	169	69	384	198	28	27	57	515	143	7	15	5	53	90	74	69	62	670
Vocational qualifications or equivalent (=NVQ1+2)	301	60	53	86	33	157	85	14	13	34	209	68	14	3	2	40	28	36	32	21	279
A-Level/Highers or equivalent (=NVQ3)	815	90	61	98	37	232	173	28	19	50	617	80	11	4	3	34	45	62	17	93	712
ABCEI KMOPQR	923	123	85	129	44	221	166	20	20	47	724	114	7	7	2	54	59	101	13	151	759
Bachelor Degree or equivalent (=NVQ4)	24%	23%	17%	15%	11%	14%	19%	14%	15%	15%	27%	15%	10%	14%	10%	15%	15%	24%	4%	34%	23%
BCDEF GHIKL NOPRT	340	39	17	32	14	48	66	18	12	21	263	26	4	2	0	18	8	25	1	57	279
Masters/PhD or equivalent	9%	7%	4%	4%	4%	3%	7%	12%	9%	7%	10%	4%	6%	3%	1%	5%	2%	6%	0	13%	8%
Other	144	27	29	53	24	70	35	10	11	17	103	50	1	1	1	30	19	27	22	20	121
No formal qualifications	470	66	139	295	156	398	168	24	29	82	282	250	19	19	7	116	134	89	161	37	433
JS	12%	13%	28%	34%	40%	26%	19%	17%	22%	27%	10%	34%	29%	37%	37%	33%	34%	21%	50%	8%	13%
Don't know	40	2	5	15	10	23	5	1	1	1	18	12	2	1	0	5	8	6	6	8	32
J	1%	0	1%	2%	3%	1%	1%	1%	1%	0	1%	2%	3%	2%	0	1%	2%	1%	2%	2%	1%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

DC07. In which of the following income bands does your gross annual household income fall?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Up to £10,000	339	49	55	115	60	225	134	16	10	51	197	98	7	6	4	24	74	32	66	34	305
	9%	9%	11%	13%	15%	15%	15%	12%	8%	16%	7%	13%	10%	12%	19%	7%	19%	8%	21%	8%	9%
£10,000 - £14,999	355	36	82	130	47	223	126	24	13	46	218	109	12	5	3	53	56	49	60	42	304
	9%	7%	17%	15%	12%	15%	14%	17%	10%	15%	8%	15%	12%	11%	17%	15%	14%	12%	19%	9%	9%
£15,000 - £19,999	376	49	57	106	49	177	110	9	14	45	260	82	14	9	2	42	40	56	25	34	342
	10%	9%	12%	12%	13%	12%	12%	8%	11%	15%	10%	11%	21%	18%	10%	12%	10%	13%	8%	8%	10%
£20,000 - £29,999	644	103	59	104	46	221	125	21	23	37	505	87	7	6	4	57	30	60	27	66	577
	17%	20%	12%	12%	12%	14%	14%	15%	18%	12%	18%	12%	11%	12%	21%	16%	8%	14%	8%	15%	18%
BCDE FIKPR	432	83	44	61	17	127	100	14	22	27	384	52	5	4	1	29	22	34	18	62	424
	13%	16%	9%	7%	4%	8%	11%	10%	16%	9%	14%	7%	8%	7%	5%	8%	6%	8%	6%	14%	13%
BCDEI KNOPQR	284	34	23	33	11	52	52	10	8	13	226	29	2	1	2	15	14	24	4	24	259
	8%	6%	5%	4%	3%	3%	6%	7%	6%	4%	8%	4%	3%	3%	8%	4%	4%	6%	1%	5%	8%
BCDEF IKOPR	317	41	8	15	7	33	43	9	5	12	268	14	1	0	0	8	4	11	3	43	273
	8%	8%	2%	2%	2%	2%	5%	6%	4%	4%	10%	2%	1%	0	1%	2%	1%	3%	1%	10%	8%
BCDE FIKLM NOPQR	198	15	9	14	5	21	37	17	7	12	153	12	1	1	0	8	5	12	0	37	159
	5%	3%	2%	2%	1%	1%	4%	12%	5%	4%	6%	2%	2%	1%	0	2%	1%	3%	0	8%	5%
ABCDE KOPORT	764	115	153	299	146	454	168	23	30	66	521	261	16	19	4	116	145	143	118	107	641
	20%	22%	31%	34%	38%	30%	19%	16%	23%	22%	19%	35%	25%	37%	18%	33%	37%	34%	37%	24%	20%
JT	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

DC08. What is your current working status?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Paid employment (30+ hours a week)	1569	214	37	37	0	246	240	51	30	60	1301	31	5	0	1	21	10	20	11	219	1337
	42%	41%	8%	4%	0	16%	27%	36%	23%	19%	48%	4%	9%	0	5%	6%	3%	5%	3%	49%	41%
	BCDEF HIKLM NOPORT	BCD	CD	D			I	FHI			zFGHI		M*		M*					zT	
Paid employment (8-29 hours a week)	511	84	48	55	7	163	89	4	14	10	396	53	0	0	1	21	32	37	16	62	447
	14%	16%	10%	6%	2%	11%	10%	3%	11%	3%	14%	7%	1%	1%	7%	6%	8%	9%	5%	14%	14%
	BCDE FGIKL MOPQR	BCD	CD	D			GI		GI*		zFGI				LM*			O			
Paid employment (less than 8 hours a week)	36	8	1	1	1	6	19	5	2	5	17	1	0	1	0	0	1	1	0	8	26
	1%	2%	0	0	0	0	2%	3%	1%	2%	1%	0	0	2%	0	0	0	0	0	2%	1%
	CEJKT	C					zJ	zJ						K*							
Self employed (30+ hours a week)	189	32	11	16	4	42	35	2	6	8	143	15	0	1	0	11	4	3	12	17	166
	5%	6%	2%	2%	1%	3%	4%	1%	4%	3%	5%	2%	0	1%	0	3%	1%	1%	4%	4%	5%
	BCD EKQP	BCD														Q		PQ			
Self employed (8-29 hours a week)	86	9	15	16	1	29	25	3	3	7	57	14	1	1	0	13	1	5	9	11	73
	2%	2%	3%	2%	0	2%	3%	2%	2%	2%	2%	2%	2%	1%	1%	4%	0	1%	3%	3%	2%
	DP		CD	D												PQ			P		
Self employed (less than 8 hours a week)	28	0	6	7	1	15	10	3	0	1	17	7	0	0	0	6	0	3	3	7	21
	1%	0	1%	1%	0	1%	1%	2%	0	0	1%	1%	0	0	0	2%	0	1%	1%	1%	1%
			A													P		P	P		
Retired	841	94	365	735	371	755	296	50	67	156	507	614	57	47	17	275	339	349	265	33	805
	22%	18%	74%	84%	96%	49%	33%	35%	51%	51%	19%	83%	88%	93%	67%	78%	67%	83%	63%	7%	25%
	AJS	zA	zAB	zAB	zABC		z	zJ	zFGJ*	zFGJ		z	z*	zK*	z*	zO	zO	zO	z	zS	
Studying full time	114	0	0	0	0	53	33	10	1	6	76	0	0	0	0	0	0	0	0	40	72
	3%	0	0	0	0	3%	4%	7%	1%	2%	3%	0	0	0	0	0	0	0	0	9%	2%
	ABCDK OPORT							zHJ												zT	
Not in paid employment/Looking after the house or home	174	44	4	6	2	97	54	4	2	27	114	6	0	1	0	4	2	3	3	17	156
	5%	8%	1%	1%	1%	6%	6%	3%	1%	9%	4%	1%	0	1%	0	1%	0	1%	1%	4%	5%
	BCDK OPQR	zBCD				z	zHJ			zFGHJ											
Unemployed	170	26	3	3	0	98	67	8	6	14	90	2	1	0	0	0	2	0	2	27	142
	5%	5%	1%	0	0	6%	7%	6%	4%	5%	3%	0	1%	0	0	0	1%	0	1%	6%	4%
	BCDJ KOPQR	BCD				z	zIJ														
Other	37	13	1	1	0	24	26	2	1	13	7	1	0	0	0	1	0	1	0	3	33
	1%	3%	0	0	0	2%	3%	1%	0	4%	0	0	0	0	0	0	0	0	0	1%	1%
	CJK	zBCD				z	zJ			zHJ											
Prefer not to say	13	1	0	0	0	5	1	1	0	0	7	0	0	0	0	0	0	0	0	5	7
	0	0	0	0	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	0	1%	0
	T																			zT	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

SOCIAL GRADE. What is the occupation of the person with the highest income in your household?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
A	143	22	8	14	6	14	37	17	7	8	99	14	0	0	0	7	5	14	0	20	121
	4%	4%	2%	2%	2%	1%	4%	12%	5%	3%	4%	2%	0	1%	1%	2%	1%	3%	0	5%	4%
BCD		C						zFJ								R	R	PR			
EKPR	640	118	99	167	68	167	158	26	19	46	645	141	15	8	3	88	54	141	0	115	718
	22%	22%	20%	19%	17%	11%	18%	18%	15%	15%	24%	19%	23%	16%	14%	25%	14%	34%	0	26%	22%
CDE											zFHI					PR	R	zOPR			
FIPR	1305	173	162	300	138	300	294	45	50	117	985	267	13	14	7	105	162	267	0	133	1163
	35%	33%	33%	34%	36%	20%	33%	31%	38%	38%	36%	36%	20%	27%	35%	30%	41%	63%	0	30%	35%
ELRS	585	69	91	157	67	157	160	26	13	46	413	122	17	14	4	R	zOR	zOPR		zS	
	16%	13%	19%	18%	17%	10%	18%	18%	10%	15%	15%	16%	27%	28%	21%	73	49	0	122	67	512
EQ	570	97	89	153	64	570	135	15	29	40	420	129	15	6	3	zPQ	Q	0	zOPQ	55	511
	15%	18%	18%	17%	16%	37%	15%	11%	22%	13%	15%	17%	23%	12%	17%	17%	18%	0	40%	12%	16%
Q	322	47	40	83	43	322	112	12	12	51	168	71	5	6	2	Q	Q	0	zOPQ	59	259
	9%	9%	8%	9%	11%	21%	12%	8%	9%	16%	6%	10%	7%	12%	11%	5%	13%	0	22%	13%	8%
JQT	4	0	1	2	2	2	zJ	2	0	zFGHJ	2	0	0	2	0	Q	zOQ	0	zOPQ	zT	
	0	0	0	0	0	0	0	1%	0	0	0	0	0	5%	0	0	0	0	0	0	0
T	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
AB (Net)	983	140	108	181	74	181	194	43	26	54	745	155	15	9	3	95	59	155	0	136	839
	26%	27%	22%	21%	19%	12%	22%	30%	20%	18%	27%	21%	23%	17%	15%	27%	15%	37%	0	30%	26%
CDEF		CD						FI			zFI					PR	R	zOPR			
IKNPR	1305	173	162	300	138	300	294	45	50	117	985	267	13	14	7	105	162	267	0	133	1163
	35%	33%	33%	34%	36%	20%	33%	31%	38%	38%	36%	36%	20%	27%	35%	30%	41%	63%	0	30%	35%
ELRS	585	69	91	157	67	157	160	26	13	46	413	122	17	14	4	R	zOR	zOPR		zS	
	16%	13%	19%	18%	17%	10%	18%	18%	10%	15%	15%	16%	27%	28%	21%	73	49	0	122	67	512
EQ	570	97	89	153	64	570	135	15	29	40	420	129	15	6	3	zPQ	Q	0	zOPQ	55	511
	15%	18%	18%	17%	16%	37%	15%	11%	22%	13%	15%	17%	23%	12%	17%	17%	18%	0	40%	12%	16%
JQ	2287	313	269	482	212	482	194	43	26	54	745	155	15	9	3	95	59	155	0	136	839
	61%	60%	55%	55%	55%	31%	54%	62%	58%	56%	63%	57%	43%	44%	50%	57%	57%	100%	0	60%	61%
BCDE											zFI					R	R	zOPR			
FLMR	1478	213	220	393	174	1049	406	53	55	136	1000	321	36	26	10	152	170	0	321	181	1282
	39%	40%	45%	45%	45%	68%	45%	37%	42%	44%	37%	43%	57%	51%	50%	43%	43%	0	100%	40%	39%
JQ		z	z	z	z	z	zJ			J		z	zK			Q	Q	zOPQ			

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

DC13. Please indicate which of the following you consider yourself to be:

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Heterosexual or straight	3409	480	463	832	369	1414	772	125	116	287	2544	701	63	50	19	326	375	397	304	404	2987
F	90%	91%	95%	95%	95%	92%	86%	87%	88%	93%	93%	94%	98%	97%	98%	93%	96%	94%	94%	90%	91%
Gay or lesbian	98	13	5	8	3	28	35	5	6	8	56	8	0	0	0	7	1	5	4	14	84
3%	2%	1%	1%	1%	2%	4%	4%	4%	4%	3%	2%	1%	0	0	0	2%	0	1%	1%	3%	3%
Bisexual	88	4	3	5	2	29	39	2	1	7	46	5	0	0	0	4	1	3	1	10	77
2%	1%	1%	1%	1%	2%	4%	4%	2%	1%	2%	2%	1%	0	0	0	1%	0	1%	0	2%	2%
Prefer not to say	129	27	17	30	13	49	26	4	4	4	71	27	1	1	0	13	14	16	11	20	101
3%	3%	5%	3%	3%	3%	3%	3%	3%	3%	1%	3%	4%	2%	2%	2%	4%	4%	4%	3%	4%	3%
Other	44	2	2	2	0	12	23	6	5	1	16	2	0	0	0	2	0	0	2	2	36
1%	1%	0	0	0	0	1%	3%	5%	4%	0	1%	0	0	0	0	0	0	0	0	0	1%
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

DC14. Have you gone through any part of a process (including thoughts or actions) to change from the sex you were described as at birth to the gender you identify with, or do you intend to?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Yes	179	7	5	8	3	40	110	30	19	39	59	7	1	0	0	4	3	5	2	34	141
5%		1%	1%	1%	1%	3%	12%	21%	14%	13%	2%	1%	2%	0	0	1%	1%	1%	1%	8%	4%
ABCEIJ							zJ	zFJ	zJ	zJ										zT	
KOPORT	3507	504	480	851	371	1465	774	110	111	267	2637	718	63	50	19	343	374	406	312	398	3085
93%		96%	96%	97%	96%	96%	86%	77%	85%	87%	97%	97%	96%	96%	100%	98%	96%	96%	97%	89%	94%
FGHIS	z	z	z	z	z	z	G			G	zFGHI	z			z	z		z	z	zS	
I prefer not to say	84	15	5	19	14	29	13	2	2	2	36	18	0	1	0	4	13	10	8	17	59
2%		3%	1%	2%	4%	2%	1%	2%	1%	1%	1%	2%	0	2%	0	1%	3%	2%	2%	4%	2%
JT				B	BC															T	
Total	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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DC15. Which of these, if any, limit your daily activities or the work you can do?

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Breathlessness or chest pains	224	32	40	84	44	120	224	42	20	93	0	70	5	7	2	34	35	37	32	16	207
JS	6%	6%	8%	10%	11%	8%	25%	29%	15%	30%	0	9%	8%	13%	12%	10%	9%	9%	10%	3%	6%
Poor vision, partial sight or blindness	143	6	20	52	32	71	143	143	28	39	0	43	2	6	1	19	24	27	17	15	124
AJ	1%	1%	4%	6%	8%	5%	16%	100%	21%	13%	0	6%	4%	11%	3%	5%	4%	6%	5%	3%	4%
Difficulty in speaking or in communicating	61	5	5	7	2	20	61	25	6	24	0	6	0	0	0	4	1	5	1	10	49
CJ	2%	1%	1%	1%	1%	1%	7%	17%	5%	8%	0	1%	0	0	2%	1%	0	1%	0	2%	2%
Poor hearing, partial hearing or deafness	131	11	28	70	42	90	131	28	131	45	0	62	3	4	1	32	30	36	27	7	124
J	3%	2%	6%	8%	11%	6%	15%	20%	100%	15%	0	8%	4%	8%	4%	9%	8%	9%	8%	2%	4%
Cannot walk at all / use a wheelchair or mobility scooter	59	7	5	16	11	25	58	10	7	58	0	12	2	2	0	7	6	7	5	7	51
J	2%	1%	1%	2%	3%	2%	6%	7%	5%	19%	0	2%	3%	4%	0	2%	1%	2%	2%	2%	2%
Cannot walk far or manage stairs or can only do so with difficulty	235	44	39	121	82	162	235	28	32	235	0	92	11	15	3	32	60	49	42	14	221
JS	6%	8%	8%	14%	21%	11%	20%	20%	24%	76%	0	12%	17%	30%	15%	9%	15%	12%	13%	3%	7%
Limited ability to reach	79	13	7	25	18	42	79	11	13	79	0	21	1	2	1	5	16	16	5	8	71
J	2%	3%	1%	3%	5%	3%	9%	8%	10%	26%	0	3%	2%	3%	3%	1%	4%	4%	2%	2%	2%
Mental health problems or difficulties	255	29	8	12	4	91	255	14	11	47	0	11	0	1	0	3	8	6	6	15	238
BCDUKJL NOPQRS	7%	5%	2%	1%	1%	6%	28%	10%	8%	15%	0	2%	0	3%	0	1%	2%	1%	2%	3%	7%
Dyslexia	50	3	6	6	0	17	50	3	2	9	0	5	1	0	0	5	0	1	4	4	45
DJP	1%	1%	1%	1%	0	1%	6%	2%	2%	3%	0	1%	1%	0	0	0	0	0	1%	1%	1%
Learning difficulties	29	0	0	1	1	10	29	7	1	7	0	1	0	0	0	0	1	0	1	3	26
CJ	1%	0	0	0	0	1%	3%	5%	1%	2%	0	0	0	0	0	0	0	0	0	1%	1%
Other illnesses or conditions which limit your daily activities or the work that you can do (PLEASE TYPE IN)	144	30	35	59	23	90	144	11	10	43	0	46	5	6	2	17	28	26	20	14	125
J	4%	6%	7%	6%	6%	6%	16%	8%	7%	14%	0	6%	7%	8%	11%	5%	7%	6%	6%	3%	4%
Prefer not to say	102	20	11	35	24	64	0	0	0	0	0	27	4	2	1	9	18	13	14	16	83
FJ	3%	4%	2%	4%	6%	4%	0	0	0	0	0	4%	7%	4%	5%	2%	5%	3%	4%	4%	3%
None of these	2732	387	350	554	203	988	0	0	0	0	2732	480	39	22	12	241	239	285	196	352	2363
CDEF GHK LMPQR	72%	73%	72%	63%	52%	64%	0	0	0	0	100%	65%	61%	44%	63%	69%	61%	67%	61%	78%	72%
CD	CD	CD	CD	D	z	z	0	0	0	0	zFGHI	M	+	+	M	R	P	P	z	zT	zS
Don't know	38	4	1	3	1	18	0	0	0	0	0	3	0	0	0	1	2	1	1	8	30
CFJ	1%	1%	0	0	0	1%	0	0	0	0	0	0	0	0	0	0	1%	0	0	2%	1%
Total	4284	590	555	1044	489	1807	1411	322	262	680	2732	880	74	67	23	408	472	509	371	490	3757
114%	112%	113%	119%	126%	118%	117%	157%	225%	199%	221%	100%	118%	115%	132%	118%	116%	121%	121%	116%	109%	114%
Any disability (Net)	896	116	127	286	159	464	896	143	131	308	0	233	21	26	6	101	131	123	110	74	809
JS	24%	22%	26%	33%	41%	30%	100%	100%	100%	100%	0	31%	32%	51%	32%	29%	34%	29%	34%	16%	25%
zAB	zAB	zAB	zAB	zAB	zABC	z	zJ	zJ	zJ	zJ	0	z	+	zKLN	+	z	z	z	z	zS	zS

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

DC17. Please use the scale below to indicate how much you agree or disagree with the following statements - Summary Table
Base: All Respondents

	I am satisfied with my life (A)	I feel very positive about my future (B)	I don't like people to think badly of me (C)	White lies are accep table to avoid hurting people's feelings (D)
Unweighted Base	3769	3769	3769	3769
Base: All respondents	3769	3769	3769	3769
Effective Base	2540.2	2540.2	2540.2	2540.2
Strongly agree	752 20%	708 19%	657 17%	252 7%
Agree	1386 37% BCD	1243 33% D	1247 33% D	877 23% D
Slightly agree	704 19% C	746 20% C	672 18% C	1103 29% ABC
Neither agree nor disagree	418 11% A	546 14% A	840 22% AB	874 23% AB
Slightly disagree	289 8% C	291 8% C	151 4% C	297 8% C
Disagree	125 3% C	138 4% C	136 4% C	239 6% ABC
Strongly disagree	95 3% C	98 3% C	66 2% C	127 3% C
Total	3769 100%	3769 100%	3769 100%	3769 100%
Top 2 Box	2139 57%	1951 52%	1904 51%	1129 30%
Bottom 2 Box	220 6% BCD	235 6% D	202 5% D	366 10% ABC

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DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I am satisfied with my life

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Strongly agree	752 20%	100 19%	137 28%	246 28%	109 28%	350 23%	128 14%	31 22%	31 23%	35 11%	608 22%	214 29%	14 22%	11 22%	6 33%	104 30%	110 28%	123 29%	91 28%	114 25%	636 19%
Agree	1386 37%	190 36%	206 42%	381 43%	175 45%	610 40%	257 29%	42 30%	45 34%	77 25%	1085 40%	327 44%	27 41%	18 35%	10 49%	165 47%	161 41%	184 44%	143 44%	175 39%	1207 37%
Slightly agree	704 19%	115 22%	69 14%	118 13%	49 13%	252 16%	178 20%	27 19%	20 15%	66 21%	507 19%	90 12%	12 18%	15 29%	1 7%	43 12%	46 12%	55 13%	35 11%	65 14%	627 19%
Neither agree nor disagree	418 11%	62 12%	42 8%	56 6%	15 4%	143 9%	127 14%	21 15%	16 12%	46 15%	248 9%	47 6%	4 7%	4 8%	1 4%	18 5%	29 7%	23 5%	24 7%	38 8%	375 11%
Slightly disagree	289 8%	33 6%	27 5%	55 6%	28 7%	103 7%	111 12%	14 9%	13 10%	45 15%	172 6%	47 6%	5 7%	2 5%	1 7%	11 3%	35 9%	24 6%	22 7%	33 7%	250 8%
Disagree	125 3%	12 2%	8 2%	19 2%	10 3%	53 3%	55 6%	4 3%	3 3%	22 7%	64 2%	18 2%	1 1%	0 0%	0 0%	9 3%	9 2%	11 3%	7 2%	9 2%	115 4%
Strongly disagree	95 3%	16 3%	1 0%	3 0%	2 0%	23 1%	40 4%	5 4%	3 2%	17 6%	49 2%	1 0%	1 2%	0 0%	0 0%	0 0%	1 0%	1 0%	0 0%	16 4%	75 2%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Top 2 Box	2139 57%	290 55%	344 70%	627 71%	284 73%	960 63%	385 43%	73 51%	76 58%	112 36%	1693 62%	541 73%	41 64%	29 58%	16 82%	269 77%	271 69%	308 73%	234 73%	289 64%	1842 56%
Bottom 2 Box	220 6%	27 5%	9 2%	21 2%	12 3%	76 5%	95 11%	9 6%	6 5%	39 13%	113 4%	19 3%	2 4%	0 0%	0 0%	10 3%	9 2%	12 3%	7 2%	25 6%	191 6%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I feel very positive about my future

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Strongly agree	708 19%	104 20%	107 22%	178 20%	71 18%	299 19%	96 11%	24 16%	21 16%	26 8%	599 22%	158 21%	6 10%	10 20%	4 21%	80 23%	77 20%	92 22%	66 21%	117 26%	588 18%
Agree	1243 33%	158 30%	179 37%	337 38%	157 41%	528 34%	221 25%	39 27%	35 27%	64 21%	982 36%	289 39%	24 37%	15 30%	9 46%	139 39%	150 38%	170 40%	118 37%	150 33%	1086 33%
Slightly agree	746 20%	110 21%	89 18%	150 17%	60 16%	277 18%	180 20%	33 23%	22 17%	63 21%	538 20%	130 18%	10 16%	7 13%	2 10%	67 19%	64 16%	68 16%	63 20%	82 18%	661 20%
Neither agree nor disagree	546 14%	93 18%	61 12%	111 13%	50 13%	221 14%	159 18%	16 11%	22 17%	70 23%	346 13%	88 12%	11 17%	9 18%	3 15%	33 9%	55 14%	50 12%	38 12%	46 10%	488 15%
Slightly disagree	291 8%	37 7%	38 8%	65 7%	26 7%	117 8%	126 14%	19 13%	14 10%	37 12%	160 6%	47 6%	9 14%	7 14%	1 7%	16 5%	31 8%	24 6%	23 7%	31 7%	253 8%
Disagree	138 4%	13 3%	13 3%	25 3%	13 3%	53 3%	70 8%	10 7%	11 8%	26 9%	62 2%	20 3%	2 4%	3 6%	0 1%	15 4%	5 1%	9 2%	11 3%	10 2%	127 4%
Strongly disagree	98 3%	11 2%	2 0%	12 1%	10 3%	38 2%	45 5%	4 3%	5 4%	21 7%	45 2%	11 1%	1 2%	0 0%	0 0%	1 0%	9 2%	8 2%	2 1%	15 3%	82 2%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Top 2 Box	1951 52%	262 50%	286 58%	515 59%	229 59%	827 54%	317 35%	62 44%	57 43%	89 29%	1581 58%	447 60%	30 47%	25 49%	13 67%	219 62%	227 58%	262 62%	185 58%	266 59%	1674 51%
Bottom 2 Box	235 6%	24 5%	15 3%	38 4%	22 6%	91 6%	114 13%	14 10%	16 13%	48 16%	107 4%	31 4%	4 6%	3 6%	0 1%	16 5%	14 4%	17 4%	13 4%	24 5%	209 6%
	BCJK						ZJ	J	ZJ*	ZJ											

Overlap formulae used

Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)

6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: I don't like people to think badly of me

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Strongly agree	657 17%	87 17%	93 19%	179 20%	86 22%	283 18%	173 19%	34 24%	28 22%	59 19%	466 17%	158 21%	6 10%	11 21%	4 19%	66 19%	92 23%	93 22%	65 20%	102 23%	552 17%
Agree	1247 33%	155 29%	163 33%	307 35%	144 37%	503 33%	278 31%	46 32%	44 33%	99 32%	924 34%	254 34%	28 44%	18 36%	6 33%	117 33%	138 35%	144 34%	110 34%	133 30%	1108 34%
Slightly agree	672 18%	88 17%	72 15%	119 14%	47 12%	242 16%	161 18%	24 17%	14 11%	50 16%	492 18%	99 13%	8 13%	8 16%	3 18%	52 15%	46 12%	53 13%	46 14%	59 13%	608 18%
Neither agree nor disagree	840 22%	158 30%	107 22%	183 21%	76 20%	358 23%	183 20%	23 16%	30 23%	62 20%	607 22%	156 21%	15 23%	9 18%	4 22%	74 21%	81 21%	86 20%	69 22%	96 21%	729 22%
Slightly disagree	151 4%	17 3%	19 4%	36 4%	17 4%	58 4%	41 5%	7 5%	9 7%	18 6%	107 4%	30 4%	3 5%	3 6%	0 3%	17 5%	13 3%	20 5%	10 3%	23 5%	124 4%
Disagree	136 4%	15 3%	22 4%	35 4%	13 3%	62 4%	36 4%	2 2%	4 3%	13 4%	99 4%	30 4%	3 4%	1 2%	1 4%	14 4%	17 4%	17 4%	14 4%	26 6%	108 3%
Strongly disagree	66 2%	7 1%	14 3%	18 2%	4 1%	28 2%	23 3%	7 5%	3 2%	7 2%	39 1%	16 2%	1 2%	0 1%	0 1%	11 3%	5 1%	9 2%	7 2%	11 2%	56 2%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Top 2 Box	1904 51%	242 46%	256 52%	486 55%	230 59%	786 51%	452 50%	80 56%	72 55%	158 51%	1390 51%	412 55%	35 54%	29 58%	10 53%	183 52%	229 59%	237 56%	175 55%	235 52%	1660 51%
Bottom 2 Box	202 5%	22 4%	36 7%	53 6%	17 4%	89 6%	59 7%	9 6%	6 5%	19 6%	137 5%	46 6%	4 6%	1 3%	1 5%	25 7%	21 5%	25 6%	21 6%	37 8%	163 5%

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DC17. Please use the scale below to indicate how much you agree or disagree with the following statements: White lies are acceptable to avoid hurting people's feelings

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Strongly agree	252 7%	25 5%	36 7%	80 9%	45 12%	114 7%	81 9%	20 14%	20 15%	26 8%	165 6%	71 10%	4 5%	4 9%	1 7%	32 8%	39 10%	43 10%	28 9%	38 9%	214 7%
Agree	J 877 23%	135 26%	121 25%	239 27%	118 30%	361 24%	201 22%	36 25%	31 24%	79 26%	657 24%	194 26%	24 37%	16 32%	5 24%	97 26%	97 25%	112 27%	82 26%	107 24%	763 23%
Slightly agree	1103 29%	161 31%	152 31%	232 26%	80 21%	411 27%	243 27%	32 22%	33 25%	87 28%	832 30%	193 26%	22 34%	13 25%	4 21%	90 26%	102 26%	111 26%	82 25%	92 20%	1006 31%
Neither agree nor disagree	DES 874 23%	D 106 20%	CD 92 19%	D 170 19%	D 78 20%	357 23%	182 20%	23 16%	18 14%	53 17%	627 23%	144 19%	11 17%	11 21%	5 23%	69 20%	75 19%	83 20%	61 19%	124 28%	735 22%
Slightly disagree	BCF HKT 297 8%	38 7%	43 9%	65 7%	22 6%	109 7%	76 9%	14 10%	7 5%	28 9%	216 8%	56 8%	4 6%	2 5%	3 15%	30 9%	26 7%	30 7%	26 8%	36 8%	257 8%
Disagree	239 6%	35 7%	31 6%	62 7%	31 8%	110 7%	76 9%	16 11%	11 8%	28 9%	152 6%	56 8%	1 1%	3 6%	1 8%	24 7%	32 8%	28 7%	28 9%	30 7%	206 6%
Strongly disagree	J 127 3%	26 5%	15 3%	29 3%	14 4%	70 5%	36 4%	3 2%	11 8%	7 2%	83 3%	28 4%	0 0%	1 2%	0 2%	9 3%	19 5%	14 3%	14 4%	22 5%	104 3%
Total	3769 100%	526 100%	490 100%	877 100%	388 100%	1533 100%	896 100%	143 100%	131 100%	308 100%	2732 100%	743 100%	64 100%	51 100%	19 100%	351 100%	391 100%	422 100%	321 100%	450 100%	3285 100%
Top 2 Box	1129 30%	160 30%	156 32%	319 36%	163 42%	476 31%	282 32%	55 39%	51 39%	105 34%	822 30%	265 36%	27 42%	21 40%	6 30%	129 37%	137 35%	155 37%	110 34%	145 32%	976 30%
Bottom 2 Box	366 10%	61 12%	46 9%	91 10%	45 12%	180 12%	113 13%	19 13%	22 17%	35 11%	235 9%	84 11%	1 1%	4 8%	2 10%	33 9%	51 13%	42 10%	42 13%	53 12%	310 9%

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN1. Banner 1
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Methodology																					
Online	1740	199	101	114	13	445	479	77	55	141	1207	96	10	5	3	41	54	73	23	212	1507
	46% ABCD EJKLM NOPQR	36% BCD	21% CD	13% D	3%	29%	53% zHIJ	54% -	42% -	46% -	44%	13% -	15% -	11% -	16% -	12% R	14% R	17% OR	7% -	47% -	46% -
F2F	2029	327	389	763	374	1088	417	66	77	167	1525	647	55	45	16	310	337	348	298	237	1778
	54% F	62% z	79% zA	87% zAB	97% zABC	71% z	47% -	46% -	50% F*	54% F	56% zF	87% z	85% z*	89% z*	84% z*	88% zQ	86% z	83% z	93% zOPQ	53% -	54% -
Sex																					
Male	1840	237	257	420	163	741	431	82	65	137	1345	351	42	17	10	351	0	200	152	229	1595
	49% DMP	45% CD	53% D	48% D	42% D	48% -	48% FI	57% -	50% -	45% -	49% -	47% M	66% zKM*	33% -	51% M*	100% zPQR	0	47% P	47% P	51% P	49% -
Female	1921	269	232	456	224	791	457	60	66	170	1387	391	22	34	9	0	391	221	170	219	1683
	51% LO	55% -	47% -	52% B	50% zBC	52% -	51% G	42% -	50% -	55% G	51% -	53% L	34% -	67% zKLN*	49% -	0	100% zOQR	52% O	53% O	49% O	51% -
Male 16-34	572	0	0	0	0	123	142	41	10	23	406	0	0	0	0	0	0	0	0	112	456
	15% ABCDE HIKLM NOPORT	0	0	0	0	8% -	16% HI	28% zFHJ	7% -	8% -	15% HI	0	0	0	0	0	0	0	0	25% zT	14% -
Male 35-54	601	0	0	0	0	127	112	17	18	37	471	0	0	0	0	0	0	0	0	77	514
	16% ABCD EJKLM NOPQR	0	0	0	0	8% -	13% -	12% -	14% -	12% -	17% zFI	0	0	0	0	0	0	0	0	17% -	16% -
Male 55+	657	237	257	420	163	491	177	24	38	77	458	351	42	17	10	351	0	200	152	38	618
	17% PS	45% z	53% zCD	48% zD	42% z	32% z	20% z	17% zFGJ*	29% zFGJ*	25% zFJ	18% z	47% zM	66% zKM*	33% z*	51% zM*	100% zPQR	0	47% zP	47% zP	9% zS	19% zS
Female 16-34	552	0	0	0	0	127	118	16	7	17	412	0	0	0	0	0	0	0	0	97	448
	15% ABCDE HIKLM NOPORT	0	0	0	0	8% -	13% HI	11% I	6% -	6% -	15% HI	0	0	0	0	0	0	0	0	21% zT	14% -
Female 35-54	618	0	0	0	0	131	114	9	16	37	487	0	0	0	0	0	0	0	0	76	533
	16% ABCDE FGKLM NOPQR	0	0	0	0	9% G	13% G	7% -	12% -	12% -	16% zFGI	0	0	0	0	0	0	0	0	17% -	16% -
Female 55+	745	289	232	456	224	530	225	34	43	116	482	391	22	34	9	0	391	221	170	46	696
	20% JOS	55% z	47% z	52% zB	58% zBC	35% z	25% zJ	24% zJ*	33% zJ*	38% zFGJ	18% z	53% zL	34% z*	67% zKLN*	49% z*	0	100% zOQR	52% zO	53% zO	10% zS	21% zS
Male ABC1	1101	135	140	231	91	231	237	54	40	82	827	200	21	7	4	200	0	200	0	140	950
	29% DEMPP	26% z	29% z	26% z	24% z	15% z	26% z	38% zFI	31% -	27% -	30% -	27% M	32% M*	15% -	21% -	57% zPQR	0	47% zPR	0	31% zS	29% zS
Male C2DE	738	102	116	188	71	509	194	28	25	55	516	152	22	8	6	152	0	152	152	90	645
	20% PQ	19% z	24% z	21% z	18% z	33% z	22% z	19% z	19% z	18% z	19% z	20% z	34% z	17% z	31% z	43% zPQ	0	47% zPQ	47% zPQ	20% zPQ	20% zPQ
Female ABC1	1182	178	129	249	120	249	246	34	37	89	902	221	7	15	6	0	221	221	0	127	1049
	31% BEFLOR	34% B	26% z	26% z	31% z	16% z	27% z	24% z	28% z	29% z	33% z	30% L	11% L*	30% L*	30% L*	0	57% zOR	52% zOR	0	26% zT	32% zT
Female C2DE	737	111	103	206	102	540	209	25	29	81	484	170	15	18	4	0	170	0	170	92	634
	20% JOQ	21% z	21% z	23% z	26% z	35% z	23% zJ	17% zJ	22% -	26% zGJ	18% z	23% z	23% z	34% zK*	19% -	0	43% zOQ	0	53% zOPQ	20% zT	19% zT
Age																					
16-24	453	0	0	0	0	129	130	31	7	26	303	0	0	0	0	0	0	0	0	99	349
	12% ABCDE HIKLM NOPORT	0	0	0	0	8% -	15% zHIJ	22% zFHJ	5% -	8% -	11% -	0	0	0	0	0	0	0	0	22% zT	11% -
25-34	676	0	0	0	0	121	135	26	10	14	516	0	0	0	0	0	0	0	0	109	559
	18% ABCDE FIJKLM NOPORT	0	0	0	0	8% -	15% HI	19% HI	8% -	5% -	19% FHI	0	0	0	0	0	0	0	0	24% zT	17% -

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

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BAN1. Banner 1
Base: All Respondents

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Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
602 16% ABCDE FGIKLM NOPQRT	0	0	0	0	125 8%	96 11%	12 8%	18 14%	35 11%	487 18% zFGI	0	0	0	0	0	0	0	0	107 24% zT	487 15%
619 16% ABCD EKLMMN OPQRS	0	0	0	0	132 9%	133 15%	15 11%	15 12%	39 13%	472 17%	0	0	0	0	0	0	0	0	47 10%	562 17% zS
523 14% BCDE GKLM NOPQR	523 99% zBCD	0	0	0	142 9%	116 13% G	6 4%	11 8%	54 18% FGH	385 14% G	0	0	0	0	0	0	0	0	50 11%	472 14%
873 23% AUS 485 13% ADS 388 10% ABUS 1129 30% ABCDE HIKLM NOPQRT	0	485 99% zA	873 99% zA	388 100% zA	873 57% z	284 32% zJ	52 36% zJ	70 53% zFGJ	138 45% zFJ	552 20% z	738 99% z	64 100% z	51 100% z	19 100% z	349 99% z	388 99% z	418 99% z	320 100% z	33 7% z	837 25% zS
485 13% ADS 388 10% ABUS 1129 30% ABCDE HIKLM NOPQRT	0	485 99% zA	873 99% zA	388 100% zA	485 32% z	124 14% zAD	20 14% zAD	28 21% zFJ	43 14% z	349 13% z	413 58% z	39 61% z	21 41% z	12 64% z	220 63% z	193 49% z	231 55% z	182 57% z	22 5% z	462 14% zS
388 10% ABUS 1129 30% ABCDE HIKLM NOPQRT	0	485 99% zA	873 99% zA	388 100% zA	485 32% z	124 14% zAD	20 14% zAD	28 21% zFJ	43 14% z	349 13% z	413 58% z	39 61% z	21 41% z	12 64% z	220 63% z	193 49% z	231 55% z	182 57% z	22 5% z	462 14% zS
1129 30% ABCDE HIKLM NOPQRT	0	485 99% zA	873 99% zA	388 100% zA	485 32% z	124 14% zAD	20 14% zAD	28 21% zFJ	43 14% z	349 13% z	413 58% z	39 61% z	21 41% z	12 64% z	220 63% z	193 49% z	231 55% z	182 57% z	22 5% z	462 14% zS
1221 32% ABCDE FGIKL MNOPQR	0	0	0	0	258 17%	228 25%	27 19%	33 25%	74 24%	958 35% zFGI	0	0	0	0	0	0	0	0	154 34%	1049 32%
1396 37% JS	523 99% z	485 99% z	873 99% z	388 100% z	1014 66% z	400 45% zJ	58 41% z	81 62% zFGJ	192 62% zFGJ	937 34% z	738 99% z	64 100% z	51 100% z	19 100% z	349 99% z	388 99% z	418 99% z	320 100% z	83 18% zS	1309 40% zS
2287 61% BCDE FLMR	313 60%	269 55%	482 55%	212 55%	482 31%	488 54%	88 62%	77 58%	171 56%	1730 63% zFI	422 57% L	28 43% z	22 44% z	10 50% z	200 57% R	221 57% R	422 100% zOPR	0	268 60%	2003 61%
1478 39% JO	213 40%	220 45% z	393 45% z	174 45% z	1049 68% z	406 45% zJ	53 37% z	55 42% z	136 44% z	1000 37% z	321 43% z	36 57% z	26 51% z	10 50% z	152 43% z	170 43% z	0 0	321 100% zOQ	181 40% z	1282 39% z
983 26% CDEF IKNPR	140 27% CD	108 22%	181 21%	74 19%	181 12%	194 22% FI	43 30% FI	26 20% -	54 18% -	745 27% zFI	155 21% z	15 23% z	9 17% z	3 15% z	95 27% PR	59 15% R	155 37% zOPR	0	136 30% z	839 26% z
1305 35% ELRS	173 33%	162 33%	300 34%	138 36%	300 20%	294 33% zH	45 31% zH	50 38% zH	117 36% z	985 36% z	267 36% L	13 20% z	14 27% z	7 35% z	105 30% R	162 41% zOR	267 63% zOPR	0	133 30% z	1163 35% zS
585 16% EQ	69 13%	91 19%	157 18%	67 17%	157 10%	160 18% zH	26 18% zH	13 10% zH	46 15% zH	413 15% z	122 16% z	17 27% z	14 28% z	4 21% z	73 21% zPQ	49 12% Q	0 0	122 38% zOPQ	67 15% z	512 16% z
892 24% JO	144 27%	129 26%	236 27%	107 28%	892 58% z	246 27% zGJ	27 19% zGJ	41 31% GJ	90 29% zGJ	587 21% z	199 27% z	19 30% z	12 24% z	5 28% z	78 22% Q	121 31% zOQ	0 0	199 62% zOPQ	114 25% z	771 23% z
Grade	251 7% ABCDE JKLMMN OPORT	0	0	0	0	78 9% zJ	21 15% zFHJ	6 5% -	20 6% -	162 6% -	0	0	0	0	0	0	0	0	54 12% zT	195 6% -
202 5% ABCDHI KOPORT	0	0	0	0	129 8% z	52 6% HI	10 7% HI	1 0% -	6 2% -	141 5% HI	0	0	0	0	0	0	0	0	45 10% zT	154 5% -

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

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BAN1. Banner 1
Base: All respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
25-34 ABC1	438 12%	0	0	0	0	0	85 9%	18 12%	7 5%	9 3%	342 13%	0	0	0	0	0	0	0	0	74 16%	362 11%
	ABCD FIKLM NOPQR						I	HI			zFHI	0	0	0	0	0	0	0	0	zT	
25-34 C2DE	237 6%	0	0	0	0	121	51 6%	9 6%	4 3%	5 2%	173 6%	0	0	0	0	0	0	0	0	35 8%	197 6%
	ABCD IKLM NOPQR					z	I	I			I	0	0	0	0	0	0	0	0	8%	6%
35-44 ABC1	407 11%	0	0	0	0	0	53 6%	10 7%	11 8%	22 7%	343 13%	0	0	0	0	0	0	0	0	72 16%	328 10%
	ABCD FIKLM NOPQR					0	6%	7%	8%	7%	zFI	0	0	0	0	0	0	0	0	zT	
35-44 C2DE	195 5%	0	0	0	0	125	42 5%	2 1%	7 5%	13 4%	143 5%	0	0	0	0	0	0	0	0	35 8%	159 5%
	ABCD KOPQR					z	z				z	0	0	0	0	0	0	0	0	zT	
45-54 ABC1	387 10%	0	0	0	0	0	71 8%	8 6%	7 5%	24 8%	310 11%	0	0	0	0	0	0	0	0	31 7%	351 11%
	ABCD FKLMN OPQRS					0	8%	6%	5%	8%	zF	0	0	0	0	0	0	0	0	7%	S
45-54 C2DE	252 6%	0	0	0	0	132	62 7%	7 5%	9 7%	15 5%	161 6%	0	0	0	0	0	0	0	0	15 3%	212 6%
	ABCD KLMN OPQRS					z	z				z	0	0	0	0	0	0	0	0	z	S
55+ ABC1	791 21%	312 59%	266 54%	478 55%	212 55%	478 31%	199 22%	32 22%	46 35%	95 31%	563 21%	418 56%	28 43%	22 44%	10 50%	199 57%	219 56%	418 99%	0	37 8%	754 23%
55+ C2DE	602 16%	210 40%	218 45%	392 45%	174 45%	594 35%	199 22%	25 17%	35 26%	87 32%	373 14%	320 43%	36 57%	25 51%	10 50%	150 43%	170 43%	0	320 100%	46 10%	555 17%
	RS JGS	z z	z z	z z	z z	z z	zJ zJ		zFGJ zJ	zFJ zFGJ	z	z z	z zK	z z	z z	zR zQ	zR zQ	zOPR zQ	0 zOPQ	0 zOPQ	zS zS
Working Status																					
Paid employment (30+ hours)	1569 42%	214 41%	37 8%	37 4%	0	246 16%	240 27%	51 36%	30 23%	60 19%	1301 48%	31 4%	5 9%	0	1 5%	21 6%	10 3%	20 5%	11 3%	219 49%	1337 41%
	BCDEF HIKLM NOPQRST	BCD	CD	D			I	FHI			zFGHI		M		M					zT	
Paid employment (29 hours or less a week)	547 15%	92 18%	49 10%	56 6%	8 2%	169 11%	108 12%	9 6%	16 12%	15 5%	413 15%	53 7%	0 1%	1 3%	1 7%	21 6%	32 8%	38 9%	16 5%	71 16%	473 14%
	BCDE FGIKL MOPQR	BCD	CD	D			GI		I		FGI				L			O			
Self employed	303 8%	42 8%	32 7%	38 4%	7 2%	86 6%	70 8%	7 5%	9 7%	16 5%	217 8%	36 5%	1 2%	1 3%	0	30 9%	5 1%	12 3%	24 7%	35 8%	260 8%
	CDE KNPQ	CD	CD	D												PQ		PQ			
Retired	841 22%	94 18%	365 74%	735 84%	371 96%	755 49%	296 33%	50 35%	67 51%	156 51%	507 19%	614 83%	57 88%	47 93%	17 87%	275 78%	339 87%	349 83%	265 83%	33 7%	805 25%
	AJS	zA	zAB	zABC	zABC	z	zJ	zJ	zFGJ	zFGJ	z	z	z	zK	z	z	zO	zO	z	z	zS
Studying full time	114 3%	0	0	0	0	53 3%	33 4%	10 7%	1 1%	6 2%	76 3%	0	0	0	0	0	0	0	0	40 9%	72 2%
	ABCDK OPQRST							zHIJ				0	0	0	0	0	0	0	0	zT	
Not in paid employment / Looking after the house or home	174 5%	44 8%	4 1%	6 1%	2 1%	97 6%	54 6%	4 3%	2 1%	27 9%	114 4%	6 1%	0	1 1%	0	4 1%	2 0	3 1%	3 1%	17 4%	156 5%
	BCDK OPQR	zBCD				z	zHJ			zFGHJ											
Unemployed	170 5%	26 5%	3 1%	3 0	0	98 6%	67 7%	8 6%	6 4%	14 5%	90 3%	2 0	1 1%	0	0	0	2 1%	0	2 1%	27 6%	142 4%
	BCDJ KOPQR	BCD				z	zIJ					0				0					

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN1. Banner 1

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobi lity (I)	No (J)	England (K)	Scot land (L)	Wales (M)	Nort hern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
In work (8 hours or more)	2355 62%	340 65%	111 23%	124 14%	13 3%	481 31%	389 43%	60 42%	53 40%	85 28%	1896 69%	113 15%	7 11%	2 3%	3 13%	66 19%	47 12%	65 16%	47 15%	310 69%	2023 62%
	BCDEF CHIJKLM NOPORT	BCD	CD	D			I	I	I*		zFGHI	M	*	*	M*	P				zT	
Out of work / Retired / Working less than 8 hours)	1364 36%	172 33%	378 77%	753 86%	375 97%	1024 67%	479 53%	80 56%	78 59%	210 68%	822 30%	630 85%	57 89%	49 96%	17 87%	285 81%	344 88%	355 84%	274 85%	132 29%	1221 37%
	JS		zA	zAB	zABC	z	zJ	zJ	zJ*	zFGJ		z	z*	zKN*	z*	z	zO	z	z	zS	

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN2. Banner 2
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Nations																					
England	3169 84%	421 80%	417 85%	743 85%	325 84%	1284 84%	724 81%	116 81%	110 83%	247 80%	2326 85%	743 100%	0 0	0 0	0 0	351 100%	391 100%	422 100%	321 100%	421 94%	2720 83%
Scotland	316 8%	60 11%	39 8%	64 7%	25 6%	127 8%	89 10%	12 9%	10 8%	28 9%	214 8%	0 0	64 100%	0 0	0 0	0 0	0 0	0 0	0 0	17 4%	296 9%
Wales	181 5%	28 5%	21 4%	51 6%	30 8%	81 5%	56 zJ	11 8%	9 7%	23 zJ	118 4%	0 0	0 0	51 100%	0 0	0 0	0 0	0 0	0 0	7 2%	169 5%
Northern Ireland	104 3%	16 3%	12 3%	19 2%	7 2%	41 3%	26 3%	4 3%	2 2%	9 3%	74 3%	0 0	26 0	0 0	19 100%	0 0	0 0	0 0	0 0	5 1%	99 3%
Ethnicity																					
White	3285 87%	474 90%	465 95%	840 96%	375 97%	1390 91%	809 90%	124 87%	124 94%	280 91%	2363 86%	710 96%	64 100%	46 91%	19 100%	331 94%	380 97%	410 97%	300 93%	0 0	3285 100%
Minority Ethnic	450 12%	52 10%	24 5%	34 4%	10 3%	134 9%	74 8%	15 11%	7 6%	27 9%	352 13%	2 4%	21 0	2 4%	7 0	6 Q	3 3%	3 3%	7 PQ	450 zT	0 0
Black	125 3%	14 3%	12 3%	15 D	2 1%	40 3%	20 2%	4 3%	3 2%	9 3%	98 4%	13 2%	0 0	1 0	0 0	10 3%	4 1%	5 5	9 3%	125 zT	0 0
Asian / Asian British	162 4%	13 3%	8 2%	13 1%	4 1%	52 3%	29 3%	8 6%	3 2%	8 3%	124 5%	13 2%	0 0	0 0	0 0	6 2%	6 1%	3 1%	10 3%	162 Q	0 0
Ind / Pak / Bang	138 4%	13 2%	7 1%	11 1%	4 1%	43 3%	27 3%	8 6%	3 2%	8 3%	105 4%	11 1%	0 0	0 0	0 0	5 1%	5 1%	3 1%	8 3%	138 zT	0 0
Other ethnic group	91 2%	12 2%	2 0	5 1%	3 1%	27 2%	11 1%	2 1%	1 1%	3 1%	77 F	5 1%	0 0	0 0	0 0	5 1%	1 0	3 1%	2 1%	91 zT	0 0
TV Region																					
East of England	292 8%	30 6%	53 11%	85 10%	32 8%	146 10%	67 8%	5 4%	18 13%	14 5%	218 8%	85 11%	0 0	0 0	0 0	33 9%	52 13%	44 10%	41 13%	18 4%	270 8%
London	727 19%	93 16%	76 15%	156 16%	80 21%	243 16%	130 14%	35 FI	21 16%	43 14%	562 21%	156 21%	0 0	0 0	0 0	95 27%	61 16%	96 23%	61 19%	164 zT	552 17%
Midlands East	147 4%	12 2%	19 4%	41 5%	22 6%	67 4%	31 3%	10 7%	3 2%	9 3%	115 4%	41 Z	0 0	0 0	0 0	24 7%	17 4%	27 6%	14 4%	35 zT	110 3%
Midlands West	370 10%	46 9%	54 11%	82 9%	29 7%	140 9%	78 9%	7 5%	21 16%	27 9%	275 10%	82 11%	0 0	0 0	0 0	38 11%	44 11%	55 z	27 8%	79 zT	291 9%
North East and Cumbria	210 6%	37 7%	20 4%	45 5%	26 7%	89 6%	68 8%	10 7%	10 8%	32 10%	137 5%	45 6%	0 0	0 0	0 0	16 4%	30 8%	33 8%	12 4%	8 2%	200 zS
North West	441 12%	53 10%	72 15%	114 13%	42 11%	208 14%	102 11%	12 9%	11 8%	38 12%	330 12%	114 15%	0 0	0 0	0 0	56 16%	39 15%	39 9%	75 23%	39 z	400 9%
Scotland	316 8%	60 11%	39 8%	64 7%	25 6%	127 8%	89 10%	12 9%	10 8%	28 9%	214 8%	0 0	64 100%	0 0	0 0	0 0	0 0	0 0	0 0	17 4%	296 zS
South	241 6%	37 7%	33 7%	49 6%	16 4%	90 6%	43 5%	6 4%	7 5%	8 3%	183 7%	49 7%	0 0	0 0	0 0	16 5%	32 8%	36 9%	12 4%	29 6%	213 6%

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN2. Banner 2
Base: All Respondents

Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity		
Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	North ern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Mino rity Ethnic (S)	White (T)	
3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246	
3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285	
131	22	17	23	6	38	35	3	2	11	87	23	0	0	0	11	12	14	10	4	127	
ES	4%	3%	3%	2%	2%	4%	2%	1%	4%	3%	3%	0	0	0	3%	3%	3%	3%	1%	4%	
127	16	20	47	27	64	42	6	4	17	85	47	0	0	0	17	30	24	23	9	118	
3%	3%	4%	5%	7%	4%	5%	4%	3%	5%	3%	6%	0	0	0	5%	6%	6%	7%	2%	4%	
104	16	12	19	7	41	26	4	2	9	74	0	0	0	19	0	0	0	0	5	99	
3%	3%	3%	2%	2%	3%	3%	3%	2%	3%	3%	0	0	0	100%	0	0	0	0	1%	3%	
KOPORS	181	28	21	51	30	56	11	9	23	118	0	0	51	zKLM*	0	0	0	0	7	169	
5%	5%	4%	6%	8%	5%	6%	8%	7%	8%	4%	0	0	100%	0	0	0	0	0	2%	5%	
KOPORS	140	17	17	24	8	33	4	2	8	102	24	0	0	0	14	11	17	7	8	128	
4%	3%	3%	3%	2%	3%	4%	3%	2%	3%	4%	3%	0	0	0	4%	3%	4%	2%	2%	4%	
341	59	38	76	38	148	96	16	11	40	233	76	0	0	0	33	43	37	39	27	312	
9%	11%	8%	9%	10%	10%	11%	12%	8%	13%	9%	10%	0	0	0	9%	11%	9%	12%	6%	9%	
LMN									zJ		LMN								z		
Disability																					
Yes (Net all)	896	116	127	286	159	464	896	143	131	308	0	233	21	26	6	101	131	123	110	74	809
24%	22%	26%	33%	41%	30%	100%	100%	100%	100%	100%	0	31%	32%	51%	32%	29%	29%	34%	16%	25%	
JS	286	0	127	286	159	286	286	52	70	139	0	233	21	26	6	101	131	123	110	22	263
8%	0	26%	33%	41%	19%	32%	32%	36%	53%	45%	0	31%	32%	51%	32%	29%	34%	29%	34%	5%	8%
AJS	610	116	0	0	0	178	610	91	61	168	0	0	0	0	0	0	0	0	52	546	
16%	22%	0	0	0	12%	68%	68%	64%	47%	55%	0	0	0	0	0	0	0	0	12%	17%	
BCDE		zBCD					zHJ	zHJ	zJ*	zJ									S		
JKLMN																					
OPQRS																					
No (all)	2732	387	350	554	203	988	0	0	0	0	2732	480	39	22	12	241	239	285	196	352	2363
72%	73%	72%	63%	52%	64%	0	0	0	0	0	100%	65%	61%	44%	63%	69%	61%	67%	61%	78%	72%
CODEF		CD	CD	D						zFGHI		M			M*	R		P		zT	
GHIK																					
LMPQR																					
Not disabled - 65 and over	554	0	350	554	203	554	0	0	0	0	554	480	39	22	12	241	239	285	196	11	541
15%	0	72%	63%	52%	36%	0	0	0	0	0	20%	65%	61%	44%	63%	69%	61%	67%	61%	2%	16%
AFGHIS	2164	387	350	554	203	988	0	0	0	0	2164	480	39	22	12	241	239	285	196	339	1809
57%	73%	0	0	0	431	0	0	0	0	0	79%	0	0	0	0	0	0	0	75%	55%	
BCDEF		zBCD									zFGHI								zT		
GHIKLM																					
NOQRST																					

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN3. Banner 3
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Religion																					
Christianity	1512 40%	235 45%	273 56%	532 61%	259 67%	758 49%	389 43%	62 44%	74 56%	165 54%	1062 39%	453 61%	32 50%	32 63%	15 78%	192 55%	260 67%	270 64%	183 57%	135 30%	1372 42%
Non Christian	2184 58%	286 54%	213 44%	333 38%	120 31%	751 49%	495 55%	75 52%	60 46%	143 47%	1622 59%	284 39%	30 46%	17 33%	3 16%	156 44%	128 33%	149 35%	135 42%	306 68%	1859 57%
	BCDE HIKMN OPQRT	BCD	CD	D			HI				zHI	N	N*	N*		PQ			P	zT	
No religion	1955 52%	260 49%	192 39%	294 34%	102 26%	670 44%	438 49%	63 44%	49 37%	120 39%	1456 53%	246 33%	30 46%	16 31%	2 13%	136 39%	111 28%	130 31%	117 36%	162 36%	1777 54%
	BCDE HIKMN OPQRS	BCD	CD	D			HI				zFHI	N	N*	N*		PQ			P	zS	
Islam	82 2%	5 1%	2 0	2 0	0 0	22 1%	21 2%	6 4%	4 3%	7 2%	59 2%	2 0	0 0	0 0	0 0	2 0	1 0	0 0	2 1%	64 14%	17 1%
	BCDE KOPQT																			zT	
Hinduism	43 1%	3 1%	3 1%	5 1%	2 0	10 1%	15 2%	5 4%	3 2%	6 2%	27 1%	5 1%	0 0	0 0	0 0	2 1%	3 1%	1 0	4 1%	36 8%	7 0
	ET							zJ												zT	
Sikhism	37 1%	3 1%	4 1%	6 1%	2 0	13 1%	10 1%	4 3%	3 2%	6 2%	25 1%	6 1%	0 0	0 0	0 0	4 1%	2 1%	1 0	5 2%	32 7%	4 0
	T							zJ												zT	
Judaism	49 1%	11 2%	8 2%	19 2%	12 3%	24 2%	13 1%	4 3%	6 5%	9 3%	36 1%	19 3%	0 0	0 0	0 0	9 3%	11 3%	13 3%	6 2%	4 1%	45 1%
				z	z				zFJ*	zFJ		z						z			
Budhism	17 0	1 0	1 0	1 0	0 0	3 0	8 0	4 3%	3 2%	4 1%	8 0	1 0	0 0	0 0	0 0	1 0	0 0	1 0	0 0	7 0	9 0
	JT						zJ	zJ	zJ	J										zT	
Other	17 0	2 0	3 1%	6 1%	3 1%	9 1%	5 1%	1 1%	1 1%	1 0	10 0	4 1%	0 0	1 2%	1 3%	3 1%	1 0	4 1%	1 0	2 0	16 0
															zKL*						
Sexual Orientation																					
Heterosexual or straight	3409 90%	480 91%	463 95%	832 95%	369 95%	1414 92%	772 86%	125 87%	116 88%	287 93%	2544 93%	701 94%	63 98%	50 97%	19 98%	326 93%	375 96%	397 94%	304 94%	404 90%	2987 91%
LGB (Net Lesbian, Gay, Bisexual)	187 5%	17 3%	8 2%	14 2%	5 1%	57 4%	74 8%	8 6%	7 5%	15 5%	102 4%	13 2%	0 0	0 0	0 0	11 3%	2 0	8 2%	5 2%	24 5%	161 5%
	BCDE JKPQR						zJ									P		P			
Lesbian	26 1%	3 1%	0 0	1 0	0 0	8 0	9 1%	2 2%	1 1%	2 1%	17 1%	1 0	0 0	0 0	0 0	0 0	1 0	1 0	0 0	4 1%	22 1%
	C																				
Gay	71 2%	10 2%	5 1%	7 1%	2 0	20 1%	26 3%	3 2%	5 4%	6 2%	39 1%	7 1%	0 0	0 0	0 0	7 2%	0 0	3 1%	4 1%	9 2%	62 2%
	CEJP						zJ									P		P			
Bisexual	88 2%	4 1%	3 1%	5 1%	2 1%	29 2%	39 4%	2 2%	1 1%	7 2%	46 2%	5 1%	0 0	0 0	0 0	4 1%	1 0	3 1%	1 0	10 2%	77 2%
	ABC DKJP						zJ														
Children																					
Yes aged 0-2	227 6%	1 0	2 0	2 0	0 0	50 3%	37 4%	12 8%	2 1%	5 2%	182 7%	2 0	0 0	0 0	0 0	2 1%	0 0	2 1%	0 0	50 11%	176 5%
	ABCDE FIKLM NOPORT						I	FHI			zFHI									zT	
Yes aged 3-4	225 6%	5 1%	0 0	0 0	0 0	46 3%	26 3%	4 3%	2 2%	10 3%	191 7%	0 0	0 0	0 0	0 0	0 0	0 0	0 0	0 0	40 9%	184 6%
	ABCDE FIKLM NOPORT	C									zFHI									zT	

Overlap formulae used
- Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
- Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN3. Banner 3
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Yes aged 5-10	520 14% ABCDE FIKLM NOPQRT	18 3% BCD	1 0	2 0	1 0	86 6%	92 10%	18 13%	13 10%	29 9%	419 15% zFI	2 0	0 0	0 0	0 1%	1 0	0 0	2 0	0 0	106 23% zT	409 12%
Yes aged 11-15	440 12% ABCDE FKLMN OPQRT	29 6% BCD	3 1%	3 0	0 0	91 6%	82 9%	14 10%	13 10%	31 10%	353 13% zF	2 0	0 0	1 1%	0 0	1 0	1 0	1 0	1 0	76 17% zT	359 11%
No children under 16	2615 69% JS	467 89% zA	472 96% zA	844 96% zA	372 96% zA	1284 84%	673 75% zJ	98 68% zJ	104 79% zJ	237 77% zJ	1846 68% zFHI	713 96% z	63 98% z	49 97% z	19 97% z	338 96% z	374 96% z	405 96% z	308 96% z	253 56% zS	2343 71% zS
Parent	955 25% ABCDE FIKLM NOPQRT	42 8% BCD	2 0	3 0	1 0	172 11%	171 19%	34 24%	22 17%	55 18%	764 28% zFHI	0 0	0 0	1 1%	0 0	2 1%	0 0	3 1%	0 0	164 37% zT	783 24%
Non-Parent	2701 72% JS	471 90% z	476 97% zA	848 97% zA	372 96% zA	1309 85% z	695 78% zJ	102 71% zJ	104 79% zJ	243 79% zJ	1906 70% zFHI	716 96% z	63 98% z	49 97% z	19 98% z	340 97% z	376 96% z	407 97% z	310 96% z	271 60% zS	2411 73% zS
Education																					
Higher	1263 34% BCDEF HIKLM NOPRT	161 31% BCD	103 21%	161 18%	58 15%	268 18%	232 26%	38 27%	32 24%	68 22%	987 36% zFGHI	140 19%	10 16%	9 17%	2 10%	73 21% R	66 17% R	126 30% OPR	14 4%	208 46% zT	1038 32%
Non-Higher	2466 65% JS	363 69% zA	382 78% zA	701 80% zA	320 82% zA	1242 81% z	659 74% zJ	104 73% zJ	99 75% zJ	239 78% zJ	1727 63% zFHI	591 79% z	52 81% z	41 81% z	17 90% z	274 78% zQ	317 81% zQ	289 69% zQ	302 94% zOPQ	234 52% zS	2215 67% zS
TV service																					
Pay TV	2243 60% CDEK OPQR	289 55% D	272 56% CD	431 49% D	159 41% D	796 52%	517 58%	105 74% zFHIJ	70 54% z	168 55%	1650 60% zFGJ	360 48%	34 53% z	28 55% z	10 52% z	179 51%	180 46% z	202 48% z	158 49% z	265 59% zS	1963 60%
Non Pay TV	1959 52% JS	311 59% z	285 56% z	544 62% zB	259 67% zBC	871 57% z	508 57% zJ	69 48% zGJ	82 62% zGJ	194 63% zFGJ	1381 51% zFGJ	457 61% z	46 72% z	30 59% z	12 60% z	210 60% z	247 63% z	261 61% z	196 61% z	190 42% zS	1756 53% zS
TV service connected to the internet																					
Yes	2847 76% BCDEF GIKLM NOPQR	398 76% BCD	293 60% CD	453 52% D	159 41% D	934 61%	624 70% I	95 66% I	92 70% I	181 59% zFGI	2119 78% zFGI	385 52%	37 57% z	21 41% z	10 52% z	200 57% PR	185 47% z	243 58% PR	141 44% z	348 77% zS	2478 75%
No	892 24% J	126 24% zA	193 39% zA	416 47% zAB	223 58% zABC	587 38% z	259 29% zJ	44 31% J	38 29% z	123 40% zFHIJ	598 22% zFHIJ	352 47% z	26 40% z	29 57% z	9 48% z	150 43% z	201 51% zQ	177 42% z	175 55% zOQ	99 22% zS	785 24%
News use																					
More than 6 times a day	506 13% BCEKPR	77 15% C	48 10%	87 10%	39 10%	143 9%	140 16%	33 23% zFUJ	25 19% z	42 14%	348 13%	71 10%	10 15% z	5 9% z	2 8% z	42 12% R	28 7% P	49 12% P	22 7% z	56 12% zS	445 14%
2-5 times a day	1461 39% GS	229 45% z	261 53% zA	485 55% zA	224 53% zA	680 44% z	352 39% G	40 28% G	53 40% G	134 43% G	1055 39% G	408 55% z	37 57% z	30 60% z	10 52% z	190 54% z	217 56% z	230 55% z	178 55% z	145 32% zS	1303 40% zS
Once a day	1047 26% S	137 26% zA	143 29%	238 27%	96 25%	454 30%	239 27%	36 25% zFGJ	44 34% z	86 28% z	774 28% z	209 28%	12 18% z	14 27% z	4 20% z	93 26% z	116 30% z	113 27% z	95 30% z	123 27% zS	911 28%
Daily	3014 80% S	453 86% z	451 92% zA	810 92% zA	359 93% zA	1277 83% z	731 82% z	110 77% zFGJ	122 93% z	262 85% z	2177 80% z	687 91% zN	58 91% z	49 96% zN	16 81% z	325 93% z	361 92% z	393 93% z	294 92% z	324 72% zS	2659 81% zS
Weekly	478 13% BCDEH KMOPQR	49 9% BCD	21 4%	38 4%	144 4%	144 9%	106 12% H	25 17% FHI	6 5% z	32 10% H	357 13% H	29 4%	6 9% M	0 0	3 16% KM	13 4%	16 4%	20 5%	8 3%	75 17% zT	401 12%
Less than once a week	229 6% BCD KLPO	21 4%	17 3%	27 3%	10 3%	94 6%	54 6% I	7 5%	4 3% z	11 4%	170 6% z	24 3%	0 0	2 4%	1 3% z	13 4% Q	11 3%	7 2%	17 5% Q	36 8% zS	192 6%

Overlap formulae used
Column Proportions:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
Column Means:
Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
Minimum Base: 30 (**), Small Base: 100 (*)
6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN4. Banner 4

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Watched any BBC TV channel																					
Yes (used at least once every 3 months)	3212	480	463	832	369	1319	764	119	119	279	2331	706	64	45	17	330	376	409	298	326	2865
	85%	91%	95%	95%	95%	86%	85%	83%	91%	91%	85%	95%	100%	88%	86%	94%	96%	97%	93%	73%	87%
	S	z	z	zA	z	z	z	z	z	zFGJ	z	zMN	zMN	z	z	z	zR	zOR	z	z	zS
Yes (monthly only)	500	102	57	97	40	159	107	7	13	32	375	83	9	4	1	39	44	53	31	32	459
	13%	19%	12%	11%	10%	10%	12%	5%	10%	10%	14%	11%	14%	8%	4%	11%	11%	12%	10%	7%	14%
	EGNS	zBCD					G			G										zS	
Yes (weekly only)	2057	339	285	491	206	790	462	69	74	166	1521	411	48	24	8	196	215	246	165	179	1860
	55%	64%	58%	56%	53%	52%	52%	48%	57%	54%	56%	55%	55%	47%	41%	56%	55%	58%	51%	40%	57%
	ENS	zCD										N	zKMN							zS	
Yes (daily only)	2303	347	391	722	331	1048	584	92	96	230	1630	614	54	40	14	290	324	357	257	231	2064
	61%	67%	80%	82%	85%	68%	65%	64%	73%	75%	60%	63%	84%	78%	71%	82%	83%	83%	80%	51%	63%
	JIS	zA	zA	zA	zA	z	zJ	zJ	zJ	zFGJ	z	zN	z	z	z	z	z	z	z	zS	
No	479	23	37	15	15	186	115	22	11	24	345	30	0	5	3	16	13	9	21	105	363
	13%	8%	5%	4%	4%	12%	13%	15%	8%	8%	13%	4%	0	10%	14%	5%	3%	2%	7%	23%	11%
	ABCDIK LOPORT	CD					I	I			I			KL	KL	Q			PQ	zT	
Listened to any BBC radio station																					
Yes (used at least once every 3 months)	2207	314	289	508	219	788	515	86	79	168	1618	429	36	29	14	220	209	279	150	244	1953
	59%	60%	59%	58%	57%	51%	58%	58%	60%	55%	59%	58%	57%	57%	70%	63%	54%	66%	47%	54%	59%
	ER															PR		zPR		z	
Yes (monthly only)	240	38	23	34	11	60	64	11	11	17	169	32	1	1	0	21	11	25	7	39	201
	6%	5%	4%	6%	3%	4%	7%	7%	8%	6%	6%	4%	2%	2%	2%	6%	3%	6%	2%	9%	6%
	CDEKPR	CD														R		P			
Yes (weekly only)	1057	150	116	196	80	329	219	33	39	57	806	158	22	13	4	80	78	111	47	92	958
	28%	28%	24%	22%	21%	21%	24%	23%	29%	19%	29%	21%	34%	25%	19%	23%	20%	26%	15%	20%	29%
	CDEF	CD					I		I	zFI			K			R		PR		zS	
	IKPRS																				
Yes (daily only)	1342	189	211	366	155	520	312	59	49	110	987	311	24	20	11	157	155	198	113	151	1185
	36%	36%	43%	42%	40%	34%	35%	41%	37%	36%	36%	42%	37%	39%	57%	45%	40%	42%	35%	34%	36%
												z			zKL	zR		zPR			
No	1544	207	200	369	169	743	373	56	52	138	1105	314	28	22	5	131	181	143	171	202	1323
	41%	39%	41%	42%	43%	48%	42%	39%	40%	45%	40%	42%	28	43%	27%	37%	46%	34%	53%	45%	40%
	NQ				z					zFHI		N					OQ	zOQ			
Used any BBC On-demand																					
Yes (used at least once every 3 months)	1644	244	164	240	75	479	330	52	43	97	1254	206	15	15	4	106	100	145	61	164	1473
	44%	46%	34%	27%	19%	31%	37%	33%	31%	31%	46%	28%	23%	29%	21%	30%	26%	34%	19%	37%	45%
	BCDEF HKLMI NOPQRS	BCD	CD	D			I			zFHI						R	R	PR		zS	
Yes (monthly only)	300	49	47	65	17	106	63	5	7	20	227	55	3	5	1	20	35	40	15	12	289
	8%	9%	10%	7%	4%	7%	7%	4%	6%	6%	8%	7%		11%	4%	6%	9%	9%	5%	3%	9%
	DS	D	CD	D													R	O		zS	
Yes (weekly only)	998	158	91	140	49	276	191	30	25	50	767	123	8	7	3	67	56	93	39	99	894
	26%	30%	19%	16%	13%	18%	21%	21%	19%	16%	28%	17%	13%	13%	14%	19%	14%	20%	12%	22%	27%
	BCDE FIKLMI NOPORS	BCD	D	D			I			zFHI						R		PR		z	
Yes (daily only)	402	35	21	28	6	103	102	23	13	33	285	21	3	3	1	14	7	14	7	64	337
	11%	7%	4%	3%	2%	7%	11%	16%	10%	11%	10%	3%	5%	5%	3%	4%	2%	3%	2%	14%	10%
	ABCDE KNOPRS	CD		D																zT	
No	2108	282	317	630	312	1042	563	90	88	208	1468	529	49	36	15	242	285	268	261	281	1799
	56%	54%	65%	72%	81%	68%	63%	63%	67%	68%	54%	71%	77%	71%	79%	69%	73%	64%	81%	63%	55%
	JT	zA	zAB	zABC	z	z	zJ		zJ	zJ		z	z	z	z	zQ	zQ	z	zOPQ	zT	
Used any BBC Online																					
Yes (used at least once every 3 months)	1877	267	178	241	62	496	402	57	50	119	1423	210	16	10	5	111	98	145	65	230	1634
	50%	51%	36%	27%	16%	32%	45%	40%	38%	39%	52%	28%	25%	19%	23%	32%	25%	34%	20%	51%	50%
	BCDEF GHKLMNOPRS	BCD	CD	D			I			zFGHI						R		PR			
Yes (monthly only)	304	55	23	36	13	68	57	6	5	19	240	34	1	1	0	15	19	23	10	27	277
	8%	10%	5%	4%	3%	4%	6%	4%	4%	6%	9%	5%	2%	2%	1%	4%	5%	6%	3%	6%	8%
	BCDE KNOPRS	BCD								zF											

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN4. Banner 4

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Yes (weekly only)	1016 BCDE FIKLM NOPOR	131 25% BCD	78 16% CD	110 13% D	32 8% z	244 16% z	210 23% I	28 20% z	30 23% z	55 18% z	776 28% zFI	92 12% z	10 16% z	6 12% z	2 12% z	55 16% PR	776 10% z	69 16% PR	23 7% z	112 25% z	894 27% z
Yes (daily only)	1097 BCDEKL MNOPOR	157 30% BCD	106 22% CD	134 15% D	27 7% z	279 18% z	262 29% z	42 29% z	31 23% z	84 27% z	806 29% z	117 16% z	9 14% z	5 9% z	2 13% z	67 19% PR	49 13% z	78 18% P	40 12% z	147 33% z	941 29% z
No	1877 J	257 49% zA	310 63% zA	635 72% zAB	325 84% zABC	1032 67% z	491 55% zJ	85 60% zJ	81 62% zJ	186 61% zFJ	1300 48% z	532 72% z	48 75% z	41 81% z	15 77% z	239 68% z	293 75% zQ	275 65% z	256 80% zOQ	217 48% z	1638 50% z
Used any BBC	3468 Yes (used at least once every 3 months)	497 92% ES	473 94% z	850 97% z	376 97% z	1384 90% z	825 92% z	126 88% G	125 95% G	289 94% G	2517 92% z	722 97% zMN	64 100% zMN	46 90% z	18 91% z	341 97% z	380 97% z	417 99% zOPR	305 95% z	387 86% z	3057 93% zS
Yes (monthly only)	1027 CDEFG IKNRS	188 27% zBCD	123 25% CD	193 22% D	70 18% z	325 21% z	210 23% G	23 16% z	28 21% z	67 22% z	783 29% zFGI	169 23% N	12 18% z	10 20% z	2 11% z	77 22% R	92 24% R	114 27% OR	55 17% z	84 19% z	933 28% zS
Yes (weekly only)	2674 DEF GNRS	403 77% zCD	357 73% CD	610 70% D	253 65% z	1003 65% z	599 67% z	87 61% z	87 66% z	210 68% z	1979 72% zFG	515 69% N	53 83% zKMN	32 63% z	10 54% z	248 71% R	266 68% z	316 75% PR	199 62% z	253 56% z	2401 73% zS
Yes (daily only)	2803 S	397 75% zA	423 86% zA	777 89% zA	353 91% zA	1176 77% z	689 77% z	103 72% z	108 82% z	253 82% z	2010 74% zFGJ	662 89% z	55 86% z	43 84% z	16 82% z	307 88% z	354 91% z	385 91% zO	277 86% z	294 65% z	2496 76% zS
No	289 BCDK LOPOT	28 5% z	16 3% z	27 3% z	11 3% z	141 9% z	69 8% z	16 11% I	6 5% z	16 5% z	207 8% z	21 3% z	0 0% KL	5 10% KL	1 6% L	11 3% Q	10 3% Q	4 1% z	17 5% Q	59 13% zT	220 7% z
Number of BBC platforms used	289 BCDK LOPOT	28 5% z	16 3% z	27 3% z	11 3% z	141 9% z	69 8% z	16 11% I	6 5% z	16 5% z	207 8% z	21 3% z	0 0% KL	5 10% KL	1 6% L	11 3% Q	10 3% Q	4 1% z	17 5% Q	59 13% zT	220 7% z
One	727 J	97 19% z	116 24% z	243 28% zAB	128 33% zABC	381 25% z	205 23% zJ	31 22% zJ	37 28% zJ	83 27% zJ	496 18% z	202 27% z	24 37% z	13 26% z	4 22% z	85 24% z	117 30% zQ	86 20% z	117 36% zOQ	88 20% z	636 19% z
Two	903 J	123 23% z	159 32% z	327 37% zAB	168 43% zABC	494 32% z	235 26% z	35 25% z	33 25% z	94 31% zJ	623 23% z	278 37% z	22 34% z	18 36% z	8 42% z	124 35% R	155 40% z	160 38% z	119 37% z	111 25% z	778 24% z
Three	923 CDEIPR	143 27% CD	123 25% CD	180 21% D	57 15% z	321 21% z	196 22% z	25 17% z	28 21% z	56 18% zJ	693 25% I	156 21% z	11 17% z	25 18% z	4 21% z	85 24% R	71 18% z	101 24% P	55 17% z	96 21% z	821 25% z
Four	928 BCDE FIKLM NOPOR	135 28% BCD	76 16% CD	100 11% D	24 6% z	196 13% z	192 21% z	36 25% z	27 20% z	59 19% z	712 26% zFI	85 11% z	8 13% z	5 10% z	2 8% z	47 13% R	38 10% R	71 17% PR	14 4% z	96 21% z	830 25% z

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN5. Banner 5

Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Effective Base	2540.2	308.1	332.6	603.7	271.2	1099.5	691.4	111.3	96.2	247.9	1759.1	477.6	59.4	59.4	60.3	240.1	238.2	299.8	183.4	303.7	2217.1
Internet Use																					
At home	3334 88% BCDEF GHIKLM NOPORT	486 92% zBCD	365 75% CD	578 66% D	214 55%	1174 77%	709 79% GI	101 71%	102 7% *	216 70%	2495 91% zFGHI	489 66%	48 75% M*	28 56% *	13 66% *	242 69% R	247 63% R	316 75% OPR	173 54%	415 92% zT	2890 88%
At someone else's home	1774 47% ABCDE FHIKLM NOPORT	191 36% BCD	105 21% CD	141 16% D	36 9%	452 30%	377 42% HI	58 40% H	36 27% *	95 31%	1346 49% zFHI	121 16%	12 19% *	5 10% *	3 16% *	59 17% R	61 16% R	96 23% OPR	25 8%	253 56% zT	1498 46%
At work	1801 48% ABCDE FHIKLM NOPORT	221 42% BCD	41 8% CD	53 6% D	12 3%	282 18%	310 35% HI	61 43% HI	32 24% *	65 21%	1436 53% zFGHI	44 6%	5 8% *	1 2% *	3 15% KM*	18 5% R	25 6% R	34 8% OR	10 3%	256 57% zT	1520 46%
Whilst commuting / travelling / on the move	1939 51% ABCDE FHIKLM NOPORT	212 40% BCD	100 21% CD	127 15% D	27 7%	436 28%	406 45% I	66 46% I	48 36% *	103 33%	1473 54% zFHI	109 15%	8 12% *	6 12% *	4 21% *	52 15% R	56 14% R	77 18% R	32 10%	298 66% zT	1617 49%
In a public place	1715 45% ABCDE FHIKLM NOPORT	201 38% BCD	85 17% CD	98 11% D	13 3%	382 25%	378 42% HI	61 43% I	41 32% *	85 28%	1281 47% zFHI	83 11%	9 14% *	3 7% *	3 15% *	43 12% R	41 10% R	69 16% OPR	14 4%	259 58% zT	1433 44%
Elsewhere	1454 39% ABCDE KLMN OPORT	154 29% BCD	69 14% CD	84 10% D	15 4%	315 21%	324 36% I	57 40% I	40 30% *	72 23%	1084 40% I	73 10%	7 10% *	2 4% *	2 13% M*	45 13% PR	28 7% R	57 13% PR	17 5%	224 50% zT	1219 37%
Satisfaction with BBC TV																					
0-3	325 9% J	55 10% z	68 14% z	107 12% z	40 10%	165 11% z	101 11% zJ	12 9% z	10 8% zJ	40 13% zJ	210 8% z	93 13% z	6 10% z	5 10% z	3 13% z	54 15% z	39 10% z	43 10% z	50 16% zP	31 7% z	291 9%
4-7	1378 37% J	190 36% z	193 39% z	387 44% z	194 50% zABC	603 39% z	324 36% z	60 42% z	60 45% F*	112 36% z	986 36% z	324 44% z	34 53% zN*	22 44% z	7 34% z	144 41% z	180 46% z	184 44% z	184 43% z	151 34% z	1212 37%
8-10	1587 42% DERS	239 45% D	206 42% z	346 39% z	36% zABC	579 38% z	356 40% z	49 34% z	51 39% z	131 42% z	1190 44% zG	298 40% z	24 37% z	19 37% z	8 39% z	137 39% z	159 41% z	186 44% z	110 34% z	163 36% z	1419 43% zS
Satisfaction with BBC radio																					
0-3	93 2% J	13 3% z	9 2% z	17 2% z	8 2%	30 2% z	36 4% zJ	5 4% z	2 2% z	11 3% z	51 2% z	16 2% z	0 4% z	0 4% z	1 5% LM*	9 3% z	7 2% z	9 2% z	6 2% z	9 2% z	84 3%
4-7	932 25% CEPR	114 22% CD	109 22% CD	190 22% D	81 21%	315 21% z	215 24% z	39 28% z	32 24% z	72 23% z	687 25% z	161 22% z	16 25% z	8 17% z	5 25% z	95 27% PR	65 17% P	104 25% P	57 18% P	109 24% z	812 25%
8-10	1205 32% E	192 36% z	171 35% z	302 34% z	131 34%	447 29% z	272 30% z	42 30% z	45 34% z	88 29% z	895 33% z	253 34% z	21 31% z	17 41% z	8 42% z	115 33% R	138 35% R	166 39% zOR	87 27% z	130 29% z	1071 33%
Satisfaction with BBC online/apps																					
0-3	60 2% A	2 1% z	8 2% z	11 1% z	3 1%	19 1% z	22 2% z	4 3% z	2 2% z	11 3% z	38 1% zJ	10 1% z	1 1% z	0 3% z	1 4% z	6 2% z	3 1% z	4 1% z	6 2% z	13 3% z	48 1%
4-7	821 22% BCDEK MNOPQR	118 23% CD	85 17% CD	114 13% D	29 8%	242 16% z	191 21% z	27 19% z	29 22% z	56 18% z	599 22% z	102 14% z	8 12% z	3 7% z	1 8% z	58 16% z	44 11% z	64 15% P	38 12% z	93 21% z	717 22%
8-10	1010 27% BCDEF HIKLM NOPQR	149 28% BCD	87 18% CD	117 13% D	30 8%	241 16% z	192 21% z	27 19% z	19 15% z	55 18% z	796 29% zFGHI	100 13% z	8 12% z	6 12% z	2 12% z	48 13% R	51 13% R	78 19% OPR	22 7% z	127 26% z	881 27%

Overlap formulae used
 - Column Proportions:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 - Column Means:
 Columns Tested (5%): z/A/B/C/D, z/E, z/F/G/H/I/J, z/K/L/M/N, z/O/P/Q/R, z/S/T
 Minimum Base: 30 (**), Small Base: 100 (*)
 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN5. Banner 5
Base: All Respondents

	Total	Age				Age/SEG	Disability					65+ Age Group by Nation				65+ Age Group England				Ethnicity	
	Base (Z)	55-64 (A)	65-74 (B)	65+ (C)	75+ (D)	65+ OR DE (E)	Any (F)	Vision (G)	Hearing (H)	Mobility (I)	No (J)	England (K)	Scotland (L)	Wales (M)	Northern Ireland (N)	Male (O)	Female (P)	ABC1 (Q)	C2DE (R)	Minority Ethnic (S)	White (T)
Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
Overall impressions of BBC																					
0-3	403 11% S	70 13% S	62 13% S	104 12% S	43 11% S	191 12% S	111 12% S	12 6% S	11 8% S	44 14% S	271 10% S	86 12% S	7 10% S	9 16% S	2 12% S	47 13% S	39 10% S	42 10% S	45 14% S	33 7% S	366 11% S
4-7	1606 43% S	197 37% S	205 42% S	385 44% S	180 46% S	679 44% S	399 45% S	73 51% S	57 43% S	131 43% S	1146 42% S	321 43% S	34 53% S	22 43% S	9 46% S	154 44% S	166 42% S	177 42% S	144 45% S	203 45% S	1384 42% S
8-10	1760 47% EF	259 49% EF	223 45% EF	387 44% EF	165 42% EF	663 43% EF	386 43% EF	58 40% EF	64 49% EF	133 43% EF	1315 48% EF	336 45% EF	24 37% EF	20 39% EF	8 42% EF	150 43% EF	166 47% EF	203 48% O	132 41% O	214 48% O	1536 47% O
TV Channel usage in P3M																					
BBC One	3085 82% S	466 89% S	457 93% S	824 94% S	367 95% S	1286 84% S	720 80% S	109 77% S	112 85% S	263 86% S	2254 82% S	700 94% S	64 100% S	44 86% S	16 84% S	332 95% S	367 94% S	407 96% S	293 91% S	294 65% S	2772 84% S
BBC Two	2342 62% S	386 73% S	376 77% S	698 80% S	322 83% S	993 65% S	541 60% S	83 58% S	102 78% S	210 68% S	1712 63% S	594 80% S	58 90% S	36 70% S	10 54% S	288 82% S	306 78% S	353 84% S	241 75% S	183 41% S	2147 65% S
ITV	2793 74% S	429 82% S	415 85% S	748 85% S	333 86% S	1178 77% S	680 76% S	99 69% S	103 79% S	255 83% S	2014 74% S	629 85% S	61 95% S	41 80% S	17 90% S	291 83% S	338 86% S	367 87% S	262 82% S	238 53% S	2542 77% S
Channel 4	2576 69% S	390 74% S	369 75% S	661 75% S	291 75% S	1040 68% S	582 65% S	86 60% S	90 69% S	212 69% S	1893 69% S	567 76% S	53 82% S	31 61% S	10 50% S	263 75% S	304 78% S	333 79% S	235 73% S	217 48% S	2343 71% S
Channel 5	2003 53% S	331 63% S	311 64% S	563 64% S	252 65% S	851 55% S	485 54% S	68 48% S	76 58% S	180 58% S	1445 53% S	478 64% S	48 75% S	28 58% S	7 44% S	180 68% S	239 61% S	280 66% S	198 62% S	154 34% S	1841 56% S
Preview only																					
Yes	1169 31% GS	200 38% z	193 39% z	396 45% zAB	203 52% zABC	601 39% z	306 34% zGJ	25 17% G	49 38% G	120 39% zGJ	819 30% G	342 46% z	26 40% z	20 40% z	9 44% z	149 43% z	192 49% z	197 47% z	145 45% z	112 25% z	1046 32% zS
No	2600 69% ABCD	327 62% CD	297 61% CD	481 55% D	184 48% D	932 61% D	590 66% zFHJ	118 83% zFHJ	82 62% zFHJ	188 61% zFHJ	1914 70% FI	401 54% z	39 60% z	30 60% z	11 56% z	202 57% z	198 51% z	225 53% z	176 55% z	337 75% zT	2239 68% zT
Yes, under 55	563 15% ABCD	0 0% GI	0 0% GI	0 0% GI	0 0% GI	144 9% GI	121 14% GI	7 5% GI	14 11% GI	18 6% GI	425 16% GI	0 0% GI	0 0% GI	0 0% GI	0 0% GI	0 0% GI	0 0% GI	0 0% GI	0 0% GI	82 18% GI	471 14% GI
Yes, over 55	596 16% JS	200 38% z	193 39% z	396 45% zAB	203 52% zABC	456 30% z	185 21% zGJ	18 12% zGJ	35 27% zGJ	102 33% zFGJ	384 14% z	342 46% z	26 40% z	20 40% z	9 44% z	149 43% z	192 49% z	197 47% z	145 45% z	30 7% z	565 17% zS
No, under 55	1787 47% ABCD	0 0% HI	0 0% HI	0 0% HI	0 0% HI	364 24% HI	373 42% FHI	77 54% FHI	36 27% FHI	96 31% zFHI	1352 49% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	0 0% zFHI	280 62% zT	1486 45% zT
No, over 55	807 21% JS	327 62% zCD	297 61% zCD	481 55% zD	184 48% z	566 37% z	217 24% zJ	41 28% J	46 35% zFJ	92 30% zFJ	556 20% z	401 54% z	39 60% z	30 60% z	11 56% z	202 57% z	198 51% z	225 53% z	176 55% z	56 12% z	749 23% zS
Linear TV only																					
Yes	289 8% S	60 11% z	80 16% z	150 17% zA	69 18% zA	193 13% z	71 8% z	16 11% z	15 11% z	34 11% zFJ	205 7% z	127 17% z	13 20% z	8 15% z	3 15% z	62 18% z	65 17% z	78 19% z	48 15% z	25 5% z	263 8% z
No	3146 83% BCDEF	435 83% BCD	323 66% CD	500 57% D	178 46% D	1067 69% I	690 77% I	107 75% I	98 74% I	200 65% zFGHI	2339 86% zFGHI	424 57% z	39 60% z	26 52% z	11 57% z	211 60% R	212 54% R	266 63% PR	168 49% PR	402 89% zT	2717 83% zT
Yes, under 55	77 2% ABCD	0 0% KOPQR	0 0% KOPQR	0 0% KOPQR	0 0% KOPQR	21 1% KOPQR	16 2% G	0 0% G	4 3% G	4 1% zFJ	60 2% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	0 0% zFJ	12 3% zFJ	65 2% zFJ
Yes, over 55	209 6% S	60 11% z	80 16% z	150 17% zA	69 18% zA	172 11% z	56 6% zFJ	16 11% zFJ	11 8% zFJ	31 10% zFJ	143 5% zFJ	127 17% z	13 20% z	8 15% z	3 15% z	62 18% z	65 17% z	78 19% z	48 15% z	13 3% z	196 6% zS

Overlap formulae used
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 - Column Means:
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 6/16/2020

OFCOM BBC Performance Tracker. Fieldwork 30 April 2019 to 3 April 2020 conducted by Ipsos MORI

BAN5. Banner 5

Base: All Respondents

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Unweighted Base	3769	487	495	858	363	1586	987	152	140	340	2623	641	72	73	72	334	306	420	221	490	3246
Base: All respondents	3769	526	490	877	388	1533	896	143	131	308	2732	743	64	51	19	351	391	422	321	450	3285
No, under 55	2200	0	0	0	0	447	465	82	45	109	1660	0	0	0	0	0	0	0	0	339	1835
	58%	0	0	0	0	29%	52%	58%	34%	35%	61%	0	0	0	0	0	0	0	0	75%	56%
	ABCDE FIJKLM NOPORT						HI	HI	-		zFHI	0	-	-	-	0	0	0	0	zT	
No, over 55	935	435	323	500	178	606	224	25	52	92	668	424	39	26	11	211	212	266	158	60	874
	25%	83%	66%	57%	46%	39%	25%	17%	40%	30%	24%	57%	60%	52%	57%	60%	54%	63%	49%	13%	27%
	S	zBCD	zCD	zD	z	z	G	zFGIU*		FG		z	z*	z*	z*	zR	z	zPR	z	zS	