

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.) Base : All respondents	1
A4A. Which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.) Base : All respondents	7
A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.) Base : All respondents	9
CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B Base : All respondents	15
A4A/A4B. TV CHANNELS PERSONALLY WATCHED IN THE PAST 3 MONTHS Base : All respondents	21
A5A. How often in the past 3 months have you watched BBC One? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched BBC One in the past 3 months	23
A5B. How often in the past 3 months have you watched BBC Two? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched BBC Two in the past 3 months	25
A5C. How often in the past 3 months have you watched The main ITV/ STV/ UTV channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched The main ITV/ STV/ UTV channel in the past 3 months	27
A5D. How often in the past 3 months have you watched Channel 4? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched Channel 4 in the past 3 months	29
A5E. How often in the past 3 months have you watched Channel 5? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched Channel 5 in the past 3 months	31
A5F. How often in the past 3 months have you watched BBC Three? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched BBC Three in the past 3 months	33
A5G. How often in the past 3 months have you watched BBC Four? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched BBC Four in the past 3 months	35
A5H. How often in the past 3 months have you watched Other ITV channel (e.g. ITV2, ITV3, ITV Be)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched Other ITV channel (e.g. ITV2, ITV3, ITV Be) in the past 3 months	37
A5I. How often in the past 3 months have you watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven) in the past 3 months	39
A5J. How often in the past 3 months have you watched Other Channel 5 channel (e.g. 5USA, 5Star)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.) Base : Those who have personally watched Other Channel 5 channel (e.g. 5USA, 5Star) in the past 3 months	41

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A5K. How often in the past 3 months have you watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	43
Base : Those who have personally watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama) in the past 3 months	
A5L. How often in the past 3 months have you watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	45
Base : Those who have personally watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports) in the past 3 months	
A5M. How often in the past 3 months have you watched S4C (Welsh)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	47
Base : Those who have personally watched S4C (Welsh) in the past 3 months	
A5N. How often in the past 3 months have you watched BBC News channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	49
Base : Those who have personally watched BBC News channel in the past 3 months	
A5O. How often in the past 3 months have you watched BBC Parliament? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	51
Base : Those who have personally watched BBC Parliament in the past 3 months	
A5P. How often in the past 3 months have you watched BBC Alba (Scottish Gaelic)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	53
Base : Those who have personally watched BBC Alba (Scottish Gaelic) in the past 3 months	
A5Q. How often in the past 3 months have you watched BBC Scotland TV channel (on air between 7pm and midnight)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	55
Base : Those who have personally watched BBC Scotland TV channel (on air between 7pm and midnight) in the past 3 months	
A5R. How often in the past 3 months have you watched CBBC? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	57
Base : Those who have personally watched CBBC in the past 3 months	
A5S. How often in the past 3 months have you watched CBeebies? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	59
Base : Those who have personally watched CBeebies in the past 3 months	
A5T. How often in the past 3 months have you watched GB News? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)	61
Base : Those who have personally watched GB News in the past 3 months	
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Base : All respondents	
A6A. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?	65
Base : All respondents	
A6B. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?	69
Base : All respondents	
CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B	73
Base : All respondents	
A7A. How often in the past 3 months have you watched programmes or films using BBC iPlayer?	79
Base : Those who have personally watched BBC iPlayer in the past 3 months	
A7B. How often in the past 3 months have you watched programmes or films using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)?	81
Base : Those who have personally watched ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months	

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A7C. How often in the past 3 months have you watched programmes or films using STV Player/ STV Player VIP (Scotland)?	83
Base : Those who have personally watched STV Player/ STV Player VIP (Scotland) in the past 3 months	
A7D. How often in the past 3 months have you watched programmes or films using S4C Clic (Welsh language)?	85
Base : Those who have personally watched S4C Clic (Welsh language) in the past 3 months	
A7E. How often in the past 3 months have you watched programmes or films using Channel 4/ Channel 4+ (previously All4/ All4+)?	87
Base : Those who have personally watched Channel 4/ Channel 4+ (previously All4/ All4+) in the past 3 months	
A7F. How often in the past 3 months have you watched programmes or films using My5 (previously Demand 5)?	89
Base : Those who have personally watched My5 (previously Demand 5) in the past 3 months	
A7G. How often in the past 3 months have you watched programmes or films using Sky On Demand or Sky Go?	91
Base : Those who have personally watched Sky On Demand or Sky Go in the past 3 months	
A7H. How often in the past 3 months have you watched programmes or films using UKTV Play?	93
Base : Those who have personally watched UKTV Play in the past 3 months	
A7I. How often in the past 3 months have you watched programmes or films using Discovery+?	95
Base : Those who have personally watched Discovery+ in the past 3 months	
A7J. How often in the past 3 months have you watched programmes or films using Virgin TV On Demand or Virgin Media Anywhere?	97
Base : Those who have personally watched Virgin TV On Demand or Virgin Media Anywhere in the past 3 months	
A7K. How often in the past 3 months have you watched programmes or films using BBC TV programmes and content on YouTube?	99
Base : Those who have personally watched BBC TV programmes and content on YouTube in the past 3 months	
A7L. How often in the past 3 months have you watched programmes or films using Netflix?	101
Base : Those who have personally watched Netflix in the past 3 months	
A7M. How often in the past 3 months have you watched programmes or films using Amazon Prime Video?	103
Base : Those who have personally watched Amazon Prime Video in the past 3 months	
A7N. How often in the past 3 months have you watched programmes or films using NOW?	105
Base : Those who have personally watched NOW in the past 3 months	
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Base : Those who have personally watched Disney+ in the past 3 months	
A7P. How often in the past 3 months have you watched programmes or films using Apple TV+?	109
Base : Those who have personally watched Apple TV+ in the past 3 months	
A7Q. How often in the past 3 months have you watched programmes or films using BritBox?	111
Base : Those who have personally watched BritBox in the past 3 months	
A7R. How often in the past 3 months have you watched programmes or films using Hayu?	113
Base : Those who have personally watched Hayu in the past 3 months	
A7S. How often in the past 3 months have you watched programmes or films using YouTube channels?	115
Base : Those who have personally watched YouTube channels in the past 3 months	
A7T. How often in the past 3 months have you watched programmes or films using Paramount+?	117
Base : Those who have personally watched Paramount+ in the past 3 months	
A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS	119
Base : All respondents	

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A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.) Base : All respondents	125
A8B. Which, if any, of these radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any device through any service.) Base : All respondents	131
RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B Base : All respondents	135
A9A. How often in the past 3 months have you listened to BBC Radio 1? Base : Those who have personally listened to BBC Radio 1 in the past 3 months	145
A9B. How often in the past 3 months have you listened to BBC Radio 2? Base : Those who have personally listened to BBC Radio 2 in the past 3 months	147
A9C. How often in the past 3 months have you listened to BBC Radio 3? Base : Those who have personally listened to BBC Radio 3 in the past 3 months	149
A9D. How often in the past 3 months have you listened to BBC Radio 4? Base : Those who have personally listened to BBC Radio 4 in the past 3 months	151
A9E. How often in the past 3 months have you listened to BBC Radio 5 live? Base : Those who have personally listened to BBC Radio 5 live in the past 3 months	153
A9F. How often in the past 3 months have you listened to BBC 6 Music? Base : Those who have personally listened to BBC 6 Music in the past 3 months	155
A9G. How often in the past 3 months have you listened to BBC Asian Network? Base : Those who have personally listened to BBC Asian Network in the past 3 months	157
A9H. How often in the past 3 months have you listened to BBC Radio 1Xtra? Base : Those who have personally listened to BBC Radio 1Xtra in the past 3 months	159
A9I. How often in the past 3 months have you listened to BBC Radio 4 Extra? Base : Those who have personally listened to BBC Radio 4 Extra in the past 3 months	161
A9J. How often in the past 3 months have you listened to BBC Radio 5 sports extra? Base : Those who have personally listened to BBC Radio 5 sports extra in the past 3 months	163
A9K. How often in the past 3 months have you listened to BBC World Service? Base : Those who have personally listened to BBC World Service in the past 3 months	165
A9L. How often in the past 3 months have you listened to BBC radio for your region (ENGLAND)? Base : Those who have personally listened to BBC radio for your region (ENGLAND) in the past 3 months	167
A9M. How often in the past 3 months have you listened to BBC Radio Scotland (SCOTLAND)? Base : Those who have personally listened to BBC Radio Scotland (SCOTLAND) in the past 3 months	169
A9N. How often in the past 3 months have you listened to BBC Radio nan Gàidheal (SCOTLAND)? Base : Those who have personally listened to BBC Radio nan Gàidheal (SCOTLAND) in the past 3 months	171
A9O. How often in the past 3 months have you listened to BBC Radio Wales (WALES)? Base : Those who have personally listened to BBC Radio Wales (WALES) in the past 3 months	173
A9P. How often in the past 3 months have you listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)? Base : Those who have personally listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES) in the past 3 months	175

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A9Q. How often in the past 3 months have you listened to BBC Radio Ulster (NORTHERN IRELAND)?	177
Base : Those who have personally listened to BBC Radio Ulster (NORTHERN IRELAND) in the past 3 months	
A9R. How often in the past 3 months have you listened to BBC Radio Foyle (NORTHERN IRELAND)?	179
Base : Those who have personally listened to BBC Radio Foyle (NORTHERN IRELAND) in the past 3 months	
A9S. How often in the past 3 months have you listened to talkSPORT or talkSPORT2?	181
Base : Those who have personally listened to talkSPORT or talkSPORT2 in the past 3 months	
A9T. How often in the past 3 months have you listened to talkRADIO?	183
Base : Those who have personally listened to talkRADIO in the past 3 months	
A9U. How often in the past 3 months have you listened to Classic FM?	185
Base : Those who have personally listened to Classic FM in the past 3 months	
A9V. How often in the past 3 months have you listened to Any Absolute Radio station?	187
Base : Those who have personally listened to Any Absolute Radio station in the past 3 months	
A9W. How often in the past 3 months have you listened to Any Capital radio station?	189
Base : Those who have personally listened to Any Capital radio station in the past 3 months	
A9X. How often in the past 3 months have you listened to Any Heart radio station?	191
Base : Those who have personally listened to Any Heart radio station in the past 3 months	
A9Y. How often in the past 3 months have you listened to Any Smooth radio station?	193
Base : Those who have personally listened to Any Smooth radio station in the past 3 months	
A9Z. How often in the past 3 months have you listened to Any Kiss radio station?	195
Base : Those who have personally listened to Any Kiss radio station in the past 3 months	
A9AA. How often in the past 3 months have you listened to Any Magic radio station?	197
Base : Those who have personally listened to Any Magic radio station in the past 3 months	
A9AB. How often in the past 3 months have you listened to Virgin Radio?	199
Base : Those who have personally listened to Virgin Radio in the past 3 months	
A9AC. How often in the past 3 months have you listened to Any LBC radio station?	201
Base : Those who have personally listened to Any LBC radio station in the past 3 months	
A9AD. How often in the past 3 months have you listened to Times Radio?	203
Base : Those who have personally listened to Times Radio in the past 3 months	
A9AE. How often in the past 3 months have you listened to GB News Radio?	205
Base : Those who have personally listened to GB News Radio in the past 3 months	
A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS	207
Base : All respondents	
A10. Which, if any, of these BBC websites and apps have you personally used in the past 3 months? (Please include using sites or apps on any device.)	215
Base : All respondents	
A11A. How often in the past 3 months have you used the BBC News site/ app?	219
Base : Those who have personally used the BBC News site/ app in the past 3 months	
A11B. How often in the past 3 months have you used the BBC Sport site/ app?	221
Base : Those who have personally used the BBC Sport site/ app in the past 3 months	

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A11C. How often in the past 3 months have you used the BBC Bitesize site/ app?	223
Base : Those who have personally used the BBC Bitesize site/ app in the past 3 months	
A11D. How often in the past 3 months have you used the BBC Weather site/ app?	225
Base : Those who have personally used the BBC Weather site/ app in the past 3 months	
A11E. How often in the past 3 months have you used a BBC CBeebies site/ app?	227
Base : Those who have personally used a BBC CBeebies site/ app in the past 3 months	
A11F. How often in the past 3 months have you used the BBC Newsround site?	229
Base : Those who have personally used the BBC Newsround site in the past 3 months	
A11G. How often in the past 3 months have you used the BBC Homepage site (www.bbc.co.uk)?	231
Base : Those who have personally used the BBC Homepage site (www.bbc.co.uk) in the past 3 months	
A11A-A11G. BBC APPS/ SITES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS	233
Base : All respondents	
A12. Which, if any, of these audio streaming services have you personally listened to in the past 3 months?	235
Base : All respondents	
A13A. How often in the past 3 months have you listened to BBC Sounds?	239
Base : Those who have personally listened to BBC Sounds in the past 3 months (excluding those completing a paper questionnaire)	
A13B. How often in the past 3 months have you listened to Apple Music or Apple Podcasts?	241
Base : Those who have personally listened to Apple Music or Apple Podcasts in the past 3 months (excluding those completing a paper questionnaire)	
A13C. How often in the past 3 months have you listened to Google Play Music or Google Podcasts?	243
Base : Those who have personally listened to Google Play Music or Google Podcasts in the past 3 months (excluding those completing a paper questionnaire)	
A13D. How often in the past 3 months have you listened to GlobalPlayer?	245
Base : Those who have personally listened to GlobalPlayer in the past 3 months (excluding those completing a paper questionnaire)	
A13E. How often in the past 3 months have you listened to RadioPlayer?	247
Base : Those who have personally listened to RadioPlayer in the past 3 months (excluding those completing a paper questionnaire)	
A13F. How often in the past 3 months have you listened to Spotify?	249
Base : Those who have personally listened to Spotify in the past 3 months (excluding those completing a paper questionnaire)	
A13G. How often in the past 3 months have you listened to Deezer?	251
Base : Those who have personally listened to Deezer in the past 3 months (excluding those completing a paper questionnaire)	
A13H. How often in the past 3 months have you listened to Amazon Music?	253
Base : Those who have personally listened to Amazon Music in the past 3 months (excluding those completing a paper questionnaire)	
A13I. How often in the past 3 months have you listened to TuneIn?	255
Base : Those who have personally listened to TuneIn in the past 3 months (excluding those completing a paper questionnaire)	
A13J. How often in the past 3 months have you listened to Audible?	257
Base : Those who have personally listened to Audible in the past 3 months (excluding those completing a paper questionnaire)	
A13K. How often in the past 3 months have you listened to YouTube Music?	259
Base : Those who have personally listened to YouTube Music in the past 3 months (excluding those completing a paper questionnaire)	
A13L. How often in the past 3 months have you listened to SoundCloud?	261
Base : Those who have personally listened to SoundCloud in the past 3 months (excluding those completing a paper questionnaire)	

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A13A-A13L. AUDIO STREAMING SERVICES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS	263
Base : All respondents	
SUMMARY - BBC CONTENT CONSUMED IN THE LAST 3 MONTHS	267
Base : All respondents	
BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS	269
Base : All respondents	
SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS	279
Base : All respondents	
NUMBER OF BBC SERVICES CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS - TV, IPLAYER, ONLINE, RADIO, SOUNDS	281
Base : All respondents	
SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS (SEPARATING TV CHANNELS AND IPLAYER)	283
Base : All respondents	
TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS	285
Base : All respondents	
A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)	290
Base : Those watching any of these TV or video services in the past 3 months	
B1A. 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 BBC TV channels? (Please think about what you have watched in the past 3 months)	296
Base : Those who have watched any BBC TV channels (including BBC iPlayer and BBC programmes and content on YouTube) in the past 3 months	
B1B. 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 ITV/ STV/ UTV channels? (Please think about what you have watched in the past 3 months)	300
Base : Those who have watched any ITV/ STV/ UTV channels (including ITVX (previously ITV Hub) and STV Player) in the past 3 months	
B1C. 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 Channel 4 channels? (Please think about what you have watched in the past 3 months)	304
Base : Those who have watched any Channel 4 channels in the past 3 months	
B1D. 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 Channel 5 channels? (Please think about what you have watched in the past 3 months)	308
Base : Those who have watched any Channel 5 channels (including My5) in the past 3 months	
B1E. 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 S4C (Welsh)? (Please think about what you have watched in the past 3 months)	312
Base : Those who have watched S4C (including S4C Clic) in the past 3 months	
B1F. 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 Sky TV channels? (Please think about what you have watched in the past 3 months)	316
Base : Those who have watched any Sky TV channels (including from Sky On Demand or Sky Go) in the past 3 months	
B1G. 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 NOW? (Please think about what you have watched in the past 3 months)	320
Base : Those who have watched NOW in the past 3 months	
B1H. 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 Netflix? (Please think about what you have watched in the past 3 months)	324
Base : Those who have watched Netflix in the past 3 months	
B1I. 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 Amazon Prime Video? (Please think about what you have watched in the past 3 months)	328
Base : Those who have watched Amazon Prime Video in the past 3 months	
B1J. 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 YouTube channels? (Please think about what you have watched in the past 3 months)	332
Base : Those who have watched YouTube channels in the past 3 months	
B1K. 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 BritBox? (Please think about what you have watched in the past 3 months)	336
Base : Those who have watched Britbox in the past 3 months	

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B1L. 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 Disney+? (Please think about what you have watched in the past 3 months)	340
Base : Those who have watched Disney+ in the past 3 months	
B1M. 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 Apple TV+? (Please think about what you have watched in the past 3 months)	344
Base : Those who have watched Apple TV+ in the past 3 months	
B1N. 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 UKTV channels (e.g. Dave, Really, Yesterday, Drama)? (Please think about what you have watched in the past 3 months)	348
Base : Those who have watched UKTV channels in the past 3 months	
B1O. 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 GB News? (Please think about what you have watched in the past 3 months)	352
Base : Those who have watched GB News in the past 3 months	
B1P. 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 Hayu? (Please think about what you have watched in the past 3 months)	356
Base : Those who have watched Hayu in the past 3 months	
B1Q. 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 Paramount+? (Please think about what you have watched in the past 3 months)	360
Base : Those who have watched Paramount+ in the past 3 months	
B2A. 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 BBC Radio stations? (Please think about what you have listened to in the past 3 months)	364
Base : Those who have listened to any BBC Radio stations in the past 3 months	
B2B. 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 talkSPORT or talkSPORT2? (Please think about what you have listened to in the past 3 months)	368
Base : Those who have listened to talkSPORT or talkSPORT2 in the past 3 months	
B2C. 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 talkRADIO? (Please think about what you have listened to in the past 3 months)	372
Base : Those who have listened to talkRADIO in the past 3 months	
B2D. 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 Classic FM? (Please think about what you have listened to in the past 3 months)	376
Base : Those who have listened to Classic FM in the past 3 months	
B2E. 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 any Absolute Radio? (Please think about what you have listened to in the past 3 months)	380
Base : Those who have listened to any Absolute Radio in the past 3 months	
B2F. 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 any Capital Radio? (Please think about what you have listened to in the past 3 months)	384
Base : Those who have listened to any Capital radio in the past 3 months	
B2G. 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 any Heart Radio? (Please think about what you have listened to in the past 3 months)	388
Base : Those who have listened to any Heart radio in the past 3 months	
B2H. 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 any Smooth Radio? (Please think about what you have listened to in the past 3 months)	392
Base : Those who have listened to any Smooth Radio in the past 3 months	
B2I. 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 any Kiss Radio? (Please think about what you have listened to in the past 3 months)	396
Base : Those who have listened to any Kiss radio in the past 3 months	
B2J. 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 any Magic Radio? (Please think about what you have listened to in the past 3 months)	400
Base : Those who have listened to any Magic Radio in the past 3 months	
B2K. 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 Virgin Radio? (Please think about what you have listened to in the past 3 months)	404
Base : Those who have listened to Virgin Radio in the past 3 months	
B2L. 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 any LBC Radio? (Please think about what you have listened to in the past 3 months)	408
Base : Those who have listened to any LBC Radio in the past 3 months	
B2M. 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 Times Radio? (Please think about what you have listened to in the past 3 months)	412
Base : Those who have listened to Times Radio in the past 3 months	

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B2N. 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 GB News Radio? (Please think about what you have listened to in the past 3 months)	416
Base : Those who have listened to GB News Radio in the past 3 months	
B3A. 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 BBC Sounds?	420
Base : Those who have used BBC Sounds in the past 3 months	
B3B. 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 Apple Music or Apple Podcasts?	424
Base : Those who have used Apple Music or Apple Podcasts in the past 3 months	
B3C. 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 Google Play Music or Google Podcasts?	428
Base : Those who have used Google Play Music or Google Podcasts in the past 3 months	
B3D. 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 GlobalPlayer?	432
Base : Those who have used GlobalPlayer in the past 3 months	
B3E. 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 RadioPlayer?	436
Base : Those who have used RadioPlayer in the past 3 months	
B3F. 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 Spotify?	440
Base : Those who have used Spotify in the past 3 months	
B3G. 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 Deezer?	444
Base : Those who have used Deezer in the past 3 months	
B3H. 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 Amazon Music?	448
Base : Those who have used Amazon Music in the past 3 months	
B3I. 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 TuneIn?	452
Base : Those who have used TuneIn in the past 3 months	
B3J. 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 Audible?	456
Base : Those who have used Audible in the past 3 months	
B3K. 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 YouTube Music?	458
Base : Those who have used YouTube Music in the past 3 months	
B3L. 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 SoundCloud?	462
Base : Those who have used SoundCloud in the past 3 months	
B4A. 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 your experience of using BBC iPlayer? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	466
Base : Those who have used BBC iPlayer in the past 3 months	
B4B. 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 your experience of using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	470
Base : Those who have used ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months	
B4C. 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 your experience of using STV Player/ STV Player VIP (Scotland)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	474
Base : Those who have used STV Player/ STV Player VIP (Scotland) in the past 3 months	
B4D. 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 your experience of using S4C Clic (Welsh language)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	478
Base : Those who have used S4C Clic (Welsh language) in the past 3 months	
B4E. 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 your experience of using Channel 4/ Channel 4+ (previously All4/ All4+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	482
Base : Those who have used Channel/ Channel 4+ (previously All4/ All4+) in the past 3 months	

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B4F. 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 your experience of using My5 (previously Demand 5)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	486
Base : Those who have used My5 (previously Demand 5) in the past 3 months	
B4G. 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 your experience of using Sky On Demand or Sky Go? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	490
Base : Those who have used Sky On Demand or Sky Go in the past 3 months	
B4H. 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 your experience of using UKTV Play? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	494
Base : Those who have used UKTV Play in the past 3 months	
B4I. 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 your experience of using Discovery+? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	498
Base : Those who have used Discovery+ in the past 3 months	
B4J. 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 your experience of using Virgin TV On Demand or Virgin Media Anywhere? (Please think about your experience of using the service rather than what you have watched in the past 3 months)	502
Base : Those who have used Virgin TV On Demand or Virgin Media Anywhere in the past 3 months	
B5. 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 your experience of the BBC websites or apps you have used in the past 3 months?	506
Base : Those who have used any of the ten listed BBC websites or apps in the past 3 months	
C1. OVERALL IMPRESSION OF THE BBC. On a scale of 1 to 10, where 1 means extremely unfavourable and 10 means extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?	510
Base : All respondents	
C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?	514
Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)	
C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?	520
Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)	
C2A. PERFORMANCE AGAINST PURPOSE 1 STATEMENT 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 provides: "News and information to help people understand what is going on in the UK and the world"?	526
Base : All respondents	
C2B. PERFORMANCE AGAINST PURPOSE 2 STATEMENT 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 provides: "Programmes and content that help people to learn about new things"?	530
Base : All respondents	
C2C. PERFORMANCE AGAINST PURPOSE 3 STATEMENT 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 provides: "High quality and creative content"?	534
Base : All respondents	
C2D. PERFORMANCE AGAINST PURPOSE 4 STATEMENT 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 provides: "Content that reflects the life and culture of communities throughout the UK"?	538
Base : All respondents	
C3A. IMPORTANCE TO SOCIETY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?	542
Base : All respondents	
C3B. IMPORTANCE TO SOCIETY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Programmes and content that help people to learn about new things"?	546
Base : All respondents	

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C3C. IMPORTANCE TO SOCIETY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "High quality and creative content"? Base : All respondents	550
C3D. IMPORTANCE TO SOCIETY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"? Base : All respondents	554
C4A. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"? Base : All respondents	558
C4B. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "Programmes and content that help people to learn about new things"? Base : All respondents	562
C4C. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "High quality and creative content"? Base : All respondents	566
C4D. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"? Base : All respondents	570
C5A. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that represents a range of opinions"? Base : All respondents	574
C5B. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that is impartial - not favouring one side over another"? Base : All respondents	578
C5C. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the world"? Base : All respondents	582
C5D. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the UK"? Base : All respondents	586
C5E. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in my local area"? Base : All respondents	590
C6A. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Explores issues and ideas that people may not have come across before"? Base : All respondents	594
C6B. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Inspires people to try new activities, hobbies or interests"? Base : All respondents	598
C6C. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports younger children with their learning"? Base : All respondents	603

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C6D. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports teenagers with their learning"?	607
Base : All respondents	
C7A. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides a broad mix of content"?	611
Base : All respondents	
C7B. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Appeals to a wide range of different audiences"?	615
Base : All respondents	
C7C. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content made for UK audiences"?	619
Base : All respondents	
C7D. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that dares to be different"?	623
Base : All respondents	
C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?	627
Base : All respondents	
C8A. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Includes people like me"?	632
Base : All respondents	
C8B. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Features the region (ENGLAND)/ nation (SCOTLAND/ WALES/ NORTHERN IRELAND) of the UK I live in"?	637
Base : All respondents	
C8C. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects the lives of people like me"?	641
Base : All respondents	
C8D. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Provides content that is relevant to me"?	645
Base : All respondents	
C8E. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects different communities living in the UK"?	650
Base : All respondents	
D1A. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides a broad mix of TV content?	654
Base : All respondents	
D1B. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Appeals to a wide range of different TV audiences?	656
Base : All respondents	
D1C. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides high quality TV content?	658
Base : All respondents	
D1D. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content made for UK audiences?	660
Base : All respondents	
D1E. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that dares to be different?	662
Base : All respondents	
D1F. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that is different from other providers?	664
Base : All respondents	
D2A. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides a broad mix of radio content?	666
Base : All respondents	

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D2B. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Appeals to a wide range of different radio audiences?	668
Base : All respondents	
D2C. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides high quality radio content?	670
Base : All respondents	
D2D. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content made for UK audiences?	672
Base : All respondents	
D2E. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that dares to be different?	674
Base : All respondents	
D2F. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that is different from other providers?	676
Base : All respondents	
D3A. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides a broad mix of online content?	678
Base : All respondents	
D3B. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Appeals to a wide range of different online audiences?	680
Base : All respondents	
D3C. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides high quality online content?	682
Base : All respondents	
D3D. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content made for UK audiences?	684
Base : All respondents	
D3E. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that dares to be different?	686
Base : All respondents	
D3F. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that is different from other providers?	688
Base : All respondents	
F1. Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?	690
Base : All respondents	
F2. To what extent do you agree or disagree with the statement "I would miss the BBC if it wasn't there"?	694
Base : All respondents	
F2B. Could you say why you gave that answer?	696
Base : All respondents (who gave a reason for their answer)	
G1. Thinking about all sources of news, not just the BBC... Typically, how frequently do you watch, listen to or read news? (By news we mean national, international, regional or local news and other topical events. Please think about radio, TV, newspapers and online.)	702
Base : All respondents	
G2. In the last 3 months, have you watched, listened to or read news from the BBC in any of these ways?	706
Base : Those who watch, listen to or read news	
S1. HOURS SPEND ONLINE IN A TYPICAL WEEK	708
Base : All respondents	
A2. Which of these ways do you go online from home?	712
Base : All respondents	
S2. RESPONDENT'S GENDER	714
Base : All respondents	

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S3. RESPONDENT'S AGE	716
Base : All respondents	
S5. HOUSEHOLD SOCIO-ECONOMIC GROUP	718
Base : All respondents	
S6. RESPONDENT'S WORKING STATUS	720
Base : All respondents	
S7. URBANITY	722
Base : All respondents	
S8. REGION/ NATION	724
Base : All respondents	
S9. How would you describe your national identity?	728
Base : All respondents	
S10. RESPONDENT'S ETHNICITY	730
Base : All respondents	
S11. RESPONDENT'S RELIGION, IF ANY	735
Base : All respondents	
G3. What is the total number of people in the household (including yourself and any children)?	738
Base : All respondents	
G4. Do any children aged under 16 live in your household?	740
Base : All respondents	
G5. Are you responsible for any of the children aged under 16 in your household, as a parent or guardian?	742
Base : Those in a household with any children aged under 16	
G5A. Which of these people aged 16 or over do you usually share your home with?	744
Base : All respondents	
G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?	746
Base : All respondents	
G7. How long have you lived in the UK?	752
Base : All respondents	
G8. Which one of these bands describes your total household income before tax or any other deductions are made? (Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment. Please note - If you or anyone in the household is currently furloughed, please respond base on the usual household income.)	754
Base : All respondents	
G9. Which of these – if any – impact or limit your daily activities or the work you can do?	758
Base : All respondents	
G10. Which of these best describes you?	764
Base : All respondents	
G11. Is your current gender identity the same as that assigned at birth?	766
Base : All respondents	

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Table 1

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Freeview or Freeview Play (free TV via an aerial)	1913	374	305	613	309	939	622	1104	89	134	238	437	235	525	50	27	**	
	43%	53%	55%	59%	64%	52%	46%	42%	47%	55%	52%	49%	39%	60%	62%	50%	**	
					ab					bg	bg	bg						
Sky (satellite TV with a monthly subscription)	1465	214	159	295	135	494	395	954	61	75	152	275	164	240	20	24	**	
	33%	30%	29%	29%	28%	27%	29%	36%	33%	30%	33%	31%	27%	28%	25%	45%	**	
								afg								ab		
Apps for broadcaster catch-up services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5	741	140	80	113	33	232	255	447	48	45	68	157	139	92	10	8	**	
	17%	20%	14%	11%	7%	13%	19%	17%	26%	18%	15%	18%	23%	11%	12%	15%	**	
		cd	d						be				be					
Amazon Fire TV (plug in stick, plug in box or cube)	683	87	58	77	18	209	236	392	39	36	61	133	132	63	6	6	**	
	16%	12%	11%	7%	4%	11%	17%	15%	21%	15%	13%	15%	22%	7%	7%	11%	**	
		cd	d										bef					
Virgin Media (cable TV subscription)	560	96	64	100	37	177	162	361	33	32	46	101	86	87	7	4	**	
	13%	14%	11%	10%	8%	10%	12%	14%	18%	13%	10%	11%	14%	10%	9%	7%	**	
		d																
BT TV	296	43	37	54	18	85	97	162	22	23	25	65	46	49	3	2	**	
	7%	6%	7%	5%	4%	5%	7%	6%	12%	9%	6%	7%	8%	6%	3%	4%	**	
									b									

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 1

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Freesat (satellite TV with no subscription)	224	30	36	63	27	101	90	123	13	23	28	58	34	52	7	3	**	
	5%	4%	7%	6%	6%	6%	7%	5%	7%	9% b	6%	7%	6%	6%	9%	5%	**	
NOW	219	29	15	22	7	60	97	103	14	14	19	48	62	18	2	1	**	
	5%	4%	3%	2%	1%	3%	7% b	4%	7%	6%	4%	5%	10% bef	2%	2%	3%	**	
TalkTalk TV	142	14	7	10	3	26	63	70	16	9	16	41	33	9	1	-	**	
	3%	2%	1%	1%	1%	1%	5% b	3%	9% b	4%	4%	5% b	6% b	1%	1%	-%	**	
Google Chromecast	107	7	6	10	3	26	34	62	7	3	14	20	17	8	1	1	**	
	2%	1%	1%	1%	1%	1%	2%	2%	4%	1%	3%	2%	3%	1%	1%	1%	**	
YouView	92	6	12	15	3	28	34	47	8	8	9	25	18	13	1	-	**	
	2%	1%	2%	1%	1%	2%	3%	2%	4%	3%	2%	3%	3%	1%	2%	-%	**	
Roku	86	12	8	11	3	21	32	46	5	6	7	16	22	9	1	*	**	
	2%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%	2%	4% b	1%	1%	1%	**	
EE TV	81	3	1	3	2	13	33	37	7	6	6	21	20	2	1	-	**	
	2%	*%	*%	*%	*%	1%	2%	1%	4%	3%	1%	2%	3% b	*%	1%	-%	**	
Other	55	5	2	5	4	13	24	28	1	4	4	11	13	2	2	2	**	
	1%	1%	*%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	*%	2%	3% a	**	
No-one watches broadcast TV channels in the household	297	20	15	26	12	114	85	175	12	10	30	43	54	21	1	1	**	
	7%	3%	3%	3%	2%	6%	6%	7%	6%	4%	7%	5%	9% f	2%	1%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 1

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	67	6	5	7	2	34	25	20	5	2	6	17	13	6	-	1	**	
	2%	1%	1%	1%	0%	2%	2%	1%	3%	1%	1%	2%	2%	1%	0%	2%	**	
							b		b			b	b					
SUMMARY																		
FREE BROADCAST TV SERVICE	2082	397	334	653	319	1014	683	1199	93	144	250	474	259	559	54	28	**	
	47%	56%	60%	63%	66%	56%	50%	46%	50%	58%	55%	54%	43%	64%	67%	52%	**	
					a		bg			bg	bg	bg						
PAID BROADCAST TV SERVICE	2339	375	267	456	189	794	673	1479	102	120	215	442	306	384	29	29	**	
	53%	53%	48%	44%	40%	44%	50%	56%	55%	49%	47%	50%	51%	44%	37%	54%	**	
		cd						aef								b		
STREAMING TV PLAYER	793	98	70	92	22	239	272	455	44	40	71	152	154	74	7	7	**	
	18%	14%	13%	9%	5%	13%	20%	17%	24%	16%	15%	17%	26%	9%	9%	13%	**	
		cd	d	d									bdef					
BROADCASTER APPS	741	140	80	113	33	232	255	447	48	45	68	157	139	92	10	8	**	
	17%	20%	14%	11%	7%	13%	19%	17%	26%	18%	15%	18%	23%	11%	12%	15%	**	
		cd	d						be				be					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 1

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Freeview or Freeview Play (free TV via an aerial)	1913 43%	241 57%	284 64%	249 55%	276 66% c	1623 45% b	233 37%	51 37%	82 36%	73 38%	** **	631 40%	1179 45% a	1759 44% cd	41 34%	35 30%	76 32%
Sky (satellite TV with a monthly subscription)	1465 33%	131 31%	109 25%	148 33% d	92 22%	1187 33%	246 39% a	46 34%	100 44% a	80 42%	** **	489 31%	917 35%	1358 34%	35 29%	33 29%	68 29%
Apps for broadcaster catch-up services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5	741 17%	41 10%	52 12%	51 11%	42 10%	669 18% bd	63 10%	19 14%	15 7%	21 11%	** **	344 22% b	384 15%	655 16%	25 21%	35 31% a	60 26% a
Amazon Fire TV (plug in stick, plug in box or cube)	683 16%	29 7%	34 8%	32 7%	31 7%	579 16%	86 13%	23 17%	27 12%	25 13%	** **	277 18% b	369 14%	610 15%	23 19%	29 26% a	52 22%
Virgin Media (cable TV subscription)	560 13%	51 12%	36 8%	49 11%	37 9%	469 13%	79 12%	17 12%	28 12%	20 10%	** **	200 13%	344 13%	511 13%	6 5%	28 24% ab	34 14%
BT TV	296 7%	24 6%	25 6%	33 7%	16 4%	240 7%	52 8%	17 12%	13 6%	20 10%	** **	98 6%	186 7%	264 7%	10 9%	12 10%	22 9%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 1

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A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Freesat (satellite TV with no subscription)	224	28	24	27	25	193	28	7	11	8	**	62	158	207	3	8	11
	5%	7%	5%	6%	6%	5%	4%	5%	5%	4%	**	4%	6% a	5%	2%	7%	5%
NOW	219	9	9	8	10	189	26	8	4	11	**	84	127	188	9	8	17
	5%	2%	2%	2%	2%	5%	4%	6%	2%	6%	**	5%	5%	5%	8%	7%	7%
TalkTalk TV	142	3	6	6	3	113	25	5	10	5	**	38	100	123	4	5	9
	3%	1%	1%	1%	1%	3%	4%	4%	4%	3%	**	2%	4%	3%	3%	5%	4%
Google Chromecast	107	4	4	4	4	77	25	6	11	6	**	36	63	92	4	7	11
	2%	1%	1%	1%	1%	2%	4% a	4%	5%	3%	**	2%	2%	2%	3%	6%	5%
YouView	92	8	4	10	3	68	18	8	4	5	**	30	58	80	2	6	8
	2%	2%	1%	2%	1%	2%	3% a	6%	2%	2%	**	2%	2%	2%	2%	5%	3%
Roku	86	5	4	6	3	69	15	5	2	6	**	35	49	73	2	5	7
	2%	1%	1%	1%	1%	2%	2%	4%	1%	3%	**	2%	2%	2%	1%	4%	3%
EE TV	81	1	1	-	2	59	22	4	6	7	**	25	54	69	3	5	8
	2%	*%	*%	-%	*%	2%	4% a	3%	3%	3%	**	2%	2%	2%	3%	4%	3%
Other	55	-	2	-	2	39	15	2	4	5	**	21	30	51	2	2	3
	1%	-%	*%	-%	*%	1%	2%	2%	2%	3%	**	1%	1%	1%	1%	1%	1%
No-one watches broadcast TV channels in the household	297	13	9	13	8	215	68	15	27	17	**	122	152	249	19	5	24
	7%	3%	2%	3%	2%	6%	11% a	11%	12% a	9%	**	8%	6%	6%	16% a	5%	10%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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A1. Which of the following ways of watching broadcast TV channels like BBC, ITV or Channel 4 are used in your household – including watching on a TV set, on a tablet, smartphone or laptop or any other device? (There will be questions about watching streaming services like Netflix or Amazon Prime Video shortly.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	67	2	3	3	2	39	20	4	7	5	**	21	33	48	3	3	6
	2%	1%	1%	1%	1%	1%	3% a	3%	3%	3%	**	1%	1%	1%	2%	3%	3%
SUMMARY																	
FREE BROADCAST TV SERVICE	2082	257	302	265	294	1760	261	61	93	79	**	683	1292	1911	44	44	89
	47%	60%	68%	58%	70% ac	48% b	41%	44%	41%	41%	**	44%	50% a	48% d	37%	39%	38%
PAID BROADCAST TV SERVICE	2339	203	180	232	152	1924	363	76	134	112	**	813	1436	2140	56	69	125
	53%	48% d	41%	51% bd	36%	53%	57%	55%	59%	59%	**	52%	55%	54%	46%	61%	53%
STREAMING TV PLAYER	793	36	38	39	35	665	105	30	32	32	**	327	422	703	27	35	62
	18%	8%	9%	9%	8%	18%	17%	22%	14%	17%	**	21% b	16%	18%	22%	31% a	26% a
BROADCASTER APPS	741	41	52	51	42	669	63	19	15	21	**	344	384	655	25	35	60
	17%	10%	12%	11%	10%	18% bd	10%	14%	7%	11%	**	22% b	15%	16%	21%	31% a	26% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 2

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4A. Which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC One	3326	589	488	919	431	1410	982	2077	136	207	340	668	388	772	73	49	**	
	76%	84%	88%	89%	90%	77%	73%	79%	73%	84%	74%	76%	65%	89%	90%	90%	**	
			a	a	a		g	ag		acefg	g	g						
The main ITV/ STV/ UTV channel	2917	538	467	881	414	1342	892	1812	123	173	326	614	343	745	69	45	**	
	66%	76%	84%	85%	86%	74%	66%	69%	66%	70%	71%	70%	57%	85%	85%	83%	**	
			a	a	a		g	g		g	g	g						
Channel 4	2606	489	408	726	319	1119	763	1660	107	146	269	508	319	614	55	40	**	
	59%	69%	74%	70%	66%	61%	56%	63%	57%	59%	59%	57%	53%	70%	68%	75%	**	
								afg										
BBC Two	2244	422	398	749	351	1019	647	1421	97	151	241	463	221	639	54	40	**	
	51%	60%	72%	72%	73%	56%	48%	54%	52%	62%	53%	52%	37%	73%	67%	74%	**	
			a	a	a		g	ag	g	ag	g	g						
Channel 5	2162	432	373	674	302	1002	639	1387	87	122	247	445	244	567	57	39	**	
	49%	61%	67%	65%	63%	55%	47%	53%	46%	50%	54%	50%	41%	65%	70%	72%	**	
								ag			g	g						
None of these	565	55	29	43	14	228	170	309	18	13	52	82	115	36	3	3	**	
	13%	8%	5%	4%	3%	13%	13%	12%	10%	5%	11%	9%	19%	4%	4%	5%	**	
		cd					d	d					abcdef					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 2

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4A. Which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC One	3326	373	399	406	366	2809	434	93	162	131	**	1140	2030	3062	74	79	152
	76%	87%	90%	89%	88%	77%	68%	68%	72%	69%	**	73%	78%	77%	61%	69%	65%
						b							a	bd			
The main ITV/ STV/ UTV channel	2917	360	385	392	353	2531	323	68	131	95	**	997	1798	2694	68	56	125
	66%	84%	87%	86%	85%	70%	51%	50%	58%	50%	**	64%	69%	68%	57%	50%	53%
						bcde							a	cd			
Channel 4	2606	299	315	329	285	2250	301	62	115	100	**	914	1587	2404	63	58	121
	59%	70%	71%	72%	68%	62%	47%	45%	51%	52%	**	58%	61%	60%	52%	51%	52%
						bcd											
BBC Two	2244	319	320	357	282	1885	298	55	118	97	**	676	1458	2078	49	47	96
	51%	75%	72%	79%	68%	52%	47%	40%	52%	51%	**	43%	56%	52%	41%	41%	41%
				d									a	d			
Channel 5	2162	263	304	296	271	1862	259	48	102	91	**	694	1382	2011	51	41	92
	49%	62%	68%	65%	65%	51%	41%	35%	45%	48%	**	44%	53%	51%	43%	36%	39%
						bc							a	cd			
None of these	565	19	17	21	15	414	120	27	45	27	**	239	269	479	27	16	44
	13%	4%	4%	5%	4%	11%	19%	20%	20%	14%	**	15%	10%	12%	23%	14%	19%
							a	a	a			b			a		a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 3

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124		98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118		86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54		28
Other ITV channel (e.g. ITV2, ITV3, ITV Be)	1762	338	291	463	172	750	580	1069	79	106	189	383	250	381	45	29		**
	40%	48%	52%	45%	36%	41%	43%	41%	42%	43%	41%	43%	42%	44%	56%	53%		**
		d	cd	d														
Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	1518	324	232	360	128	591	498	927	57	82	176	322	233	296	33	22		**
	34%	46%	42%	35%	27%	32%	37%	35%	30%	33%	38%	36%	39%	34%	41%	40%		**
		cd	d	d														
Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)	1286	218	166	263	97	428	370	836	47	62	133	241	159	221	21	15		**
	29%	31%	30%	25%	20%	24%	27%	32%	25%	25%	29%	27%	27%	25%	26%	27%		**
		d	d					a										
BBC News channel	1118	236	185	323	138	447	317	720	40	62	113	220	120	276	25	17		**
	25%	33%	33%	31%	29%	25%	23%	27%	22%	25%	25%	25%	20%	32%	31%	32%		**
								g										
Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	1043	243	200	325	124	483	362	630	46	68	144	242	145	272	27	20		**
	24%	35%	36%	31%	26%	27%	27%	24%	25%	27%	31%	27%	24%	31%	34%	38%		**
		d	d								b							
BBC Three	914	148	99	161	62	299	283	532	48	54	94	187	128	140	10	8		**
	21%	21%	18%	16%	13%	16%	21%	20%	26%	22%	21%	21%	21%	16%	13%	15%		**
		cd																
Other Channel 5 channel (e.g. 5USA, 5Star)	887	204	149	230	81	375	318	521	40	64	116	213	152	187	20	18		**
	20%	29%	27%	22%	17%	21%	23%	20%	21%	26%	25%	24%	25%	21%	25%	34%		**
		cd	d										b			a		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 3

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124		98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118		86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54		28
BBC Four	859	181	150	250	101	346	280	513	41	53	104	189	111	212	20	15		**
	20%	26%	27%	24%	21%	19%	21%	20%	22%	22%	23%	21%	19%	24%	25%	27%		**
GB News	298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6		**
	7%	11%	7%	7%	7%	6%	8%	6%	7%	9%	8%	8%	8%	7%	8%	10%		**
BBC Parliament	281	57	36	68	31	88	80	177	9	13	37	59	36	54	6	5		**
	6%	8%	7%	7%	7%	5%	6%	7%	5%	5%	8%	7%	6%	6%	8%	9%		**
CBeebies	280	21	14	20	6	68	86	168	13	9	15	50	45	18	1	1		**
	6%	3%	2%	2%	1%	4%	6%	6%	7%	4%	3%	6%	8%	2%	1%	2%		**
													e					
CBBC	223	10	10	14	4	48	84	112	14	8	17	42	56	13	-	-		**
	5%	1%	2%	1%	1%	3%	6%	4%	8%	3%	4%	5%	9%	2%	-%	-%		**
													bdef					
BBC Scotland TV channel (on air between 7pm and midnight)	181	36	26	39	13	66	68	103	11	9	22	44	27	9	29	1		**
	4%	5%	5%	4%	3%	4%	5%	4%	6%	4%	5%	5%	5%	1%	36%	1%		**
															ac			
S4C (Welsh)	88	15	7	15	8	22	30	51	6	7	16	23	14	5	-	10		**
	2%	2%	1%	1%	2%	1%	2%	2%	3%	3%	4%	3%	2%	1%	-%	18%		**
																ab		
BBC Alba (Scottish Gaelic)	77	17	8	13	5	25	28	44	2	2	8	15	16	2	11	-		**
	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%	3%	*%	14%	-%		**
															ac			
Any other broadcast TV channels	82	14	30	49	19	59	28	47	5	3	11	21	14	38	9	2		**
	2%	2%	5%	5%	4%	3%	2%	2%	3%	1%	2%	2%	2%	4%	11%	3%		**
			a	a											a			

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124		98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118		86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54		28
None	1017	120	97	234	137	502	307	573	37	53	111	194	150	199	14	9		**
	23%	17%	18%	23%	29%	28%	23%	22%	20%	21%	24%	22%	25%	23%	17%	17%		**
					ab													

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 3

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Other ITV channel (e.g. ITV2, ITV3, ITV Be)	1762	185	197	201	180	1567	158	38	54	48	**	665	1020	1633	44	40	85
	40%	43%	44%	44%	43%	43%	25%	27%	24%	25%	**	42%	39%	41%	37%	35%	36%
						bcde											
Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	1518	142	154	161	135	1362	124	32	38	43	**	628	826	1386	47	47	94
	34%	33%	35%	35%	32%	37%	20%	23%	17%	22%	**	40%	32%	35%	39%	41%	40%
						bcde						b					
Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)	1286	136	85	153	68	1099	167	37	56	62	**	479	773	1190	34	31	65
	29%	32%	19%	34%	16%	30%	26%	27%	25%	33%	**	31%	30%	30%	28%	27%	28%
		bd		bd													
BBC News channel	1118	144	133	155	121	927	158	37	39	64	**	361	708	1036	25	30	55
	25%	34%	30%	34%	29%	26%	25%	27%	17%	33%	**	23%	27%	26%	21%	26%	24%
										d			a				
Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	1043	148	125	155	117	949	72	19	28	21	**	373	635	957	30	30	60
	24%	35%	28%	34%	28%	26%	11%	14%	12%	11%	**	24%	24%	24%	25%	26%	25%
						bcde											
BBC Three	914	75	66	73	67	740	149	32	66	41	**	317	552	834	19	31	50
	21%	17%	15%	16%	16%	20%	23%	23%	29%	22%	**	20%	21%	21%	16%	27%	21%
									a								
Other Channel 5 channel (e.g. 5USA, 5Star)	887	80	107	104	83	814	56	14	17	21	**	321	534	819	24	23	47
	20%	19%	24%	23%	20%	22%	9%	10%	8%	11%	**	20%	21%	21%	20%	20%	20%
						bcde											

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 3

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Four	859	122	91	135	77	718	114	23	46	34	**	298	524	770	26	34	60
	20%	29%	20%	30%	18%	20%	18%	17%	20%	18%	**	19%	20%	19%	22%	30%	26%
		d		bd												a	
GB News	298	34	27	34	26	250	39	11	15	11	**	76	212	270	5	13	18
	7%	8%	6%	8%	6%	7%	6%	8%	7%	6%	**	5%	8%	7%	4%	11%	8%
													a				
BBC Parliament	281	39	16	31	24	222	46	12	12	18	**	78	193	248	10	13	24
	6%	9%	4%	7%	6%	6%	7%	9%	5%	9%	**	5%	7%	6%	8%	12%	10%
		b											a				
CBeebies	280	5	13	8	10	220	52	7	16	22	**	117	146	259	5	7	12
	6%	1%	3%	2%	2%	6%	8%	5%	7%	11%	**	7%	6%	6%	4%	6%	5%
										a							
CBBC	223	2	11	7	6	169	48	6	13	19	**	73	143	201	2	11	13
	5%	1%	2%	2%	2%	5%	8%	4%	6%	10%	**	5%	6%	5%	2%	10%	6%
							a			a							
BBC Scotland TV channel (on air between 7pm and midnight)	181	3	6	4	4	148	26	5	8	9	**	64	113	167	4	6	10
	4%	1%	1%	1%	1%	4%	4%	4%	4%	5%	**	4%	4%	4%	3%	5%	4%
S4C (Welsh)	88	4	1	5	-	75	12	4	4	2	**	33	52	79	1	5	6
	2%	1%	*%	1%	-%	2%	2%	3%	2%	1%	**	2%	2%	2%	1%	4%	3%
BBC Alba (Scottish Gaelic)	77	2	-	2	-	67	9	2	4	1	**	34	43	72	1	2	3
	2%	*%	-%	*%	-%	2%	1%	2%	2%	1%	**	2%	2%	2%	*%	2%	1%
Any other broadcast TV channels	82	18	20	27	10	76	6	1	1	2	**	22	60	75	2	2	4
	2%	4%	4%	6%	2%	2%	1%	1%	1%	1%	**	1%	2%	2%	1%	2%	2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4B. And which, if any, of these TV channels have you personally watched in the past 3 months? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4) and My5. Please include watching on any device.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
None	1017	93	106	86	113	797	173	35	69	41	**	358	574	899	32	20	53
	23%	22%	24%	19%	27%	22%	a	26%	a	22%	**	23%	22%	23%	27%	18%	22%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC One	3326	589	488	919	431	1410	982	2077	136	207	340	668	388	772	73	49	**	
	76%	84%	88%	89%	90%	77%	73%	79%	73%	84%	74%	76%	65%	89%	90%	90%	**	
			a	a	a		g	ag		acefg	g	g						
The main ITV/ STV/ UTV channel	2917	538	467	881	414	1342	892	1812	123	173	326	614	343	745	69	45	**	
	66%	76%	84%	85%	86%	74%	66%	69%	66%	70%	71%	70%	57%	85%	85%	83%	**	
			a	a	a		g	g		g	g	g						
Channel 4	2606	489	408	726	319	1119	763	1660	107	146	269	508	319	614	55	40	**	
	59%	69%	74%	70%	66%	61%	56%	63%	57%	59%	59%	57%	53%	70%	68%	75%	**	
								afg										
BBC Two	2244	422	398	749	351	1019	647	1421	97	151	241	463	221	639	54	40	**	
	51%	60%	72%	72%	73%	56%	48%	54%	52%	62%	53%	52%	37%	73%	67%	74%	**	
			a	a	a		g	ag	g	ag	g	g						
Channel 5	2162	432	373	674	302	1002	639	1387	87	122	247	445	244	567	57	39	**	
	49%	61%	67%	65%	63%	55%	47%	53%	46%	50%	54%	50%	41%	65%	70%	72%	**	
								ag			g	g						
Other ITV channel (e.g. ITV2, ITV3, ITV Be)	1762	338	291	463	172	750	580	1069	79	106	189	383	250	381	45	29	**	
	40%	48%	52%	45%	36%	41%	43%	41%	42%	43%	41%	43%	42%	44%	56%	53%	**	
		d	cd	d														
Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	1518	324	232	360	128	591	498	927	57	82	176	322	233	296	33	22	**	
	34%	46%	42%	35%	27%	32%	37%	35%	30%	33%	38%	36%	39%	34%	41%	40%	**	
		cd	d	d														
Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)	1286	218	166	263	97	428	370	836	47	62	133	241	159	221	21	15	**	
	29%	31%	30%	25%	20%	24%	27%	32%	25%	25%	29%	27%	27%	25%	26%	27%	**	
		d	d					a										

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
BBC News channel	1118	236	185	323	138	447	317	720	40	62	113	220	120	276	25	17	**
	25%	33%	33%	31%	29%	25%	23%	27%	22%	25%	25%	25%	20%	32%	31%	32%	**
								g									
Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	1043	243	200	325	124	483	362	630	46	68	144	242	145	272	27	20	**
	24%	35%	36%	31%	26%	27%	21%	24%	25%	27%	31%	27%	24%	31%	34%	38%	**
		d	d								b						
BBC Three	914	148	99	161	62	299	283	532	48	54	94	187	128	140	10	8	**
	21%	21%	18%	16%	13%	16%	21%	20%	26%	22%	21%	21%	21%	16%	13%	15%	**
		cd															
Other Channel 5 channel (e.g. 5USA, 5Star)	887	204	149	230	81	375	318	521	40	64	116	213	152	187	20	18	**
	20%	29%	27%	22%	17%	21%	23%	20%	21%	26%	25%	24%	25%	21%	25%	34%	**
		cd	d										b			a	
BBC Four	859	181	150	250	101	346	280	513	41	53	104	189	111	212	20	15	**
	20%	26%	27%	24%	21%	19%	21%	20%	22%	22%	23%	21%	19%	24%	25%	27%	**
GB News	298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6	**
	7%	11%	7%	7%	7%	6%	8%	6%	7%	9%	8%	8%	8%	7%	8%	10%	**
BBC Parliament	281	57	36	68	31	88	80	177	9	13	37	59	36	54	6	5	**
	6%	8%	7%	7%	7%	5%	6%	7%	5%	5%	8%	7%	6%	6%	8%	9%	**
CBeebies	280	21	14	20	6	68	86	168	13	9	15	50	45	18	1	1	**
	6%	3%	2%	2%	1%	4%	6%	6%	7%	4%	3%	6%	8%	2%	1%	2%	**
													e				
CBBC	223	10	10	14	4	48	84	112	14	8	17	42	56	13	-	-	**
	5%	1%	2%	1%	1%	3%	6%	4%	8%	3%	4%	5%	9%	2%	-%	-%	**
													bdef				

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Scotland TV channel (on air between 7pm and midnight)	181	36	26	39	13	66	68	103	11	9	22	44	27	9	29	1	**	
	4%	5%	5%	4%	3%	4%	5%	4%	6%	4%	5%	5%	5%	1%	36%	1%	**	
															ac			
S4C (Welsh)	88	15	7	15	8	22	30	51	6	7	16	23	14	5	-	10	**	
	2%	2%	1%	1%	2%	1%	2%	2%	3%	3%	4%	3%	2%	1%	-%	18%	**	
																ab		
BBC Alba (Scottish Gaelic)	77	17	8	13	5	25	28	44	2	2	8	15	16	2	11	-	**	
	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%	3%	*%	14%	-%	**	
															ac			
Any other broadcast TV channels	82	14	30	49	19	59	28	47	5	3	11	21	14	38	9	2	**	
	2%	2%	5%	5%	4%	3%	2%	2%	3%	1%	2%	2%	2%	4%	11%	3%	**	
			a	a											a			
None	446	38	24	35	11	190	132	246	13	11	41	64	90	29	2	3	**	
	10%	5%	4%	3%	2%	10%	10%	9%	7%	4%	9%	7%	15%	3%	3%	5%	**	
													abcdef					
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean number of TV channels in the past 3 months (out of 21)	5.5	6.5	6.8	6.4	5.9	5.5	5.5	5.7	5.5	5.8	5.8	5.7	5.1	6.3	7.1	7.0	**	
		d	d	d				g			g	g						
Standard deviation	3.61	3.62	3.35	3.24	3.04	3.51	3.66	3.59	3.37	3.37	3.80	3.59	3.82	3.17	3.52	3.56	**	
Standard error	.05	.14	.13	.10	.15	.08	.10	.07	.25	.21	.17	.12	.16	.12	.33	.32	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC One	3326 76%	373 87%	399 90%	406 89%	366 88%	2809 77% b	434 68%	93 68%	162 72%	131 69%	** **	1140 73%	2030 78% a	3062 77% bd	74 61%	79 69%	152 65%
The main ITV/ STV/ UTV channel	2917 66%	360 84%	385 87%	392 86%	353 85%	2531 70% bcde	323 51%	68 50%	131 58%	95 50%	** **	997 64%	1798 69% a	2694 68% cd	68 57%	56 50%	125 53%
Channel 4	2606 59%	299 70%	315 71%	329 72%	285 68%	2250 62% bcd	301 47%	62 45%	115 51%	100 52%	** **	914 58%	1587 61%	2404 60%	63 52%	58 51%	121 52%
BBC Two	2244 51%	319 75%	320 72%	357 79% d	282 68%	1885 52%	298 47%	55 40%	118 52%	97 51%	** **	676 43%	1458 56% a	2078 52% d	49 41%	47 41%	96 41%
Channel 5	2162 49%	263 62%	304 68%	296 65%	271 65%	1862 51% bc	259 41%	48 35%	102 45%	91 48%	** **	694 44%	1382 53% a	2011 51% cd	51 43%	41 36%	92 39%
Other ITV channel (e.g. ITV2, ITV3, ITV Be)	1762 40%	185 43%	197 44%	201 44%	180 43%	1567 43% bcde	158 25%	38 27%	54 24%	48 25%	** **	665 42%	1020 39%	1633 41%	44 37%	40 35%	85 36%
Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)	1518 34%	142 33%	154 35%	161 35%	135 32%	1362 37% bcde	124 20%	32 23%	38 17%	43 22%	** **	628 40% b	826 32%	1386 35%	47 39%	47 41%	94 40%
Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)	1286 29%	136 32% bd	85 19%	153 34% bd	68 16%	1099 30%	167 26%	37 27%	56 25%	62 33%	** **	479 31%	773 30%	1190 30%	34 28%	31 27%	65 28%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC News channel	1118	144	133	155	121	927	158	37	39	64	**	361	708	1036	25	30	55
	25%	34%	30%	34%	29%	26%	25%	27%	17%	33% d	**	23%	27% a	26%	21%	26%	24%
Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)	1043	148	125	155	117	949	72	19	28	21	**	373	635	957	30	30	60
	24%	35%	28%	34%	28%	26% bcde	11%	14%	12%	11%	**	24%	24%	24%	25%	26%	25%
BBC Three	914	75	66	73	67	740	149	32	66	41	**	317	552	834	19	31	50
	21%	17%	15%	16%	16%	20%	23%	23%	29% a	22%	**	20%	21%	21%	16%	27%	21%
Other Channel 5 channel (e.g. 5USA, 5Star)	887	80	107	104	83	814	56	14	17	21	**	321	534	819	24	23	47
	20%	19%	24%	23%	20%	22% bcde	9%	10%	8%	11%	**	20%	21%	21%	20%	20%	20%
BBC Four	859	122	91	135	77	718	114	23	46	34	**	298	524	770	26	34	60
	20%	29% d	20%	30% bd	18%	20%	18%	17%	20%	18%	**	19%	20%	19%	22%	30% a	26%
GB News	298	34	27	34	26	250	39	11	15	11	**	76	212	270	5	13	18
	7%	8%	6%	8%	6%	7%	6%	8%	7%	6%	**	5%	8% a	7%	4%	11%	8%
BBC Parliament	281	39	16	31	24	222	46	12	12	18	**	78	193	248	10	13	24
	6%	9% b	4%	7%	6%	6%	7%	9%	5%	9%	**	5%	7% a	6%	8%	12%	10%
CBeebies	280	5	13	8	10	220	52	7	16	22	**	117	146	259	5	7	12
	6%	1%	3%	2%	2%	6%	8%	5%	7%	11% a	**	7%	6%	6%	4%	6%	5%
CBBC	223	2	11	7	6	169	48	6	13	19	**	73	143	201	2	11	13
	5%	1%	2%	2%	2%	5%	8% a	4%	6%	10% a	**	5%	6%	5%	2%	10%	6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 4

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CHANNELS WATCHED IN PAST 3 MONTHS AT A4A/ A4B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Scotland TV channel (on air between 7pm and midnight)	181 4%	3 1%	6 1%	4 1%	4 1%	148 4%	26 4%	5 4%	8 4%	9 5%	** **	64 4%	113 4%	167 4%	4 3%	6 5%	10 4%
S4C (Welsh)	88 2%	4 1%	1 *%	5 1%	- -%	75 2%	12 2%	4 3%	4 2%	2 1%	** **	33 2%	52 2%	79 2%	1 1%	5 4%	6 3%
BBC Alba (Scottish Gaelic)	77 2%	2 *%	- -%	2 *%	- -%	67 2%	9 1%	2 2%	4 2%	1 1%	** **	34 2%	43 2%	72 2%	1 *%	2 2%	3 1%
Any other broadcast TV channels	82 2%	18 4%	20 4%	27 6%	10 2%	76 2%	6 1%	1 1%	1 1%	2 1%	** **	22 1%	60 2%	75 2%	2 1%	2 2%	4 2%
None	446 10%	18 4%	11 2%	16 4%	13 3%	328 9%	89 14% a	17 12%	38 17% a	17 9%	** **	194 12% b	203 8%	371 9%	23 19% a	14 13%	38 16% a
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of TV channels in the past 3 months (out of 21)	5.5	6.4	6.2	6.7 d	6.0	5.7 bcde	4.5	4.4	4.6	4.9	**	5.3	5.7 a	5.6	4.9	5.3	5.1
Standard deviation	3.61	3.32	3.02	3.21	3.09	3.62	3.29	3.69	3.13	3.24	**	3.73	3.52	3.59	3.68	4.16	3.92
Standard error	.05	.18	.16	.18	.16	.06	.14	.32	.22	.25	**	.09	.07	.06	.35	.39	.26

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 6

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4A/A4B. TV CHANNELS PERSONALLY WATCHED IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64 a	65-74 b	65+ c	75+ d		ANY a	NONE b	VISION c	HEARING d	MOBILITY e	PHYSICAL f	NEURO-DIVERSE g	ENGLAND a	SCOTLAND b	WALES c	IRELAND ~d	
Significance Level: 99%	Total																	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
ANY BBC TV CHANNELS	3573	603	502	946	444	1480	1073	2187	159	223	361	726	433	795	77	49	**	
	81%	86%	90%	91%	93%	81%	79%	83%	85%	91%	79%	82%	73%	91%	95%	90%	**	
				a	a		g	ag	g	abefg		g						
ANY ITV CHANNELS	3126	570	490	916	425	1411	964	1926	131	189	343	658	380	776	71	46	**	
	71%	81%	88%	89%	89%	78%	71%	73%	70%	77%	75%	74%	64%	89%	88%	85%	**	
			a	a	a		g	g		g	g	g						
ANY CHANNEL 4 CHANNELS	2832	522	425	757	332	1185	845	1780	115	158	295	564	358	638	59	41	**	
	64%	74%	77%	73%	69%	65%	62%	68%	61%	64%	65%	64%	60%	73%	73%	77%	**	
								ag										
ANY CHANNEL 5 CHANNELS	2300	454	381	687	306	1037	699	1457	94	133	266	483	277	575	59	41	**	
	52%	64%	69%	66%	64%	57%	52%	56%	50%	54%	58%	55%	46%	66%	73%	76%	**	
								g			g	g						
ANY OTHER CHANNELS	1987	386	292	489	197	774	626	1225	82	109	229	418	269	408	40	30	**	
	45%	55%	53%	47%	41%	43%	46%	47%	44%	44%	50%	47%	45%	47%	50%	55%	**	
		cd	d															
NONE	446	38	24	35	11	190	132	246	13	11	41	64	90	29	2	3	**	
	10%	5%	4%	3%	2%	10%	10%	9%	7%	4%	9%	7%	15%	3%	3%	5%	**	
													abcdef					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 6

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A4A/A4B. TV CHANNELS PERSONALLY WATCHED IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
ANY BBC TV CHANNELS	3573	385	409	420	375	2987	492	105	175	155	**	1214	2191	3277	86	86	172
	81%	90%	92%	92%	90%	82%	78%	77%	77%	81%	**	77%	84% a	82% bd	71%	76%	73%
ANY ITV CHANNELS	3126	373	403	404	372	2699	359	73	145	106	**	1074	1917	2883	75	61	136
	71%	87%	91%	89%	89%	74% bcde	57%	53%	64%	56%	**	68%	74% a	72% cd	62%	54%	58%
ANY CHANNEL 4 CHANNELS	2832	310	328	343	295	2434	340	67	131	114	**	1001	1717	2603	71	69	140
	64%	73%	74%	76%	71%	67% bc	54%	48%	58%	60%	**	64%	66%	65%	59%	61%	60%
ANY CHANNEL 5 CHANNELS	2300	265	310	300	275	1979	277	55	106	97	**	746	1466	2134	55	50	105
	52%	62%	70%	66%	66%	54% bc	44%	40%	47%	51%	**	48%	56% a	54%	46%	44%	45%
ANY OTHER CHANNELS	1987	221	187	244	164	1715	229	52	79	78	**	711	1212	1816	56	53	109
	45%	52% d	42%	54% bd	39%	47% bd	36%	38%	35%	41%	**	45%	47%	46%	47%	47%	47%
NONE	446	18	11	16	13	328	89	17	38	17	**	194	203	371	23	14	38
	10%	4%	2%	4%	3%	9%	14% a	12%	17% a	9%	**	12% b	8%	9%	19% a	13%	16% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 7

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5A. How often in the past 3 months have you watched BBC One? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC One in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	3310	545	542	919	377	1432	1007	2030	137	206	363	682	390	617	101	112		89
Effective Weighted Sample	2736	453	446	770	330	1203	835	1676	114	173	295	568	326	589	98	107		78
Total	3326	589	488	919	431	1410	982	2077	136	207	340	668	388	772	73	49		26
At least daily	1983	405	384	737	354	1014	653	1186	94	158	253	484	207	619	55	40		**
	60%	69%	79%	80%	82%	72%	66%	57%	69%	76%	75%	73%	53%	80%	76%	83%		**
			a	a	a		bg		g	bg	bg	bg						
At least weekly	1105	163	92	159	67	328	267	741	31	39	73	149	141	135	15	6		**
	33%	28%	19%	17%	15%	23%	27%	36%	23%	19%	21%	22%	36%	17%	21%	13%		**
		bcd						acdef					acdef					
At least monthly	157	13	10	18	8	44	42	98	7	5	9	22	24	15	2	2		**
	5%	2%	2%	2%	2%	3%	4%	5%	5%	3%	3%	3%	6%	2%	2%	3%		**
Less often	71	8	1	4	3	22	15	49	3	4	3	8	11	3	1	1		**
	2%	1%	*%	*%	1%	2%	2%	2%	2%	2%	1%	1%	3%	*%	1%	1%		**
Don't know/ can't remember	10	-	-	-	-	2	6	3	1	1	2	5	4	-	-	-		**
	*%	-%	-%	-%	-%	*%	1%	*%	1%	1%	1%	1%	1%	-%	-%	-%		**
													b					
SUMMARY																		
DAILY	1983	405	384	737	354	1014	653	1186	94	158	253	484	207	619	55	40		**
	60%	69%	79%	80%	82%	72%	66%	57%	69%	76%	75%	73%	53%	80%	76%	83%		**
			a	a	a		bg		g	bg	bg	bg						
WEEKLY	3088	568	476	897	420	1342	920	1927	124	197	326	633	348	754	70	47		**
	93%	96%	98%	98%	98%	95%	94%	93%	92%	95%	96%	95%	90%	98%	97%	96%		**
											g	g						
MONTHLY	3244	581	487	915	428	1386	962	2024	132	202	335	655	372	769	72	48		**
	98%	99%	100%	100%	99%	98%	98%	97%	97%	97%	99%	98%	96%	100%	99%	99%		**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 7

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5A. How often in the past 3 months have you watched BBC One? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC One in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%	Total	a	b	c	d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	3310	300	317	300	317	2850	381	88	136	116	41	1169	1989	3058	64	79	143
Effective Weighted Sample	2736	287	302	289	304	2319	348	77	128	107	37	951	1656	2523	54	67	121
Total	3326	373	399	406	366	2809	434	93	162	131	47	1140	2030	3062	74	79	152
At least daily	1983	303	316	320	299	1721	219	**	87	75	**	598	1303	1832	**	**	86
	60%	81%	79%	79%	82%	61%	50%	**	54%	57%	**	52%	64%	60%	**	**	56%
						b							a				
At least weekly	1105	63	71	76	59	902	174	**	70	45	**	424	620	1023	**	**	48
	33%	17%	18%	19%	16%	32%	40%	**	43%	34%	**	37%	31%	33%	**	**	31%
						a			a			b					
At least monthly	157	5	10	10	5	121	28	**	5	3	**	75	70	137	**	**	11
	5%	1%	2%	2%	1%	4%	6%	**	3%	2%	**	7%	3%	4%	**	**	7%
												b					
Less often	71	1	1	-	3	58	10	**	-	6	**	39	30	64	**	**	3
	2%	*%	*%	-%	1%	2%	2%	**	-%	5%	**	3%	1%	2%	**	**	2%
												b					
Don't know/ can't remember	10	-	-	-	-	8	2	**	-	2	**	4	6	6	**	**	5
	*%	-%	-%	-%	-%	*%	*%	**	-%	2%	**	*%	*%	*%	**	**	3%
																	a
SUMMARY																	
DAILY	1983	303	316	320	299	1721	219	**	87	75	**	598	1303	1832	**	**	86
	60%	81%	79%	79%	82%	61%	50%	**	54%	57%	**	52%	64%	60%	**	**	56%
						b							a				
WEEKLY	3088	366	388	396	358	2622	393	**	157	120	**	1022	1923	2855	**	**	134
	93%	98%	97%	98%	98%	93%	91%	**	97%	91%	**	90%	95%	93%	**	**	88%
													a				
MONTHLY	3244	371	398	406	363	2743	421	**	162	123	**	1097	1994	2993	**	**	145
	98%	100%	100%	100%	99%	98%	97%	**	100%	93%	**	96%	98%	98%	**	**	95%
						e			e				a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 8

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5B. How often in the past 3 months have you watched BBC Two? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Two in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2167	382	428	728	300	1007	659	1331	95	151	255	470	226	505	75	91	57	
Effective Weighted Sample	1822	320	356	616	265	856	553	1126	81	127	208	394	192	482	73	87	51	
Total	2244	422	398	749	351	1019	647	1421	97	151	241	463	221	639	54	40	15	
At least daily	602	117	136	249	113	320	194	339	**	55	90	164	52	214	**	**	**	
	27%	28%	34%	33%	32%	31%	30%	24%	**	36%	38%	35%	23%	34%	**	**	**	
							b			b	bg	bg						
At least weekly	1268	248	214	415	201	558	353	845	**	77	125	237	133	354	**	**	**	
	57%	59%	54%	55%	57%	55%	55%	59%	**	51%	52%	51%	60%	55%	**	**	**	
							f											
At least monthly	267	46	34	58	24	98	72	173	**	17	21	51	22	49	**	**	**	
	12%	11%	9%	8%	7%	10%	11%	12%	**	11%	9%	11%	10%	8%	**	**	**	
Less often	97	11	12	25	13	39	24	60	**	2	5	10	12	21	**	**	**	
	4%	3%	3%	3%	4%	4%	4%	4%	**	2%	2%	2%	6%	3%	**	**	**	
Don't know/ can't remember	10	-	1	1	-	4	4	5	**	-	-	1	2	1	**	**	**	
	*%	-%	*%	*%	-%	*%	1%	*%	**	-%	-%	*%	1%	*%	**	**	**	
SUMMARY																		
DAILY	602	117	136	249	113	320	194	339	**	55	90	164	52	214	**	**	**	
	27%	28%	34%	33%	32%	31%	30%	24%	**	36%	38%	35%	23%	34%	**	**	**	
							b			b	bg	bg						
WEEKLY	1870	365	350	664	314	878	547	1184	**	132	215	401	184	568	**	**	**	
	83%	87%	88%	89%	89%	86%	85%	83%	**	87%	89%	87%	83%	89%	**	**	**	
MONTHLY	2137	411	385	723	338	976	619	1357	**	149	236	452	206	617	**	**	**	
	95%	97%	97%	96%	96%	96%	96%	95%	**	98%	98%	98%	93%	96%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 8

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5B. How often in the past 3 months have you watched BBC Two? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Two in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	2167	254	251	262	243	1852	260	51	99	87	23	683	1382	2007	44	47	91
Effective Weighted Sample	1822	243	239	252	233	1534	240	45	93	79	22	558	1175	1688	37	40	77
Total	2244	319	320	357	282	1885	298	55	118	97	28	676	1458	2078	49	47	96
At least daily	602	111	104	113	101	509	69	**	**	**	**	168	403	546	**	**	**
	27%	35%	32%	32%	36%	27%	23%	**	**	**	**	25%	28%	26%	**	**	**
At least weekly	1268	183	170	207	146	1061	180	**	**	**	**	367	838	1184	**	**	**
	57%	57%	53%	58%	52%	56%	60%	**	**	**	**	54%	58%	57%	**	**	**
At least monthly	267	12	36	21	27	227	35	**	**	**	**	96	158	249	**	**	**
	12%	4%	11%	6%	10%	12%	12%	**	**	**	**	14%	11%	12%	**	**	**
			a														
Less often	97	13	8	14	7	78	14	**	**	**	**	38	55	89	**	**	**
	4%	4%	3%	4%	3%	4%	5%	**	**	**	**	6%	4%	4%	**	**	**
Don't know/ can't remember	10	-	1	1	-	10	-	**	**	**	**	6	3	10	**	**	**
	*%	-%	*%	*%	-%	1%	-%	**	**	**	**	1%	*%	*%	**	**	**
SUMMARY																	
DAILY	602	111	104	113	101	509	69	**	**	**	**	168	403	546	**	**	**
	27%	35%	32%	32%	36%	27%	23%	**	**	**	**	25%	28%	26%	**	**	**
WEEKLY	1870	294	274	320	248	1570	249	**	**	**	**	536	1242	1730	**	**	**
	83%	92%	86%	90%	88%	83%	84%	**	**	**	**	79%	85%	83%	**	**	**
			a														
MONTHLY	2137	306	311	342	275	1797	284	**	**	**	**	632	1400	1979	**	**	**
	95%	96%	97%	96%	97%	95%	95%	**	**	**	**	93%	96%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 9

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5C. How often in the past 3 months have you watched The main ITV/ STV/ UTV channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched The main ITV/ STV/ UTV channel in the past 3 months

	Total	AGE				AGE/SEG 65+ OR	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	~b	c		~d
Unweighted total	2897	496	512	868	356	1349	907	1769	118	176	344	621	347	593	96	102	77	
Effective Weighted Sample	2392	411	427	732	312	1137	751	1461	101	145	278	518	288	566	93	97	67	
Total	2917	538	467	881	414	1342	892	1812	123	173	326	614	343	745	69	45	22	
At least daily	1562	322	294	583	289	846	558	899	79	116	217	401	193	481	**	32	**	
	54%	60%	63%	66%	70%	63%	63%	50%	65%	67%	67%	65%	56%	65%	**	72%	**	
					a		b		b	b	b	b						
At least weekly	1037	179	145	248	102	385	261	700	32	44	89	168	114	219	**	10	**	
	36%	33%	31%	28%	25%	29%	29%	39%	26%	25%	27%	27%	33%	29%	**	23%	**	
								adef										
At least monthly	225	26	23	41	18	76	53	152	9	9	15	34	23	38	**	2	**	
	8%	5%	5%	5%	4%	6%	6%	8%	7%	5%	5%	6%	7%	5%	**	4%	**	
Less often	75	10	4	7	3	26	14	53	3	4	3	9	8	5	**	1	**	
	3%	2%	1%	1%	1%	2%	2%	3%	2%	2%	1%	1%	2%	1%	**	2%	**	
Don't know/ can't remember	17	1	-	2	2	10	5	8	-	-	1	2	4	2	**	-	**	
	1%	*%	-%	*%	*%	1%	1%	*%	-%	-%	*%	*%	1%	*%	**	-%	**	
SUMMARY																		
DAILY	1562	322	294	583	289	846	558	899	79	116	217	401	193	481	**	32	**	
	54%	60%	63%	66%	70%	63%	63%	50%	65%	67%	67%	65%	56%	65%	**	72%	**	
					a		b		b	b	b	b						
WEEKLY	2599	500	440	831	391	1230	819	1600	111	160	306	569	307	700	**	42	**	
	89%	93%	94%	94%	95%	92%	92%	88%	91%	93%	94%	93%	90%	94%	**	94%	**	
							b				b	b						
MONTHLY	2825	527	463	872	409	1307	872	1751	120	169	322	603	331	738	**	44	**	
	97%	98%	99%	99%	99%	97%	98%	97%	98%	98%	99%	98%	96%	99%	**	98%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 9

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5C. How often in the past 3 months have you watched The main ITV/ STV/ UTV channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched The main ITV/ STV/ UTV channel in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	d	~e	~f	a	b	a	~b	~c	d
Unweighted total	2897	286	307	288	305	2556	280	64	111	81	24	1014	1761	2690	61	57	118
Effective Weighted Sample	2392	274	292	277	293	2081	258	56	104	77	22	824	1465	2216	51	48	99
Total	2917	360	385	392	353	2531	323	68	131	95	28	997	1798	2694	68	56	125
At least daily	1562	217	264	232	249	1419	117	**	40	**	**	497	993	1453	**	**	60
	54%	60%	68%	59%	71%	56%	36%	**	31%	**	**	50%	55%	54%	**	**	48%
					c	bd											
At least weekly	1037	120	99	129	90	880	132	**	53	**	**	368	631	953	**	**	43
	36%	33%	26%	33%	25%	35%	41%	**	41%	**	**	37%	35%	35%	**	**	35%
At least monthly	225	20	18	24	13	159	59	**	30	**	**	87	131	209	**	**	13
	8%	6%	5%	6%	4%	6%	18%	**	23%	**	**	9%	7%	8%	**	**	10%
							a		a								
Less often	75	3	2	4	1	59	13	**	7	**	**	35	38	66	**	**	5
	3%	1%	1%	1%	*%	2%	4%	**	5%	**	**	4%	2%	2%	**	**	4%
Don't know/ can't remember	17	-	2	2	-	14	1	**	-	**	**	10	5	12	**	**	4
	1%	-%	*%	*%	-%	1%	*%	**	-%	**	**	1%	*%	*%	**	**	3%
																	a
SUMMARY																	
DAILY	1562	217	264	232	249	1419	117	**	40	**	**	497	993	1453	**	**	60
	54%	60%	68%	59%	71%	56%	36%	**	31%	**	**	50%	55%	54%	**	**	48%
					c	bd											
WEEKLY	2599	337	363	362	339	2298	249	**	93	**	**	865	1623	2407	**	**	104
	89%	94%	94%	92%	96%	91%	77%	**	71%	**	**	87%	90%	89%	**	**	83%
						bd							a				
MONTHLY	2825	357	381	386	352	2458	308	**	124	**	**	951	1754	2616	**	**	116
	97%	99%	99%	98%	100%	97%	96%	**	95%	**	**	95%	98%	97%	**	**	93%
													a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 10

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5D. How often in the past 3 months have you watched Channel 4? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Channel 4 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2558	443	450	723	273	1132	779	1597	102	146	280	513	323	492	76	92	63	
Effective Weighted Sample	2131	371	373	607	240	954	643	1336	88	122	227	427	267	469	74	87	56	
Total	2606	489	408	726	319	1119	763	1660	107	146	269	508	319	614	55	40	17	
At least daily	667	135	109	192	82	318	244	372	39	42	80	165	110	156	**	**	**	
	26%	28%	27%	26%	26%	28%	32%	22%	36%	29%	30%	32%	34%	25%	**	**	**	
							b		b			b	b					
At least weekly	1370	281	234	422	187	604	391	897	48	80	151	258	155	363	**	**	**	
	53%	57%	57%	58%	59%	54%	51%	54%	45%	55%	56%	51%	49%	59%	**	**	**	
At least monthly	446	58	49	89	40	148	94	315	16	16	29	64	41	74	**	**	**	
	17%	12%	12%	12%	12%	13%	12%	19%	15%	11%	11%	13%	13%	12%	**	**	**	
							ae	f										
Less often	108	14	12	20	8	41	27	69	4	8	4	16	11	17	**	**	**	
	4%	3%	3%	3%	3%	4%	4%	4%	4%	6%	2%	3%	3%	3%	**	**	**	
Don't know/ can't remember	14	-	3	4	1	8	6	6	-	-	4	5	2	4	**	**	**	
	1%	-%	1%	1%	*%	1%	1%	*%	-%	-%	2%	1%	1%	1%	**	**	**	
SUMMARY																		
DAILY	667	135	109	192	82	318	244	372	39	42	80	165	110	156	**	**	**	
	26%	28%	27%	26%	26%	28%	32%	22%	36%	29%	30%	32%	34%	25%	**	**	**	
							b		b			b	b					
WEEKLY	2037	416	344	613	270	922	635	1270	86	121	231	423	265	519	**	**	**	
	78%	85%	84%	84%	85%	82%	83%	77%	81%	83%	86%	83%	83%	85%	**	**	**	
							b				b	b						
MONTHLY	2484	474	392	702	309	1070	729	1585	103	137	260	486	306	593	**	**	**	
	95%	97%	96%	97%	97%	96%	96%	96%	96%	94%	97%	96%	96%	97%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 10

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5D. How often in the past 3 months have you watched Channel 4? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Channel 4 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total	2558	240	252	243	249	2243	264	56	98	89	21	924	1535	2371	54	58	112
Effective Weighted Sample	2131	229	240	234	239	1844	242	49	91	82	19	756	1290	1971	47	49	95
Total	2606	299	315	329	285	2250	301	62	115	100	24	914	1587	2404	63	58	121
At least daily	667	79	76	73	83	595	56	**	**	**	**	219	419	613	**	**	38
	26%	27%	24%	22%	29%	26%	19%	**	**	**	**	24%	26%	25%	**	**	32%
						b											
At least weekly	1370	178	186	198	166	1211	137	**	**	**	**	488	829	1264	**	**	64
	53%	60%	59%	60%	58%	54%	46%	**	**	**	**	53%	52%	53%	**	**	53%
At least monthly	446	35	39	45	29	349	85	**	**	**	**	167	261	421	**	**	15
	17%	12%	12%	14%	10%	16%	28%	**	**	**	**	18%	16%	18%	**	**	12%
						a											
Less often	108	6	11	11	6	83	21	**	**	**	**	34	69	95	**	**	3
	4%	2%	4%	3%	2%	4%	7%	**	**	**	**	4%	4%	4%	**	**	3%
Don't know/ can't remember	14	1	3	3	1	12	2	**	**	**	**	6	8	12	**	**	1
	1%	*%	1%	1%	*%	1%	1%	**	**	**	**	1%	*%	*%	**	**	1%
SUMMARY																	
DAILY	667	79	76	73	83	595	56	**	**	**	**	219	419	613	**	**	38
	26%	27%	24%	22%	29%	26%	19%	**	**	**	**	24%	26%	25%	**	**	32%
						b											
WEEKLY	2037	257	262	271	248	1806	193	**	**	**	**	707	1249	1877	**	**	102
	78%	86%	83%	82%	87%	80%	64%	**	**	**	**	77%	79%	78%	**	**	84%
						b											
MONTHLY	2484	292	301	315	278	2155	278	**	**	**	**	874	1510	2298	**	**	117
	95%	98%	96%	96%	97%	96%	92%	**	**	**	**	96%	95%	96%	**	**	97%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 11

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5E. How often in the past 3 months have you watched Channel 5? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Channel 5 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2101	391	409	664	255	998	650	1312	84	119	257	448	245	451	79	90	44	
Effective Weighted Sample	1765	328	342	560	224	847	543	1109	72	101	210	375	207	429	76	86	40	
Total	2162	432	373	674	302	1002	639	1387	87	122	247	445	244	567	57	39	12	
At least daily	445	86	75	144	69	241	182	230	**	22	71	128	72	118	**	**	**	
	21%	20%	20%	21%	23%	24%	28%	17%	**	18%	29%	29%	29%	21%	**	**	**	
							b				b	b	b					
At least weekly	1077	226	199	377	178	522	313	702	**	73	124	218	113	319	**	**	**	
	50%	52%	53%	56%	59%	52%	49%	51%	**	60%	50%	49%	47%	56%	**	**	**	
At least monthly	456	90	73	114	41	168	104	327	**	18	38	74	41	96	**	**	**	
	21%	21%	19%	17%	14%	17%	16%	24%	**	15%	15%	17%	17%	17%	**	**	**	
							aef											
Less often	165	28	22	33	12	58	33	117	**	9	10	21	14	28	**	**	**	
	8%	7%	6%	5%	4%	6%	5%	8%	**	7%	4%	5%	6%	5%	**	**	**	
Don't know/ can't remember	19	2	4	6	2	13	7	10	**	-	4	4	4	6	**	**	**	
	1%	1%	1%	1%	1%	1%	1%	1%	**	-%	2%	1%	1%	1%	**	**	**	
SUMMARY																		
DAILY	445	86	75	144	69	241	182	230	**	22	71	128	72	118	**	**	**	
	21%	20%	20%	21%	23%	24%	28%	17%	**	18%	29%	29%	29%	21%	**	**	**	
							b				b	b	b					
WEEKLY	1521	312	274	521	247	763	495	932	**	95	195	345	185	437	**	**	**	
	70%	72%	73%	77%	82%	76%	77%	67%	**	78%	79%	78%	76%	77%	**	**	**	
					a		b				b	b						
MONTHLY	1978	402	347	635	288	931	599	1260	**	113	233	420	226	533	**	**	**	
	91%	93%	93%	94%	96%	93%	94%	91%	**	93%	94%	94%	93%	94%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 11

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5E. How often in the past 3 months have you watched Channel 5? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Channel 5 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	2101	210	241	217	234	1842	220	44	84	78	14	705	1310	1963	42	41	83
Effective Weighted Sample	1765	200	229	209	223	1526	206	39	80	74	14	579	1114	1648	37	34	71
Total	2162	263	304	296	271	1862	259	48	102	91	17	694	1382	2011	51	41	92
At least daily	445	55	64	57	62	387	45	**	**	**	**	140	280	420	**	**	**
	21%	21%	21%	19%	23%	21%	17%	**	**	**	**	20%	20%	21%	**	**	**
At least weekly	1077	155	163	164	154	961	101	**	**	**	**	350	689	1005	**	**	**
	50%	59%	54%	56%	57%	52%	39%	**	**	**	**	50%	50%	50%	**	**	**
						b											
At least monthly	456	40	56	53	43	377	72	**	**	**	**	154	285	418	**	**	**
	21%	15%	19%	18%	16%	20%	28%	**	**	**	**	22%	21%	21%	**	**	**
Less often	165	11	17	18	10	120	41	**	**	**	**	41	119	151	**	**	**
	8%	4%	6%	6%	4%	6%	16%	**	**	**	**	6%	9%	8%	**	**	**
						a											
Don't know/ can't remember	19	3	3	4	2	18	-	**	**	**	**	9	9	16	**	**	**
	1%	1%	1%	1%	1%	1%	-%	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	445	55	64	57	62	387	45	**	**	**	**	140	280	420	**	**	**
	21%	21%	21%	19%	23%	21%	17%	**	**	**	**	20%	20%	21%	**	**	**
WEEKLY	1521	210	227	221	216	1347	146	**	**	**	**	490	969	1425	**	**	**
	70%	80%	75%	75%	80%	72%	56%	**	**	**	**	71%	70%	71%	**	**	**
						b											
MONTHLY	1978	250	283	274	259	1724	217	**	**	**	**	644	1254	1843	**	**	**
	91%	95%	93%	93%	96%	93%	84%	**	**	**	**	93%	91%	92%	**	**	**
						b											

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 12

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5F. How often in the past 3 months have you watched BBC Three? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Three in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	~d	DE	a	b	~c	~d	~e	f	g	a	~b	~c	~d		
Unweighted total	878	133	104	154	50	291	283	499	47	54	97	187	128	111	14	19	10		
Effective Weighted Sample	742	112	87	131	45	249	240	421	42	46	81	161	107	106	14	18	10		
Total	914	148	99	161	62	299	283	532	48	54	94	187	128	140	10	8	2		
At least daily	149	16	9	15	**	46	60	70	**	**	**	45	30	15	**	**	**		
	16%	11%	9%	9%	**	15%	21%	13%	**	**	**	24%	23%	10%	**	**	**		
							b					b	b						
At least weekly	415	74	47	81	**	139	130	239	**	**	**	84	61	69	**	**	**		
	45%	50%	48%	50%	**	47%	46%	45%	**	**	**	45%	48%	49%	**	**	**		
At least monthly	232	46	26	38	**	73	60	148	**	**	**	37	24	33	**	**	**		
	25%	31%	26%	24%	**	24%	21%	28%	**	**	**	20%	19%	23%	**	**	**		
Less often	104	11	15	24	**	33	28	66	**	**	**	18	10	21	**	**	**		
	11%	8%	15%	15%	**	11%	10%	12%	**	**	**	10%	8%	15%	**	**	**		
Don't know/ can't remember	14	1	1	3	**	9	4	9	**	**	**	3	2	3	**	**	**		
	2%	1%	1%	2%	**	3%	1%	2%	**	**	**	2%	2%	2%	**	**	**		
SUMMARY																			
DAILY	149	16	9	15	**	46	60	70	**	**	**	45	30	15	**	**	**		
	16%	11%	9%	9%	**	15%	21%	13%	**	**	**	24%	23%	10%	**	**	**		
							b					b	b						
WEEKLY	564	90	56	96	**	185	190	309	**	**	**	129	91	84	**	**	**		
	62%	61%	57%	60%	**	62%	67%	58%	**	**	**	69%	72%	60%	**	**	**		
MONTHLY	796	135	82	134	**	258	251	457	**	**	**	166	116	116	**	**	**		
	87%	92%	83%	83%	**	86%	89%	86%	**	**	**	89%	91%	83%	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 12

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5F. How often in the past 3 months have you watched BBC Three? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Three in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	878	60	51	54	57	722	132	28	56	38	10	310	523	801	18	30	48
Effective Weighted Sample	742	57	49	52	55	602	120	25	53	34	9	259	446	675	15	27	42
Total	914	75	66	73	67	740	149	32	66	41	10	317	552	834	19	31	50
At least daily	149	**	**	**	**	106	35	**	**	**	**	43	93	135	**	**	**
	16%	**	**	**	**	14%	24%	**	**	**	**	14%	17%	16%	**	**	**
At least weekly	415	**	**	**	**	338	70	**	**	**	**	146	253	385	**	**	**
	45%	**	**	**	**	46%	47%	**	**	**	**	46%	46%	46%	**	**	**
At least monthly	232	**	**	**	**	207	19	**	**	**	**	90	131	206	**	**	**
	25%	**	**	**	**	28%	12%	**	**	**	**	28%	24%	25%	**	**	**
						b											
Less often	104	**	**	**	**	75	25	**	**	**	**	30	70	98	**	**	**
	11%	**	**	**	**	10%	16%	**	**	**	**	9%	13%	12%	**	**	**
Don't know/ can't remember	14	**	**	**	**	14	*	**	**	**	**	8	6	9	**	**	**
	2%	**	**	**	**	2%	*%	**	**	**	**	2%	1%	1%	**	**	**
SUMMARY																	
DAILY	149	**	**	**	**	106	35	**	**	**	**	43	93	135	**	**	**
	16%	**	**	**	**	14%	24%	**	**	**	**	14%	17%	16%	**	**	**
WEEKLY	564	**	**	**	**	444	106	**	**	**	**	189	346	520	**	**	**
	62%	**	**	**	**	60%	71%	**	**	**	**	60%	63%	62%	**	**	**
MONTHLY	796	**	**	**	**	651	124	**	**	**	**	279	477	727	**	**	**
	87%	**	**	**	**	88%	83%	**	**	**	**	88%	86%	87%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 13

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5G. How often in the past 3 months have you watched BBC Four? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Four in the past 3 months

	Total	AGE				AGE/SEG 65+ OR	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64 a	65-74 b	65+ c	75+ ~d	DE	ANY a	NONE b	VISION ~c	HEARING ~d	MOBILITY e	PHYSICAL f	NEURO-DIVERSE g	ENGLAND a	SCOTLAND ~b	WALES ~c	IRELAND ~d	
Significance Level: 99%																		
Unweighted total	797	155	149	237	88	333	271	463	40	51	105	184	108	167	26	33	11	
Effective Weighted Sample	681	131	128	203	76	286	232	397	37	45	87	159	92	158	25	31	10	
Total	859	181	150	250	101	346	280	513	41	53	104	189	111	212	20	15	3	
At least daily	102	15	10	15	**	32	44	49	**	**	15	30	24	14	**	**	**	
	12%	8%	7%	6%	**	9%	16%	9%	**	**	14%	16%	22%	6%	**	**	**	
													b					
At least weekly	413	99	70	128	**	174	130	250	**	**	47	85	56	109	**	**	**	
	48%	55%	47%	51%	**	50%	46%	49%	**	**	45%	45%	51%	51%	**	**	**	
At least monthly	237	52	46	75	**	102	82	137	**	**	32	57	23	65	**	**	**	
	28%	29%	31%	30%	**	29%	29%	27%	**	**	31%	30%	21%	30%	**	**	**	
Less often	95	14	21	28	**	32	21	68	**	**	9	15	6	21	**	**	**	
	11%	8%	14%	11%	**	9%	7%	13%	**	**	8%	8%	5%	10%	**	**	**	
Don't know/ can't remember	13	1	2	5	**	6	3	9	**	**	1	3	1	5	**	**	**	
	1%	1%	1%	2%	**	2%	1%	2%	**	**	1%	1%	1%	2%	**	**	**	
SUMMARY																		
DAILY	102	15	10	15	**	32	44	49	**	**	15	30	24	14	**	**	**	
	12%	8%	7%	6%	**	9%	16%	9%	**	**	14%	16%	22%	6%	**	**	**	
													b					
WEEKLY	515	114	81	143	**	205	174	299	**	**	62	114	81	122	**	**	**	
	60%	63%	54%	57%	**	59%	62%	58%	**	**	60%	61%	73%	58%	**	**	**	
MONTHLY	751	166	127	218	**	307	256	436	**	**	94	171	104	187	**	**	**	
	87%	92%	85%	87%	**	89%	92%	85%	**	**	91%	91%	94%	88%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 13

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5G. How often in the past 3 months have you watched BBC Four? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVM (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Four in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	797	95	72	98	69	675	99	20	40	29	10	278	484	716	21	32	53
Effective Weighted Sample	681	91	68	94	66	571	90	18	37	26	9	235	418	610	19	29	47
Total	859	122	91	135	77	718	114	23	46	34	11	298	524	770	26	34	60
At least daily	102	**	**	**	**	78	**	**	**	**	**	25	71	93	**	**	**
	12%	**	**	**	**	11%	**	**	**	**	**	8%	14%	12%	**	**	**
At least weekly	413	**	**	**	**	349	**	**	**	**	**	156	240	367	**	**	**
	48%	**	**	**	**	49%	**	**	**	**	**	52%	46%	48%	**	**	**
At least monthly	237	**	**	**	**	208	**	**	**	**	**	82	141	213	**	**	**
	28%	**	**	**	**	29%	**	**	**	**	**	28%	27%	28%	**	**	**
Less often	95	**	**	**	**	71	**	**	**	**	**	29	64	90	**	**	**
	11%	**	**	**	**	10%	**	**	**	**	**	10%	12%	12%	**	**	**
Don't know/ can't remember	13	**	**	**	**	13	**	**	**	**	**	5	8	7	**	**	**
	1%	**	**	**	**	2%	**	**	**	**	**	2%	1%	1%	**	**	**
SUMMARY																	
DAILY	102	**	**	**	**	78	**	**	**	**	**	25	71	93	**	**	**
	12%	**	**	**	**	11%	**	**	**	**	**	8%	14%	12%	**	**	**
WEEKLY	515	**	**	**	**	427	**	**	**	**	**	181	311	459	**	**	**
	60%	**	**	**	**	59%	**	**	**	**	**	61%	59%	60%	**	**	**
MONTHLY	751	**	**	**	**	635	**	**	**	**	**	264	452	673	**	**	**
	87%	**	**	**	**	88%	**	**	**	**	**	89%	86%	87%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 14

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5H. How often in the past 3 months have you watched Other ITV channel (e.g. ITV2, ITV3, ITV Be)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other ITV channel (e.g. ITV2, ITV3, ITV Be) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	1791	319	309	462	153	764	602	1071	75	103	207	392	259	304	64	64	30	
Effective Weighted Sample	1460	263	260	390	132	643	493	871	65	88	166	326	212	290	62	61	28	
Total	1762	338	291	463	172	750	580	1069	79	106	189	383	250	381	45	29	8	
At least daily	476	108	80	117	38	221	194	253	**	40	54	129	87	98	**	**	**	
	27%	32%	27%	25%	22%	30%	33%	24%	**	38%	29%	34%	35%	26%	**	**	**	
							b			b		b	b					
At least weekly	888	177	137	235	99	368	272	563	**	49	100	179	115	190	**	**	**	
	50%	52%	47%	51%	57%	49%	47%	53%	**	46%	53%	47%	46%	50%	**	**	**	
At least monthly	300	47	50	77	27	113	85	194	**	14	29	60	33	64	**	**	**	
	17%	14%	17%	17%	16%	15%	15%	18%	**	13%	15%	16%	13%	17%	**	**	**	
Less often	82	5	22	29	8	38	21	54	**	3	4	11	8	25	**	**	**	
	5%	1%	7%	6%	4%	5%	4%	5%	**	3%	2%	3%	3%	6%	**	**	**	
			a	a														
Don't know/ can't remember	16	2	3	4	1	8	9	5	**	1	3	5	7	4	**	**	**	
	1%	*%	1%	1%	1%	1%	2%	*%	**	1%	1%	1%	3%	1%	**	**	**	
													b					
SUMMARY																		
DAILY	476	108	80	117	38	221	194	253	**	40	54	129	87	98	**	**	**	
	27%	32%	27%	25%	22%	30%	33%	24%	**	38%	29%	34%	35%	26%	**	**	**	
							b			b		b	b					
WEEKLY	1364	285	216	353	136	590	466	816	**	89	154	307	202	288	**	**	**	
	77%	84%	74%	76%	79%	79%	80%	76%	**	83%	81%	80%	81%	76%	**	**	**	
		b																
MONTHLY	1664	332	266	429	163	703	551	1010	**	103	183	368	235	353	**	**	**	
	94%	98%	92%	93%	95%	94%	95%	95%	**	97%	96%	96%	94%	92%	**	**	**	
		bc																

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 14

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5H. How often in the past 3 months have you watched Other ITV channel (e.g. ITV2, ITV3, ITV Be)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITXV (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other ITV channel (e.g. ITV2, ITV3, ITV Be) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1791	146	158	148	156	1611	144	34	50	44	16	685	1027	1671	36	42	78
Effective Weighted Sample	1460	140	150	142	150	1300	129	30	45	39	15	555	839	1358	32	35	66
Total	1762	185	197	201	180	1567	158	38	54	48	18	665	1020	1633	44	40	85
At least daily	476	50	48	37	61	418	46	**	**	**	**	169	291	446	**	**	**
	27%	27%	25%	18%	34%	27%	29%	**	**	**	**	25%	29%	27%	**	**	**
					c												
At least weekly	888	100	90	98	92	796	80	**	**	**	**	338	512	829	**	**	**
	50%	54%	46%	49%	51%	51%	51%	**	**	**	**	51%	50%	51%	**	**	**
At least monthly	300	29	36	47	17	268	23	**	**	**	**	111	173	273	**	**	**
	17%	15%	18%	23%	10%	17%	15%	**	**	**	**	17%	17%	17%	**	**	**
				d													
Less often	82	4	20	16	9	73	7	**	**	**	**	39	38	73	**	**	**
	5%	2%	10%	8%	5%	5%	4%	**	**	**	**	6%	4%	4%	**	**	**
			a														
Don't know/ can't remember	16	2	3	3	1	12	2	**	**	**	**	8	6	11	**	**	**
	1%	1%	1%	2%	1%	1%	1%	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	476	50	48	37	61	418	46	**	**	**	**	169	291	446	**	**	**
	27%	27%	25%	18%	34%	27%	29%	**	**	**	**	25%	29%	27%	**	**	**
					c												
WEEKLY	1364	150	138	135	153	1214	126	**	**	**	**	507	803	1275	**	**	**
	77%	81%	70%	67%	85%	77%	80%	**	**	**	**	76%	79%	78%	**	**	**
		c			bc												
MONTHLY	1664	179	174	182	170	1482	149	**	**	**	**	617	976	1548	**	**	**
	94%	97%	88%	91%	95%	95%	94%	**	**	**	**	93%	96%	95%	**	**	**
		b															

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 15

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5I. How often in the past 3 months have you watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1558	307	255	370	115	621	530	933	59	89	196	342	245	239	47	50	34	
Effective Weighted Sample	1268	252	213	308	97	517	431	758	50	73	158	282	200	228	46	48	30	
Total	1518	324	232	360	128	591	498	927	57	82	176	322	233	296	33	22	10	
At least daily	315	74	34	51	17	120	138	153	**	**	47	90	79	39	**	**	**	
	21%	23%	15%	14%	13%	20%	28%	17%	**	**	26%	28%	34%	13%	**	**	**	
		c					b				b	b	b					
At least weekly	765	168	125	198	73	304	239	493	**	**	82	156	103	166	**	**	**	
	50%	52%	54%	55%	57%	51%	48%	53%	**	**	47%	48%	44%	56%	**	**	**	
At least monthly	331	61	46	71	26	114	91	220	**	**	32	54	41	58	**	**	**	
	22%	19%	20%	20%	20%	19%	18%	24%	**	**	18%	17%	18%	20%	**	**	**	
Less often	94	19	19	32	12	43	25	52	**	**	12	19	7	26	**	**	**	
	6%	6%	8%	9%	9%	7%	5%	6%	**	**	7%	6%	3%	9%	**	**	**	
Don't know/ can't remember	13	2	7	8	1	11	4	8	**	**	3	4	3	8	**	**	**	
	1%	1%	3%	2%	1%	2%	1%	1%	**	**	2%	1%	1%	3%	**	**	**	
SUMMARY																		
DAILY	315	74	34	51	17	120	138	153	**	**	47	90	79	39	**	**	**	
	21%	23%	15%	14%	13%	20%	28%	17%	**	**	26%	28%	34%	13%	**	**	**	
		c					b				b	b	b					
WEEKLY	1080	242	159	249	90	424	378	646	**	**	129	246	182	205	**	**	**	
	71%	75%	69%	69%	70%	72%	76%	70%	**	**	73%	76%	78%	69%	**	**	**	
MONTHLY	1410	303	205	320	115	538	468	866	**	**	161	300	223	263	**	**	**	
	93%	93%	88%	89%	90%	91%	94%	93%	**	**	92%	93%	96%	89%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 15

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5I. How often in the past 3 months have you watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other Channel 4 channel (e.g. E4, Film4, More4, 4Seven) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1558	116	123	120	119	1419	109	29	32	39	9	653	845	1435	40	47	87
Effective Weighted Sample	1268	111	117	115	115	1144	99	26	30	35	9	532	686	1164	34	40	74
Total	1518	142	154	161	135	1362	124	32	38	43	12	628	826	1386	47	47	94
At least daily	315	14	25	13	26	271	36	**	**	**	**	103	197	287	**	**	**
	21%	10%	16%	8%	19%	20%	29%	**	**	**	**	16%	24%	21%	**	**	**
													a				
At least weekly	765	81	85	91	75	702	52	**	**	**	**	315	420	706	**	**	**
	50%	57%	56%	56%	56%	52%	42%	**	**	**	**	50%	51%	51%	**	**	**
At least monthly	331	36	22	37	21	295	28	**	**	**	**	159	160	302	**	**	**
	22%	26%	14%	23%	16%	22%	23%	**	**	**	**	25%	19%	22%	**	**	**
Less often	94	9	17	17	9	82	7	**	**	**	**	45	41	81	**	**	**
	6%	6%	11%	10%	7%	6%	6%	**	**	**	**	7%	5%	6%	**	**	**
Don't know/ can't remember	13	3	5	4	4	12	1	**	**	**	**	5	7	10	**	**	**
	1%	2%	3%	2%	3%	1%	1%	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	315	14	25	13	26	271	36	**	**	**	**	103	197	287	**	**	**
	21%	10%	16%	8%	19%	20%	29%	**	**	**	**	16%	24%	21%	**	**	**
													a				
WEEKLY	1080	94	111	103	102	973	88	**	**	**	**	419	618	993	**	**	**
	71%	66%	72%	64%	75%	71%	71%	**	**	**	**	67%	75%	72%	**	**	**
													a				
MONTHLY	1410	131	132	140	123	1268	116	**	**	**	**	578	777	1295	**	**	**
	93%	92%	86%	87%	90%	93%	94%	**	**	**	**	92%	94%	93%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 16

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5J. How often in the past 3 months have you watched Other Channel 5 channel (e.g. 5USA, 5Star)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other Channel 5 channel (e.g. 5USA, 5Star) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d	DE	a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	923	197	163	237	74	394	333	536	42	63	128	220	153	148	30	42	17	
Effective Weighted Sample	746	159	135	196	62	327	271	432	35	54	101	181	127	142	29	40	15	
Total	887	204	149	230	81	375	318	521	40	64	116	213	152	187	20	18	5	
At least daily	190	57	27	42	**	84	90	90	**	**	33	62	46	33	**	**	**	
	21%	28%	18%	18%	**	22%	28%	17%	**	**	29%	29%	31%	18%	**	**	**	
							b					b	b					
At least weekly	418	84	71	111	**	180	140	256	**	**	53	91	65	89	**	**	**	
	47%	41%	48%	48%	**	48%	44%	49%	**	**	45%	43%	43%	48%	**	**	**	
At least monthly	203	49	32	49	**	76	62	129	**	**	22	43	32	40	**	**	**	
	23%	24%	21%	21%	**	20%	20%	25%	**	**	19%	20%	21%	21%	**	**	**	
Less often	64	14	14	21	**	25	21	39	**	**	9	14	7	18	**	**	**	
	7%	7%	9%	9%	**	7%	6%	7%	**	**	8%	6%	5%	10%	**	**	**	
Don't know/ can't remember	12	-	5	8	**	10	4	7	**	**	-	4	1	7	**	**	**	
	1%	-%	4%	4%	**	3%	1%	1%	**	**	-%	2%	1%	4%	**	**	**	
SUMMARY																		
DAILY	190	57	27	42	**	84	90	90	**	**	33	62	46	33	**	**	**	
	21%	28%	18%	18%	**	22%	28%	17%	**	**	29%	29%	31%	18%	**	**	**	
							b					b	b					
WEEKLY	608	141	98	152	**	264	230	346	**	**	86	153	112	122	**	**	**	
	69%	69%	66%	66%	**	70%	73%	67%	**	**	74%	72%	74%	65%	**	**	**	
MONTHLY	811	191	130	201	**	340	293	475	**	**	107	195	143	161	**	**	**	
	91%	93%	87%	87%	**	91%	92%	91%	**	**	92%	92%	95%	86%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 16

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5J. How often in the past 3 months have you watched Other Channel 5 channel (e.g. 5USA, 5Star)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Other Channel 5 channel (e.g. 5USA, 5Star) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	923	64	84	76	72	855	51	13	16	18	4	350	540	862	21	22	43
Effective Weighted Sample	746	61	80	74	69	686	46	11	15	17	4	276	443	695	18	19	37
Total	887	80	107	104	83	814	56	14	17	21	4	321	534	819	24	23	47
At least daily	190	**	**	**	**	174	**	**	**	**	**	67	120	183	**	**	**
	21%	**	**	**	**	21%	**	**	**	**	**	21%	22%	22%	**	**	**
At least weekly	418	**	**	**	**	387	**	**	**	**	**	146	256	389	**	**	**
	47%	**	**	**	**	47%	**	**	**	**	**	45%	48%	47%	**	**	**
At least monthly	203	**	**	**	**	186	**	**	**	**	**	76	118	184	**	**	**
	23%	**	**	**	**	23%	**	**	**	**	**	24%	22%	22%	**	**	**
Less often	64	**	**	**	**	57	**	**	**	**	**	29	32	53	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	9%	6%	6%	**	**	**
Don't know/ can't remember	12	**	**	**	**	11	**	**	**	**	**	3	7	10	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	190	**	**	**	**	174	**	**	**	**	**	67	120	183	**	**	**
	21%	**	**	**	**	21%	**	**	**	**	**	21%	22%	22%	**	**	**
WEEKLY	608	**	**	**	**	561	**	**	**	**	**	213	376	572	**	**	**
	69%	**	**	**	**	69%	**	**	**	**	**	66%	70%	70%	**	**	**
MONTHLY	811	**	**	**	**	746	**	**	**	**	**	289	494	757	**	**	**
	91%	**	**	**	**	92%	**	**	**	**	**	90%	93%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 17

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5K. How often in the past 3 months have you watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1022	220	215	318	103	479	364	607	43	68	148	239	148	214	38	48	18	
Effective Weighted Sample	853	185	180	268	90	407	308	503	38	58	124	205	126	204	37	46	16	
Total	1043	243	200	325	124	483	362	630	46	68	144	242	145	272	27	20	5	
At least daily	249	77	46	72	26	127	109	126	**	**	47	74	49	64	**	**	**	
	24%	32%	23%	22%	21%	26%	30%	20%	**	**	32%	30%	34%	23%	**	**	**	
							b				b	b	b					
At least weekly	516	119	101	170	69	246	169	325	**	**	66	113	57	136	**	**	**	
	49%	49%	50%	52%	56%	51%	47%	52%	**	**	46%	47%	39%	50%	**	**	**	
At least monthly	220	41	39	59	20	81	65	144	**	**	21	38	31	51	**	**	**	
	21%	17%	20%	18%	16%	17%	18%	23%	**	**	14%	16%	22%	19%	**	**	**	
Less often	52	5	12	20	8	25	17	31	**	**	9	16	7	18	**	**	**	
	5%	2%	6%	6%	6%	5%	5%	5%	**	**	6%	7%	5%	7%	**	**	**	
Don't know/ can't remember	6	1	2	3	1	4	1	5	**	**	1	1	1	3	**	**	**	
	1%	*%	1%	1%	1%	1%	*%	1%	**	**	1%	1%	1%	1%	**	**	**	
SUMMARY																		
DAILY	249	77	46	72	26	127	109	126	**	**	47	74	49	64	**	**	**	
	24%	32%	23%	22%	21%	26%	30%	20%	**	**	32%	30%	34%	23%	**	**	**	
							b				b	b	b					
WEEKLY	765	196	147	242	95	373	278	450	**	**	113	187	105	200	**	**	**	
	73%	81%	73%	75%	77%	77%	77%	71%	**	**	78%	77%	73%	73%	**	**	**	
MONTHLY	985	237	186	301	115	454	343	594	**	**	133	225	137	251	**	**	**	
	94%	97%	93%	93%	93%	94%	95%	94%	**	**	93%	93%	94%	92%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 17

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5K. How often in the past 3 months have you watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Any UKTV channel (e.g. Dave, Really, Yesterday, Drama) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	~b	c	d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1022	115	99	114	100	939	61	17	21	19	4	383	604	944	24	30	54
Effective Weighted Sample	853	110	94	110	96	779	55	14	20	17	4	313	511	785	21	27	47
Total	1043	148	125	155	117	949	72	19	28	21	5	373	635	957	30	30	60
At least daily	249	38	**	30	34	224	**	**	**	**	**	79	160	230	**	**	**
	24%	25%	**	19%	29%	24%	**	**	**	**	**	21%	25%	24%	**	**	**
At least weekly	516	70	**	84	52	464	**	**	**	**	**	180	320	480	**	**	**
	49%	48%	**	54%	45%	49%	**	**	**	**	**	48%	50%	50%	**	**	**
At least monthly	220	32	**	33	19	207	**	**	**	**	**	90	125	199	**	**	**
	21%	22%	**	21%	16%	22%	**	**	**	**	**	24%	20%	21%	**	**	**
Less often	52	6	**	7	11	47	**	**	**	**	**	21	26	44	**	**	**
	5%	4%	**	5%	10%	5%	**	**	**	**	**	6%	4%	5%	**	**	**
Don't know/ can't remember	6	2	**	2	1	6	**	**	**	**	**	2	5	5	**	**	**
	1%	1%	**	1%	1%	1%	**	**	**	**	**	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	249	38	**	30	34	224	**	**	**	**	**	79	160	230	**	**	**
	24%	25%	**	19%	29%	24%	**	**	**	**	**	21%	25%	24%	**	**	**
WEEKLY	765	108	**	113	86	689	**	**	**	**	**	259	480	709	**	**	**
	73%	73%	**	73%	74%	73%	**	**	**	**	**	69%	76%	74%	**	**	**
MONTHLY	985	140	**	146	105	896	**	**	**	**	**	349	604	908	**	**	**
	94%	95%	**	94%	89%	94%	**	**	**	**	**	94%	95%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 18

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5L. How often in the past 3 months have you watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d	DE	a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1303	205	184	265	81	443	390	833	46	67	145	251	174	174	30	34	27	
Effective Weighted Sample	1061	166	149	219	72	363	314	681	39	53	113	204	138	166	29	32	22	
Total	1286	218	166	263	97	428	370	836	47	62	133	241	159	221	21	15	7	
At least daily	581	115	77	123	**	219	182	360	**	**	73	119	80	100	**	**	**	
	45%	53%	46%	47%	**	51%	49%	43%	**	**	55%	49%	50%	45%	**	**	**	
At least weekly	547	85	69	117	**	161	146	374	**	**	43	99	52	102	**	**	**	
	43%	39%	41%	44%	**	38%	39%	45%	**	**	32%	41%	32%	46%	**	**	**	
At least monthly	121	13	14	16	**	37	32	77	**	**	14	20	21	14	**	**	**	
	9%	6%	8%	6%	**	9%	9%	9%	**	**	11%	8%	13%	6%	**	**	**	
Less often	34	5	6	6	**	9	7	24	**	**	2	2	4	6	**	**	**	
	3%	2%	4%	2%	**	2%	2%	3%	**	**	1%	1%	3%	3%	**	**	**	
Don't know/ can't remember	4	1	*	*	**	2	3	1	**	**	1	1	3	-	**	**	**	
	*%	1%	*%	*%	**	1%	1%	*%	**	**	1%	*%	2%	-%	**	**	**	
SUMMARY																		
DAILY	581	115	77	123	**	219	182	360	**	**	73	119	80	100	**	**	**	
	45%	53%	46%	47%	**	51%	49%	43%	**	**	55%	49%	50%	45%	**	**	**	
WEEKLY	1128	200	145	240	**	380	328	734	**	**	116	217	131	201	**	**	**	
	88%	92%	88%	91%	**	89%	89%	88%	**	**	87%	90%	83%	91%	**	**	**	
MONTHLY	1249	212	159	257	**	417	360	811	**	**	130	238	152	215	**	**	**	
	97%	97%	96%	97%	**	97%	97%	97%	**	**	98%	99%	96%	97%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 18

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5L. How often in the past 3 months have you watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched Any Sky channel (e.g. Sky Showcase, Sky Atlantic, Sky Sports) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	~b	c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1303	106	68	114	60	1128	152	36	50	55	11	493	771	1207	31	31	62
Effective Weighted Sample	1061	101	65	110	58	905	136	31	45	51	10	395	634	982	25	28	53
Total	1286	136	85	153	68	1099	167	37	56	62	12	479	773	1190	34	31	65
At least daily	581	66	**	73	**	504	69	**	**	**	**	205	359	550	**	**	**
	45%	49%	**	48%	**	46%	41%	**	**	**	**	43%	46%	46%	**	**	**
At least weekly	547	60	**	67	**	463	77	**	**	**	**	203	334	505	**	**	**
	43%	44%	**	44%	**	42%	46%	**	**	**	**	42%	43%	42%	**	**	**
At least monthly	121	7	**	9	**	102	15	**	**	**	**	59	57	105	**	**	**
	9%	5%	**	6%	**	9%	9%	**	**	**	**	12%	7%	9%	**	**	**
												b					
Less often	34	1	**	4	**	26	7	**	**	**	**	10	21	28	**	**	**
	3%	1%	**	3%	**	2%	4%	**	**	**	**	2%	3%	2%	**	**	**
Don't know/ can't remember	4	-	**	-	**	4	-	**	**	**	**	2	2	2	**	**	**
	*%	-%	**	-%	**	*%	-%	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	581	66	**	73	**	504	69	**	**	**	**	205	359	550	**	**	**
	45%	49%	**	48%	**	46%	41%	**	**	**	**	43%	46%	46%	**	**	**
WEEKLY	1128	127	**	140	**	967	146	**	**	**	**	408	693	1055	**	**	**
	88%	93%	**	92%	**	88%	87%	**	**	**	**	85%	90%	89%	**	**	**
MONTHLY	1249	134	**	149	**	1069	160	**	**	**	**	467	750	1160	**	**	**
	97%	99%	**	97%	**	97%	96%	**	**	**	**	97%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5M. How often in the past 3 months have you watched S4C (Welsh)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched S4C (Welsh) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	117	19	10	23	13	33	42	67	7	10	23	32	16	4	-	19	-		
Effective Weighted Sample	88	13	7	18	11	26	33	49	6	8	18	25	13	4	-	18	-		
Total	88	15	7	15	8	22	30	51	6	7	16	23	14	5	-	10	-		
At least daily	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	24%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less often	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																			
DAILY	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	76	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	86%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5M. How often in the past 3 months have you watched S4C (Welsh)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched S4C (Welsh) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	117	3	1	4	-	103	12	4	4	2	2	53	60	105	1	7	8
Effective Weighted Sample	88	3	1	4	-	76	11	3	3	2	2	37	49	78	1	6	7
Total	88	4	1	5	-	75	12	4	4	2	3	33	52	79	1	5	6
At least daily	19	**	**	**	**	18	**	**	**	**	**	**	**	19	**	**	**
	21%	**	**	**	**	23%	**	**	**	**	**	**	**	24%	**	**	**
At least weekly	36	**	**	**	**	30	**	**	**	**	**	**	**	31	**	**	**
	40%	**	**	**	**	40%	**	**	**	**	**	**	**	39%	**	**	**
At least monthly	21	**	**	**	**	17	**	**	**	**	**	**	**	18	**	**	**
	24%	**	**	**	**	23%	**	**	**	**	**	**	**	22%	**	**	**
Less often	11	**	**	**	**	9	**	**	**	**	**	**	**	11	**	**	**
	12%	**	**	**	**	12%	**	**	**	**	**	**	**	13%	**	**	**
Don't know/ can't remember	2	**	**	**	**	2	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	**	**	2%	**	**	**
SUMMARY																	
DAILY	19	**	**	**	**	18	**	**	**	**	**	**	**	19	**	**	**
	21%	**	**	**	**	23%	**	**	**	**	**	**	**	24%	**	**	**
WEEKLY	55	**	**	**	**	47	**	**	**	**	**	**	**	49	**	**	**
	62%	**	**	**	**	63%	**	**	**	**	**	**	**	62%	**	**	**
MONTHLY	76	**	**	**	**	64	**	**	**	**	**	**	**	67	**	**	**
	86%	**	**	**	**	86%	**	**	**	**	**	**	**	85%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 20

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5N. How often in the past 3 months have you watched BBC News channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC News channel in the past 3 months

	Total	AGE				AGE/SEG 65+ OR	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64 a	65-74 b	65+ c	75+ d	DE	ANY a	NONE b	VISION ~c	HEARING ~d	MOBILITY e	PHYSICAL f	NEURO-DIVERSE g	ENGLAND a	SCOTLAND ~b	WALES ~c	IRELAND ~d	
Significance Level: 99%																		
Unweighted total	1094	211	204	316	112	444	329	687	39	60	126	229	127	219	35	40	22	
Effective Weighted Sample	915	179	168	265	101	375	275	576	34	52	101	192	104	208	34	37	20	
Total	1118	236	185	323	138	447	317	720	40	62	113	220	120	276	25	17	5	
At least daily	540	136	96	169	73	236	168	324	**	**	65	124	62	144	**	**	**	
	48%	58%	52%	52%	53%	53%	53%	45%	**	**	58%	56% b	52%	52%	**	**	**	
At least weekly	428	75	68	111	43	148	108	304	**	**	37	75	41	96	**	**	**	
	38%	32%	37%	34%	31%	33%	34%	42%	**	**	33%	34%	34%	35%	**	**	**	
At least monthly	109	17	14	29	15	38	28	67	**	**	6	13	12	24	**	**	**	
	10%	7%	8%	9%	11%	9%	9%	9%	**	**	5%	6%	10%	9%	**	**	**	
Less often	33	7	6	12	6	18	11	21	**	**	5	6	4	10	**	**	**	
	3%	3%	3%	4%	4%	4%	3%	3%	**	**	4%	3%	3%	4%	**	**	**	
Don't know/ can't remember	8	1	-	1	1	5	2	3	**	**	-	2	1	1	**	**	**	
	1%	*%	-%	*%	1%	1%	1%	*%	**	**	-%	1%	1%	*%	**	**	**	
SUMMARY																		
DAILY	540	136	96	169	73	236	168	324	**	**	65	124	62	144	**	**	**	
	48%	58%	52%	52%	53%	53%	53%	45%	**	**	58%	56% b	52%	52%	**	**	**	
WEEKLY	968	211	164	280	116	385	277	628	**	**	103	198	103	241	**	**	**	
	87%	90%	89%	87%	84%	86%	87%	87%	**	**	91%	90%	86%	87%	**	**	**	
MONTHLY	1077	228	179	310	131	423	304	696	**	**	108	212	116	265	**	**	**	
	96%	97%	97%	96%	95%	95%	96%	97%	**	**	96%	96%	96%	96%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 20

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5N. How often in the past 3 months have you watched BBC News channel? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC News channel in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1094	113	106	113	106	917	149	37	35	61	16	364	687	1018	22	28	50
Effective Weighted Sample	915	108	101	108	102	756	134	33	32	55	15	294	583	851	18	25	43
Total	1118	144	133	155	121	927	158	37	39	64	18	361	708	1036	25	30	55
At least daily	540	79	66	67	77	447	78	**	**	**	**	146	369	508	**	**	**
	48%	55%	50%	43%	64%	48%	49%	**	**	**	**	41%	52%	49%	**	**	**
					c								a				
At least weekly	428	50	46	61	35	357	60	**	**	**	**	151	260	395	**	**	**
	38%	35%	35%	39%	29%	39%	38%	**	**	**	**	42%	37%	38%	**	**	**
At least monthly	109	10	14	18	6	89	15	**	**	**	**	42	60	99	**	**	**
	10%	7%	11%	11%	5%	10%	9%	**	**	**	**	12%	9%	10%	**	**	**
Less often	33	5	5	9	1	29	3	**	**	**	**	19	14	29	**	**	**
	3%	3%	4%	6%	1%	3%	2%	**	**	**	**	5%	2%	3%	**	**	**
Don't know/ can't remember	8	-	1	-	1	6	2	**	**	**	**	3	5	6	**	**	**
	1%	-%	1%	-%	1%	1%	1%	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	540	79	66	67	77	447	78	**	**	**	**	146	369	508	**	**	**
	48%	55%	50%	43%	64%	48%	49%	**	**	**	**	41%	52%	49%	**	**	**
					c								a				
WEEKLY	968	129	112	128	112	804	138	**	**	**	**	297	629	903	**	**	**
	87%	90%	84%	83%	93%	87%	87%	**	**	**	**	82%	89%	87%	**	**	**
													a				
MONTHLY	1077	139	126	146	119	893	153	**	**	**	**	340	689	1002	**	**	**
	96%	97%	95%	94%	98%	96%	97%	**	**	**	**	94%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A50. How often in the past 3 months have you watched BBC Parliament? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Parliament in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	271	50	39	69	30	89	84	163	9	13	40	63	34	43	8	10	8	
Effective Weighted Sample	228	42	31	57	26	75	71	138	9	11	33	53	30	41	8	10	7	
Total	281	57	36	68	31	88	80	177	9	13	37	59	36	54	6	5	2	
At least daily	51	**	**	**	**	**	**	25	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**	**	**	**
At least weekly	133	**	**	**	**	**	**	84	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**	**	**	**
At least monthly	64	**	**	**	**	**	**	45	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	25%	**	**	**	**	**	**	**	**	**	**
Less often	33	**	**	**	**	**	**	24	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	_%	**	**	**	**	**	**	**	**	**	**
SUMMARY																		
DAILY	51	**	**	**	**	**	**	25	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**	**	**	**
WEEKLY	183	**	**	**	**	**	**	109	**	**	**	**	**	**	**	**	**	**
	65%	**	**	**	**	**	**	61%	**	**	**	**	**	**	**	**	**	**
MONTHLY	247	**	**	**	**	**	**	154	**	**	**	**	**	**	**	**	**	**
	88%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 21

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A50. How often in the past 3 months have you watched BBC Parliament? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Parliament in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	271	29	14	22	21	217	43	12	9	19	3	79	184	241	9	12	21
Effective Weighted Sample	228	28	13	21	20	179	39	11	9	17	3	64	156	201	7	12	19
Total	281	39	16	31	24	222	46	12	12	18	4	78	193	248	10	13	24
At least daily	51	**	**	**	**	32	**	**	**	**	**	**	38	44	**	**	**
	18%	**	**	**	**	14%	**	**	**	**	**	**	20%	18%	**	**	**
At least weekly	133	**	**	**	**	104	**	**	**	**	**	**	94	122	**	**	**
	47%	**	**	**	**	47%	**	**	**	**	**	**	49%	49%	**	**	**
At least monthly	64	**	**	**	**	55	**	**	**	**	**	**	43	53	**	**	**
	23%	**	**	**	**	25%	**	**	**	**	**	**	22%	22%	**	**	**
Less often	33	**	**	**	**	30	**	**	**	**	**	**	17	29	**	**	**
	12%	**	**	**	**	14%	**	**	**	**	**	**	9%	12%	**	**	**
Don't know/ can't remember	1	**	**	**	**	1	**	**	**	**	**	**	-	-	**	**	**
	%	**	**	**	**	1%	**	**	**	**	**	**	-%	-%	**	**	**
SUMMARY																	
DAILY	51	**	**	**	**	32	**	**	**	**	**	**	38	44	**	**	**
	18%	**	**	**	**	14%	**	**	**	**	**	**	20%	18%	**	**	**
WEEKLY	183	**	**	**	**	136	**	**	**	**	**	**	132	166	**	**	**
	65%	**	**	**	**	61%	**	**	**	**	**	**	69%	67%	**	**	**
MONTHLY	247	**	**	**	**	191	**	**	**	**	**	**	175	219	**	**	**
	88%	**	**	**	**	86%	**	**	**	**	**	**	91%	88%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5P. How often in the past 3 months have you watched BBC Alba (Scottish Gaelic)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Alba (Scottish Gaelic) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	83	17	12	18	6	30	29	47	2	2	9	16	16	1	16	-	1		
Effective Weighted Sample	70	14	10	16	6	26	26	39	2	2	8	15	14	1	16	-	1		
Total	77	17	8	13	5	25	28	44	2	2	8	15	16	2	11	-	*		
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
SUMMARY																			
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5P. How often in the past 3 months have you watched BBC Alba (Scottish Gaelic)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Alba (Scottish Gaelic) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	83	1	-	1	-	73	9	3	4	1	1	37	46	78	1	2	3
Effective Weighted Sample	70	1	-	1	-	61	8	2	4	1	1	32	39	66	1	2	3
Total	77	2	-	2	-	67	9	2	4	1	1	34	43	72	1	2	3
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 23

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5Q. How often in the past 3 months have you watched BBC Scotland TV channel (on air between 7pm and midnight)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Scotland TV channel (on air between 7pm and midnight) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	213	38	35	51	16	82	76	127	11	12	27	50	30	7	41	2	1		
Effective Weighted Sample	182	33	31	46	16	74	67	106	10	11	24	45	26	7	40	2	1		
Total	181	36	26	39	13	66	68	103	11	9	22	44	27	9	29	1	*		
At least daily	56	**	**	**	**	**	**	28	**	**	**	**	**	**	**	**	**		
	31%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**		
At least weekly	76	**	**	**	**	**	**	48	**	**	**	**	**	**	**	**	**		
	42%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**	**	**		
At least monthly	27	**	**	**	**	**	**	17	**	**	**	**	**	**	**	**	**		
	15%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**	**	**		
Less often	15	**	**	**	**	**	**	10	**	**	**	**	**	**	**	**	**		
	8%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**	**	**		
Don't know/ can't remember	7	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**		
	4%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**		
SUMMARY																			
DAILY	56	**	**	**	**	**	**	28	**	**	**	**	**	**	**	**	**		
	31%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**		
WEEKLY	132	**	**	**	**	**	**	75	**	**	**	**	**	**	**	**	**		
	73%	**	**	**	**	**	**	73%	**	**	**	**	**	**	**	**	**		
MONTHLY	159	**	**	**	**	**	**	92	**	**	**	**	**	**	**	**	**		
	88%	**	**	**	**	**	**	89%	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 23

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5Q. How often in the past 3 months have you watched BBC Scotland TV channel (on air between 7pm and midnight)? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched BBC Scotland TV channel (on air between 7pm and midnight) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	213	2	5	3	4	180	26	5	7	10	4	83	126	197	5	6	11
Effective Weighted Sample	182	2	5	3	4	152	24	5	7	9	4	70	109	167	5	6	11
Total	181	3	6	4	4	148	26	5	8	9	4	64	113	167	4	6	10
At least daily	56	**	**	**	**	45	**	**	**	**	**	**	33	52	**	**	**
	31%	**	**	**	**	30%	**	**	**	**	**	**	30%	31%	**	**	**
At least weekly	76	**	**	**	**	66	**	**	**	**	**	**	52	74	**	**	**
	42%	**	**	**	**	45%	**	**	**	**	**	**	46%	44%	**	**	**
At least monthly	27	**	**	**	**	22	**	**	**	**	**	**	17	24	**	**	**
	15%	**	**	**	**	15%	**	**	**	**	**	**	15%	15%	**	**	**
Less often	15	**	**	**	**	10	**	**	**	**	**	**	8	14	**	**	**
	8%	**	**	**	**	7%	**	**	**	**	**	**	7%	8%	**	**	**
Don't know/ can't remember	7	**	**	**	**	6	**	**	**	**	**	**	2	3	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	2%	2%	**	**	**
SUMMARY																	
DAILY	56	**	**	**	**	45	**	**	**	**	**	**	33	52	**	**	**
	31%	**	**	**	**	30%	**	**	**	**	**	**	30%	31%	**	**	**
WEEKLY	132	**	**	**	**	111	**	**	**	**	**	**	85	126	**	**	**
	73%	**	**	**	**	75%	**	**	**	**	**	**	76%	76%	**	**	**
MONTHLY	159	**	**	**	**	132	**	**	**	**	**	**	102	150	**	**	**
	88%	**	**	**	**	89%	**	**	**	**	**	**	91%	90%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 24

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5R. How often in the past 3 months have you watched CBBC? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched CBBC in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	~a	~b	~c	~d	DE	~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	215	10	9	12	3	42	81	106	15	8	16	42	53	10	-	-	2		
Effective Weighted Sample	186	8	7	10	3	37	72	91	13	8	15	37	48	10	-	-	2		
Total	223	10	10	14	4	48	84	112	14	8	17	42	56	13	-	-	*		
At least daily	93	**	**	**	**	**	**	48	**	**	**	**	**	**	**	**	**		
	42%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**	**	**		
At least weekly	64	**	**	**	**	**	**	36	**	**	**	**	**	**	**	**	**		
	29%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**	**	**		
At least monthly	33	**	**	**	**	**	**	13	**	**	**	**	**	**	**	**	**		
	15%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**		
Less often	31	**	**	**	**	**	**	15	**	**	**	**	**	**	**	**	**		
	14%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**		
Don't know/ can't remember	3	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**		
	1%	**	**	**	**	**	**	%	**	**	**	**	**	**	**	**	**		
SUMMARY																			
DAILY	93	**	**	**	**	**	**	48	**	**	**	**	**	**	**	**	**		
	42%	**	**	**	**	**	**	43%	**	**	**	**	**	**	**	**	**		
WEEKLY	157	**	**	**	**	**	**	84	**	**	**	**	**	**	**	**	**		
	70%	**	**	**	**	**	**	75%	**	**	**	**	**	**	**	**	**		
MONTHLY	190	**	**	**	**	**	**	97	**	**	**	**	**	**	**	**	**		
	85%	**	**	**	**	**	**	87%	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 24

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5R. How often in the past 3 months have you watched CBBC? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched CBBC in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	215	2	8	5	5	165	44	6	12	18	8	74	134	193	2	12	14
Effective Weighted Sample	186	2	8	5	5	140	41	5	11	17	8	62	118	166	2	10	12
Total	223	2	11	7	6	169	48	6	13	19	11	73	143	201	2	11	13
At least daily	93	**	**	**	**	67	**	**	**	**	**	**	55	88	**	**	**
	42%	**	**	**	**	40%	**	**	**	**	**	**	39%	44%	**	**	**
At least weekly	64	**	**	**	**	54	**	**	**	**	**	**	41	58	**	**	**
	29%	**	**	**	**	32%	**	**	**	**	**	**	29%	29%	**	**	**
At least monthly	33	**	**	**	**	24	**	**	**	**	**	**	25	28	**	**	**
	15%	**	**	**	**	14%	**	**	**	**	**	**	18%	14%	**	**	**
Less often	31	**	**	**	**	22	**	**	**	**	**	**	20	24	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	**	14%	12%	**	**	**
Don't know/ can't remember	3	**	**	**	**	2	**	**	**	**	**	**	1	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	93	**	**	**	**	67	**	**	**	**	**	**	55	88	**	**	**
	42%	**	**	**	**	40%	**	**	**	**	**	**	39%	44%	**	**	**
WEEKLY	157	**	**	**	**	121	**	**	**	**	**	**	96	146	**	**	**
	70%	**	**	**	**	72%	**	**	**	**	**	**	67%	73%	**	**	**
MONTHLY	190	**	**	**	**	145	**	**	**	**	**	**	122	174	**	**	**
	85%	**	**	**	**	86%	**	**	**	**	**	**	85%	87%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5S. How often in the past 3 months have you watched CBeebies? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched CBeebies in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	286	19	16	21	5	71	86	173	14	8	15	49	48	15	1	2	3		
Effective Weighted Sample	236	17	13	17	4	60	73	141	11	7	14	43	39	14	1	2	3		
Total	280	21	14	20	6	68	86	168	13	9	15	50	45	18	1	1	1		
At least daily	113	**	**	**	**	**	**	73	**	**	**	**	**	**	**	**	**		
	40%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**	**	**		
At least weekly	103	**	**	**	**	**	**	58	**	**	**	**	**	**	**	**	**		
	37%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**	**	**		
At least monthly	29	**	**	**	**	**	**	18	**	**	**	**	**	**	**	**	**		
	10%	**	**	**	**	**	**	10%	**	**	**	**	**	**	**	**	**		
Less often	26	**	**	**	**	**	**	18	**	**	**	**	**	**	**	**	**		
	9%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**		
Don't know/ can't remember	9	**	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**		
	3%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**		
SUMMARY																			
DAILY	113	**	**	**	**	**	**	73	**	**	**	**	**	**	**	**	**		
	40%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**	**	**		
WEEKLY	216	**	**	**	**	**	**	131	**	**	**	**	**	**	**	**	**		
	77%	**	**	**	**	**	**	78%	**	**	**	**	**	**	**	**	**		
MONTHLY	245	**	**	**	**	**	**	149	**	**	**	**	**	**	**	**	**		
	88%	**	**	**	**	**	**	88%	**	**	**	**	**	**	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 25

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5S. How often in the past 3 months have you watched CBeebies? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched CBeebies in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	286	4	11	6	9	231	49	7	14	22	6	123	148	266	4	8	12
Effective Weighted Sample	236	4	10	6	9	187	44	6	13	19	6	99	124	219	4	6	10
Total	280	5	13	8	10	220	52	7	16	22	7	117	146	259	5	7	12
At least daily	113	**	**	**	**	85	**	**	**	**	**	51	55	108	**	**	**
	40%	**	**	**	**	38%	**	**	**	**	**	43%	38%	42%	**	**	**
At least weekly	103	**	**	**	**	87	**	**	**	**	**	45	53	94	**	**	**
	37%	**	**	**	**	40%	**	**	**	**	**	38%	36%	36%	**	**	**
At least monthly	29	**	**	**	**	23	**	**	**	**	**	10	18	28	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	8%	12%	11%	**	**	**
Less often	26	**	**	**	**	21	**	**	**	**	**	10	14	22	**	**	**
	9%	**	**	**	**	10%	**	**	**	**	**	9%	9%	9%	**	**	**
Don't know/ can't remember	9	**	**	**	**	4	**	**	**	**	**	2	6	6	**	**	**
	3%	**	**	**	**	2%	**	**	**	**	**	1%	4%	2%	**	**	**
SUMMARY																	
DAILY	113	**	**	**	**	85	**	**	**	**	**	51	55	108	**	**	**
	40%	**	**	**	**	38%	**	**	**	**	**	43%	38%	42%	**	**	**
WEEKLY	216	**	**	**	**	172	**	**	**	**	**	95	108	202	**	**	**
	77%	**	**	**	**	78%	**	**	**	**	**	81%	74%	78%	**	**	**
MONTHLY	245	**	**	**	**	195	**	**	**	**	**	105	126	230	**	**	**
	88%	**	**	**	**	88%	**	**	**	**	**	90%	86%	89%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5T. How often in the past 3 months have you watched GB News? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched GB News in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%		~a	~b	~c	~d	DE	a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d		
Unweighted total	285	66	50	77	27	111	102	155	11	20	32	64	44	46	8	14	9		
Effective Weighted Sample	235	57	39	61	24	91	85	126	10	17	28	55	37	44	8	13	8		
Total	298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6	3		
At least daily	128	**	**	**	**	47	52	58	**	**	**	**	**	**	**	**	**	**	
	43%	**	**	**	**	42%	50%	35%	**	**	**	**	**	**	**	**	**	**	
At least weekly	118	**	**	**	**	43	37	73	**	**	**	**	**	**	**	**	**	**	
	40%	**	**	**	**	39%	35%	44%	**	**	**	**	**	**	**	**	**	**	
At least monthly	28	**	**	**	**	10	8	19	**	**	**	**	**	**	**	**	**	**	
	9%	**	**	**	**	9%	7%	12%	**	**	**	**	**	**	**	**	**	**	
Less often	22	**	**	**	**	10	6	14	**	**	**	**	**	**	**	**	**	**	
	7%	**	**	**	**	9%	5%	9%	**	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	3	**	**	**	**	2	3	-	**	**	**	**	**	**	**	**	**	**	
	1%	**	**	**	**	2%	3%	-%	**	**	**	**	**	**	**	**	**	**	
SUMMARY																			
DAILY	128	**	**	**	**	47	52	58	**	**	**	**	**	**	**	**	**	**	
	43%	**	**	**	**	42%	50%	35%	**	**	**	**	**	**	**	**	**	**	
WEEKLY	246	**	**	**	**	90	89	130	**	**	**	**	**	**	**	**	**	**	
	83%	**	**	**	**	81%	85%	80%	**	**	**	**	**	**	**	**	**	**	
MONTHLY	273	**	**	**	**	100	97	149	**	**	**	**	**	**	**	**	**	**	
	92%	**	**	**	**	89%	92%	91%	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 26

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5T. How often in the past 3 months have you watched GB News? (Please include watching programmes as they are broadcast or using catch-up or on-demand services like BBC iPlayer, ITVX (previously ITV Hub), Channel 4 (previously All4), My5, and others. Please include watching on any device.)

Base : Those who have personally watched GB News in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	285	25	21	24	22	242	36	11	12	12	1	76	200	258	5	12	17
Effective Weighted Sample	235	24	20	23	21	196	32	9	11	11	1	61	165	212	3	11	14
Total	298	34	27	34	26	250	39	11	15	11	2	76	212	270	5	13	18
At least daily	128	**	**	**	**	108	**	**	**	**	**	**	98	119	**	**	**
	43%	**	**	**	**	43%	**	**	**	**	**	**	47%	44%	**	**	**
At least weekly	118	**	**	**	**	97	**	**	**	**	**	**	83	107	**	**	**
	40%	**	**	**	**	39%	**	**	**	**	**	**	39%	39%	**	**	**
At least monthly	28	**	**	**	**	25	**	**	**	**	**	**	19	24	**	**	**
	9%	**	**	**	**	10%	**	**	**	**	**	**	9%	9%	**	**	**
Less often	22	**	**	**	**	18	**	**	**	**	**	**	10	20	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	**	5%	8%	**	**	**
Don't know/ can't remember	3	**	**	**	**	3	**	**	**	**	**	**	*	-	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	%	-%	**	**	**
SUMMARY																	
DAILY	128	**	**	**	**	108	**	**	**	**	**	**	98	119	**	**	**
	43%	**	**	**	**	43%	**	**	**	**	**	**	47%	44%	**	**	**
WEEKLY	246	**	**	**	**	205	**	**	**	**	**	**	182	226	**	**	**
	83%	**	**	**	**	82%	**	**	**	**	**	**	86%	84%	**	**	**
MONTHLY	273	**	**	**	**	230	**	**	**	**	**	**	201	250	**	**	**
	92%	**	**	**	**	92%	**	**	**	**	**	**	95%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 27

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5A-A5T. TV CHANNELS PERSONALLY WATCHED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
ANY BBC TV CHANNELS	3342	587	492	926	434	1414	1005	2058	146	212	347	689	391	779	74	47	**	
	76%	83%	89%	90%	91%	78%	74%	78%	78%	86%	76%	78%	65%	89%	92%	87%	**	
			a	a	a		g	ag	g	aeg	g	g						
ANY ITV CHANNELS	2801	533	461	870	409	1305	889	1715	120	179	326	614	342	735	68	43	**	
	64%	76%	83%	84%	85%	72%	66%	65%	64%	73%	71%	70%	57%	84%	85%	80%	**	
			a	a	a		g	g		g	g	g						
ANY CHANNEL 4 CHANNELS	2243	448	363	645	282	984	714	1385	98	134	259	481	302	544	51	34	**	
	51%	64%	65%	62%	59%	54%	53%	53%	52%	54%	57%	54%	51%	62%	63%	64%	**	
ANY CHANNEL 5 CHANNELS	1659	334	287	542	255	807	551	1008	74	109	213	380	214	453	46	32	**	
	38%	47%	52%	52%	53%	44%	41%	38%	39%	44%	47%	43%	36%	52%	58%	60%	**	
											bg							
ANY OTHER CHANNELS	1666	336	242	412	169	653	534	1025	66	97	198	356	216	342	35	26	**	
	38%	48%	44%	40%	35%	36%	39%	39%	35%	39%	43%	40%	36%	39%	43%	48%	**	
		cd																
NONE	635	54	26	40	14	237	181	354	20	18	50	87	125	34	2	3	**	
	14%	8%	5%	4%	3%	13%	13%	14%	11%	7%	11%	10%	21%	4%	3%	6%	**	
		cd						df					abcdef					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 27

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A5A-A5T. TV CHANNELS PERSONALLY WATCHED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
ANY BBC TV CHANNELS	3342	378	401	410	369	2813	449	88	167	140	**	1104	2081	3073	79	76	155
	76%	89%	90%	90%	88%	77% bc	71%	64%	74%	73%	**	70%	80% a	77% bd	65%	67%	66%
ANY ITV CHANNELS	2801	354	381	375	360	2465	280	63	106	85	**	946	1734	2593	68	46	114
	64%	83%	86%	83%	86%	68% bcde	44%	46%	47%	45%	**	60%	67% a	65% cd	56%	41%	49%
ANY CHANNEL 4 CHANNELS	2243	268	276	284	260	1975	228	44	78	89	**	784	1369	2067	62	51	113
	51%	63%	62%	63%	62%	54% bcd	36%	32%	35%	47%	**	50%	53%	52%	51%	45%	48%
ANY CHANNEL 5 CHANNELS	1659	215	238	227	225	1471	158	33	51	66	**	541	1054	1552	38	32	70
	38%	50%	53%	50%	54%	40% bcd	25%	24%	23%	34%	**	34%	41% a	39%	32%	28%	30%
ANY OTHER CHANNELS	1666	192	150	210	132	1433	198	47	73	64	**	578	1036	1540	44	38	82
	38%	45% bd	34%	46% bd	32%	39% b	31%	34%	32%	34%	**	37%	40%	39%	37%	33%	35%
NONE	635	20	14	20	14	464	131	36	43	29	**	286	288	527	33	23	57
	14%	5%	3%	4%	3%	13%	21% a	26% a	19%	15%	**	18% b	11%	13%	28% a	21%	24% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 28

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6A. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC iPlayer	2215	420	287	456	169	765	626	1422	95	126	181	393	281	388	34	25	**	
	50%	60%	52%	44%	35%	42%	46%	54%	51%	51%	40%	44%	47%	45%	42%	46%	**	
		cd	cd	d				aefg		e								
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1413	283	184	285	101	505	452	870	73	82	133	278	223	243	15	21	**	
	32%	40%	33%	28%	21%	28%	33%	33%	39%	33%	29%	32%	37%	28%	19%	39%	**	
		cd	d													b		
Channel 4/ Channel 4+ (previously All4/ All4+)	1001	195	120	181	61	330	349	581	58	48	102	208	182	146	19	12	**	
	23%	28%	22%	18%	13%	18%	26%	22%	31%	20%	22%	23%	31%	17%	23%	23%	**	
		cd	d						b				bdef					
Sky On Demand or Sky Go	666	98	51	88	37	170	185	424	24	29	67	120	87	70	7	9	**	
	15%	14%	9%	8%	8%	9%	14%	16%	13%	12%	15%	14%	15%	8%	9%	16%	**	
		cd														a		
My5 (previously Demand 5)	615	135	106	157	51	252	214	354	30	36	82	151	99	128	15	10	**	
	14%	19%	19%	15%	11%	14%	16%	13%	16%	15%	18%	17%	17%	15%	19%	19%	**	
		d	d															
BBC TV programmes and content on YouTube	360	53	38	56	18	102	123	217	21	21	39	78	64	46	3	5	**	
	8%	7%	7%	5%	4%	6%	9%	8%	11%	8%	9%	9%	11%	5%	4%	9%	**	
Discovery+	351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	**	
	8%	6%	4%	4%	3%	5%	8%	8%	6%	9%	8%	7%	11%	3%	3%	4%	**	
UKTV Play	252	54	45	58	14	97	104	130	15	23	44	69	45	46	6	5	**	
	6%	8%	8%	6%	3%	5%	8%	5%	8%	10%	10%	8%	8%	5%	8%	10%	**	
		d	d				b			b	b	b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 28

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6A. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Virgin TV On Demand or Virgin Media Anywhere	224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	**	
	5%	5%	5%	3%	2%	3%	5%	5%	8%	6%	4%	5%	6%	3%	5%	3%	**	
		d																
STV Player/ STV Player VIP (Scotland)	215	38	19	28	9	60	72	124	15	8	24	49	35	12	16	-	**	
	5%	5%	3%	3%	2%	3%	5%	5%	8%	3%	5%	6%	6%	1%	20%	-%	**	
															ac			
S4C Clic (Welsh language)	84	4	3	4	1	8	32	38	4	7	13	21	19	2	1	1	**	
	2%	1%	1%	*%	*%	*%	2%	1%	2%	3%	3%	2%	3%	*%	1%	2%	**	
													b			a		
None of these	1403	210	210	489	279	833	450	780	51	89	190	313	176	415	38	22	**	
	32%	30%	38%	47%	58%	46%	33%	30%	27%	36%	42%	35%	29%	48%	47%	40%	**	
			a	ab	abc						abcg	b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 28

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6A. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC iPlayer	2215	192	196	251	137	1932	241	57	85	73	**	874	1256	2016	57	64	121
	50%	45%	44%	55%	33%	53%	38%	41%	38%	38%	**	56%	48%	51%	47%	57%	52%
		d	d	abd		bde						b					
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1413	110	134	157	87	1284	108	33	33	31	**	591	780	1293	38	46	84
	32%	26%	30%	35%	21%	35%	17%	24%	15%	16%	**	38%	30%	32%	31%	40%	36%
			d	d		bde						b					
Channel 4/ Channel 4+ (previously All4/ All4+)	1001	69	78	87	59	904	80	23	17	28	**	432	541	887	39	41	79
	23%	16%	17%	19%	14%	25%	13%	16%	8%	15%	**	28%	21%	22%	32%	36%	34%
						bde						b				a	a
Sky On Demand or Sky Go	666	40	31	51	19	553	100	17	32	42	**	261	383	617	14	19	33
	15%	9%	7%	11%	5%	15%	16%	13%	14%	22%	**	17%	15%	16%	12%	16%	14%
				d													
My5 (previously Demand 5)	615	57	71	79	50	560	44	7	18	13	**	222	372	565	18	15	33
	14%	13%	16%	17%	12%	15%	7%	5%	8%	7%	**	14%	14%	14%	15%	13%	14%
						bcde											
BBC TV programmes and content on YouTube	360	24	22	28	18	273	78	22	17	29	**	127	219	335	5	11	16
	8%	6%	5%	6%	4%	8%	12%	16%	8%	15%	**	8%	8%	8%	4%	9%	7%
							a	a		a							
Discovery+	351	18	12	18	12	275	69	13	18	32	**	118	224	321	13	10	23
	8%	4%	3%	4%	3%	8%	11%	9%	8%	17%	**	7%	9%	8%	11%	9%	10%
										a							
UKTV Play	252	23	22	24	22	227	23	4	6	8	**	80	167	233	4	8	12
	6%	5%	5%	5%	5%	6%	4%	3%	3%	4%	**	5%	6%	6%	3%	7%	5%
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6A. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Virgin TV On Demand or Virgin Media Anywhere	224	16	11	12	16	187	31	5	15	8	**	65	146	207	4	8	12
	5%	4%	3%	3%	4%	5%	5%	4%	7%	4%	**	4%	6%	5%	4%	7%	5%
STV Player/ STV Player VIP (Scotland)	215	6	6	9	3	176	29	4	16	10	**	79	128	198	10	7	16
	5%	1%	1%	2%	1%	5%	5%	3%	7%	5%	**	5%	5%	5%	8%	6%	7%
S4C Clic (Welsh language)	84	-	2	-	2	59	22	6	3	5	**	22	61	72	2	8	9
	2%	-%	*%	-%	*%	2%	4% a	4%	2%	3%	**	1%	2%	2%	1%	7% a	4%
None of these	1403	202	212	172	243	1109	231	44	96	60	**	423	869	1280	39	16	56
	32%	47%	48%	38%	58% abc	31%	36% a	32%	42% a	32%	**	27%	33% a	32% c	33% c	14%	24%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 29

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6B. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
Netflix	2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	**
	61%	51%	39%	30%	20%	43%	55%	65%	62%	46%	42%	50%	68%	31%	21%	33%	**
		bcd	cd	d			e	edef	def				edef				
Amazon Prime Video	1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	**
	41%	37%	31%	24%	16%	29%	41%	42%	52%	32%	34%	37%	49%	24%	19%	33%	**
		cd	cd	d				def	abdef				abdef				
Disney+	1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	**
	27%	16%	11%	7%	3%	16%	29%	27%	39%	17%	20%	24%	40%	7%	6%	13%	**
		cd	d	d			de	de	abdef				abdef				
YouTube channels	1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	**
	26%	21%	15%	11%	6%	18%	27%	26%	31%	16%	19%	22%	36%	11%	10%	9%	**
		bcd	d				de	def	def				abdef				
NOW	403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	**
	9%	7%	5%	3%	2%	6%	11%	8%	13%	10%	7%	10%	14%	3%	2%	3%	**
		cd					b		b				be				
Apple TV+	340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	**
	8%	4%	3%	2%	1%	3%	8%	7%	10%	6%	6%	7%	10%	3%	1%	1%	**
Paramount+	335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	**
	8%	7%	5%	4%	2%	5%	8%	8%	7%	6%	7%	8%	10%	4%	1%	3%	**
		cd															
BritBox	113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	**
	3%	2%	1%	1%	~%	1%	3%	2%	6%	4%	3%	3%	4%	1%	1%	1%	**
									b								
Hayu	85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	**
	2%	1%	~%	~%	~%	1%	2%	2%	4%	3%	2%	2%	3%	~%	~%	~%	**
Any other catch-up, on-demand or streaming services	69	14	14	21	7	43	31	36	4	3	17	21	17	17	2	2	**
	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	4%	2%	3%	2%	2%	3%	**
											b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6B. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
None/ no others	1072	203	249	584	335	773	404	554	53	104	179	309	110	490	48	29	**	
	24%	29%	45%	56%	70%	42%	30%	21%	28%	42%	39%	35%	18%	56%	60%	53%	**	
			a	ab	abc		bg		g	abcg	abg	bg						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6B. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Netflix	2679 61%	126 29%	141 32%	154 34%	112 27%	2185 60%	413 65%	89 65%	141 62%	138 73%	** **	1065 68%	1482 57%	2429 61%	69 58%	85 75%	154 66%
Amazon Prime Video	1823 41%	120 28%	90 20%	144 32%	66 16%	1562 43%	215 34%	51 37%	67 30%	65 34%	** **	787 50%	953 37%	1647 41%	50 42%	62 55%	112 48%
Disney+	1199 27%	30 7%	32 7%	38 8%	24 6%	1018 28%	153 24%	38 28%	34 15%	54 28%	** **	566 36%	582 22%	1071 27%	32 27%	49 43%	81 35%
YouTube channels	1165 26%	53 12%	44 10%	55 12%	42 10%	883 24%	247 39%	58 42%	70 31%	88 46%	** **	440 28%	666 26%	1037 26%	26 22%	48 43%	75 32%
NOW	403 9%	17 4%	13 3%	13 3%	17 4%	329 9%	54 8%	9 7%	16 7%	21 11%	** **	170 11%	207 8%	353 9%	15 13%	16 14%	31 13%
Apple TV+	340 8%	10 2%	13 3%	18 4%	6 1%	247 7%	76 12%	16 12%	24 11%	23 12%	** **	120 8%	200 8%	299 8%	9 7%	15 13%	23 10%
Paramount+	335 8%	18 4%	15 3%	21 5%	12 3%	294 8%	33 5%	5 4%	5 2%	17 9%	** **	142 9%	181 7%	300 8%	12 10%	9 8%	21 9%
BritBox	113 3%	5 1%	3 1%	6 1%	1 *%	92 3%	17 3%	5 3%	4 2%	6 3%	** **	30 2%	77 3%	94 2%	6 5%	9 8%	14 6%
Hayu	85 2%	- -%	- -%	- -%	- -%	65 2%	17 3%	5 4%	5 2%	6 3%	** **	32 2%	47 2%	76 2%	2 2%	5 4%	7 3%
Any other catch-up, on-demand or streaming services	69 2%	9 2%	8 2%	4 1%	13 3%	53 1%	14 2%	5 4%	6 3%	2 1%	** **	22 1%	47 2%	63 2%	- -%	1 1%	1 1%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A6B. Which, if any, of these TV catch-up, on-demand or streaming services have you personally watched in the past 3 months?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
None/ no others	1072	234	256	226	264	917	125	22	50	34	**	294	710	987	31	9	40
	24%	55%	57%	50%	63%	25%	20%	16%	22%	18%	**	19%	27%	25%	25%	8%	17%
					c	b							a	c	c		

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Netflix	2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	**	
	61%	51%	39%	30%	20%	43%	55%	65%	62%	46%	42%	50%	68%	31%	21%	33%	**	
		bcd	cd	d			e	edef	def				adef					
BBC iPlayer	2215	420	287	456	169	765	626	1422	95	126	181	393	281	388	34	25	**	
	50%	60%	52%	44%	35%	42%	46%	54%	51%	51%	40%	44%	47%	45%	42%	46%	**	
		cd	cd	d				aefg		e								
Amazon Prime Video	1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	**	
	41%	37%	31%	24%	16%	29%	41%	42%	52%	32%	34%	37%	49%	24%	19%	33%	**	
		cd	cd	d				def	adef				abdef					
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1413	283	184	285	101	505	452	870	73	82	133	278	223	243	15	21	**	
	32%	40%	33%	28%	21%	28%	33%	33%	39%	33%	29%	32%	37%	28%	19%	39%	**	
		cd	d													b		
Disney+	1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	**	
	27%	16%	11%	7%	3%	16%	29%	27%	39%	17%	20%	24%	40%	7%	6%	13%	**	
		cd	d	d			de	de	abdef				abdef					
YouTube channels	1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	**	
	26%	21%	15%	11%	6%	18%	27%	26%	31%	16%	19%	22%	36%	11%	10%	9%	**	
		bcd	d				de	def	def				abdef					
Channel 4/ Channel 4+ (previously All4/ All4+)	1001	195	120	181	61	330	349	581	58	48	102	208	182	146	19	12	**	
	23%	28%	22%	18%	13%	18%	26%	22%	31%	20%	22%	23%	31%	17%	23%	23%	**	
		cd	d						b				bdef					
Sky On Demand or Sky Go	666	98	51	88	37	170	185	424	24	29	67	120	87	70	7	9	**	
	15%	14%	9%	8%	8%	9%	14%	16%	13%	12%	15%	14%	15%	8%	9%	16%	**	
		cd														a		
My5 (previously Demand 5)	615	135	106	157	51	252	214	354	30	36	82	151	99	128	15	10	**	
	14%	19%	19%	15%	11%	14%	16%	13%	16%	15%	18%	17%	17%	15%	19%	19%	**	
		d	d															

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	N ~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NOW	403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	2	**
	9%	7%	5%	3%	2%	6%	11%	8%	13%	10%	7%	10%	14%	3%	2%	3%	3%	**
		cd					b		b				be					
BBC TV programmes and content on YouTube	360	53	38	56	18	102	123	217	21	21	39	78	64	46	3	5	5	**
	8%	7%	7%	5%	4%	6%	9%	8%	11%	8%	9%	9%	11%	5%	4%	9%	9%	**
Discovery+	351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	2	**
	8%	6%	4%	4%	3%	5%	8%	8%	6%	9%	8%	7%	11%	3%	3%	4%	4%	**
Apple TV+	340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	1	**
	8%	4%	3%	2%	1%	3%	8%	7%	10%	6%	6%	7%	10%	3%	1%	1%	1%	**
Paramount+	335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	2	**
	8%	7%	5%	4%	2%	5%	8%	8%	7%	6%	7%	8%	10%	4%	1%	3%	3%	**
		cd																
UKTV Play	252	54	45	58	14	97	104	130	15	23	44	69	45	46	6	5	5	**
	6%	8%	8%	6%	3%	5%	8%	5%	8%	10%	10%	8%	8%	5%	8%	10%	10%	**
		d	d				b			b	b	b						
Virgin TV On Demand or Virgin Media Anywhere	224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	2	**
	5%	5%	5%	3%	2%	3%	5%	5%	8%	6%	4%	5%	6%	3%	5%	3%	3%	**
		d																
STV Player/ STV Player VIP (Scotland)	215	38	19	28	9	60	72	124	15	8	24	49	35	12	16	-	-	**
	5%	5%	3%	3%	2%	3%	5%	5%	8%	3%	5%	6%	6%	1%	20%	-%	-%	**
															ac			
BritBox	113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	1	**
	3%	2%	1%	1%	*%	1%	3%	2%	6%	4%	3%	3%	4%	1%	1%	1%	1%	**
									b									

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Hayu	85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	-	**
	2%	1%	-%	-%	-%	1%	2%	2%	4%	3%	2%	2%	3%	-%	-%	-%	-%	**
S4C Clic (Welsh language)	84	4	3	4	1	8	32	38	4	7	13	21	19	2	1	1	1	**
	2%	1%	1%	*%	*%	*%	2%	1%	2%	3%	3%	2%	3%	*%	1%	2%	2%	**
													b			a		
Any other catch-up, on-demand or streaming services	69	14	14	21	7	43	31	36	4	3	17	21	17	17	2	2	2	**
	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	4%	2%	3%	2%	2%	3%	3%	**
											b							
None	691	126	157	392	234	526	282	325	36	66	139	218	80	327	32	19	19	**
	16%	18%	28%	38%	49%	29%	21%	12%	19%	27%	30%	25%	13%	37%	40%	36%	36%	**
			a	ab	abc		bg			bg	abcg	bg						
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	54	**
Mean number of VoD services in the past 3 months (out of 20)	3.3	3.2	2.6	2.1	1.5	2.4	3.3	3.3	3.9	2.9	2.9	3.1	3.9	2.1	2.1	2.6	2.6	**
		bcd	cd	d			e	e	bdef				abdef					
Standard deviation	2.72	2.67	2.58	2.45	2.13	2.45	2.88	2.63	3.29	3.10	3.08	2.91	2.92	2.42	2.56	2.77	2.77	**
Standard error	.04	.11	.10	.08	.10	.06	.08	.05	.24	.20	.14	.10	.12	.09	.24	.25	.25	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Netflix	2679	126	141	154	112	2185	413	89	141	138	**	1065	1482	2429	69	85	154
	61%	29%	32%	34%	27%	60%	65%	65%	62%	73%	**	68%	57%	61%	58%	75%	66%
										a		b				a	
BBC iPlayer	2215	192	196	251	137	1932	241	57	85	73	**	874	1256	2016	57	64	121
	50%	45%	44%	55%	33%	53%	38%	41%	38%	38%	**	56%	48%	51%	47%	57%	52%
		d	d	abd		bde						b					
Amazon Prime Video	1823	120	90	144	66	1562	215	51	67	65	**	787	953	1647	50	62	112
	41%	28%	20%	32%	16%	43%	34%	37%	30%	34%	**	50%	37%	41%	42%	55%	48%
		d		bd		bd						b				a	
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1413	110	134	157	87	1284	108	33	33	31	**	591	780	1293	38	46	84
	32%	26%	30%	35%	21%	35%	17%	24%	15%	16%	**	38%	30%	32%	31%	40%	36%
			d	d		bde						b					
Disney+	1199	30	32	38	24	1018	153	38	34	54	**	566	582	1071	32	49	81
	27%	7%	7%	8%	6%	28%	24%	28%	15%	28%	**	36%	22%	27%	27%	43%	35%
				d		d		d		d		b				a	
YouTube channels	1165	53	44	55	42	883	247	58	70	88	**	440	666	1037	26	48	75
	26%	12%	10%	12%	10%	24%	39%	42%	31%	46%	**	28%	26%	26%	22%	43%	32%
						a	a	a		ad						ab	
Channel 4/ Channel 4+ (previously All4/ All4+)	1001	69	78	87	59	904	80	23	17	28	**	432	541	887	39	41	79
	23%	16%	17%	19%	14%	25%	13%	16%	8%	15%	**	28%	21%	22%	32%	36%	34%
						bde						b				a	a
Sky On Demand or Sky Go	666	40	31	51	19	553	100	17	32	42	**	261	383	617	14	19	33
	15%	9%	7%	11%	5%	15%	16%	13%	14%	22%	**	17%	15%	16%	12%	16%	14%
				d													

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
My5 (previously Demand 5)	615 14%	57 13%	71 16%	79 17%	50 12%	560 15% bcde	44 7%	7 5%	18 8%	13 7%	** **	222 14%	372 14%	565 14%	18 15%	15 13%	33 14%
NOW	403 9%	17 4%	13 3%	13 3%	17 4%	329 9%	54 8%	9 7%	16 7%	21 11%	** **	170 11% b	207 8%	353 9%	15 13%	16 14%	31 13%
BBC TV programmes and content on YouTube	360 8%	24 6%	22 5%	28 6%	18 4%	273 8%	78 12% a	22 16% a	17 8%	29 15% a	** **	127 8%	219 8%	335 8%	5 4%	11 9%	16 7%
Discovery+	351 8%	18 4%	12 3%	18 4%	12 3%	275 8%	69 11%	13 9%	18 8%	32 17% a	** **	118 7%	224 9%	321 8%	13 11%	10 9%	23 10%
Apple TV+	340 8%	10 2%	13 3%	18 4%	6 1%	247 7%	76 12% a	16 12%	24 11%	23 12% a	** **	120 8%	200 8%	299 8%	9 7%	15 13%	23 10%
Paramount+	335 8%	18 4%	15 3%	21 5%	12 3%	294 8% d	33 5%	5 4%	5 2%	17 9% d	** **	142 9%	181 7%	300 8%	12 10%	9 8%	21 9%
UKTV Play	252 6%	23 5%	22 5%	24 5%	22 5%	227 6%	23 4%	4 3%	6 3%	8 4%	** **	80 5%	167 6%	233 6%	4 3%	8 7%	12 5%
Virgin TV On Demand or Virgin Media Anywhere	224 5%	16 4%	11 3%	12 3%	16 4%	187 5%	31 5%	5 4%	15 7%	8 4%	** **	65 4%	146 6%	207 5%	4 4%	8 7%	12 5%
STV Player/ STV Player VIP (Scotland)	215 5%	6 1%	6 1%	9 2%	3 1%	176 5%	29 5%	4 3%	16 7%	10 5%	** **	79 5%	128 5%	198 5%	10 8%	7 6%	16 7%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 30

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED IN PAST 3 MONTHS AT A6A/ A6B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BritBox	113	5	3	6	1	92	17	5	4	6	**	30	77	94	6	9	14
	3%	1%	1%	1%	*%	3%	3%	3%	2%	3%	**	2%	3%	2%	5%	8%	6%
																a	a
Hayu	85	-	-	-	-	65	17	5	5	6	**	32	47	76	2	5	7
	2%	-%	-%	-%	-%	2%	3%	4%	2%	3%	**	2%	2%	2%	2%	4%	3%
S4C Clic (Welsh language)	84	-	2	-	2	59	22	6	3	5	**	22	61	72	2	8	9
	2%	-%	*%	-%	*%	2%	4%	4%	2%	3%	**	1%	2%	2%	1%	7%	4%
							a									a	
Any other catch-up, on-demand or streaming services	69	9	8	4	13	53	14	5	6	2	**	22	47	63	-	1	1
	2%	2%	2%	1%	3%	1%	2%	4%	3%	1%	**	1%	2%	2%	-%	1%	1%
None	691	157	170	129	198	564	100	17	42	26	**	165	471	639	23	2	24
	16%	37%	38%	28%	47%	16%	16%	13%	18%	14%	**	11%	18%	16%	19%	2%	10%
			c		ac								a	c	c		c
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of VoD services in the past 3 months (out of 20)	3.3	2.1	2.0	2.5	1.6	3.4	2.9	3.0	2.5	3.2	**	3.7	3.1	3.3	3.3	4.3	3.8
		d		d		bd				d		b				ab	a
Standard deviation	2.72	2.45	2.39	2.52	2.23	2.72	2.63	2.54	2.49	2.78	**	2.62	2.76	2.74	2.41	2.75	2.62
Standard error	.04	.13	.13	.14	.12	.04	.11	.22	.18	.21	**	.07	.05	.04	.23	.26	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 32

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A. How often in the past 3 months have you watched programmes or films using BBC iPlayer?

Base : Those who have personally watched BBC iPlayer in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d
Unweighted total	2164	378	300	439	139	754	619	1378	85	116	184	382	282	303	46	56	34
Effective Weighted Sample	1796	317	251	372	124	637	518	1141	76	101	150	323	236	290	45	52	29
Total	2215	420	287	456	169	765	626	1422	95	126	181	393	281	388	34	25	9
At least daily	476	98	54	77	23	162	175	265	**	35	53	115	90	68	**	**	**
	21%	23%	19%	17%	14%	21%	28%	19%	**	28%	29%	29%	32%	17%	**	**	**
At least weekly	1086	226	138	233	95	375	290	705	**	53	83	177	125	193	**	**	**
	49%	54%	48%	51%	56%	49%	46%	50%	**	42%	46%	45%	44%	50%	**	**	**
At least monthly	490	78	70	106	36	166	117	347	**	29	35	74	50	93	**	**	**
	22%	19%	25%	23%	21%	22%	19%	24%	**	23%	20%	19%	18%	24%	**	**	**
Less often	145	17	22	34	12	53	40	93	**	8	10	25	14	30	**	**	**
	7%	4%	8%	8%	7%	7%	6%	7%	**	6%	6%	6%	5%	8%	**	**	**
Don't know/ can't remember	18	-	3	6	3	7	4	11	**	1	-	1	3	5	**	**	**
	1%	-%	1%	1%	2%	1%	1%	1%	**	1%	-%	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	476	98	54	77	23	162	175	265	**	35	53	115	90	68	**	**	**
	21%	23%	19%	17%	14%	21%	28%	19%	**	28%	29%	29%	32%	17%	**	**	**
WEEKLY	1561	325	191	310	118	537	466	970	**	88	135	292	215	261	**	**	**
	70%	77%	67%	68%	70%	70%	74%	68%	**	70%	75%	74%	76%	67%	**	**	**
MONTHLY	2052	403	262	416	154	704	583	1318	**	117	171	366	265	354	**	**	**
	93%	96%	91%	91%	91%	92%	93%	93%	**	93%	94%	93%	94%	91%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 32

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A. How often in the past 3 months have you watched programmes or films using BBC iPlayer?

Base : Those who have personally watched BBC iPlayer in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	2164	150	153	186	117	1918	209	50	73	62	24	889	1197	1985	48	64	112
Effective Weighted Sample	1796	144	146	180	112	1573	192	45	68	57	22	727	1002	1642	41	55	95
Total	2215	192	196	251	137	1932	241	57	85	73	26	874	1256	2016	57	64	121
At least daily	476	26	42	38	30	404	66	**	**	**	**	185	276	440	**	**	21
	21%	14%	21%	15%	22%	21%	27%	**	**	**	**	21%	22%	22%	**	**	17%
At least weekly	1086	102	91	121	72	963	100	**	**	**	**	450	591	983	**	**	61
	49%	53%	47%	48%	52%	50%	42%	**	**	**	**	51%	47%	49%	**	**	50%
At least monthly	490	48	45	71	22	429	51	**	**	**	**	176	294	443	**	**	31
	22%	25%	23%	28%	16%	22%	21%	**	**	**	**	20%	23%	22%	**	**	25%
Less often	145	15	15	21	9	120	23	**	**	**	**	55	87	132	**	**	8
	7%	8%	8%	8%	6%	6%	10%	**	**	**	**	6%	7%	7%	**	**	7%
Don't know/ can't remember	18	2	3	-	5	16	1	**	**	**	**	8	8	18	**	**	1
	1%	1%	1%	-%	4%	1%	*%	**	**	**	**	1%	1%	1%	**	**	1%
SUMMARY																	
DAILY	476	26	42	38	30	404	66	**	**	**	**	185	276	440	**	**	21
	21%	14%	21%	15%	22%	21%	27%	**	**	**	**	21%	22%	22%	**	**	17%
WEEKLY	1561	128	133	159	101	1367	166	**	**	**	**	635	867	1423	**	**	82
	70%	66%	68%	63%	74%	71%	69%	**	**	**	**	73%	69%	71%	**	**	68%
MONTHLY	2052	175	179	230	124	1796	216	**	**	**	**	811	1161	1866	**	**	113
	93%	91%	91%	92%	90%	93%	90%	**	**	**	**	93%	92%	93%	**	**	93%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 33

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7B. How often in the past 3 months have you watched programmes or films using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)?

Base : Those who have personally watched ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1362	248	195	279	84	497	441	836	62	72	132	264	220	190	22	46	21	
Effective Weighted Sample	1121	208	162	234	74	418	367	682	56	64	108	224	182	182	21	43	19	
Total	1413	283	184	285	101	505	452	870	73	82	133	278	223	243	15	21	5	
At least daily	299	59	27	44	**	101	124	156	**	**	38	84	64	39	**	**	**	
	21%	21%	15%	15%	**	20%	27%	18%	**	**	29%	30%	29%	16%	**	**	**	
							b				b	b	b					
At least weekly	712	144	97	160	**	260	191	472	**	**	58	118	84	138	**	**	**	
	50%	51%	53%	56%	**	52%	42%	54%	**	**	43%	42%	38%	57%	**	**	**	
							afg											
At least monthly	299	53	48	64	**	104	103	181	**	**	26	53	61	51	**	**	**	
	21%	19%	26%	22%	**	21%	23%	21%	**	**	20%	19%	27%	21%	**	**	**	
Less often	90	26	9	14	**	32	31	52	**	**	11	22	12	11	**	**	**	
	6%	9%	5%	5%	**	6%	7%	6%	**	**	8%	8%	5%	5%	**	**	**	
Don't know/ can't remember	13	-	2	4	**	8	3	8	**	**	-	2	2	4	**	**	**	
	1%	-%	1%	1%	**	1%	1%	1%	**	**	-%	1%	1%	2%	**	**	**	
SUMMARY																		
DAILY	299	59	27	44	**	101	124	156	**	**	38	84	64	39	**	**	**	
	21%	21%	15%	15%	**	20%	27%	18%	**	**	29%	30%	29%	16%	**	**	**	
							b				b	b	b					
WEEKLY	1011	204	125	204	**	361	315	629	**	**	96	202	148	177	**	**	**	
	72%	72%	68%	71%	**	72%	70%	72%	**	**	72%	72%	67%	73%	**	**	**	
MONTHLY	1310	256	173	268	**	466	418	809	**	**	122	254	209	228	**	**	**	
	93%	91%	94%	94%	**	92%	92%	93%	**	**	92%	91%	94%	94%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 33

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7B. How often in the past 3 months have you watched programmes or films using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)?

Base : Those who have personally watched ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	b	c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1362	84	106	115	75	1250	95	28	30	27	10	572	753	1262	30	42	72
Effective Weighted Sample	1121	81	101	111	72	1020	86	26	27	25	9	471	618	1033	27	36	63
Total	1413	110	134	157	87	1284	108	33	33	31	11	591	780	1293	38	46	84
At least daily	299	**	28	15	**	262	**	**	**	**	**	103	191	280	**	**	**
	21%	**	21%	10%	**	20%	**	**	**	**	**	17%	25%	22%	**	**	**
													a				
At least weekly	712	**	74	92	**	658	**	**	**	**	**	310	379	658	**	**	**
	50%	**	55%	59%	**	51%	**	**	**	**	**	53%	49%	51%	**	**	**
At least monthly	299	**	26	40	**	276	**	**	**	**	**	135	160	266	**	**	**
	21%	**	20%	26%	**	22%	**	**	**	**	**	23%	20%	21%	**	**	**
Less often	90	**	4	7	**	77	**	**	**	**	**	36	45	78	**	**	**
	6%	**	3%	5%	**	6%	**	**	**	**	**	6%	6%	6%	**	**	**
Don't know/ can't remember	13	**	1	2	**	10	**	**	**	**	**	7	6	11	**	**	**
	1%	**	1%	1%	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	299	**	28	15	**	262	**	**	**	**	**	103	191	280	**	**	**
	21%	**	21%	10%	**	20%	**	**	**	**	**	17%	25%	22%	**	**	**
													a				
WEEKLY	1011	**	102	108	**	920	**	**	**	**	**	413	570	938	**	**	**
	72%	**	76%	69%	**	72%	**	**	**	**	**	70%	73%	73%	**	**	**
MONTHLY	1310	**	128	148	**	1197	**	**	**	**	**	548	730	1204	**	**	**
	93%	**	96%	94%	**	93%	**	**	**	**	**	93%	94%	93%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7C. How often in the past 3 months have you watched programmes or films using STV Player/ STV Player VIP (Scotland)?

Base : Those who have personally watched STV Player/ STV Player VIP (Scotland) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	245	40	22	32	10	68	78	148	16	9	27	55	36	8	23	-	1	
Effective Weighted Sample	211	35	18	27	9	59	68	125	15	8	24	49	31	8	22	-	1	
Total	215	38	19	28	9	60	72	124	15	8	24	49	35	12	16	-	*	
At least daily	44	**	**	**	**	**	**	25	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**	**	**	
At least weekly	105	**	**	**	**	**	**	57	**	**	**	**	**	**	**	**	**	
	49%	**	**	**	**	**	**	46%	**	**	**	**	**	**	**	**	**	
At least monthly	47	**	**	**	**	**	**	30	**	**	**	**	**	**	**	**	**	
	22%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**	**	**	
Less often	13	**	**	**	**	**	**	9	**	**	**	**	**	**	**	**	**	
	6%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	6	**	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	
	3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	44	**	**	**	**	**	**	25	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**	**	**	
WEEKLY	149	**	**	**	**	**	**	82	**	**	**	**	**	**	**	**	**	
	69%	**	**	**	**	**	**	66%	**	**	**	**	**	**	**	**	**	
MONTHLY	196	**	**	**	**	**	**	112	**	**	**	**	**	**	**	**	**	
	91%	**	**	**	**	**	**	90%	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7C. How often in the past 3 months have you watched programmes or films using STV Player/ STV Player VIP (Scotland)?

Base : Those who have personally watched STV Player/ STV Player VIP (Scotland) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	245	4	4	6	2	206	29	4	15	10	-	94	142	225	12	7	19
Effective Weighted Sample	211	4	4	6	2	175	27	4	14	9	-	82	121	194	10	6	16
Total	215	6	6	9	3	176	29	4	16	10	-	79	128	198	10	7	16
At least daily	44	**	**	**	**	34	**	**	**	**	**	**	29	42	**	**	**
	21%	**	**	**	**	19%	**	**	**	**	**	**	23%	21%	**	**	**
At least weekly	105	**	**	**	**	85	**	**	**	**	**	**	62	96	**	**	**
	49%	**	**	**	**	48%	**	**	**	**	**	**	49%	49%	**	**	**
At least monthly	47	**	**	**	**	41	**	**	**	**	**	**	26	44	**	**	**
	22%	**	**	**	**	23%	**	**	**	**	**	**	20%	22%	**	**	**
Less often	13	**	**	**	**	11	**	**	**	**	**	**	7	11	**	**	**
	6%	**	**	**	**	6%	**	**	**	**	**	**	6%	5%	**	**	**
Don't know/ can't remember	6	**	**	**	**	5	**	**	**	**	**	**	3	5	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	3%	3%	**	**	**
SUMMARY																	
DAILY	44	**	**	**	**	34	**	**	**	**	**	**	29	42	**	**	**
	21%	**	**	**	**	19%	**	**	**	**	**	**	23%	21%	**	**	**
WEEKLY	149	**	**	**	**	119	**	**	**	**	**	**	91	138	**	**	**
	69%	**	**	**	**	68%	**	**	**	**	**	**	71%	70%	**	**	**
MONTHLY	196	**	**	**	**	160	**	**	**	**	**	**	117	182	**	**	**
	91%	**	**	**	**	91%	**	**	**	**	**	**	92%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7D. How often in the past 3 months have you watched programmes or films using S4C Clic (Welsh language)?

Base : Those who have personally watched S4C Clic (Welsh language) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	90	4	4	5	1	10	34	45	4	7	14	21	21	1	2	2	-	
Effective Weighted Sample	75	4	3	4	1	8	30	37	4	6	12	19	18	1	2	2	-	
Total	84	4	3	4	1	8	32	38	4	7	13	21	19	2	1	1	-	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7D. How often in the past 3 months have you watched programmes or films using S4C Clic (Welsh language)?

Base : Those who have personally watched S4C Clic (Welsh language) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	90	-	1	-	1	70	18	5	3	4	6	31	58	77	2	8	10
Effective Weighted Sample	75	-	1	-	1	57	17	5	3	4	6	25	51	64	2	7	9
Total	84	-	2	-	2	59	22	6	3	5	8	22	61	72	2	8	9
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 36

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7E. How often in the past 3 months have you watched programmes or films using Channel 4/ Channel 4+ (previously All4/ All4+)?

Base : Those who have personally watched Channel 4/ Channel 4+ (previously All4/ All4+) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP					N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d		
Unweighted total	989	178	130	184	54	336	354	570	55	49	107	211	180	115	26	27	16		
Effective Weighted Sample	812	146	107	153	47	281	291	464	48	41	87	176	148	110	25	25	15		
Total	1001	195	120	181	61	330	349	581	58	48	102	208	182	146	19	12	4		
At least daily	179	40	15	22	**	58	75	88	**	**	26	51	44	18	**	**	**		
	18%	21%	13%	12%	**	17%	21%	15%	**	**	25%	25% b	24%	12%	**	**	**		
At least weekly	493	93	61	94	**	170	165	298	**	**	43	87	88	75	**	**	**		
	49%	48%	51%	52%	**	51%	47%	51%	**	**	42%	42%	48%	51%	**	**	**		
At least monthly	253	48	32	47	**	75	84	152	**	**	27	58	38	40	**	**	**		
	25%	25%	26%	26%	**	23%	24%	26%	**	**	26%	28%	21%	27%	**	**	**		
Less often	70	14	12	16	**	25	20	42	**	**	6	11	8	12	**	**	**		
	7%	7%	10%	9%	**	8%	6%	7%	**	**	6%	5%	4%	8%	**	**	**		
Don't know/ can't remember	6	-	1	1	**	3	4	2	**	**	-	1	4	1	**	**	**		
	1%	-%	1%	1%	**	1%	1%	*%	**	**	-%	*%	2%	1%	**	**	**		
SUMMARY																			
DAILY	179	40	15	22	**	58	75	88	**	**	26	51	44	18	**	**	**		
	18%	21%	13%	12%	**	17%	21%	15%	**	**	25%	25% b	24%	12%	**	**	**		
WEEKLY	672	133	76	117	**	227	240	386	**	**	69	138	132	93	**	**	**		
	67%	68%	63%	64%	**	69%	69%	66%	**	**	68%	66%	72%	64%	**	**	**		
MONTHLY	925	181	108	164	**	302	324	537	**	**	96	196	170	133	**	**	**		
	92%	93%	90%	90%	**	91%	93%	92%	**	**	94%	94%	93%	91%	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 36

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7E. How often in the past 3 months have you watched programmes or films using Channel 4/ Channel 4+ (previously All4/ All4+)?

Base : Those who have personally watched Channel 4/ Channel 4+ (previously All4/ All4+) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	989	54	61	63	52	899	73	19	17	26	11	431	534	889	34	38	72
Effective Weighted Sample	812	52	58	61	50	732	67	17	15	24	10	354	438	726	28	34	62
Total	1001	69	78	87	59	904	80	23	17	28	13	432	541	887	39	41	79
At least daily	179	**	**	**	**	152	**	**	**	**	**	63	108	167	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	15%	20%	19%	**	**	**
At least weekly	493	**	**	**	**	458	**	**	**	**	**	220	260	439	**	**	**
	49%	**	**	**	**	51%	**	**	**	**	**	51%	48%	50%	**	**	**
At least monthly	253	**	**	**	**	224	**	**	**	**	**	109	138	219	**	**	**
	25%	**	**	**	**	25%	**	**	**	**	**	25%	26%	25%	**	**	**
Less often	70	**	**	**	**	64	**	**	**	**	**	38	30	59	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	9%	6%	7%	**	**	**
Don't know/ can't remember	6	**	**	**	**	5	**	**	**	**	**	1	5	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	*%	1%	*%	**	**	**
SUMMARY																	
DAILY	179	**	**	**	**	152	**	**	**	**	**	63	108	167	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	15%	20%	19%	**	**	**
WEEKLY	672	**	**	**	**	611	**	**	**	**	**	283	368	607	**	**	**
	67%	**	**	**	**	68%	**	**	**	**	**	66%	68%	68%	**	**	**
MONTHLY	925	**	**	**	**	835	**	**	**	**	**	392	507	825	**	**	**
	92%	**	**	**	**	92%	**	**	**	**	**	91%	94%	93%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 37

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7F. How often in the past 3 months have you watched programmes or films using My5 (previously Demand 5)?

Base : Those who have personally watched My5 (previously Demand 5) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	622	127	114	157	43	253	220	352	29	35	87	155	101	98	22	23	14	
Effective Weighted Sample	512	104	92	130	38	211	184	289	25	32	71	130	86	94	21	22	13	
Total	615	135	106	157	51	252	214	354	30	36	82	151	99	128	15	10	4	
At least daily	90	22	9	14	**	33	47	38	**	**	**	37	27	**	**	**	**	
	15%	16%	9%	9%	**	13%	22%	11%	**	**	**	25%	28%	**	**	**	**	
At least weekly							b					b	b					
	287	62	51	77	**	122	99	169	**	**	**	67	45	**	**	**	**	
	47%	46%	48%	49%	**	48%	46%	48%	**	**	**	44%	46%	**	**	**	**	
At least monthly	173	39	28	41	**	70	49	109	**	**	**	34	23	**	**	**	**	
	28%	29%	26%	26%	**	28%	23%	31%	**	**	**	23%	23%	**	**	**	**	
Less often	60	10	17	23	**	25	18	36	**	**	**	13	3	**	**	**	**	
	10%	7%	16%	14%	**	10%	9%	10%	**	**	**	8%	3%	**	**	**	**	
Don't know/ can't remember	5	2	2	2	**	2	-	3	**	**	**	-	-	**	**	**	**	
	1%	2%	2%	1%	**	1%	-%	1%	**	**	**	-%	-%	**	**	**	**	
SUMMARY																		
DAILY	90	22	9	14	**	33	47	38	**	**	**	37	27	**	**	**	**	
	15%	16%	9%	9%	**	13%	22%	11%	**	**	**	25%	28%	**	**	**	**	
							b				b	b						
WEEKLY	377	84	60	91	**	155	146	207	**	**	**	104	73	**	**	**	**	
	61%	62%	56%	58%	**	62%	68%	58%	**	**	**	69%	73%	**	**	**	**	
MONTHLY	550	123	88	133	**	225	195	316	**	**	**	139	96	**	**	**	**	
	89%	91%	83%	85%	**	89%	91%	89%	**	**	**	92%	97%	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7F. How often in the past 3 months have you watched programmes or films using My5 (previously Demand 5)?

Base : Those who have personally watched My5 (previously Demand 5) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	622	44	54	57	41	571	40	8	15	12	5	238	363	578	16	14	30
Effective Weighted Sample	512	42	52	55	39	467	36	6	14	11	5	191	302	473	14	12	26
Total	615	57	71	79	50	560	44	7	18	13	6	222	372	565	18	15	33
At least daily	90	**	**	**	**	74	**	**	**	**	**	26	59	86	**	**	**
	15%	**	**	**	**	13%	**	**	**	**	**	12%	16%	15%	**	**	**
At least weekly	287	**	**	**	**	268	**	**	**	**	**	106	172	263	**	**	**
	47%	**	**	**	**	48%	**	**	**	**	**	48%	46%	47%	**	**	**
At least monthly	173	**	**	**	**	162	**	**	**	**	**	67	100	160	**	**	**
	28%	**	**	**	**	29%	**	**	**	**	**	30%	27%	28%	**	**	**
Less often	60	**	**	**	**	53	**	**	**	**	**	20	40	50	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	9%	11%	9%	**	**	**
Don't know/ can't remember	5	**	**	**	**	3	**	**	**	**	**	3	1	4	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	*%	1%	**	**	**
SUMMARY																	
DAILY	90	**	**	**	**	74	**	**	**	**	**	26	59	86	**	**	**
	15%	**	**	**	**	13%	**	**	**	**	**	12%	16%	15%	**	**	**
WEEKLY	377	**	**	**	**	341	**	**	**	**	**	132	231	350	**	**	**
	61%	**	**	**	**	61%	**	**	**	**	**	59%	62%	62%	**	**	**
MONTHLY	550	**	**	**	**	503	**	**	**	**	**	198	331	510	**	**	**
	89%	**	**	**	**	90%	**	**	**	**	**	90%	89%	90%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 38

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7G. How often in the past 3 months have you watched programmes or films using Sky On Demand or Sky Go?

Base : Those who have personally watched Sky On Demand or Sky Go in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	684	95	56	91	35	180	189	442	25	31	69	121	89	55	10	17	9	
Effective Weighted Sample	562	79	45	74	29	149	159	359	22	27	56	103	75	53	10	16	8	
Total	666	98	51	88	37	170	185	424	24	29	67	120	87	70	7	9	2	
At least daily	202	**	**	**	**	48	74	104	**	**	**	45	**	**	**	**	**	**
	30%	**	**	**	**	28%	40%	24%	**	**	**	37%	**	**	**	**	**	**
							b					b						
At least weekly	338	**	**	**	**	83	69	244	**	**	**	47	**	**	**	**	**	**
	51%	**	**	**	**	49%	37%	57%	**	**	**	39%	**	**	**	**	**	**
							af											
At least monthly	95	**	**	**	**	32	33	58	**	**	**	21	**	**	**	**	**	**
	14%	**	**	**	**	19%	18%	14%	**	**	**	17%	**	**	**	**	**	**
Less often	26	**	**	**	**	6	9	16	**	**	**	7	**	**	**	**	**	**
	4%	**	**	**	**	3%	5%	4%	**	**	**	6%	**	**	**	**	**	**
Don't know/ can't remember	5	**	**	**	**	2	1	3	**	**	**	-	**	**	**	**	**	**
	1%	**	**	**	**	1%	*%	1%	**	**	**	-%	**	**	**	**	**	**
SUMMARY																		
DAILY	202	**	**	**	**	48	74	104	**	**	**	45	**	**	**	**	**	**
	30%	**	**	**	**	28%	40%	24%	**	**	**	37%	**	**	**	**	**	**
							b					b						
WEEKLY	540	**	**	**	**	131	143	348	**	**	**	92	**	**	**	**	**	**
	81%	**	**	**	**	77%	77%	82%	**	**	**	77%	**	**	**	**	**	**
MONTHLY	635	**	**	**	**	163	176	406	**	**	**	113	**	**	**	**	**	**
	95%	**	**	**	**	96%	95%	96%	**	**	**	94%	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 38

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7G. How often in the past 3 months have you watched programmes or films using Sky On Demand or Sky Go?

Base : Those who have personally watched Sky On Demand or Sky Go in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	684	31	24	39	16	578	93	18	30	38	7	277	384	639	11	19	30
Effective Weighted Sample	562	30	23	38	15	469	82	15	27	34	6	225	318	523	10	18	27
Total	666	40	31	51	19	553	100	17	32	42	7	261	383	617	14	19	33
At least daily	202	**	**	**	**	156	**	**	**	**	**	82	117	191	**	**	**
	30%	**	**	**	**	28%	**	**	**	**	**	31%	31%	31%	**	**	**
At least weekly	338	**	**	**	**	286	**	**	**	**	**	122	201	319	**	**	**
	51%	**	**	**	**	52%	**	**	**	**	**	47%	52%	52%	**	**	**
At least monthly	95	**	**	**	**	84	**	**	**	**	**	41	50	84	**	**	**
	14%	**	**	**	**	15%	**	**	**	**	**	16%	13%	14%	**	**	**
Less often	26	**	**	**	**	22	**	**	**	**	**	13	13	21	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	5%	3%	3%	**	**	**
Don't know/ can't remember	5	**	**	**	**	5	**	**	**	**	**	3	2	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	*%	*%	**	**	**
SUMMARY																	
DAILY	202	**	**	**	**	156	**	**	**	**	**	82	117	191	**	**	**
	30%	**	**	**	**	28%	**	**	**	**	**	31%	31%	31%	**	**	**
WEEKLY	540	**	**	**	**	443	**	**	**	**	**	204	318	510	**	**	**
	81%	**	**	**	**	80%	**	**	**	**	**	78%	83%	83%	**	**	**
MONTHLY	635	**	**	**	**	527	**	**	**	**	**	245	368	594	**	**	**
	95%	**	**	**	**	95%	**	**	**	**	**	94%	96%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7H. How often in the past 3 months have you watched programmes or films using UKTV Play?

Base : Those who have personally watched UKTV Play in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	253	47	49	62	13	101	97	139	13	22	42	64	43	37	9	11	5
Effective Weighted Sample	214	42	41	52	11	86	85	115	12	20	36	56	38	36	9	10	5
Total	252	54	45	58	14	97	104	130	15	23	44	69	45	46	6	5	1
At least daily	59	**	**	**	**	18	**	25	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	19%	**	19%	**	**	**	**	**	**	**	**	**
At least weekly	94	**	**	**	**	38	**	44	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	39%	**	34%	**	**	**	**	**	**	**	**	**
At least monthly	73	**	**	**	**	28	**	42	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	29%	**	33%	**	**	**	**	**	**	**	**	**
Less often	23	**	**	**	**	11	**	18	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	12%	**	14%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	*	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	1%	**	*%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	59	**	**	**	**	18	**	25	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	19%	**	19%	**	**	**	**	**	**	**	**	**
WEEKLY	153	**	**	**	**	56	**	70	**	**	**	**	**	**	**	**	**
	61%	**	**	**	**	58%	**	54%	**	**	**	**	**	**	**	**	**
MONTHLY	226	**	**	**	**	84	**	112	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	87%	**	86%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7H. How often in the past 3 months have you watched programmes or films using UKTV Play?

Base : Those who have personally watched UKTV Play in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	253	19	18	19	18	230	22	6	5	7	4	85	165	236	4	7	11
Effective Weighted Sample	214	18	18	19	17	193	20	4	5	7	4	71	140	199	4	6	10
Total	252	23	22	24	22	227	23	4	6	8	5	80	167	233	4	8	12
At least daily	59	**	**	**	**	52	**	**	**	**	**	**	46	56	**	**	**
	23%	**	**	**	**	23%	**	**	**	**	**	**	27%	24%	**	**	**
At least weekly	94	**	**	**	**	86	**	**	**	**	**	**	61	89	**	**	**
	37%	**	**	**	**	38%	**	**	**	**	**	**	37%	38%	**	**	**
At least monthly	73	**	**	**	**	69	**	**	**	**	**	**	45	66	**	**	**
	29%	**	**	**	**	30%	**	**	**	**	**	**	27%	28%	**	**	**
Less often	23	**	**	**	**	20	**	**	**	**	**	**	14	21	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	**	8%	9%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	1	1	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	59	**	**	**	**	52	**	**	**	**	**	**	46	56	**	**	**
	23%	**	**	**	**	23%	**	**	**	**	**	**	27%	24%	**	**	**
WEEKLY	153	**	**	**	**	137	**	**	**	**	**	**	107	145	**	**	**
	61%	**	**	**	**	60%	**	**	**	**	**	**	64%	62%	**	**	**
MONTHLY	226	**	**	**	**	206	**	**	**	**	**	**	152	211	**	**	**
	90%	**	**	**	**	91%	**	**	**	**	**	**	91%	91%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 40

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7I. How often in the past 3 months have you watched programmes or films using Discovery+?

Base : Those who have personally watched Discovery+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	353	44	30	41	11	97	122	213	15	23	45	74	64	23	3	6	9
Effective Weighted Sample	292	33	21	30	9	78	97	180	13	20	34	60	52	22	3	6	9
Total	351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	2
At least daily	94	**	**	**	**	**	41	50	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	36%	23%	**	**	**	**	**	**	**	**	**
At least weekly	151	**	**	**	**	**	48	99	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	42%	45%	**	**	**	**	**	**	**	**	**
At least monthly	77	**	**	**	**	**	20	54	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	18%	24%	**	**	**	**	**	**	**	**	**
Less often	24	**	**	**	**	**	4	16	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	3%	7%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	5	**	**	**	**	**	1	2	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	1%	1%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	94	**	**	**	**	**	41	50	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	36%	23%	**	**	**	**	**	**	**	**	**
WEEKLY	245	**	**	**	**	**	89	149	**	**	**	**	**	**	**	**	**
	70%	**	**	**	**	**	78%	68%	**	**	**	**	**	**	**	**	**
MONTHLY	322	**	**	**	**	**	109	203	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	96%	92%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 40

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7I. How often in the past 3 months have you watched programmes or films using Discovery+?

Base : Those who have personally watched Discovery+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	353	14	9	13	10	282	64	12	16	30	6	123	222	326	12	9	21
Effective Weighted Sample	292	13	9	12	10	228	58	11	15	27	5	101	184	268	11	8	19
Total	351	18	12	18	12	275	69	13	18	32	6	118	224	321	13	10	23
At least daily	94	**	**	**	**	71	**	**	**	**	**	26	65	91	**	**	**
	27%	**	**	**	**	26%	**	**	**	**	**	22%	29%	28%	**	**	**
At least weekly	151	**	**	**	**	114	**	**	**	**	**	43	105	139	**	**	**
	43%	**	**	**	**	42%	**	**	**	**	**	37%	47%	43%	**	**	**
At least monthly	77	**	**	**	**	67	**	**	**	**	**	33	44	67	**	**	**
	22%	**	**	**	**	24%	**	**	**	**	**	28%	20%	21%	**	**	**
Less often	24	**	**	**	**	19	**	**	**	**	**	13	8	19	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	11%	3%	6%	**	**	**
Don't know/ can't remember	5	**	**	**	**	4	**	**	**	**	**	3	2	5	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	2%	1%	2%	**	**	**
SUMMARY																	
DAILY	94	**	**	**	**	71	**	**	**	**	**	26	65	91	**	**	**
	27%	**	**	**	**	26%	**	**	**	**	**	22%	29%	28%	**	**	**
WEEKLY	245	**	**	**	**	185	**	**	**	**	**	69	170	230	**	**	**
	70%	**	**	**	**	67%	**	**	**	**	**	59%	76%	72%	**	**	**
													a				
MONTHLY	322	**	**	**	**	252	**	**	**	**	**	102	214	297	**	**	**
	92%	**	**	**	**	92%	**	**	**	**	**	87%	95%	93%	**	**	**
													a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7J. How often in the past 3 months have you watched programmes or films using Virgin TV On Demand or Virgin Media Anywhere?

Base : Those who have personally watched Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	217	35	27	33	6	60	75	126	12	13	25	44	38	21	5	4	3
Effective Weighted Sample	182	29	22	28	5	50	59	108	11	12	18	34	31	20	5	4	3
Total	224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	1
At least daily	81	**	**	**	**	**	**	47	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**	**	**
At least weekly	90	**	**	**	**	**	**	52	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	38%	**	**	**	**	**	**	**	**	**
At least monthly	35	**	**	**	**	**	**	25	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**	**	**
Less often	16	**	**	**	**	**	**	11	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	8%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	81	**	**	**	**	**	**	47	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	34%	**	**	**	**	**	**	**	**	**
WEEKLY	171	**	**	**	**	**	**	99	**	**	**	**	**	**	**	**	**
	76%	**	**	**	**	**	**	72%	**	**	**	**	**	**	**	**	**
MONTHLY	207	**	**	**	**	**	**	124	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	91%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7J. How often in the past 3 months have you watched programmes or films using Virgin TV On Demand or Virgin Media Anywhere?

Base : Those who have personally watched Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	217	12	9	8	13	185	27	5	13	7	2	60	147	203	4	6	10
Effective Weighted Sample	182	12	9	8	13	152	25	4	12	7	2	51	122	169	3	6	9
Total	224	16	11	12	16	187	31	5	15	8	3	65	146	207	4	8	12
At least daily	81	**	**	**	**	63	**	**	**	**	**	**	53	77	**	**	**
	36%	**	**	**	**	34%	**	**	**	**	**	**	36%	37%	**	**	**
At least weekly	90	**	**	**	**	77	**	**	**	**	**	**	63	82	**	**	**
	40%	**	**	**	**	41%	**	**	**	**	**	**	43%	40%	**	**	**
At least monthly	35	**	**	**	**	32	**	**	**	**	**	**	24	32	**	**	**
	16%	**	**	**	**	17%	**	**	**	**	**	**	16%	15%	**	**	**
Less often	16	**	**	**	**	14	**	**	**	**	**	**	6	14	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	**	4%	7%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	2	2	**	**	**
	1%	**	**	**	**	%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	81	**	**	**	**	63	**	**	**	**	**	**	53	77	**	**	**
	36%	**	**	**	**	34%	**	**	**	**	**	**	36%	37%	**	**	**
WEEKLY	171	**	**	**	**	141	**	**	**	**	**	**	115	159	**	**	**
	76%	**	**	**	**	75%	**	**	**	**	**	**	79%	77%	**	**	**
MONTHLY	207	**	**	**	**	173	**	**	**	**	**	**	139	191	**	**	**
	92%	**	**	**	**	92%	**	**	**	**	**	**	95%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7K. How often in the past 3 months have you watched programmes or films using BBC TV programmes and content on YouTube?

Base : Those who have personally watched BBC TV programmes and content on YouTube in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	351	48	43	60	17	109	122	210	20	22	38	75	61	37	4	11	8
Effective Weighted Sample	294	39	33	48	15	90	105	173	17	19	31	64	54	36	4	10	7
Total	360	53	38	56	18	102	123	217	21	21	39	78	64	46	3	5	2
At least daily	135	**	**	**	**	34	55	68	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	33%	45%	31%	**	**	**	**	**	**	**	**	**
At least weekly	131	**	**	**	**	36	43	84	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	35%	35%	39%	**	**	**	**	**	**	**	**	**
At least monthly	56	**	**	**	**	18	16	37	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	17%	13%	17%	**	**	**	**	**	**	**	**	**
Less often	36	**	**	**	**	12	8	28	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	12%	6%	13%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	2	1	1	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	2%	1%	1%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	135	**	**	**	**	34	55	68	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	33%	45%	31%	**	**	**	**	**	**	**	**	**
WEEKLY	266	**	**	**	**	70	99	151	**	**	**	**	**	**	**	**	**
	74%	**	**	**	**	69%	80%	70%	**	**	**	**	**	**	**	**	**
MONTHLY	322	**	**	**	**	88	115	188	**	**	**	**	**	**	**	**	**
	89%	**	**	**	**	86%	93%	87%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7K. How often in the past 3 months have you watched programmes or films using BBC TV programmes and content on YouTube?

Base : Those who have personally watched BBC TV programmes and content on YouTube in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	351	19	18	22	15	271	72	21	13	29	9	126	212	325	5	11	16
Effective Weighted Sample	294	18	17	21	15	223	64	17	13	26	8	104	178	271	4	10	14
Total	360	24	22	28	18	273	78	22	17	29	9	127	219	335	5	11	16
At least daily	135	**	**	**	**	102	**	**	**	**	**	42	86	125	**	**	**
	38%	**	**	**	**	37%	**	**	**	**	**	33%	39%	37%	**	**	**
At least weekly	131	**	**	**	**	95	**	**	**	**	**	43	85	125	**	**	**
	36%	**	**	**	**	35%	**	**	**	**	**	34%	39%	37%	**	**	**
At least monthly	56	**	**	**	**	49	**	**	**	**	**	22	31	50	**	**	**
	15%	**	**	**	**	18%	**	**	**	**	**	18%	14%	15%	**	**	**
Less often	36	**	**	**	**	27	**	**	**	**	**	20	15	34	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	16%	7%	10%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	*	2	1	**	**	**
	1%	**	**	**	**	%	**	**	**	**	**	%	1%	%	**	**	**
SUMMARY																	
DAILY	135	**	**	**	**	102	**	**	**	**	**	42	86	125	**	**	**
	38%	**	**	**	**	37%	**	**	**	**	**	33%	39%	37%	**	**	**
WEEKLY	266	**	**	**	**	197	**	**	**	**	**	84	171	250	**	**	**
	74%	**	**	**	**	72%	**	**	**	**	**	67%	78%	75%	**	**	**
MONTHLY	322	**	**	**	**	245	**	**	**	**	**	107	203	300	**	**	**
	89%	**	**	**	**	90%	**	**	**	**	**	84%	92%	90%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 43

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7L. How often in the past 3 months have you watched programmes or films using Netflix?

Base : Those who have personally watched Netflix in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			a	b	c	~d		a	b	c	d	e	f	g	a	~b	~c	~d
Unweighted total		2718	335	233	310	77	808	752	1723	109	110	196	434	410	214	26	40	30
Effective Weighted Sample		2220	277	191	258	69	674	627	1395	95	95	160	366	341	205	25	37	28
Total		2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	7
At least daily		1184	141	66	100	**	348	378	702	65	58	92	212	216	90	**	**	**
		44%	39%	31%	32%	**	45%	50%	41%	56%	51%	48%	48%	53%	34%	**	**	**
								b		b			b					
At least weekly		1203	178	107	153	**	319	288	821	40	47	72	172	147	130	**	**	**
		45%	49%	50%	50%	**	41%	38%	48%	35%	41%	37%	39%	36%	49%	**	**	**
								acefg										
At least monthly		227	34	33	44	**	88	65	138	11	9	20	42	34	39	**	**	**
		8%	9%	15%	14%	**	11%	9%	8%	9%	8%	10%	10%	8%	15%	**	**	**
Less often		56	7	8	11	**	18	17	32	-	-	7	12	10	8	**	**	**
		2%	2%	4%	4%	**	2%	2%	2%	-%	-%	3%	3%	3%	3%	**	**	**
Don't know/ can't remember		9	-	-	-	**	2	3	4	-	-	2	3	-	-	**	**	**
		*%	-%	-%	-%	**	*%	*%	*%	-%	-%	1%	1%	-%	-%	**	**	**
SUMMARY																		
DAILY		1184	141	66	100	**	348	378	702	65	58	92	212	216	90	**	**	**
		44%	39%	31%	32%	**	45%	50%	41%	56%	51%	48%	48%	53%	34%	**	**	**
								b		b			b					
WEEKLY		2387	320	174	253	**	667	667	1523	105	105	164	383	363	220	**	**	**
		89%	89%	81%	82%	**	86%	89%	90%	91%	92%	85%	87%	89%	82%	**	**	**
MONTHLY		2614	354	207	297	**	755	732	1662	116	114	184	425	397	258	**	**	**
		98%	98%	96%	96%	**	97%	97%	98%	100%	100%	96%	97%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 43

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7L. How often in the past 3 months have you watched programmes or films using Netflix?

Base : Those who have personally watched Netflix in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	2718	101	113	117	97	2267	371	83	120	125	43	1106	1477	2473	66	83	149
Effective Weighted Sample	2220	97	108	113	93	1815	336	74	112	113	37	896	1212	2016	54	70	124
Total	2679	126	141	154	112	2185	413	89	141	138	44	1065	1482	2429	69	85	154
At least daily	1184	44	46	48	**	944	202	**	75	61	**	465	662	1074	**	**	72
	44%	35%	32%	31%	**	43%	49%	**	53%	44%	**	44%	45%	44%	**	**	47%
At least weekly	1203	62	68	76	**	1000	174	**	55	64	**	479	669	1101	**	**	64
	45%	49%	48%	50%	**	46%	42%	**	39%	46%	**	45%	45%	45%	**	**	41%
At least monthly	227	17	22	23	**	192	26	**	7	11	**	95	118	201	**	**	14
	8%	13%	15%	15%	**	9%	6%	**	5%	8%	**	9%	8%	8%	**	**	9%
Less often	56	3	5	7	**	44	9	**	3	1	**	24	26	47	**	**	2
	2%	2%	4%	4%	**	2%	2%	**	2%	1%	**	2%	2%	2%	**	**	2%
Don't know/ can't remember	9	-	-	-	**	6	3	**	2	2	**	2	7	6	**	**	2
	*%	-%	-%	-%	**	*%	1%	**	1%	1%	**	*%	*%	*%	**	**	1%
SUMMARY																	
DAILY	1184	44	46	48	**	944	202	**	75	61	**	465	662	1074	**	**	72
	44%	35%	32%	31%	**	43%	49%	**	53%	44%	**	44%	45%	44%	**	**	47%
WEEKLY	2387	106	114	125	**	1944	376	**	130	125	**	943	1331	2175	**	**	136
	89%	84%	81%	81%	**	89%	91%	**	92%	90%	**	89%	90%	90%	**	**	88%
MONTHLY	2614	123	135	147	**	2135	401	**	137	136	**	1039	1449	2376	**	**	150
	98%	98%	96%	96%	**	98%	97%	**	97%	98%	**	98%	98%	98%	**	**	97%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 44

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7M. How often in the past 3 months have you watched programmes or films using Amazon Prime Video?

Base : Those who have personally watched Amazon Prime Video in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d
Unweighted total	1843	237	192	253	61	543	552	1132	91	76	160	324	291	164	24	42	23
Effective Weighted Sample	1488	195	155	208	55	450	459	898	79	66	127	269	244	158	23	40	22
Total	1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	6
At least daily	487	73	36	55	**	154	202	240	**	**	61	116	106	46	**	**	**
	27%	28%	21%	22%	**	29%	36%	22%	**	**	40%	36%	36%	22%	**	**	**
							b				b	b	b				
At least weekly	926	128	86	119	**	240	255	594	**	**	61	151	133	99	**	**	**
	51%	49%	50%	48%	**	46%	46%	53%	**	**	39%	46%	46%	47%	**	**	**
							ae										
At least monthly	330	48	38	58	**	102	76	227	**	**	24	42	40	51	**	**	**
	18%	18%	22%	23%	**	19%	14%	20%	**	**	16%	13%	14%	24%	**	**	**
							af										
Less often	71	12	13	15	**	24	20	48	**	**	7	14	13	12	**	**	**
	4%	4%	7%	6%	**	5%	4%	4%	**	**	5%	4%	5%	6%	**	**	**
Don't know/ can't remember	8	1	-	2	**	4	2	3	**	**	1	2	1	2	**	**	**
	*%	*%	-%	1%	**	1%	*%	*%	**	**	1%	1%	*%	1%	**	**	**
SUMMARY																	
DAILY	487	73	36	55	**	154	202	240	**	**	61	116	106	46	**	**	**
	27%	28%	21%	22%	**	29%	36%	22%	**	**	40%	36%	36%	22%	**	**	**
							b				b	b	b				
WEEKLY	1413	200	122	174	**	394	457	835	**	**	121	268	239	145	**	**	**
	78%	77%	71%	70%	**	75%	82%	75%	**	**	79%	82%	82%	69%	**	**	**
							b										
MONTHLY	1743	248	160	232	**	496	532	1062	**	**	145	309	279	196	**	**	**
	96%	95%	93%	93%	**	95%	96%	95%	**	**	95%	95%	95%	93%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 44

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7M. How often in the past 3 months have you watched programmes or films using Amazon Prime Video?

Base : Those who have personally watched Amazon Prime Video in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1843	95	69	108	56	1607	193	48	57	59	29	806	957	1676	47	58	105
Effective Weighted Sample	1488	91	67	104	54	1279	173	42	53	52	26	644	776	1350	37	50	86
Total	1823	120	90	144	66	1562	215	51	67	65	32	787	953	1647	50	62	112
At least daily	487	**	**	27	**	405	69	**	**	**	**	182	283	437	**	**	36
	27%	**	**	19%	**	26%	32%	**	**	**	**	23%	30%	27%	**	**	32%
													a				
At least weekly	926	**	**	70	**	796	109	**	**	**	**	431	462	848	**	**	56
	51%	**	**	49%	**	51%	51%	**	**	**	**	55%	48%	51%	**	**	50%
At least monthly	330	**	**	36	**	290	31	**	**	**	**	135	171	298	**	**	15
	18%	**	**	25%	**	19%	15%	**	**	**	**	17%	18%	18%	**	**	14%
Less often	71	**	**	9	**	63	6	**	**	**	**	35	32	60	**	**	4
	4%	**	**	6%	**	4%	3%	**	**	**	**	5%	3%	4%	**	**	3%
Don't know/ can't remember	8	**	**	2	**	8	-	**	**	**	**	4	4	4	**	**	2
	*%	**	**	1%	**	1%	-%	**	**	**	**	1%	*%	*%	**	**	1%
SUMMARY																	
DAILY	487	**	**	27	**	405	69	**	**	**	**	182	283	437	**	**	36
	27%	**	**	19%	**	26%	32%	**	**	**	**	23%	30%	27%	**	**	32%
													a				
WEEKLY	1413	**	**	97	**	1201	178	**	**	**	**	612	745	1285	**	**	92
	78%	**	**	68%	**	77%	83%	**	**	**	**	78%	78%	78%	**	**	82%
MONTHLY	1743	**	**	134	**	1491	209	**	**	**	**	747	917	1583	**	**	107
	96%	**	**	93%	**	95%	97%	**	**	**	**	95%	96%	96%	**	**	96%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7N. How often in the past 3 months have you watched programmes or films using NOW?

Base : Those who have personally watched NOW in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	403	41	23	30	7	103	146	204	24	24	35	87	84	23	2	4	1
Effective Weighted Sample	336	35	21	26	6	88	125	167	22	21	29	75	70	22	2	4	1
Total	403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	*
At least daily	127	**	**	**	**	40	56	56	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	38%	37%	28%	**	**	**	**	**	**	**	**	**
At least weekly	174	**	**	**	**	46	67	86	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	44%	45%	43%	**	**	**	**	**	**	**	**	**
At least monthly	68	**	**	**	**	8	24	32	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	8%	16%	16%	**	**	**	**	**	**	**	**	**
Less often	27	**	**	**	**	10	4	20	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	9%	3%	10%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	7	**	**	**	**	1	-	4	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	1%	-%	2%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	127	**	**	**	**	40	56	56	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	38%	37%	28%	**	**	**	**	**	**	**	**	**
WEEKLY	301	**	**	**	**	85	123	142	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	82%	81%	72%	**	**	**	**	**	**	**	**	**
MONTHLY	369	**	**	**	**	94	147	174	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	90%	97%	88%	**	**	**	**	**	**	**	**	**

b

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7N. How often in the past 3 months have you watched programmes or films using NOW?

Base : Those who have personally watched NOW in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	403	13	10	9	14	333	53	10	14	21	8	173	209	355	14	16	30
Effective Weighted Sample	336	13	10	9	14	275	47	9	13	18	8	144	174	294	12	15	27
Total	403	17	13	13	17	329	54	9	16	21	8	170	207	353	15	16	31
At least daily	127	**	**	**	**	107	**	**	**	**	**	47	70	114	**	**	**
	32%	**	**	**	**	33%	**	**	**	**	**	28%	34%	32%	**	**	**
At least weekly	174	**	**	**	**	142	**	**	**	**	**	78	87	152	**	**	**
	43%	**	**	**	**	43%	**	**	**	**	**	46%	42%	43%	**	**	**
At least monthly	68	**	**	**	**	52	**	**	**	**	**	32	30	56	**	**	**
	17%	**	**	**	**	16%	**	**	**	**	**	19%	15%	16%	**	**	**
Less often	27	**	**	**	**	24	**	**	**	**	**	12	13	26	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	7%	6%	7%	**	**	**
Don't know/ can't remember	7	**	**	**	**	5	**	**	**	**	**	1	6	6	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**	1%	3%	2%	**	**	**
SUMMARY																	
DAILY	127	**	**	**	**	107	**	**	**	**	**	47	70	114	**	**	**
	32%	**	**	**	**	33%	**	**	**	**	**	28%	34%	32%	**	**	**
WEEKLY	301	**	**	**	**	249	**	**	**	**	**	125	157	266	**	**	**
	75%	**	**	**	**	76%	**	**	**	**	**	73%	76%	75%	**	**	**
MONTHLY	369	**	**	**	**	301	**	**	**	**	**	157	188	321	**	**	**
	92%	**	**	**	**	91%	**	**	**	**	**	92%	91%	91%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 46

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A70. How often in the past 3 months have you watched programmes or films using Disney+?

Base : Those who have personally watched Disney+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	
Significance Level: 99%			a	~b	~c	~d		a	b	~c	~d	e	f	g	~a	~b	~c	~d
Unweighted total		1233	105	67	81	14	309	405	706	73	49	103	225	245	49	7	18	7
Effective Weighted Sample		998	85	53	65	11	255	332	570	62	39	81	184	202	47	7	16	6
Total		1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	2
At least daily		356	19	**	**	**	86	135	187	**	**	33	74	90	**	**	**	**
		30%	17%	**	**	**	31%	35%	27%	**	**	36%	35%	37%	**	**	**	**
								b						b				
At least weekly		571	52	**	**	**	133	168	354	**	**	38	87	108	**	**	**	**
		48%	47%	**	**	**	47%	43%	50%	**	**	41%	41%	45%	**	**	**	**
At least monthly		213	36	**	**	**	49	68	125	**	**	17	41	35	**	**	**	**
		18%	32%	**	**	**	17%	18%	18%	**	**	19%	20%	15%	**	**	**	**
Less often		52	4	**	**	**	13	15	33	**	**	3	8	7	**	**	**	**
		4%	4%	**	**	**	5%	4%	5%	**	**	3%	4%	3%	**	**	**	**
Don't know/ can't remember		7	-	**	**	**	2	1	4	**	**	1	1	-	**	**	**	**
		1%	-%	**	**	**	1%	%	1%	**	**	1%	%	-%	**	**	**	**
SUMMARY																		
DAILY		356	19	**	**	**	86	135	187	**	**	33	74	90	**	**	**	**
		30%	17%	**	**	**	31%	35%	27%	**	**	36%	35%	37%	**	**	**	**
								b						b				
WEEKLY		927	71	**	**	**	219	304	540	**	**	71	162	199	**	**	**	**
		77%	64%	**	**	**	77%	78%	77%	**	**	77%	76%	82%	**	**	**	**
MONTHLY		1140	107	**	**	**	268	372	666	**	**	88	203	234	**	**	**	**
		95%	96%	**	**	**	95%	96%	95%	**	**	96%	96%	97%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A70. How often in the past 3 months have you watched programmes or films using Disney+?

Base : Those who have personally watched Disney+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1233	24	25	29	20	1061	141	36	30	51	24	580	601	1103	35	49	84
Effective Weighted Sample	998	23	24	28	19	844	127	33	28	44	21	472	482	890	27	41	68
Total	1199	30	32	38	24	1018	153	38	34	54	26	566	582	1071	32	49	81
At least daily	356	**	**	**	**	295	51	**	**	**	**	173	172	330	**	**	**
	30%	**	**	**	**	29%	34%	**	**	**	**	31%	30%	31%	**	**	**
At least weekly	571	**	**	**	**	492	70	**	**	**	**	271	272	495	**	**	**
	48%	**	**	**	**	48%	46%	**	**	**	**	48%	47%	46%	**	**	**
At least monthly	213	**	**	**	**	184	21	**	**	**	**	89	114	190	**	**	**
	18%	**	**	**	**	18%	14%	**	**	**	**	16%	20%	18%	**	**	**
Less often	52	**	**	**	**	44	7	**	**	**	**	33	17	49	**	**	**
	4%	**	**	**	**	4%	4%	**	**	**	**	6%	3%	5%	**	**	**
Don't know/ can't remember	7	**	**	**	**	4	4	**	**	**	**	-	6	7	**	**	**
	1%	**	**	**	**	%	2%	**	**	**	**	-%	1%	1%	**	**	**
							a										
SUMMARY																	
DAILY	356	**	**	**	**	295	51	**	**	**	**	173	172	330	**	**	**
	30%	**	**	**	**	29%	34%	**	**	**	**	31%	30%	31%	**	**	**
WEEKLY	927	**	**	**	**	787	121	**	**	**	**	444	444	825	**	**	**
	77%	**	**	**	**	77%	80%	**	**	**	**	78%	76%	77%	**	**	**
MONTHLY	1140	**	**	**	**	971	142	**	**	**	**	533	558	1015	**	**	**
	95%	**	**	**	**	95%	93%	**	**	**	**	94%	96%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 47

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7P. How often in the past 3 months have you watched programmes or films using Apple TV+?

Base : Those who have personally watched Apple TV+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	334	26	17	23	6	58	105	185	21	17	29	67	60	19	1	1	2
Effective Weighted Sample	282	21	16	20	5	51	90	155	19	15	26	59	51	18	1	1	2
Total	340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	1
At least daily	82	**	**	**	**	**	39	31	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	38%	16%	**	**	**	**	**	**	**	**	**
							b										
At least weekly	146	**	**	**	**	**	35	96	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	34%	49%	**	**	**	**	**	**	**	**	**
At least monthly	80	**	**	**	**	**	20	47	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	20%	24%	**	**	**	**	**	**	**	**	**
Less often	27	**	**	**	**	**	9	17	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	9%	9%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	4	**	**	**	**	**	-	3	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	-%	2%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	82	**	**	**	**	**	39	31	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	38%	16%	**	**	**	**	**	**	**	**	**
							b										
WEEKLY	228	**	**	**	**	**	74	127	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	72%	65%	**	**	**	**	**	**	**	**	**
MONTHLY	309	**	**	**	**	**	94	174	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	91%	90%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 47

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7P. How often in the past 3 months have you watched programmes or films using Apple TV+?

Base : Those who have personally watched Apple TV+ in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	334	8	11	14	5	245	73	17	20	25	11	119	198	293	9	15	24
Effective Weighted Sample	282	8	10	14	5	204	64	15	18	21	10	99	168	246	8	13	21
Total	340	10	13	18	6	247	76	16	24	23	12	120	200	299	9	15	23
At least daily	82	**	**	**	**	54	**	**	**	**	**	19	56	73	**	**	**
	24%	**	**	**	**	22%	**	**	**	**	**	15%	28%	25%	**	**	**
At least weekly	146	**	**	**	**	111	**	**	**	**	**	53	86	127	**	**	**
	43%	**	**	**	**	45%	**	**	**	**	**	44%	43%	43%	**	**	**
At least monthly	80	**	**	**	**	65	**	**	**	**	**	36	40	71	**	**	**
	24%	**	**	**	**	26%	**	**	**	**	**	30%	20%	24%	**	**	**
Less often	27	**	**	**	**	16	**	**	**	**	**	13	15	23	**	**	**
	8%	**	**	**	**	6%	**	**	**	**	**	11%	7%	8%	**	**	**
Don't know/ can't remember	4	**	**	**	**	1	**	**	**	**	**	*	4	4	**	**	**
	1%	**	**	**	**	%	**	**	**	**	**	%	2%	1%	**	**	**
SUMMARY																	
DAILY	82	**	**	**	**	54	**	**	**	**	**	19	56	73	**	**	**
	24%	**	**	**	**	22%	**	**	**	**	**	15%	28%	25%	**	**	**
WEEKLY	228	**	**	**	**	165	**	**	**	**	**	71	142	201	**	**	**
	67%	**	**	**	**	67%	**	**	**	**	**	59%	71%	67%	**	**	**
MONTHLY	309	**	**	**	**	230	**	**	**	**	**	107	182	271	**	**	**
	91%	**	**	**	**	93%	**	**	**	**	**	89%	91%	91%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7Q. How often in the past 3 months have you watched programmes or films using BritBox?

Base : Those who have personally watched BritBox in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	109	12	5	7	2	22	42	50	10	11	17	29	23	5	1	1	-
Effective Weighted Sample	94	10	5	6	2	19	37	43	10	10	15	26	21	5	1	1	-
Total	113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	-
At least daily	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	77	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	107	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7Q. How often in the past 3 months have you watched programmes or films using BritBox?

Base : Those who have personally watched BritBox in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	109	3	2	4	1	89	16	4	4	5	3	33	71	89	5	10	15
Effective Weighted Sample	94	3	2	4	1	76	15	4	4	5	3	27	63	78	4	8	12
Total	113	5	3	6	1	92	17	5	4	6	3	30	77	94	6	9	14
At least daily	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	77	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	107	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7R. How often in the past 3 months have you watched programmes or films using Hayu?

Base : Those who have personally watched Hayu in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	85	5	-	-	-	12	33	38	7	7	10	22	17	-	-	-	-	
Effective Weighted Sample	72	4	-	-	-	11	28	32	6	6	9	19	14	-	-	-	-	
Total	85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	-	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7R. How often in the past 3 months have you watched programmes or films using Hayu?

Base : Those who have personally watched Hayu in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	85	-	-	-	-	66	15	5	4	5	1	31	48	76	2	4	6
Effective Weighted Sample	72	-	-	-	-	55	14	4	4	5	1	26	41	64	2	4	6
Total	85	-	-	-	-	65	17	5	5	6	1	32	47	76	2	5	7
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 50

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7S. How often in the past 3 months have you watched programmes or films using YouTube channels?

Base : Those who have personally watched YouTube channels in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	1188	134	83	111	28	346	352	718	57	40	85	190	209	79	11	12	9	
Effective Weighted Sample	974	113	70	95	25	294	301	579	50	35	72	163	179	76	11	11	8	
Total	1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	2	
At least daily	680	70	**	41	**	181	223	393	**	**	**	109	146	**	**	**	**	
	58%	47%	**	36%	**	55%	62%	57%	**	**	**	57%	68% b	**	**	**	**	
At least weekly	335	56	**	46	**	99	95	212	**	**	**	52	53	**	**	**	**	
	29%	37%	**	41%	**	30%	27%	31%	**	**	**	27%	25%	**	**	**	**	
At least monthly	103	19	**	16	**	32	27	62	**	**	**	21	7	**	**	**	**	
	9%	12%	**	14%	**	10%	7%	9%	**	**	**	11% g	3%	**	**	**	**	
Less often	39	4	**	9	**	15	10	24	**	**	**	6	4	**	**	**	**	
	3%	2%	**	8%	**	4%	3%	4%	**	**	**	3%	2%	**	**	**	**	
Don't know/ can't remember	8	1	**	2	**	6	3	3	**	**	**	2	3	**	**	**	**	
	1%	1%	**	1%	**	2%	1%	*%	**	**	**	1%	2%	**	**	**	**	
SUMMARY																		
DAILY	680	70	**	41	**	181	223	393	**	**	**	109	146	**	**	**	**	
	58%	47%	**	36%	**	55%	62%	57%	**	**	**	57%	68% b	**	**	**	**	
WEEKLY	1015	126	**	87	**	280	319	605	**	**	**	161	199	**	**	**	**	
	87%	84%	**	77%	**	84%	89%	87%	**	**	**	85%	93%	**	**	**	**	
MONTHLY	1118	145	**	102	**	312	345	667	**	**	**	182	207	**	**	**	**	
	96%	97%	**	91%	**	94%	96%	96%	**	**	**	96%	96%	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7S. How often in the past 3 months have you watched programmes or films using YouTube channels?

Base : Those who have personally watched YouTube channels in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1188	43	36	42	37	932	225	56	63	78	28	471	662	1062	27	49	76
Effective Weighted Sample	974	41	35	40	36	741	205	51	59	71	25	378	548	869	22	42	64
Total	1165	53	44	55	42	883	247	58	70	88	31	440	666	1037	26	48	75
At least daily	680	**	**	**	**	484	176	**	**	**	**	257	387	602	**	**	**
	58%	**	**	**	**	55%	71% a	**	**	**	**	58%	58%	58%	**	**	**
At least weekly	335	**	**	**	**	275	50	**	**	**	**	127	195	293	**	**	**
	29%	**	**	**	**	31%	20% b	**	**	**	**	29%	29%	28%	**	**	**
At least monthly	103	**	**	**	**	85	14	**	**	**	**	41	57	98	**	**	**
	9%	**	**	**	**	10%	6%	**	**	**	**	9%	9%	9%	**	**	**
Less often	39	**	**	**	**	31	5	**	**	**	**	14	21	38	**	**	**
	3%	**	**	**	**	4%	2%	**	**	**	**	3%	3%	4%	**	**	**
Don't know/ can't remember	8	**	**	**	**	7	1	**	**	**	**	2	6	5	**	**	**
	1%	**	**	**	**	1%	*%	**	**	**	**	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	680	**	**	**	**	484	176	**	**	**	**	257	387	602	**	**	**
	58%	**	**	**	**	55%	71% a	**	**	**	**	58%	58%	58%	**	**	**
WEEKLY	1015	**	**	**	**	759	227	**	**	**	**	383	582	895	**	**	**
	87%	**	**	**	**	86%	92%	**	**	**	**	87%	87%	86%	**	**	**
MONTHLY	1118	**	**	**	**	845	241	**	**	**	**	424	638	993	**	**	**
	96%	**	**	**	**	96%	97%	**	**	**	**	96%	96%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7T. How often in the past 3 months have you watched programmes or films using Paramount+?

Base : Those who have personally watched Paramount+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	356	51	29	38	9	100	120	210	14	17	36	77	62	27	1	4	6
Effective Weighted Sample	279	40	24	31	7	80	97	163	12	15	28	64	50	26	1	4	6
Total	335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	2
At least daily	76	**	**	**	**	16	28	39	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	18%	26%	19%	**	**	**	**	**	**	**	**	**
At least weekly	138	**	**	**	**	48	51	80	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	52%	47%	39%	**	**	**	**	**	**	**	**	**
At least monthly	84	**	**	**	**	20	24	57	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	22%	22%	28%	**	**	**	**	**	**	**	**	**
Less often	35	**	**	**	**	6	5	28	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	7%	4%	14%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	1	*	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	1%	*%	*%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	76	**	**	**	**	16	28	39	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	18%	26%	19%	**	**	**	**	**	**	**	**	**
WEEKLY	214	**	**	**	**	64	80	119	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	70%	73%	58%	**	**	**	**	**	**	**	**	**
MONTHLY	298	**	**	**	**	85	104	176	**	**	**	**	**	**	**	**	**
	89%	**	**	**	**	93%	95%	86%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7T. How often in the past 3 months have you watched programmes or films using Paramount+?

Base : Those who have personally watched Paramount+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	356	15	12	16	11	316	33	7	6	15	5	147	196	317	15	10	25
Effective Weighted Sample	279	14	11	15	11	246	27	6	4	13	4	118	151	248	11	9	21
Total	335	18	15	21	12	294	33	5	5	17	5	142	181	300	12	9	21
At least daily	76	**	**	**	**	64	**	**	**	**	**	27	44	71	**	**	**
	23%	**	**	**	**	22%	**	**	**	**	**	19%	24%	24%	**	**	**
At least weekly	138	**	**	**	**	122	**	**	**	**	**	66	68	125	**	**	**
	41%	**	**	**	**	41%	**	**	**	**	**	46%	37%	42%	**	**	**
At least monthly	84	**	**	**	**	76	**	**	**	**	**	34	50	74	**	**	**
	25%	**	**	**	**	26%	**	**	**	**	**	24%	27%	25%	**	**	**
Less often	35	**	**	**	**	31	**	**	**	**	**	16	19	28	**	**	**
	10%	**	**	**	**	11%	**	**	**	**	**	11%	10%	9%	**	**	**
Don't know/ can't remember	2	**	**	**	**	2	**	**	**	**	**	1	1	2	**	**	**
	*%	**	**	**	**	1%	**	**	**	**	**	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	76	**	**	**	**	64	**	**	**	**	**	27	44	71	**	**	**
	23%	**	**	**	**	22%	**	**	**	**	**	19%	24%	24%	**	**	**
WEEKLY	214	**	**	**	**	186	**	**	**	**	**	93	112	197	**	**	**
	64%	**	**	**	**	63%	**	**	**	**	**	65%	62%	65%	**	**	**
MONTHLY	298	**	**	**	**	261	**	**	**	**	**	126	162	270	**	**	**
	89%	**	**	**	**	89%	**	**	**	**	**	89%	89%	90%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Netflix	2387	320	174	253	79	667	667	1523	105	105	164	383	363	220	14	14	**	
	54%	45%	31%	24%	16%	37%	49%	58%	56%	43%	36%	43%	61%	25%	17%	25%	**	
BBC iPlayer		bcd	cd	d			e	ade	ef				ade					
	1561	325	191	310	118	537	466	970	72	88	135	292	215	261	24	19	**	
	35%	46%	35%	30%	25%	30%	34%	37%	38%	36%	30%	33%	36%	30%	30%	35%	**	
		bcd	d				e											
Amazon Prime Video	1413	200	122	174	52	394	457	835	80	71	121	268	239	145	12	13	**	
	32%	28%	22%	17%	11%	22%	34%	32%	43%	29%	27%	30%	40%	17%	15%	23%	**	
		cd	d	d			e		bde				bde					
YouTube channels	1015	126	62	87	24	280	319	605	50	34	69	161	199	73	7	5	**	
	23%	18%	11%	8%	5%	15%	24%	23%	27%	14%	15%	18%	33%	8%	8%	9%	**	
		bcd	d				de	de	de				abde					
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1011	204	125	204	79	361	315	629	57	60	96	202	148	177	11	12	**	
	23%	29%	22%	20%	16%	20%	23%	24%	30%	24%	21%	23%	25%	20%	14%	22%	**	
		cd																
Disney+	927	71	51	59	8	219	304	540	56	33	71	162	199	51	4	4	**	
	21%	10%	9%	6%	2%	12%	22%	21%	30%	13%	15%	18%	33%	6%	5%	7%	**	
		cd	d	d			de		bde				abde					
Channel 4/ Channel 4+ (previously All4/ All4+)	672	133	76	117	40	227	240	386	36	30	69	138	132	93	13	8	**	
	15%	19%	14%	11%	8%	12%	18%	15%	19%	12%	15%	16%	22%	11%	16%	14%	**	
		cd											bde					
Sky On Demand or Sky Go	540	76	33	63	30	131	143	348	20	24	58	92	70	48	5	8	**	
	12%	11%	6%	6%	6%	7%	11%	13%	11%	10%	13%	10%	12%	6%	6%	14%	**	
		bc														a		
My5 (previously Demand 5)	377	84	60	91	32	155	146	207	24	28	52	104	73	75	8	6	**	
	9%	12%	11%	9%	7%	9%	11%	8%	13%	11%	11%	12%	12%	9%	11%	11%	**	
		d					b					b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NOW	301	42	17	24	7	85	123	142	22	23	30	77	65	21	2	1	**	
	7%	6%	3%	2%	1%	5%	9%	5%	12%	9%	7%	9%	11%	2%	2%	2%	**	
		cd					b		b			b	b					
BBC TV programmes and content on YouTube	266	43	21	31	11	70	99	151	17	17	30	62	54	27	1	2	**	
	6%	6%	4%	3%	2%	4%	7%	6%	9%	7%	7%	7%	9%	3%	1%	4%	**	
		cd											b					
Discovery+	245	29	12	19	7	60	89	149	11	17	33	53	50	15	1	2	**	
	6%	4%	2%	2%	1%	3%	7%	6%	6%	7%	7%	6%	8%	2%	1%	3%	**	
Apple TV+	228	14	17	22	5	42	74	127	11	12	23	46	43	21	-	1	**	
	5%	2%	3%	2%	1%	2%	5%	5%	6%	5%	5%	5%	7%	2%	-%	1%	**	
Paramount+	214	34	17	23	6	64	80	119	9	10	27	55	42	22	-	1	**	
	5%	5%	3%	2%	1%	4%	6%	5%	5%	4%	6%	6%	7%	2%	-%	1%	**	
		cd																
Virgin TV On Demand or Virgin Media Anywhere	171	30	19	25	6	45	59	99	12	12	17	33	34	20	4	1	**	
	4%	4%	3%	2%	1%	2%	4%	4%	6%	5%	4%	4%	6%	2%	5%	2%	**	
UKTV Play	153	30	27	35	8	56	69	70	7	19	29	43	30	27	4	4	**	
	3%	4%	5%	3%	2%	3%	5%	3%	4%	8%	6%	5%	5%	3%	5%	7%	**	
							b			b	b	b	b					
STV Player/ STV Player VIP (Scotland)	149	27	15	16	1	37	54	82	13	7	21	42	26	6	10	-	**	
	3%	4%	3%	2%	1%	2%	4%	3%	7%	3%	5%	5%	4%	1%	12%	-%	**	
		cd	d												ac			
BritBox	77	8	5	7	2	12	31	35	11	9	13	24	18	6	1	1	**	
	2%	1%	1%	1%	1%	1%	2%	1%	6%	4%	3%	3%	3%	1%	1%	1%	**	
									b	b		b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
S4C Clic (Welsh language)	62	3	2	3	1	7	23	26	3	5	8	12	17	2	-	1	**
	1%	*%	*%	*%	*%	*%	2%	1%	2%	2%	2%	1%	3% b	*%	-%	2% a	**
Hayu	56	2	-	-	-	6	23	24	5	7	7	16	12	-	-	-	**
	1%	*%	-%	-%	-%	*%	2%	1%	2%	3%	2%	2%	2%	-%	-%	-%	**
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**
Mean number of VoD services at least weekly in the past 3 months (out of 19)	2.5	2.4	1.8	1.4	1.0	1.7	2.6	2.5	3.0	2.3	2.2	2.4	3.1	1.4	1.4	1.8	**
		bcd	cd	d					bef				abdef				
Standard deviation	2.40	2.35	2.17	1.99	1.68	2.07	2.59	2.29	3.10	2.89	2.75	2.61	2.69	1.97	1.96	2.32	**
Standard error	.04	.09	.09	.06	.08	.05	.07	.04	.23	.18	.13	.09	.11	.07	.18	.21	**
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																	

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Netflix	2387	106	114	125	95	1944	376	79	130	125	**	943	1331	2175	59	77	136
	54%	25%	26%	27%	23%	53%	59%	57%	57%	65%	**	60%	51%	55%	49%	68%	58%
										a		b				b	
BBC iPlayer	1561	128	133	159	101	1367	166	35	52	56	**	635	867	1423	34	48	82
	35%	30%	30%	35%	24%	38%	26%	25%	23%	30%	**	40%	33%	36%	28%	43%	35%
				d		bcd						b					
Amazon Prime Video	1413	87	58	97	48	1201	178	39	57	52	**	612	745	1285	40	52	92
	32%	20%	13%	21%	12%	33%	28%	28%	25%	27%	**	39%	29%	32%	34%	45%	39%
		d		bd								b				a	
YouTube channels	1015	41	31	38	35	759	227	55	60	80	**	383	582	895	25	44	69
	23%	10%	7%	8%	8%	21%	36%	40%	27%	42%	**	24%	22%	22%	21%	39%	30%
							a	a		ad						ab	
ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)	1011	75	102	108	69	920	78	22	26	24	**	413	570	938	26	20	46
	23%	18%	23%	24%	17%	25%	12%	16%	12%	12%	**	26%	22%	24%	21%	18%	20%
						bde						b					
Disney+	927	27	24	33	18	787	121	32	29	41	**	444	444	825	28	36	64
	21%	6%	5%	7%	4%	22%	19%	23%	13%	21%	**	28%	17%	21%	23%	32%	27%
						d						b				a	
Channel 4/ Channel 4+ (previously All4/ All4+)	672	46	47	56	37	611	48	10	12	19	**	283	368	607	22	23	45
	15%	11%	11%	12%	9%	17%	8%	7%	5%	10%	**	18%	14%	15%	18%	20%	19%
						bcd						b					
Sky On Demand or Sky Go	540	26	22	33	15	443	88	16	28	39	**	204	318	510	8	12	20
	12%	6%	5%	7%	4%	12%	14%	11%	12%	21%	**	13%	12%	13%	7%	10%	9%
										a							

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
My5 (previously Demand 5)	377	33	43	47	28	341	29	4	14	8	**	132	231	350	8	9	18
	9%	8%	10%	10%	7%	9%	5%	3%	6%	4%	**	8%	9%	9%	7%	8%	8%
NOW	301	12	9	10	11	249	37	7	11	14	**	125	157	266	10	12	23
	7%	3%	2%	2%	3%	7%	6%	5%	5%	7%	**	8%	6%	7%	9%	11%	10%
BBC TV programmes and content on YouTube	266	13	14	13	14	197	61	13	14	28	**	84	171	250	3	7	10
	6%	3%	3%	3%	3%	5%	10%	9%	6%	15%	**	5%	7%	6%	3%	6%	4%
Discovery+	245	11	4	6	9	185	56	13	13	24	**	69	170	230	5	8	13
	6%	3%	1%	1%	2%	5%	9%	9%	6%	13%	**	4%	7%	6%	4%	7%	5%
Apple TV+	228	9	12	15	6	165	50	10	14	19	**	71	142	201	4	13	17
	5%	2%	3%	3%	1%	5%	8%	7%	6%	10%	**	5%	5%	5%	3%	11%	7%
Paramount+	214	12	10	14	8	186	22	3	5	12	**	93	112	197	5	5	9
	5%	3%	2%	3%	2%	5%	4%	2%	2%	6%	**	6%	4%	5%	4%	4%	4%
Virgin TV On Demand or Virgin Media Anywhere	171	13	6	9	11	141	24	4	13	5	**	47	115	159	4	4	9
	4%	3%	1%	2%	3%	4%	4%	3%	6%	3%	**	3%	4%	4%	4%	4%	4%
UKTV Play	153	16	11	14	12	137	14	2	2	8	**	41	107	145	1	1	2
	3%	4%	3%	3%	3%	4%	2%	2%	1%	4%	**	3%	4%	4%	1%	1%	1%
STV Player/ STV Player VIP (Scotland)	149	2	4	4	1	119	22	2	13	7	**	49	91	138	6	5	11
	3%	1%	1%	1%	1%	3%	3%	1%	6%	4%	**	3%	4%	3%	5%	4%	5%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 52

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A7A-A7T. CATCH-UP, ON-DEMAND AND STREAMING SERVICES WATCHED AT LEAST WEEKLY IN PAST 3 MONTHS

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BritBox	77	3	3	4	1	59	14	3	4	5	**	18	54	64	3	6	9
	2%	1%	1%	1%	*%	2%	2%	2%	2%	2%	**	1%	2%	2%	3%	5%	4%
S4C Clic (Welsh language)	62	-	2	-	2	42	17	4	2	4	**	15	45	53	-	5	5
	1%	-%	*%	-%	*%	1%	3%	3%	1%	2%	**	1%	2%	1%	-%	5%	2%
							a									a	
Hayu	56	-	-	-	-	46	9	3	1	3	**	23	31	51	1	4	5
	1%	-%	-%	-%	-%	1%	1%	2%	*%	2%	**	1%	1%	1%	1%	3%	2%
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of VoD services at least weekly in the past 3 months (out of 19)	2.5	1.5	1.4	1.6	1.2	2.5	2.2	2.2	1.9	2.6	**	2.7	2.3	2.5	2.2	3.0	2.6
				d		bd						b					
Standard deviation	2.40	2.05	1.90	2.04	1.87	2.39	2.36	2.30	2.19	2.61	**	2.31	2.44	2.42	2.05	2.66	2.40
Standard error	.04	.11	.10	.11	.10	.04	.10	.20	.16	.20	**	.06	.05	.04	.20	.25	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Radio 1	868	90	48	85	37	216	268	510	42	45	62	151	154	77	2	4	**	
	20%	13%	9%	8%	8%	12%	20%	19%	23%	18%	14%	17%	26%	9%	3%	8%	**	
		c					e	e	e				abef					
BBC Radio 2	813	168	151	264	113	350	275	474	46	62	92	194	93	229	20	12	**	
	18%	24%	27%	25%	24%	19%	20%	18%	25%	25%	20%	22%	16%	26%	25%	22%	**	
									g	g		g						
BBC Radio 4	583	82	104	205	101	251	179	361	30	57	59	127	59	185	4	13	**	
	13%	12%	19%	20%	21%	14%	13%	14%	16%	23%	13%	14%	10%	21%	5%	24%	**	
			a	a	a					abefg				b		b		
BBC Radio 5 live	357	72	61	102	41	142	106	224	22	26	35	69	40	89	5	5	**	
	8%	10%	11%	10%	9%	8%	8%	9%	12%	11%	8%	8%	7%	10%	7%	9%	**	
BBC Radio 5 sports extra	225	46	34	40	6	71	63	148	12	15	20	45	26	35	1	2	**	
	5%	7%	6%	4%	1%	4%	5%	6%	6%	6%	4%	5%	4%	4%	2%	3%	**	
		d	d															
BBC radio for your region (ENGLAND)	222	45	40	74	34	101	85	127	14	22	34	64	24	74	-	-	**	
	5%	6%	7%	7%	7%	6%	6%	5%	8%	9%	7%	7%	4%	8%	-%	-%	**	
										bg				bc				
BBC Radio 3	199	18	14	26	12	44	97	71	18	18	30	63	51	20	3	2	**	
	5%	3%	3%	3%	2%	2%	7%	3%	10%	7%	6%	7%	9%	2%	4%	3%	**	
							b		b	b	b	b	b					
BBC 6 Music	177	24	8	10	2	23	56	99	11	12	16	34	28	9	1	*	**	
	4%	3%	2%	1%	1%	1%	4%	4%	6%	5%	3%	4%	5%	1%	1%	1%	**	
		cd																
BBC Radio 1Xtra	139	3	2	4	2	19	53	72	10	10	12	31	34	4	-	1	**	
	3%	1%	1%	1%	1%	1%	4%	3%	5%	4%	3%	4%	6%	1%	-%	1%	**	
													b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC World Service	134	23	14	29	15	44	51	74	7	7	15	33	22	23	1	4	**	
	3%	3%	3%	3%	3%	2%	4%	3%	4%	3%	3%	4%	4%	3%	1%	7%	**	
																a		
BBC Radio 4 Extra	117	19	17	18	2	32	53	47	4	8	14	30	29	16	2	1	**	
	3%	3%	3%	2%	*%	2%	4%	2%	2%	3%	3%	3%	5%	2%	2%	1%	**	
		d	d				b						b					
BBC Asian Network	116	10	2	4	2	15	38	69	5	10	11	27	20	4	-	*	**	
	3%	1%	*%	*%	*%	1%	3%	3%	2%	4%	2%	3%	3%	*%	-%	1%	**	
BBC Radio Scotland (SCOTLAND)	53	9	4	17	12	23	19	30	5	5	8	15	6	-	17	-	**	
	1%	1%	1%	2%	3%	1%	1%	1%	3%	2%	2%	2%	1%	-%	20%	-%	**	
															ac			
BBC Radio Ulster (NORTHERN IRELAND)	39	9	10	18	9	20	16	20	3	5	8	12	4	-	-	-	**	
	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	-%	**	
BBC Radio Wales (WALES)	24	7	3	6	3	7	8	13	1	2	3	5	2	-	-	6	**	
	1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	1%	1%	*%	-%	-%	10%	**	
																ab		
BBC Radio Foyle (NORTHERN IRELAND)	5	1	1	1	*	1	2	3	-	*	1	1	1	-	-	-	**	
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	**	
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	4	*	-	2	2	2	1	3	-	-	-	*	*	-	-	2	**	
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	3%	**	
																a		
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	*	1	2	1	1	1	1	1	-	-	-	**	
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Any other BBC radio station	71	20	9	25	15	36	28	40	3	6	9	21	8	23	1	*	**	
	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	**	
None of these	2107	338	250	463	213	967	635	1256	75	95	238	403	305	393	41	22	**	
	48%	48%	45%	45%	44%	53%	47%	48%	40%	38%	52%	46%	51%	45%	51%	41%	**	
								d			d		d					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 1	868	38	38	36	41	700	138	33	39	46	**	330	501	770	19	43	63
	20%	9%	9%	8%	10%	19%	22%	24%	17%	24%	**	21%	19%	19%	16%	38% ab	27%
BBC Radio 2	813	115	114	122	107	727	70	18	22	24	**	243	539	732	23	30	53
	18%	27%	26%	27%	26%	20% bd	11%	13%	10%	13%	**	15%	21% a	18%	19%	26%	22%
BBC Radio 4	583	101	84	127	58	472	93	11	33	41	**	171	384	514	22	19	41
	13%	24% d	19%	28% bd	14%	13%	15%	8%	15%	21% ac	**	11%	15% a	13%	18%	17%	18%
BBC Radio 5 live	357	56	33	61	27	302	46	10	21	13	**	98	244	332	6	8	14
	8%	13% d	7%	13% d	7%	8%	7%	7%	9%	7%	**	6%	9% a	8%	5%	7%	6%
BBC Radio 5 sports extra	225	30	5	25	10	174	42	4	19	13	**	62	150	210	4	4	8
	5%	7% bd	1%	6% b	2%	5%	7%	3%	9%	7%	**	4%	6%	5%	4%	4%	4%
BBC radio for your region (ENGLAND)	222	40	34	44	30	197	21	5	11	3	**	58	161	197	5	9	14
	5%	9%	8%	10%	7%	5%	3%	4%	5%	2%	**	4%	6% a	5%	4%	8%	6%
BBC Radio 3	199	11	9	15	6	152	43	8	11	17	**	54	129	164	9	10	19
	5%	3%	2%	3%	1%	4%	7% a	6%	5%	9% a	**	3%	5%	4%	7%	9%	8%
BBC 6 Music	177	3	5	7	2	132	34	8	7	16	**	76	90	155	6	10	16
	4%	1%	1%	1%	*%	4%	5%	5%	3%	9% a	**	5%	3%	4%	5%	8%	7%
BBC Radio 1Xtra	139	2	1	2	1	101	36	7	10	16	**	60	75	120	3	11	14
	3%	1%	*%	1%	*%	3%	6% a	5%	5%	8% a	**	4%	3%	3%	3%	9% a	6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC World Service	134	17	7	19	4	84	45	8	12	16	**	30	96	120	1	6	7
	3%	4%	1%	4%	1%	2%	7%	6%	5%	8%	**	2%	4%	3%	1%	6%	3%
				d			a			a			a				
BBC Radio 4 Extra	117	10	6	12	4	87	25	3	9	9	**	32	78	96	3	8	11
	3%	2%	1%	3%	1%	2%	4%	2%	4%	5%	**	2%	3%	2%	2%	7%	5%
																a	
BBC Asian Network	116	3	1	1	3	40	74	4	50	6	**	11	102	105	1	7	7
	3%	1%	*%	*%	1%	1%	12%	3%	22%	3%	**	1%	4%	3%	1%	6%	3%
							ace		abce				a				
BBC Radio Scotland (SCOTLAND)	53	-	-	-	-	46	4	1	-	4	**	20	30	51	1	-	1
	1%	-%	-%	-%	-%	1%	1%	*%	-%	2%	**	1%	1%	1%	1%	-%	*%
BBC Radio Ulster (NORTHERN IRELAND)	39	-	-	-	-	39	*	*	-	-	**	8	30	38	-	-	-
	1%	-%	-%	-%	-%	1%	*%	*%	-%	-%	**	1%	1%	1%	-%	-%	-%
BBC Radio Wales (WALES)	24	-	-	-	-	20	3	*	1	1	**	10	13	22	*	*	1
	1%	-%	-%	-%	-%	1%	*%	*%	*%	*%	**	1%	*%	1%	*%	*%	*%
BBC Radio Foyle (NORTHERN IRELAND)	5	-	-	-	-	5	-	-	-	-	**	*	5	5	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	*%	*%	*%	-%	-%	-%
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	4	-	-	-	-	4	*	-	-	*	**	2	1	3	-	1	1
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	1%	*%
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	3	*	-	-	*	**	1	2	3	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 54

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8A. Which, if any, of these BBC radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any type of radio, for example through a radio set, smart speaker or on any other device, listening through FM/AM/DAB or an online service like BBC Sounds, GlobalPlayer or RadioPlayer.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any other BBC radio station	71	13	9	16	7	62	7	2	4	2	**	22	47	70	-	-	-
	2%	3%	2%	4%	2%	2%	1%	1%	2%	1%	**	1%	2%	2%	-%	-%	-%
None of these	2107	167	226	177	216	1759	290	72	94	89	**	829	1146	1919	59	41	100
	48%	39%	51%	39%	52%	48%	46%	53%	42%	47%	**	53%	44%	48%	49%	36%	43%
			ac		ac							b					

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 55

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8B. Which, if any, of these radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any device through any service.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Any Heart radio station	760	142	80	100	20	217	246	451	41	30	69	152	123	86	7	6	**	
	17%	20%	14%	10%	4%	12%	18%	17%	22%	12%	15%	17%	21%	10%	8%	11%	**	
		cd	cd	d									d					
Any Capital radio station	621	55	33	42	9	135	177	396	34	21	40	103	100	36	2	4	**	
	14%	8%	6%	4%	2%	7%	13%	15%	18%	8%	9%	12%	17%	4%	3%	7%	**	
		cd	d					de	de				de					
Classic FM	574	81	82	150	68	203	211	305	42	58	74	163	83	130	11	6	**	
	13%	11%	15%	15%	14%	11%	16%	12%	22%	23%	16%	18%	14%	15%	14%	12%	**	
							b		b	abg		b						
talkSPORT or talkSPORT2	486	80	44	60	15	125	166	282	27	37	46	105	69	52	2	3	**	
	11%	11%	8%	6%	3%	7%	12%	11%	15%	15%	10%	12%	12%	6%	2%	6%	**	
		cd	d															
Any Smooth Radio station	460	101	68	107	39	184	153	276	26	30	49	103	64	96	6	3	**	
	10%	14%	12%	10%	8%	10%	11%	11%	14%	12%	11%	12%	11%	11%	7%	6%	**	
		d																
Any Kiss radio station	332	12	6	8	2	60	115	188	21	12	21	59	80	5	1	2	**	
	8%	2%	1%	1%	1%	3%	9%	7%	11%	5%	5%	7%	13%	1%	1%	3%	**	
									e				abdef					
Any Absolute Radio station	330	57	26	30	4	75	105	194	19	18	30	70	50	19	8	2	**	
	7%	8%	5%	3%	1%	4%	8%	7%	10%	7%	7%	8%	8%	2%	10%	4%	**	
		cd	d												a			
Any Magic radio station	229	42	21	38	17	80	87	124	15	13	25	53	45	33	2	2	**	
	5%	6%	4%	4%	4%	4%	6%	5%	8%	5%	5%	6%	7%	4%	2%	3%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 55

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8B. Which, if any, of these radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any device through any service.)

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Virgin Radio	177	28	12	22	10	33	61	98	11	10	11	31	42	18	1	3	**	
	4%	4%	2%	2%	2%	2%	5%	4%	6%	4%	2%	3%	7%	2%	1%	6%	**	
													bef			a		
talkRADIO	169	23	11	19	8	41	68	80	15	11	25	47	24	16	2	1	**	
	4%	3%	2%	2%	2%	2%	5%	3%	8%	5%	6%	5%	4%	2%	2%	2%	**	
							b		b			b						
Any LBC radio station	143	32	20	37	17	49	48	87	7	6	10	26	21	33	2	1	**	
	3%	4%	4%	4%	4%	3%	4%	3%	4%	3%	2%	3%	3%	4%	3%	2%	**	
GB News Radio	108	13	9	21	12	32	41	46	7	4	12	21	20	17	2	2	**	
	2%	2%	2%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	2%	4%	**	
Times Radio	88	6	7	11	4	18	29	49	2	6	9	18	13	9	2	*	**	
	2%	1%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	**	
Any other radio station that includes ads	262	67	55	85	29	132	82	175	10	13	33	56	29	62	14	6	**	
	6%	9%	10%	8%	6%	7%	6%	7%	6%	5%	7%	6%	5%	7%	17%	11%	**	
															a			
Any 'community radio' station – which serves a specific small local area or a specific group of people	116	20	24	34	11	59	42	63	3	10	22	31	18	30	-	2	**	
	3%	3%	4%	3%	2%	3%	3%	2%	2%	4%	5%	3%	3%	3%	-%	4%	**	
											b							
None	1820	283	250	553	303	925	557	1056	71	117	218	374	224	462	41	31	**	
	41%	40%	45%	53%	63%	51%	41%	40%	38%	48%	48%	42%	38%	53%	51%	58%	**	
				ab	abc						bg							

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 55

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8B. Which, if any, of these radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any device through any service.)

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any Heart radio station	760	39	48	46	40	660	76	13	29	19	**	301	423	690	23	18	41
	17%	9%	11%	10%	10%	18% b	12%	10%	13%	10%	**	19%	16%	17%	19%	16%	17%
Any Capital radio station	621	17	19	19	17	492	114	14	46	34	**	223	374	570	17	17	34
	14%	4%	4%	4%	4%	14%	18% a	10%	20% a	18%	**	14%	14%	14%	14%	15%	15%
Classic FM	574	65	64	81	49	452	104	21	33	37	**	148	403	505	18	20	38
	13%	15%	14%	18%	12%	12%	16%	15%	14%	19%	**	9%	16% a	13%	15%	17%	16%
talkSPORT or talkSPORT2	486	39	13	34	18	392	81	19	25	34	**	151	313	445	5	13	19
	11%	9% b	3%	7% b	4%	11%	13%	14%	11%	18% a	**	10%	12%	11%	4%	12%	8%
Any Smooth Radio station	460	48	48	49	47	392	56	9	23	17	**	127	315	424	12	14	25
	10%	11%	11%	11%	11%	11%	9%	7%	10%	9%	**	8%	12% a	11%	10%	12%	11%
Any Kiss radio station	332	4	1	3	2	256	57	11	20	21	**	134	177	292	11	17	28
	8%	1%	*%	1%	1%	7%	9%	8%	9%	11%	**	9%	7%	7%	9%	15% a	12%
Any Absolute Radio station	330	17	2	3	17	281	41	6	18	11	**	136	180	296	8	15	23
	7%	4% bc	1%	1%	4% bc	8%	6%	5%	8%	6%	**	9%	7%	7%	6%	13%	10%
Any Magic radio station	229	16	17	22	11	189	32	9	10	8	**	81	140	212	3	10	13
	5%	4%	4%	5%	3%	5%	5%	7%	4%	4%	**	5%	5%	5%	2%	9%	6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 55

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A8B. Which, if any, of these radio stations have you personally listened to in the past 3 months? (Please include listening live, via podcasts, catch-up or on-demand. Please include listening on any device through any service.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Virgin Radio	177 4%	14 3%	3 1%	10 2%	7 2%	142 4%	31 5%	7 5%	7 3%	13 7%	** **	55 4%	117 5%	152 4%	5 4%	13 11% a	18 8% a
talkRADIO	169 4%	10 2%	6 1%	12 3%	4 1%	126 3%	39 6% a	8 6%	9 4%	18 9% a	** **	34 2%	125 5% a	147 4%	4 3%	9 8%	13 5%
Any LBC radio station	143 3%	17 4%	16 4%	19 4%	14 3%	109 3%	32 5%	6 4%	7 3%	17 9% a	** **	46 3%	91 4%	133 3%	1 1%	5 4%	6 3%
GB News Radio	108 2%	11 3%	6 1%	13 3%	4 1%	81 2%	21 3%	6 4%	8 3%	3 2%	** **	16 1%	83 3% a	84 2%	4 3%	8 7% a	12 5% a
Times Radio	88 2%	4 1%	5 1%	5 1%	4 1%	57 2%	27 4% a	1 1%	9 4%	12 6% a	** **	21 1%	60 2%	79 2%	1 1%	6 5%	7 3%
Any other radio station that includes ads	262 6%	31 7%	31 7%	31 7%	31 7%	245 7% be	15 2%	5 3%	6 2%	3 1%	** **	104 7%	156 6%	250 6%	4 3%	3 2%	6 3%
Any 'community radio' station – which serves a specific small local area or a specific group of people	116 3%	23 5%	8 2%	19 4%	12 3%	100 3%	15 2%	4 3%	4 2%	4 2%	** **	36 2%	73 3%	106 3%	3 2%	4 3%	6 3%
None	1820 41%	200 47%	262 59% a	231 51%	231 55%	1494 41%	264 42%	62 45%	97 43%	72 38%	** **	654 42%	1043 40%	1644 41%	58 48%	40 36%	98 42%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 56

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98		
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86		
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28		
BBC Radio 1	868	90	48	85	37	216	268	510	42	45	62	151	154	77	2	4	**		
	20%	13%	9%	8%	8%	12%	20%	19%	23%	18%	14%	17%	26%	9%	3%	8%	**		
		c					e	e	e				abef						
BBC Radio 2	813	168	151	264	113	350	275	474	46	62	92	194	93	229	20	12	**		
	18%	24%	27%	25%	24%	19%	20%	18%	25%	25%	20%	22%	16%	26%	25%	22%	**		
									g	g		g							
Any Heart radio station	760	142	80	100	20	217	246	451	41	30	69	152	123	86	7	6	**		
	17%	20%	14%	10%	4%	12%	18%	17%	22%	12%	15%	17%	21%	10%	8%	11%	**		
		cd	cd	d									d						
Any Capital radio station	621	55	33	42	9	135	177	396	34	21	40	103	100	36	2	4	**		
	14%	8%	6%	4%	2%	7%	13%	15%	18%	8%	9%	12%	17%	4%	3%	7%	**		
		cd	d					de	de				de						
BBC Radio 4	583	82	104	205	101	251	179	361	30	57	59	127	59	185	4	13	**		
	13%	12%	19%	20%	21%	14%	13%	14%	16%	23%	13%	14%	10%	21%	5%	24%	**		
			a	a	a					abefg				b		b			
Classic FM	574	81	82	150	68	203	211	305	42	58	74	163	83	130	11	6	**		
	13%	11%	15%	15%	14%	11%	16%	12%	22%	23%	16%	18%	14%	15%	14%	12%	**		
							b		b	abg		b							
talkSPORT or talkSPORT2	486	80	44	60	15	125	166	282	27	37	46	105	69	52	2	3	**		
	11%	11%	8%	6%	3%	7%	12%	11%	15%	15%	10%	12%	12%	6%	2%	6%	**		
		cd	d																
Any Smooth Radio station	460	101	68	107	39	184	153	276	26	30	49	103	64	96	6	3	**		
	10%	14%	12%	10%	8%	10%	11%	11%	14%	12%	11%	12%	11%	11%	7%	6%	**		
		d																	
BBC Radio 5 live	357	72	61	102	41	142	106	224	22	26	35	69	40	89	5	5	**		
	8%	10%	11%	10%	9%	8%	8%	9%	12%	11%	8%	8%	7%	10%	7%	9%	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 56

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Any Kiss radio station	332 8%	12 2%	6 1%	8 1%	2 *%	60 3%	115 9%	188 7%	21 11%	12 5%	21 5%	59 7%	80 13%	5 1%	1 1%	2 3%	** **	
									e				abdef					
Any Absolute Radio station	330 7%	57 8%	26 5%	30 3%	4 1%	75 4%	105 8%	194 7%	19 10%	18 7%	30 7%	70 8%	50 8%	19 2%	8 10%	2 4%	** **	
		cd	d												a			
Any Magic radio station	229 5%	42 6%	21 4%	38 4%	17 4%	80 4%	87 6%	124 5%	15 8%	13 5%	25 5%	53 6%	45 7%	33 4%	2 2%	2 3%	** **	
BBC Radio 5 sports extra	225 5%	46 7%	34 6%	40 4%	6 1%	71 4%	63 5%	148 6%	12 6%	15 6%	20 4%	45 5%	26 4%	35 4%	1 2%	2 3%	** **	
		d	d															
BBC radio for your region (ENGLAND)	222 5%	45 6%	40 7%	74 7%	34 7%	101 6%	85 6%	127 5%	14 8%	22 9%	34 7%	64 7%	24 4%	74 8%	- -%	- -%	** **	
									bg					bc				
BBC Radio 3	199 5%	18 3%	14 3%	26 3%	12 2%	44 2%	97 7%	71 3%	18 10%	18 7%	30 6%	63 7%	51 9%	20 2%	3 4%	2 3%	** **	
							b		b	b	b	b	b					
BBC 6 Music	177 4%	24 3%	8 2%	10 1%	2 *%	23 1%	56 4%	99 4%	11 6%	12 5%	16 3%	34 4%	28 5%	9 1%	1 1%	* 1%	** **	
		cd																
Virgin Radio	177 4%	28 4%	12 2%	22 2%	10 2%	33 2%	61 5%	98 4%	11 6%	10 4%	11 2%	31 3%	42 7%	18 2%	1 1%	3 6%	** **	
													bef			a		
talkRADIO	169 4%	23 3%	11 2%	19 2%	8 2%	41 2%	68 5%	80 3%	15 8%	11 5%	25 6%	47 5%	24 4%	16 2%	2 2%	1 2%	** **	
							b		b			b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 56

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Any LBC radio station	143	32	20	37	17	49	48	87	7	6	10	26	21	33	2	1	**	
	3%	4%	4%	4%	4%	3%	4%	3%	4%	3%	2%	3%	3%	4%	3%	2%	**	
BBC Radio 1Xtra	139	3	2	4	2	19	53	72	10	10	12	31	34	4	-	1	**	
	3%	*%	*%	*%	*%	1%	4%	3%	5%	4%	3%	4%	6% b	*%	-%	1%	**	
BBC World Service	134	23	14	29	15	44	51	74	7	7	15	33	22	23	1	4	**	
	3%	3%	3%	3%	3%	2%	4%	3%	4%	3%	3%	4%	4%	3%	1%	7% a	**	
BBC Radio 4 Extra	117	19	17	18	2	32	53	47	4	8	14	30	29	16	2	1	**	
	3%	3% d	3% d	2%	*%	2%	4% b	2%	2%	3%	3%	3%	5% b	2%	2%	1%	**	
BBC Asian Network	116	10	2	4	2	15	38	69	5	10	11	27	20	4	-	*	**	
	3%	1%	*%	*%	*%	1%	3%	3%	2%	4%	2%	3%	3%	*%	-%	1%	**	
GB News Radio	108	13	9	21	12	32	41	46	7	4	12	21	20	17	2	2	**	
	2%	2%	2%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	2%	4%	**	
Times Radio	88	6	7	11	4	18	29	49	2	6	9	18	13	9	2	*	**	
	2%	1%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	**	
Any other BBC radio station	71	20	9	25	15	36	28	40	3	6	9	21	8	23	1	*	**	
	2%	3%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	1%	3%	1%	1%	**	
BBC Radio Scotland (SCOTLAND)	53	9	4	17	12	23	19	30	5	5	8	15	6	-	17	-	**	
	1%	1%	1%	2%	3%	1%	1%	1%	3%	2%	2%	2%	1%	-%	20% ac	-%	**	
BBC Radio Ulster (NORTHERN IRELAND)	39	9	10	18	9	20	16	20	3	5	8	12	4	-	-	-	**	
	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 56

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Radio Wales (WALES)	24 1%	7 1%	3 1%	6 1%	3 1%	7 *%	8 1%	13 1%	1 *%	2 1%	3 1%	5 1%	2 *%	- -%	- -%	6 10% ab	** **	
BBC Radio Foyle (NORTHERN IRELAND)	5 *%	1 *%	1 *%	1 *%	* *%	1 *%	2 *%	3 *%	- -%	* *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	** **	
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	4 *%	* *%	- -%	2 *%	2 *%	2 *%	1 *%	3 *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	2 3% a	** **	
BBC Radio nan Gàidheal (SCOTLAND)	3 *%	- -%	- -%	- -%	- -%	* *%	1 *%	2 *%	1 *%	1 *%	1 *%	1 *%	1 *%	- -%	- -%	- -%	** **	
Any other radio station that includes ads	262 6%	67 9%	55 10%	85 8%	29 6%	132 7%	82 6%	175 7%	10 6%	13 5%	33 7%	56 6%	29 5%	62 7%	14 17% a	6 11%	** **	
Any 'community radio' station – which serves a specific small local area or a specific group of people	116 3%	20 3%	24 4%	34 3%	11 2%	59 3%	42 3%	63 2%	3 2%	10 4%	22 5% b	31 3%	18 3%	30 3%	- -%	2 4%	** **	
ANY BBC RADIO	2293 52%	366 52%	304 55%	571 55%	267 56%	853 47%	720 53%	1367 52%	112 60%	152 62% beg	219 48%	481 54%	291 49%	478 55%	39 49%	32 59%	** **	
ANY BBC LOCAL RADIO	343 8%	71 10%	57 10%	116 11%	59 12%	154 8%	131 10%	193 7%	23 12%	33 14% bg	53 12% bg	96 11% bg	38 6%	74 8%	17 20% a	7 13%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
ANY COMMERCIAL RADIO	2521	412	292	459	167	857	777	1536	115	123	228	495	362	390	40	21	**
	57%	59%	53%	44%	35%	47%	57%	59%	62%	50%	50%	56%	61%	45%	49%	40%	**
		cd	cd	d				e					de				
None	1191	165	129	285	156	586	353	689	39	62	138	225	169	242	25	14	**
	27%	23%	23%	28%	33%	32%	26%	26%	21%	25%	30%	25%	28%	28%	31%	25%	**
					ab												
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**
Mean number of radio stations in the past 3 months (out of 34)	2.0	2.0	1.8	1.6	1.4	1.6	2.2	2.0	2.7	2.4	2.0	2.2	2.3	1.6	1.5	1.8	**
		cd	d				b		be	b			b				
Standard deviation	2.42	2.10	1.83	1.78	1.70	1.78	2.67	2.26	3.34	3.29	2.66	2.66	2.86	1.76	1.66	2.05	**
Standard error	.04	.08	.07	.06	.08	.04	.07	.04	.24	.21	.12	.09	.12	.07	.16	.18	**
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																	

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 1	868 20%	38 9%	38 9%	36 8%	41 10%	700 19%	138 22%	33 24%	39 17%	46 24%	** **	330 21%	501 19%	770 19%	19 16%	43 38% ab	63 27%
BBC Radio 2	813 18%	115 27%	114 26%	122 27%	107 26%	727 20% bd	70 11%	18 13%	22 10%	24 13%	** **	243 15%	539 21% a	732 18%	23 19%	30 26%	53 22%
Any Heart radio station	760 17%	39 9%	48 11%	46 10%	40 10%	660 18% b	76 12%	13 10%	29 13%	19 10%	** **	301 19%	423 16%	690 17%	23 19%	18 16%	41 17%
Any Capital radio station	621 14%	17 4%	19 4%	19 4%	17 4%	492 14%	114 18% a	14 10%	46 20% a	34 18%	** **	223 14%	374 14%	570 14%	17 14%	17 15%	34 15%
BBC Radio 4	583 13%	101 24% d	84 19%	127 28% bd	58 14%	472 13%	93 15%	11 8%	33 15%	41 21% ac	** **	171 11%	384 15% a	514 13%	22 18%	19 17%	41 18%
Classic FM	574 13%	65 15%	64 14%	81 18%	49 12%	452 12%	104 16%	21 15%	33 14%	37 19%	** **	148 9%	403 16% a	505 13%	18 15%	20 17%	38 16%
talkSPORT or talkSPORT2	486 11%	39 9% b	13 3%	34 7% b	18 4%	392 11%	81 13%	19 14%	25 11%	34 18% a	** **	151 10%	313 12%	445 11%	5 4%	13 12%	19 8%
Any Smooth Radio station	460 10%	48 11%	48 11%	49 11%	47 11%	392 11%	56 9%	9 7%	23 10%	17 9%	** **	127 8%	315 12% a	424 11%	12 10%	14 12%	25 11%
BBC Radio 5 live	357 8%	56 13% d	33 7%	61 13% d	27 7%	302 8%	46 7%	10 7%	21 9%	13 7%	** **	98 6%	244 9% a	332 8%	6 5%	8 7%	14 6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any Kiss radio station	332	4	1	3	2	256	57	11	20	21	**	134	177	292	11	17	28
	8%	1%	*%	1%	1%	7%	9%	8%	9%	11%	**	9%	7%	7%	9%	15%	12%
																a	
Any Absolute Radio station	330	17	2	3	17	281	41	6	18	11	**	136	180	296	8	15	23
	7%	4%	1%	1%	4%	8%	6%	5%	8%	6%	**	9%	7%	7%	6%	13%	10%
		bc			bc												
Any Magic radio station	229	16	17	22	11	189	32	9	10	8	**	81	140	212	3	10	13
	5%	4%	4%	5%	3%	5%	5%	7%	4%	4%	**	5%	5%	5%	2%	9%	6%
BBC Radio 5 sports extra	225	30	5	25	10	174	42	4	19	13	**	62	150	210	4	4	8
	5%	7%	1%	6%	2%	5%	7%	3%	9%	7%	**	4%	6%	5%	4%	4%	4%
		bd		b													
BBC radio for your region (ENGLAND)	222	40	34	44	30	197	21	5	11	3	**	58	161	197	5	9	14
	5%	9%	8%	10%	7%	5%	3%	4%	5%	2%	**	4%	6%	5%	4%	8%	6%
													a				
BBC Radio 3	199	11	9	15	6	152	43	8	11	17	**	54	129	164	9	10	19
	5%	3%	2%	3%	1%	4%	7%	6%	5%	9%	**	3%	5%	4%	7%	9%	8%
							a			a							
BBC 6 Music	177	3	5	7	2	132	34	8	7	16	**	76	90	155	6	10	16
	4%	1%	1%	1%	*%	4%	5%	5%	3%	9%	**	5%	3%	4%	5%	8%	7%
										a							
Virgin Radio	177	14	3	10	7	142	31	7	7	13	**	55	117	152	5	13	18
	4%	3%	1%	2%	2%	4%	5%	5%	3%	7%	**	4%	5%	4%	4%	11%	8%
																a	a
talkRADIO	169	10	6	12	4	126	39	8	9	18	**	34	125	147	4	9	13
	4%	2%	1%	3%	1%	3%	6%	6%	4%	9%	**	2%	5%	4%	3%	8%	5%
							a			a			a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any LBC radio station	143	17	16	19	14	109	32	6	7	17	**	46	91	133	1	5	6
	3%	4%	4%	4%	3%	3%	5%	4%	3%	9%	**	3%	4%	3%	1%	4%	3%
BBC Radio 1Xtra	139	2	1	2	1	101	36	7	10	16	**	60	75	120	3	11	14
	3%	1%	*%	1%	*%	3%	6%	5%	5%	8%	**	4%	3%	3%	3%	9%	6%
							a			a						a	
BBC World Service	134	17	7	19	4	84	45	8	12	16	**	30	96	120	1	6	7
	3%	4%	1%	4%	1%	2%	7%	6%	5%	8%	**	2%	4%	3%	1%	6%	3%
				d			a			a			a				
BBC Radio 4 Extra	117	10	6	12	4	87	25	3	9	9	**	32	78	96	3	8	11
	3%	2%	1%	3%	1%	2%	4%	2%	4%	5%	**	2%	3%	2%	2%	7%	5%
																a	
BBC Asian Network	116	3	1	1	3	40	74	4	50	6	**	11	102	105	1	7	7
	3%	1%	*%	*%	1%	1%	12%	3%	22%	3%	**	1%	4%	3%	1%	6%	3%
							ace		abce				a				
GB News Radio	108	11	6	13	4	81	21	6	8	3	**	16	83	84	4	8	12
	2%	3%	1%	3%	1%	2%	3%	4%	3%	2%	**	1%	3%	2%	3%	7%	5%
													a			a	a
Times Radio	88	4	5	5	4	57	27	1	9	12	**	21	60	79	1	6	7
	2%	1%	1%	1%	1%	2%	4%	1%	4%	6%	**	1%	2%	2%	1%	5%	3%
							a			a							
Any other BBC radio station	71	13	9	16	7	62	7	2	4	2	**	22	47	70	-	-	-
	2%	3%	2%	4%	2%	2%	1%	1%	2%	1%	**	1%	2%	2%	-%	-%	-%
BBC Radio Scotland (SCOTLAND)	53	-	-	-	-	46	4	1	-	4	**	20	30	51	1	-	1
	1%	-%	-%	-%	-%	1%	1%	*%	-%	2%	**	1%	1%	1%	1%	-%	*%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio Ulster (NORTHERN IRELAND)	39	-	-	-	-	39	*	*	-	-	**	8	30	38	-	-	-
	1%	-%	-%	-%	-%	1%	*%	*%	-%	-%	**	1%	1%	1%	-%	-%	-%
BBC Radio Wales (WALES)	24	-	-	-	-	20	3	*	1	1	**	10	13	22	*	*	1
	1%	-%	-%	-%	-%	1%	*%	*%	*%	*%	**	1%	*%	1%	*%	*%	*%
BBC Radio Foyle (NORTHERN IRELAND)	5	-	-	-	-	5	-	-	-	-	**	*	5	5	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	*%	*%	*%	-%	-%	-%
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	4	-	-	-	-	4	*	-	-	*	**	2	1	3	-	1	1
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	1%	*%
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	3	*	-	-	*	**	1	2	3	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	-%	-%
Any other radio station that includes ads	262	31	31	31	31	245	15	5	6	3	**	104	156	250	4	3	6
	6%	7%	7%	7%	7%	7%	2%	3%	2%	1%	**	7%	6%	6%	3%	2%	3%
						be											
Any 'community radio' station – which serves a specific small local area or a specific group of people	116	23	8	19	12	100	15	4	4	4	**	36	73	106	3	4	6
	3%	5%	2%	4%	3%	3%	2%	3%	2%	2%	**	2%	3%	3%	2%	3%	3%
ANY BBC RADIO	2293	259	219	277	201	1877	345	65	132	102	**	741	1450	2062	61	72	134
	52%	61%	49%	61%	48%	52%	54%	47%	58%	53%	**	47%	56%	52%	51%	64%	57%
		bd		bd									a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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RADIO STATIONS LISTENED TO IN PAST 3 MONTHS AT A8A/ A8B

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
ANY BBC LOCAL RADIO	343	40	34	44	30	307	29	6	12	8	**	99	235	313	6	10	16
	8%	9%	8%	10%	7%	8%	5%	5%	5%	4%	**	6%	9%	8%	5%	9%	7%
						b							a				
ANY COMMERCIAL RADIO	2521	213	176	210	180	2089	365	72	128	118	**	901	1514	2281	62	72	134
	57%	50%	40%	46%	43%	57%	58%	53%	57%	62%	**	57%	58%	57%	52%	63%	57%
		b															
None	1191	95	146	106	136	936	213	53	74	61	**	437	663	1080	35	24	58
	27%	22%	33%	23%	33%	26%	34%	38%	33%	32%	**	28%	26%	27%	29%	21%	25%
			ac		ac		a	a									
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of radio stations in the past 3 months (out of 34)	2.0	1.9	1.4	1.9	1.4	2.0	2.2	1.9	2.2	2.5	**	1.9	2.2	2.0	1.8	3.0	2.4
		bd		bd						a			a			ab	
Standard deviation	2.42	1.79	1.70	1.87	1.59	2.30	2.85	2.69	2.63	3.33	**	2.06	2.58	2.39	2.12	3.65	3.01
Standard error	.04	.10	.09	.10	.08	.04	.12	.24	.19	.25	**	.05	.05	.04	.20	.34	.20

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 58

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9A. How often in the past 3 months have you listened to BBC Radio 1?

Base : Those who have personally listened to BBC Radio 1 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	894	83	54	83	29	223	270	533	43	43	64	150	154	62	4	11	6
Effective Weighted Sample	725	69	45	70	26	185	227	422	38	38	53	129	128	59	4	11	5
Total	868	90	48	85	37	216	268	510	42	45	62	151	154	77	2	4	1
At least daily	368	**	**	**	**	98	106	226	**	**	**	67	52	**	**	**	**
	42%	**	**	**	**	46%	40%	44%	**	**	**	44%	34%	**	**	**	**
At least weekly	359	**	**	**	**	86	103	219	**	**	**	54	61	**	**	**	**
	41%	**	**	**	**	40%	39%	43%	**	**	**	36%	40%	**	**	**	**
At least monthly	98	**	**	**	**	20	38	51	**	**	**	21	24	**	**	**	**
	11%	**	**	**	**	9%	14%	10%	**	**	**	14%	16%	**	**	**	**
Less often	35	**	**	**	**	9	20	10	**	**	**	8	17	**	**	**	**
	4%	**	**	**	**	4%	8%	2%	**	**	**	6%	11%	**	**	**	**
							b						b				
Don't know/ can't remember	8	**	**	**	**	2	1	5	**	**	**	-	-	**	**	**	**
	1%	**	**	**	**	1%	*%	1%	**	**	**	-%	-%	**	**	**	**
SUMMARY																	
DAILY	368	**	**	**	**	98	106	226	**	**	**	67	52	**	**	**	**
	42%	**	**	**	**	46%	40%	44%	**	**	**	44%	34%	**	**	**	**
WEEKLY	727	**	**	**	**	184	210	445	**	**	**	121	113	**	**	**	**
	84%	**	**	**	**	86%	78%	87%	**	**	**	80%	74%	**	**	**	**
							ag										
MONTHLY	826	**	**	**	**	205	247	496	**	**	**	142	137	**	**	**	**
	95%	**	**	**	**	95%	92%	97%	**	**	**	94%	89%	**	**	**	**
							ag										

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9A. How often in the past 3 months have you listened to BBC Radio 1?

Base : Those who have personally listened to BBC Radio 1 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	894	31	31	27	35	741	126	29	34	45	18	354	503	800	18	40	58
Effective Weighted Sample	725	29	30	26	33	587	113	26	31	41	16	281	413	646	15	34	49
Total	868	38	38	36	41	700	138	33	39	46	20	330	501	770	19	43	63
At least daily	368	**	**	**	**	289	65	**	**	**	**	130	222	339	**	**	**
	42%	**	**	**	**	41%	47%	**	**	**	**	39%	44%	44%	**	**	**
At least weekly	359	**	**	**	**	294	54	**	**	**	**	134	211	317	**	**	**
	41%	**	**	**	**	42%	39%	**	**	**	**	40%	42%	41%	**	**	**
At least monthly	98	**	**	**	**	80	14	**	**	**	**	45	47	83	**	**	**
	11%	**	**	**	**	11%	10%	**	**	**	**	14%	9%	11%	**	**	**
Less often	35	**	**	**	**	32	3	**	**	**	**	20	15	26	**	**	**
	4%	**	**	**	**	5%	2%	**	**	**	**	6%	3%	3%	**	**	**
Don't know/ can't remember	8	**	**	**	**	5	2	**	**	**	**	1	7	5	**	**	**
	1%	**	**	**	**	1%	1%	**	**	**	**	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	368	**	**	**	**	289	65	**	**	**	**	130	222	339	**	**	**
	42%	**	**	**	**	41%	47%	**	**	**	**	39%	44%	44%	**	**	**
WEEKLY	727	**	**	**	**	583	119	**	**	**	**	264	432	656	**	**	**
	84%	**	**	**	**	83%	86%	**	**	**	**	80%	86%	85%	**	**	**
MONTHLY	826	**	**	**	**	663	133	**	**	**	**	309	480	739	**	**	**
	95%	**	**	**	**	95%	96%	**	**	**	**	94%	96%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 59

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9B. How often in the past 3 months have you listened to BBC Radio 2?

Base : Those who have personally listened to BBC Radio 2 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	~e	f	~g	a	~b	~c	~d
Unweighted total	798	159	163	256	93	345	270	467	45	61	92	188	96	185	30	28	13	
Effective Weighted Sample	670	131	137	220	85	299	231	388	40	53	77	162	81	177	29	27	12	
Total	813	168	151	264	113	350	275	474	46	62	92	194	93	229	20	12	3	
At least daily	374	78	79	141	**	181	119	225	**	**	**	97	**	125	**	**	**	
	46%	46%	52%	53%	**	52%	43%	48%	**	**	**	50%	**	55%	**	**	**	
At least weekly	325	71	55	94	**	125	101	198	**	**	**	69	**	76	**	**	**	
	40%	42%	36%	35%	**	36%	37%	42%	**	**	**	36%	**	33%	**	**	**	
At least monthly	78	13	8	18	**	25	34	38	**	**	**	19	**	17	**	**	**	
	10%	8%	6%	7%	**	7%	12%	8%	**	**	**	10%	**	7%	**	**	**	
Less often	29	6	7	10	**	14	17	9	**	**	**	6	**	10	**	**	**	
	4%	4%	5%	4%	**	4%	6%	2%	**	**	**	3%	**	4%	**	**	**	
							b											
Don't know/ can't remember	8	-	1	1	**	5	4	4	**	**	**	2	**	1	**	**	**	
	1%	-%	1%	1%	**	2%	1%	1%	**	**	**	1%	**	1%	**	**	**	
SUMMARY																		
DAILY	374	78	79	141	**	181	119	225	**	**	**	97	**	125	**	**	**	
	46%	46%	52%	53%	**	52%	43%	48%	**	**	**	50%	**	55%	**	**	**	
WEEKLY	698	149	133	234	**	306	221	423	**	**	**	166	**	201	**	**	**	
	86%	89%	89%	89%	**	87%	80%	89%	**	**	**	86%	**	88%	**	**	**	
							a											
MONTHLY	776	162	142	252	**	330	255	461	**	**	**	185	**	218	**	**	**	
	95%	96%	94%	96%	**	94%	92%	97%	**	**	**	96%	**	95%	**	**	**	
							a											

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 59

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9B. How often in the past 3 months have you listened to BBC Radio 2?

Base : Those who have personally listened to BBC Radio 2 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	798	95	90	90	95	713	69	19	21	24	5	256	514	724	20	27	47
Effective Weighted Sample	670	91	86	88	90	596	61	16	19	22	4	207	438	605	18	24	42
Total	813	115	114	122	107	727	70	18	22	24	5	243	539	732	23	30	53
At least daily	374	**	**	**	**	335	**	**	**	**	**	91	261	348	**	**	**
	46%	**	**	**	**	46%	**	**	**	**	**	37%	48%	47%	**	**	**
													a				
At least weekly	325	**	**	**	**	297	**	**	**	**	**	104	214	293	**	**	**
	40%	**	**	**	**	41%	**	**	**	**	**	43%	40%	40%	**	**	**
At least monthly	78	**	**	**	**	65	**	**	**	**	**	35	41	64	**	**	**
	10%	**	**	**	**	9%	**	**	**	**	**	14%	8%	9%	**	**	**
												b					
Less often	29	**	**	**	**	24	**	**	**	**	**	12	15	24	**	**	**
	4%	**	**	**	**	3%	**	**	**	**	**	5%	3%	3%	**	**	**
Don't know/ can't remember	8	**	**	**	**	6	**	**	**	**	**	-	8	4	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	-%	2%	1%	**	**	**
SUMMARY																	
DAILY	374	**	**	**	**	335	**	**	**	**	**	91	261	348	**	**	**
	46%	**	**	**	**	46%	**	**	**	**	**	37%	48%	47%	**	**	**
													a				
WEEKLY	698	**	**	**	**	632	**	**	**	**	**	195	475	640	**	**	**
	86%	**	**	**	**	87%	**	**	**	**	**	80%	88%	88%	**	**	**
													a				
MONTHLY	776	**	**	**	**	697	**	**	**	**	**	230	516	704	**	**	**
	95%	**	**	**	**	96%	**	**	**	**	**	95%	96%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9C. How often in the past 3 months have you listened to BBC Radio 3?

Base : Those who have personally listened to BBC Radio 3 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	188	13	13	25	12	45	94	69	19	18	27	61	48	16	4	3	2
Effective Weighted Sample	165	12	12	22	10	39	84	58	17	17	25	56	43	15	4	3	2
Total	199	18	14	26	12	44	97	71	18	18	30	63	51	20	3	2	1
At least daily	67	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	87	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	34	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	67	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	154	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	77%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	187	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9C. How often in the past 3 months have you listened to BBC Radio 3?

Base : Those who have personally listened to BBC Radio 3 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	188	9	7	11	5	142	43	8	12	18	5	53	122	156	7	10	17
Effective Weighted Sample	165	9	7	11	5	124	39	7	10	17	5	44	109	136	6	9	15
Total	199	11	9	15	6	152	43	8	11	17	7	54	129	164	9	10	19
At least daily	67	**	**	**	**	50	**	**	**	**	**	**	47	58	**	**	**
	34%	**	**	**	**	33%	**	**	**	**	**	**	36%	36%	**	**	**
At least weekly	87	**	**	**	**	68	**	**	**	**	**	**	62	71	**	**	**
	44%	**	**	**	**	44%	**	**	**	**	**	**	48%	44%	**	**	**
At least monthly	34	**	**	**	**	28	**	**	**	**	**	**	14	25	**	**	**
	17%	**	**	**	**	18%	**	**	**	**	**	**	11%	15%	**	**	**
Less often	9	**	**	**	**	5	**	**	**	**	**	**	4	8	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	3%	5%	**	**	**
Don't know/ can't remember	3	**	**	**	**	1	**	**	**	**	**	**	3	1	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	2%	1%	**	**	**
SUMMARY																	
DAILY	67	**	**	**	**	50	**	**	**	**	**	**	47	58	**	**	**
	34%	**	**	**	**	33%	**	**	**	**	**	**	36%	36%	**	**	**
WEEKLY	154	**	**	**	**	118	**	**	**	**	**	**	108	130	**	**	**
	77%	**	**	**	**	77%	**	**	**	**	**	**	84%	79%	**	**	**
MONTHLY	187	**	**	**	**	146	**	**	**	**	**	**	122	155	**	**	**
	94%	**	**	**	**	96%	**	**	**	**	**	**	95%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9D. How often in the past 3 months have you listened to BBC Radio 4?

Base : Those who have personally listened to BBC Radio 4 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	c	~d		a	b	~c	~d	~e	f	~g	a	~b	~c	~d
Unweighted total	519	70	99	186	87	230	168	313	29	53	61	124	55	146	5	26	9
Effective Weighted Sample	456	59	88	163	76	203	144	279	25	47	49	105	48	140	5	25	8
Total	583	82	104	205	101	251	179	361	30	57	59	127	59	185	4	13	2
At least daily	313	**	**	139	**	160	89	204	**	**	**	70	**	125	**	**	**
	54%	**	**	68%	**	64%	50%	57%	**	**	**	55%	**	67%	**	**	**
At least weekly	207	**	**	55	**	73	69	124	**	**	**	44	**	51	**	**	**
	35%	**	**	27%	**	29%	39%	34%	**	**	**	35%	**	28%	**	**	**
At least monthly	46	**	**	10	**	14	20	23	**	**	**	12	**	8	**	**	**
	8%	**	**	5%	**	6%	11%	6%	**	**	**	9%	**	4%	**	**	**
Less often	15	**	**	1	**	2	1	10	**	**	**	1	**	1	**	**	**
	2%	**	**	1%	**	1%	1%	3%	**	**	**	1%	**	1%	**	**	**
Don't know/ can't remember	2	**	**	-	**	1	-	-	**	**	**	-	**	-	**	**	**
	*%	**	**	-%	**	*%	-%	-%	**	**	**	-%	**	-%	**	**	**
SUMMARY																	
DAILY	313	**	**	139	**	160	89	204	**	**	**	70	**	125	**	**	**
	54%	**	**	68%	**	64%	50%	57%	**	**	**	55%	**	67%	**	**	**
WEEKLY	520	**	**	194	**	233	158	328	**	**	**	114	**	176	**	**	**
	89%	**	**	95%	**	93%	88%	91%	**	**	**	90%	**	95%	**	**	**
MONTHLY	566	**	**	204	**	248	177	351	**	**	**	125	**	184	**	**	**
	97%	**	**	99%	**	99%	99%	97%	**	**	**	99%	**	99%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9D. How often in the past 3 months have you listened to BBC Radio 4?

Base : Those who have personally listened to BBC Radio 4 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	519	81	65	94	52	424	79	10	26	37	6	154	344	462	16	18	34
Effective Weighted Sample	456	77	62	90	51	368	73	9	25	34	6	131	305	403	15	17	31
Total	583	101	84	127	58	472	93	11	33	41	8	171	384	514	22	19	41
At least daily	313	**	**	**	**	263	**	**	**	**	**	80	218	278	**	**	**
	54%	**	**	**	**	56%	**	**	**	**	**	47%	57%	54%	**	**	**
At least weekly	207	**	**	**	**	160	**	**	**	**	**	66	133	186	**	**	**
	35%	**	**	**	**	34%	**	**	**	**	**	39%	35%	36%	**	**	**
At least monthly	46	**	**	**	**	36	**	**	**	**	**	22	23	38	**	**	**
	8%	**	**	**	**	8%	**	**	**	**	**	13%	6%	7%	**	**	**
Less often	15	**	**	**	**	13	**	**	**	**	**	3	9	10	**	**	**
	2%	**	**	**	**	3%	**	**	**	**	**	2%	2%	2%	**	**	**
Don't know/ can't remember	2	**	**	**	**	-	**	**	**	**	**	-	1	2	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	-%	*%	*%	**	**	**
SUMMARY																	
DAILY	313	**	**	**	**	263	**	**	**	**	**	80	218	278	**	**	**
	54%	**	**	**	**	56%	**	**	**	**	**	47%	57%	54%	**	**	**
WEEKLY	520	**	**	**	**	422	**	**	**	**	**	146	351	464	**	**	**
	89%	**	**	**	**	90%	**	**	**	**	**	85%	91%	90%	**	**	**
MONTHLY	566	**	**	**	**	459	**	**	**	**	**	167	374	502	**	**	**
	97%	**	**	**	**	97%	**	**	**	**	**	98%	97%	98%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9E. How often in the past 3 months have you listened to BBC Radio 5 live?

Base : Those who have personally listened to BBC Radio 5 live in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	352	65	64	99	35	139	117	210	20	25	45	77	42	68	7	11	13
Effective Weighted Sample	286	53	51	81	31	115	90	173	17	21	30	59	33	65	7	10	12
Total	357	72	61	102	41	142	106	224	22	26	35	69	40	89	5	5	3
At least daily	113	**	**	**	**	51	38	67	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	36%	36%	30%	**	**	**	**	**	**	**	**	**
At least weekly	172	**	**	**	**	69	46	113	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	49%	44%	50%	**	**	**	**	**	**	**	**	**
At least monthly	57	**	**	**	**	18	20	32	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	13%	19%	14%	**	**	**	**	**	**	**	**	**
Less often	12	**	**	**	**	2	1	11	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	1%	1%	5%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	4	**	**	**	**	1	-	1	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	1%	-%	*%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	113	**	**	**	**	51	38	67	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	36%	36%	30%	**	**	**	**	**	**	**	**	**
WEEKLY	284	**	**	**	**	121	85	180	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	85%	80%	80%	**	**	**	**	**	**	**	**	**
MONTHLY	341	**	**	**	**	139	104	212	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	98%	99%	95%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9E. How often in the past 3 months have you listened to BBC Radio 5 live?

Base : Those who have personally listened to BBC Radio 5 live in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	352	43	25	44	24	304	41	8	18	13	2	101	238	329	6	7	13
Effective Weighted Sample	286	41	24	43	23	242	38	8	17	12	2	79	195	266	4	7	11
Total	357	56	33	61	27	302	46	10	21	13	2	98	244	332	6	8	14
At least daily	113	**	**	**	**	101	**	**	**	**	**	33	75	100	**	**	**
	32%	**	**	**	**	33%	**	**	**	**	**	34%	31%	30%	**	**	**
At least weekly	172	**	**	**	**	145	**	**	**	**	**	32	134	165	**	**	**
	48%	**	**	**	**	48%	**	**	**	**	**	33%	55% a	50%	**	**	**
At least monthly	57	**	**	**	**	45	**	**	**	**	**	25	31	52	**	**	**
	16%	**	**	**	**	15%	**	**	**	**	**	25%	13%	16%	**	**	**
Less often	12	**	**	**	**	9	**	**	**	**	**	7	5	12	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	7%	2%	4%	**	**	**
Don't know/ can't remember	4	**	**	**	**	2	**	**	**	**	**	1	-	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	-%	1%	**	**	**
SUMMARY																	
DAILY	113	**	**	**	**	101	**	**	**	**	**	33	75	100	**	**	**
	32%	**	**	**	**	33%	**	**	**	**	**	34%	31%	30%	**	**	**
WEEKLY	284	**	**	**	**	246	**	**	**	**	**	65	209	265	**	**	**
	80%	**	**	**	**	81%	**	**	**	**	**	66%	86% a	80%	**	**	**
MONTHLY	341	**	**	**	**	291	**	**	**	**	**	90	240	317	**	**	**
	96%	**	**	**	**	96%	**	**	**	**	**	92%	98%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9F. How often in the past 3 months have you listened to BBC 6 Music?

Base : Those who have personally listened to BBC 6 Music in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	165	20	10	11	1	24	55	91	11	13	18	36	26	7	2	1	1
Effective Weighted Sample	140	16	8	9	1	21	46	77	9	11	14	30	22	7	2	1	1
Total	177	24	8	10	2	23	56	99	11	12	16	34	28	9	1	*	*
At least daily	80	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	69	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	80	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	149	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	166	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9F. How often in the past 3 months have you listened to BBC 6 Music?

Base : Those who have personally listened to BBC 6 Music in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	165	3	4	5	2	126	29	6	7	14	2	70	87	143	4	10	14
Effective Weighted Sample	140	3	4	5	2	106	26	6	6	12	2	59	74	122	4	9	12
Total	177	3	5	7	2	132	34	8	7	16	3	76	90	155	6	10	16
At least daily	80	**	**	**	**	62	**	**	**	**	**	**	**	70	**	**	**
	45%	**	**	**	**	46%	**	**	**	**	**	**	**	45%	**	**	**
At least weekly	69	**	**	**	**	52	**	**	**	**	**	**	**	62	**	**	**
	39%	**	**	**	**	39%	**	**	**	**	**	**	**	40%	**	**	**
At least monthly	17	**	**	**	**	11	**	**	**	**	**	**	**	11	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	**	**	7%	**	**	**
Less often	8	**	**	**	**	7	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	6%	**	**	**	**	**	**	**	5%	**	**	**
Don't know/ can't remember	3	**	**	**	**	-	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**	**	**	2%	**	**	**
SUMMARY																	
DAILY	80	**	**	**	**	62	**	**	**	**	**	**	**	70	**	**	**
	45%	**	**	**	**	46%	**	**	**	**	**	**	**	45%	**	**	**
WEEKLY	149	**	**	**	**	114	**	**	**	**	**	**	**	133	**	**	**
	84%	**	**	**	**	86%	**	**	**	**	**	**	**	86%	**	**	**
MONTHLY	166	**	**	**	**	125	**	**	**	**	**	**	**	144	**	**	**
	94%	**	**	**	**	94%	**	**	**	**	**	**	**	93%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9G. How often in the past 3 months have you listened to BBC Asian Network?

Base : Those who have personally listened to BBC Asian Network in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	100	8	3	4	1	14	33	60	4	8	9	23	17	3	-	1	-
Effective Weighted Sample	92	8	3	3	1	12	31	55	4	8	9	22	16	3	-	1	-
Total	116	10	2	4	2	15	38	69	5	10	11	27	20	4	-	*	-
At least daily	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	47	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	88	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	76%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	103	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	89%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9G. How often in the past 3 months have you listened to BBC Asian Network?

Base : Those who have personally listened to BBC Asian Network in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	100	2	1	1	2	36	63	4	41	7	11	10	88	90	1	6	7
Effective Weighted Sample	92	2	1	1	2	32	59	4	39	6	10	9	81	83	1	6	7
Total	116	3	1	1	3	40	74	4	50	6	13	11	102	105	1	7	7
At least daily	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	47	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	88	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	76%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	103	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	89%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9H. How often in the past 3 months have you listened to BBC Radio 1Xtra?

Base : Those who have personally listened to BBC Radio 1Xtra in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	139	3	2	4	2	20	54	72	11	11	14	34	34	3	-	1	-	
Effective Weighted Sample	118	2	2	4	2	17	47	59	10	9	12	30	30	3	-	1	-	
Total	139	3	2	4	2	19	53	72	10	10	12	31	34	4	-	1	-	
At least daily	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	63	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less often	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	104	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	132	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9H. How often in the past 3 months have you listened to BBC Radio 1Xtra?

Base : Those who have personally listened to BBC Radio 1Xtra in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	139	2	1	2	1	104	33	7	9	15	2	61	75	123	3	9	12
Effective Weighted Sample	118	2	1	2	1	86	30	6	9	13	2	51	64	103	2	9	11
Total	139	2	1	2	1	101	36	7	10	16	2	60	75	120	3	11	14
At least daily	41	**	**	**	**	28	**	**	**	**	**	**	**	36	**	**	**
	29%	**	**	**	**	27%	**	**	**	**	**	**	**	30%	**	**	**
At least weekly	63	**	**	**	**	47	**	**	**	**	**	**	**	55	**	**	**
	45%	**	**	**	**	47%	**	**	**	**	**	**	**	46%	**	**	**
At least monthly	27	**	**	**	**	23	**	**	**	**	**	**	**	22	**	**	**
	20%	**	**	**	**	23%	**	**	**	**	**	**	**	18%	**	**	**
Less often	5	**	**	**	**	3	**	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	**	4%	**	**	**
Don't know/ can't remember	3	**	**	**	**	-	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**	**	**	2%	**	**	**
SUMMARY																	
DAILY	41	**	**	**	**	28	**	**	**	**	**	**	**	36	**	**	**
	29%	**	**	**	**	27%	**	**	**	**	**	**	**	30%	**	**	**
WEEKLY	104	**	**	**	**	75	**	**	**	**	**	**	**	90	**	**	**
	75%	**	**	**	**	74%	**	**	**	**	**	**	**	75%	**	**	**
MONTHLY	132	**	**	**	**	98	**	**	**	**	**	**	**	112	**	**	**
	95%	**	**	**	**	97%	**	**	**	**	**	**	**	94%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9I. How often in the past 3 months have you listened to BBC Radio 4 Extra?

Base : Those who have personally listened to BBC Radio 4 Extra in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	106	14	16	17	1	29	46	46	4	7	12	27	25	13	2	1	1
Effective Weighted Sample	95	13	14	15	1	27	42	40	4	7	10	25	23	12	2	1	1
Total	117	19	17	18	2	32	53	47	4	8	14	30	29	16	2	1	*
At least daily	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	49	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	95	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	109	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9I. How often in the past 3 months have you listened to BBC Radio 4 Extra?

Base : Those who have personally listened to BBC Radio 4 Extra in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	106	8	5	9	4	78	24	3	8	10	3	26	75	88	2	7	9
Effective Weighted Sample	95	8	5	9	4	70	22	3	7	9	3	23	68	78	2	7	9
Total	117	10	6	12	4	87	25	3	9	9	4	32	78	96	3	8	11
At least daily	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	49	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	95	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	81%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	109	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9J. How often in the past 3 months have you listened to BBC Radio 5 sports extra?

Base : Those who have personally listened to BBC Radio 5 sports extra in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	219	41	32	39	7	69	61	142	10	14	22	44	26	27	2	4	6
Effective Weighted Sample	183	35	27	33	6	59	52	118	10	13	17	38	21	26	2	4	5
Total	225	46	34	40	6	71	63	148	12	15	20	45	26	35	1	2	2
At least daily	44	**	**	**	**	**	**	30	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**	**	**
At least weekly	132	**	**	**	**	**	**	89	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	61%	**	**	**	**	**	**	**	**	**
At least monthly	42	**	**	**	**	**	**	23	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	15%	**	**	**	**	**	**	**	**	**
Less often	6	**	**	**	**	**	**	5	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	44	**	**	**	**	**	**	30	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	20%	**	**	**	**	**	**	**	**	**
WEEKLY	175	**	**	**	**	**	**	119	**	**	**	**	**	**	**	**	**
	78%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**	**	**
MONTHLY	217	**	**	**	**	**	**	142	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	96%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9J. How often in the past 3 months have you listened to BBC Radio 5 sports extra?

Base : Those who have personally listened to BBC Radio 5 sports extra in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	219	23	4	19	8	175	35	4	15	12	4	59	146	205	4	4	8
Effective Weighted Sample	183	22	4	18	8	143	32	3	14	11	4	49	123	170	4	4	8
Total	225	30	5	25	10	174	42	4	19	13	5	62	150	210	4	4	8
At least daily	44	**	**	**	**	29	**	**	**	**	**	**	37	40	**	**	**
	19%	**	**	**	**	17%	**	**	**	**	**	**	24%	19%	**	**	**
At least weekly	132	**	**	**	**	102	**	**	**	**	**	**	94	123	**	**	**
	58%	**	**	**	**	59%	**	**	**	**	**	**	63%	58%	**	**	**
At least monthly	42	**	**	**	**	37	**	**	**	**	**	**	17	40	**	**	**
	18%	**	**	**	**	21%	**	**	**	**	**	**	11%	19%	**	**	**
Less often	6	**	**	**	**	5	**	**	**	**	**	**	2	5	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	1%	2%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	1	2	**	**	**
	1%	**	**	**	**	%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	44	**	**	**	**	29	**	**	**	**	**	**	37	40	**	**	**
	19%	**	**	**	**	17%	**	**	**	**	**	**	24%	19%	**	**	**
WEEKLY	175	**	**	**	**	131	**	**	**	**	**	**	131	163	**	**	**
	78%	**	**	**	**	75%	**	**	**	**	**	**	87%	78%	**	**	**
MONTHLY	217	**	**	**	**	168	**	**	**	**	**	**	148	203	**	**	**
	96%	**	**	**	**	97%	**	**	**	**	**	**	98%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9K. How often in the past 3 months have you listened to BBC World Service?

Base : Those who have personally listened to BBC World Service in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	133	24	17	32	15	47	56	68	8	8	23	42	19	18	1	9	4
Effective Weighted Sample	110	18	13	25	12	38	44	58	7	6	16	32	17	17	1	8	4
Total	134	23	14	29	15	44	51	74	7	7	15	33	22	23	1	4	1
At least daily	48	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	65	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	48	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	113	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	132	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	99%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9K. How often in the past 3 months have you listened to BBC World Service?

Base : Those who have personally listened to BBC World Service in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	133	13	5	14	4	85	44	9	12	16	7	27	100	118	2	6	8
Effective Weighted Sample	110	12	5	14	4	67	40	8	10	15	7	22	83	98	2	5	7
Total	134	17	7	19	4	84	45	8	12	16	8	30	96	120	1	6	7
At least daily	48	**	**	**	**	**	**	**	**	**	**	**	28	45	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	29%	37%	**	**	**
At least weekly	65	**	**	**	**	**	**	**	**	**	**	**	51	58	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	53%	48%	**	**	**
At least monthly	19	**	**	**	**	**	**	**	**	**	**	**	16	18	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	17%	15%	**	**	**
Less often	*	**	**	**	**	**	**	**	**	**	**	**	-	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	-%	-%	**	**	**
Don't know/ can't remember	1	**	**	**	**	**	**	**	**	**	**	**	1	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	1%	*%	**	**	**
SUMMARY																	
DAILY	48	**	**	**	**	**	**	**	**	**	**	**	28	45	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	29%	37%	**	**	**
WEEKLY	113	**	**	**	**	**	**	**	**	**	**	**	78	102	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	82%	85%	**	**	**
MONTHLY	132	**	**	**	**	**	**	**	**	**	**	**	95	120	**	**	**
	99%	**	**	**	**	**	**	**	**	**	**	**	99%	100%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9L. How often in the past 3 months have you listened to BBC radio for your region (ENGLAND)?

Base : Those who have personally listened to BBC radio for your region (ENGLAND) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	168	31	34	57	23	79	66	95	12	17	26	50	19	57	-	-	-
Effective Weighted Sample	160	30	33	54	22	75	63	90	11	16	25	48	18	54	-	-	-
Total	222	45	40	74	34	101	85	127	14	22	34	64	24	74	-	-	-
At least daily	106	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	78	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	26	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	106	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	184	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	210	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9L. How often in the past 3 months have you listened to BBC radio for your region (ENGLAND)?

Base : Those who have personally listened to BBC radio for your region (ENGLAND) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	168	31	26	32	25	147	18	4	9	3	2	41	124	149	4	7	11
Effective Weighted Sample	160	30	24	31	24	140	17	4	9	3	2	39	118	142	4	7	10
Total	222	40	34	44	30	197	21	5	11	3	2	58	161	197	5	9	14
At least daily	106	**	**	**	**	96	**	**	**	**	**	**	80	97	**	**	**
	48%	**	**	**	**	49%	**	**	**	**	**	**	50%	49%	**	**	**
At least weekly	78	**	**	**	**	68	**	**	**	**	**	**	55	64	**	**	**
	35%	**	**	**	**	35%	**	**	**	**	**	**	34%	33%	**	**	**
At least monthly	26	**	**	**	**	25	**	**	**	**	**	**	17	26	**	**	**
	12%	**	**	**	**	13%	**	**	**	**	**	**	10%	13%	**	**	**
Less often	10	**	**	**	**	8	**	**	**	**	**	**	8	9	**	**	**
	5%	**	**	**	**	4%	**	**	**	**	**	**	5%	5%	**	**	**
Don't know/ can't remember	2	**	**	**	**	-	**	**	**	**	**	**	1	2	**	**	**
	1%	**	**	**	**	-%	**	**	**	**	**	**	-%	1%	**	**	**
SUMMARY																	
DAILY	106	**	**	**	**	96	**	**	**	**	**	**	80	97	**	**	**
	48%	**	**	**	**	49%	**	**	**	**	**	**	50%	49%	**	**	**
WEEKLY	184	**	**	**	**	164	**	**	**	**	**	**	135	161	**	**	**
	83%	**	**	**	**	83%	**	**	**	**	**	**	84%	82%	**	**	**
MONTHLY	210	**	**	**	**	189	**	**	**	**	**	**	151	187	**	**	**
	94%	**	**	**	**	96%	**	**	**	**	**	**	94%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 70

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9M. How often in the past 3 months have you listened to BBC Radio Scotland (SCOTLAND)?

Base : Those who have personally listened to BBC Radio Scotland (SCOTLAND) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	77	12	7	22	15	32	28	43	7	7	11	21	10	-	22	-	-	
Effective Weighted Sample	74	12	7	21	15	31	27	41	7	7	11	20	10	-	21	-	-	
Total	53	9	4	17	12	23	19	30	5	5	8	15	6	-	17	-	-	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 70

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9M. How often in the past 3 months have you listened to BBC Radio Scotland (SCOTLAND)?

Base : Those who have personally listened to BBC Radio Scotland (SCOTLAND) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Significance Level: 99%																	
Unweighted total	77	-	-	-	-	67	7	1	-	6	-	31	42	75	1	-	1
Effective Weighted Sample	74	-	-	-	-	64	7	1	-	6	-	30	41	72	1	-	1
Total	53	-	-	-	-	46	4	1	-	4	-	20	30	51	1	-	1
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9N. How often in the past 3 months have you listened to BBC Radio nan Gàidheal (SCOTLAND)?

Base : Those who have personally listened to BBC Radio nan Gàidheal (SCOTLAND) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	5	-	-	-	-	1	2	2	1	1	1	2	1	-	-	-	-
Effective Weighted Sample	5	-	-	-	-	1	2	2	1	1	1	2	1	-	-	-	-
Total	3	-	-	-	-	*	1	2	1	1	1	1	1	-	-	-	-
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9N. How often in the past 3 months have you listened to BBC Radio nan Gàidheal (SCOTLAND)?

Base : Those who have personally listened to BBC Radio nan Gàidheal (SCOTLAND) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB ~d
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	5	-	-	-	-	4	1	-	-	1	-	2	3	5	-	-	-
Effective Weighted Sample	5	-	-	-	-	4	1	-	-	1	-	2	3	5	-	-	-
Total	3	-	-	-	-	3	*	-	-	*	-	1	2	3	-	-	-
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A90. How often in the past 3 months have you listened to BBC Radio Wales (WALES)?

Base : Those who have personally listened to BBC Radio Wales (WALES) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	56	15	8	14	6	18	19	32	2	4	9	14	5	-	-	14	-	
Effective Weighted Sample	53	14	8	14	6	17	18	30	2	4	9	13	5	-	-	14	-	
Total	24	7	3	6	3	7	8	13	1	2	3	5	2	-	-	6	-	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A90. How often in the past 3 months have you listened to BBC Radio Wales (WALES)?

Base : Those who have personally listened to BBC Radio Wales (WALES) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	56	-	-	-	-	47	7	1	3	2	1	24	30	51	1	1	2
Effective Weighted Sample	53	-	-	-	-	44	7	1	3	2	1	23	28	48	1	1	2
Total	24	-	-	-	-	20	3	*	1	1	1	10	13	22	*	*	1
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9P. How often in the past 3 months have you listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)?

Base : Those who have personally listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	8	1	-	2	2	3	2	6	-	-	-	1	1	-	-	2	-	
Effective Weighted Sample	7	1	-	2	2	3	2	5	-	-	-	1	1	-	-	2	-	
Total	4	*	-	2	2	2	1	3	-	-	-	*	*	-	-	2	-	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9P. How often in the past 3 months have you listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)?

Base : Those who have personally listened to BBC Radio Cymru/ BBC Radio Cymru 2 (WALES) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	8	-	-	-	-	7	1	-	-	1	-	5	2	6	-	2	2
Effective Weighted Sample	7	-	-	-	-	6	1	-	-	1	-	5	2	5	-	2	2
Total	4	-	-	-	-	4	*	-	-	*	-	2	1	3	-	1	1
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Q. How often in the past 3 months have you listened to BBC Radio Ulster (NORTHERN IRELAND)?

Base : Those who have personally listened to BBC Radio Ulster (NORTHERN IRELAND) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	129	26	41	61	20	68	51	67	8	15	25	39	14	-	-	-	61
Effective Weighted Sample	117	24	40	53	19	60	48	58	8	14	24	37	14	-	-	-	53
Total	39	9	10	18	9	20	16	20	3	5	8	12	4	-	-	-	18
At least daily	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	36	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	38	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	97%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Q. How often in the past 3 months have you listened to BBC Radio Ulster (NORTHERN IRELAND)?

Base : Those who have personally listened to BBC Radio Ulster (NORTHERN IRELAND) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	129	-	-	-	-	128	1	1	-	-	-	28	97	126	-	-	-
Effective Weighted Sample	117	-	-	-	-	116	1	1	-	-	-	25	87	114	-	-	-
Total	39	-	-	-	-	39	*	*	-	-	-	8	30	38	-	-	-
At least daily	27	**	**	**	**	27	**	**	**	**	**	**	**	26	**	**	**
	68%	**	**	**	**	68%	**	**	**	**	**	**	**	68%	**	**	**
At least weekly	9	**	**	**	**	9	**	**	**	**	**	**	**	8	**	**	**
	22%	**	**	**	**	22%	**	**	**	**	**	**	**	22%	**	**	**
At least monthly	3	**	**	**	**	3	**	**	**	**	**	**	**	3	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	**	**	7%	**	**	**
Less often	1	**	**	**	**	1	**	**	**	**	**	**	**	1	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	**	**	2%	**	**	**
Don't know/ can't remember	*	**	**	**	**	*	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	**	1%	**	**	**
SUMMARY																	
DAILY	27	**	**	**	**	27	**	**	**	**	**	**	**	26	**	**	**
	68%	**	**	**	**	68%	**	**	**	**	**	**	**	68%	**	**	**
WEEKLY	36	**	**	**	**	35	**	**	**	**	**	**	**	35	**	**	**
	90%	**	**	**	**	90%	**	**	**	**	**	**	**	90%	**	**	**
MONTHLY	38	**	**	**	**	38	**	**	**	**	**	**	**	37	**	**	**
	97%	**	**	**	**	97%	**	**	**	**	**	**	**	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9R. How often in the past 3 months have you listened to BBC Radio Foyle (NORTHERN IRELAND)?

Base : Those who have personally listened to BBC Radio Foyle (NORTHERN IRELAND) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	18	3	3	4	1	6	7	11	-	1	2	3	5	-	-	-	4	
Effective Weighted Sample	16	3	3	4	1	6	7	10	-	1	2	3	5	-	-	-	4	
Total	5	1	1	1	*	1	2	3	-	*	1	1	1	-	-	-	1	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9R. How often in the past 3 months have you listened to BBC Radio Foyle (NORTHERN IRELAND)?

Base : Those who have personally listened to BBC Radio Foyle (NORTHERN IRELAND) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	18	-	-	-	-	18	-	-	-	-	-	1	17	18	-	-	-
Effective Weighted Sample	16	-	-	-	-	16	-	-	-	-	-	1	15	16	-	-	-
Total	5	-	-	-	-	5	-	-	-	-	-	*	5	5	-	-	-
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9S. How often in the past 3 months have you listened to talkSPORT or talkSPORT2?

Base : Those who have personally listened to talkSPORT or talkSPORT2 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d
Unweighted total	471	72	49	63	14	129	161	275	25	36	52	106	66	41	3	7	12
Effective Weighted Sample	397	60	38	50	12	107	138	229	24	31	40	89	56	40	3	7	11
Total	486	80	44	60	15	125	166	282	27	37	46	105	69	52	2	3	3
At least daily	156	**	**	**	**	37	46	96	**	**	**	31	**	**	**	**	**
	32%	**	**	**	**	29%	28%	34%	**	**	**	30%	**	**	**	**	**
At least weekly	238	**	**	**	**	66	89	135	**	**	**	54	**	**	**	**	**
	49%	**	**	**	**	53%	54%	48%	**	**	**	51%	**	**	**	**	**
At least monthly	72	**	**	**	**	16	25	42	**	**	**	17	**	**	**	**	**
	15%	**	**	**	**	13%	15%	15%	**	**	**	17%	**	**	**	**	**
Less often	16	**	**	**	**	3	6	7	**	**	**	2	**	**	**	**	**
	3%	**	**	**	**	2%	4%	3%	**	**	**	2%	**	**	**	**	**
Don't know/ can't remember	5	**	**	**	**	3	-	3	**	**	**	-	**	**	**	**	**
	1%	**	**	**	**	3%	-%	1%	**	**	**	-%	**	**	**	**	**
SUMMARY																	
DAILY	156	**	**	**	**	37	46	96	**	**	**	31	**	**	**	**	**
	32%	**	**	**	**	29%	28%	34%	**	**	**	30%	**	**	**	**	**
WEEKLY	394	**	**	**	**	103	135	231	**	**	**	85	**	**	**	**	**
	81%	**	**	**	**	82%	81%	82%	**	**	**	81%	**	**	**	**	**
MONTHLY	465	**	**	**	**	119	160	273	**	**	**	103	**	**	**	**	**
	96%	**	**	**	**	95%	96%	97%	**	**	**	98%	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 76

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9S. How often in the past 3 months have you listened to talkSPORT or talkSPORT2?

Base : Those who have personally listened to talkSPORT or talkSPORT2 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	471	30	11	25	16	384	75	16	22	34	3	156	295	434	4	14	18
Effective Weighted Sample	397	29	11	25	16	318	68	15	21	30	3	125	254	363	4	13	16
Total	486	39	13	34	18	392	81	19	25	34	3	151	313	445	5	13	19
At least daily	156	**	**	**	**	126	**	**	**	**	**	49	99	141	**	**	**
	32%	**	**	**	**	32%	**	**	**	**	**	33%	32%	32%	**	**	**
At least weekly	238	**	**	**	**	193	**	**	**	**	**	65	164	220	**	**	**
	49%	**	**	**	**	49%	**	**	**	**	**	43%	53%	49%	**	**	**
At least monthly	72	**	**	**	**	62	**	**	**	**	**	26	42	65	**	**	**
	15%	**	**	**	**	16%	**	**	**	**	**	18%	13%	15%	**	**	**
Less often	16	**	**	**	**	8	**	**	**	**	**	8	5	15	**	**	**
	3%	**	**	**	**	2%	**	**	**	**	**	6%	2%	3%	**	**	**
Don't know/ can't remember	5	**	**	**	**	3	**	**	**	**	**	2	2	5	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
SUMMARY																	
DAILY	156	**	**	**	**	126	**	**	**	**	**	49	99	141	**	**	**
	32%	**	**	**	**	32%	**	**	**	**	**	33%	32%	32%	**	**	**
WEEKLY	394	**	**	**	**	319	**	**	**	**	**	114	264	361	**	**	**
	81%	**	**	**	**	81%	**	**	**	**	**	76%	84%	81%	**	**	**
MONTHLY	465	**	**	**	**	381	**	**	**	**	**	141	306	425	**	**	**
	96%	**	**	**	**	97%	**	**	**	**	**	93%	98%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9T. How often in the past 3 months have you listened to talkRADIO?

Base : Those who have personally listened to talkRADIO in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	166	19	12	18	6	40	68	78	14	11	25	46	25	13	2	3	-
Effective Weighted Sample	146	17	10	16	6	35	60	67	14	10	22	42	21	12	2	3	-
Total	169	23	11	19	8	41	68	80	15	11	25	47	24	16	2	1	-
At least daily	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	74	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	128	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	76%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	156	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9T. How often in the past 3 months have you listened to talkRADIO?

Base : Those who have personally listened to talkRADIO in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	166	7	6	9	4	122	40	8	9	19	4	34	124	145	4	8	12
Effective Weighted Sample	146	7	6	9	4	106	37	7	9	17	4	30	109	126	4	7	11
Total	169	10	6	12	4	126	39	8	9	18	4	34	125	147	4	9	13
At least daily	55	**	**	**	**	45	**	**	**	**	**	**	42	49	**	**	**
	32%	**	**	**	**	36%	**	**	**	**	**	**	34%	34%	**	**	**
At least weekly	74	**	**	**	**	59	**	**	**	**	**	**	52	66	**	**	**
	44%	**	**	**	**	47%	**	**	**	**	**	**	42%	45%	**	**	**
At least monthly	27	**	**	**	**	18	**	**	**	**	**	**	19	20	**	**	**
	16%	**	**	**	**	14%	**	**	**	**	**	**	15%	14%	**	**	**
Less often	8	**	**	**	**	4	**	**	**	**	**	**	8	6	**	**	**
	5%	**	**	**	**	3%	**	**	**	**	**	**	7%	4%	**	**	**
Don't know/ can't remember	5	**	**	**	**	-	**	**	**	**	**	**	4	5	**	**	**
	3%	**	**	**	**	-%	**	**	**	**	**	**	3%	4%	**	**	**
SUMMARY																	
DAILY	55	**	**	**	**	45	**	**	**	**	**	**	42	49	**	**	**
	32%	**	**	**	**	36%	**	**	**	**	**	**	34%	34%	**	**	**
WEEKLY	128	**	**	**	**	104	**	**	**	**	**	**	94	115	**	**	**
	76%	**	**	**	**	83%	**	**	**	**	**	**	75%	78%	**	**	**
MONTHLY	156	**	**	**	**	122	**	**	**	**	**	**	113	135	**	**	**
	92%	**	**	**	**	97%	**	**	**	**	**	**	90%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9U. How often in the past 3 months have you listened to Classic FM?

Base : Those who have personally listened to Classic FM in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	c	~d		a	b	~c	~d	~e	f	~g	a	~b	~c	~d
Unweighted total	543	64	90	146	56	202	203	287	40	52	72	155	83	105	15	14	12
Effective Weighted Sample	465	56	75	126	52	174	174	245	34	48	60	134	70	101	14	13	11
Total	574	81	82	150	68	203	211	305	42	58	74	163	83	130	11	6	3
At least daily	217	**	**	57	**	76	93	108	**	**	**	75	**	50	**	**	**
	38%	**	**	38%	**	37%	44%	35%	**	**	**	46%	**	39%	**	**	**
At least weekly	247	**	**	70	**	97	79	139	**	**	**	58	**	59	**	**	**
	43%	**	**	47%	**	48%	37%	46%	**	**	**	35%	**	46%	**	**	**
At least monthly	72	**	**	17	**	22	26	35	**	**	**	19	**	15	**	**	**
	13%	**	**	12%	**	11%	12%	12%	**	**	**	12%	**	12%	**	**	**
Less often	35	**	**	5	**	8	10	23	**	**	**	9	**	5	**	**	**
	6%	**	**	3%	**	4%	5%	7%	**	**	**	5%	**	4%	**	**	**
Don't know/ can't remember	3	**	**	-	**	-	2	*	**	**	**	2	**	-	**	**	**
	*%	**	**	-%	**	-%	1%	*%	**	**	**	1%	**	-%	**	**	**
SUMMARY																	
DAILY	217	**	**	57	**	76	93	108	**	**	**	75	**	50	**	**	**
	38%	**	**	38%	**	37%	44%	35%	**	**	**	46%	**	39%	**	**	**
WEEKLY	464	**	**	127	**	172	172	247	**	**	**	133	**	109	**	**	**
	81%	**	**	85%	**	85%	82%	81%	**	**	**	82%	**	84%	**	**	**
MONTHLY	536	**	**	145	**	194	198	282	**	**	**	152	**	125	**	**	**
	93%	**	**	97%	**	96%	94%	92%	**	**	**	93%	**	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9U. How often in the past 3 months have you listened to Classic FM?

Base : Those who have personally listened to Classic FM in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	543	56	49	60	45	430	97	20	29	36	12	144	378	482	13	19	32
Effective Weighted Sample	465	54	47	58	43	364	87	18	27	31	11	121	326	411	13	17	29
Total	574	65	64	81	49	452	104	21	33	37	14	148	403	505	18	20	38
At least daily	217	**	**	**	**	181	**	**	**	**	**	50	156	191	**	**	**
	38%	**	**	**	**	40%	**	**	**	**	**	34%	39%	38%	**	**	**
At least weekly	247	**	**	**	**	187	**	**	**	**	**	54	181	220	**	**	**
	43%	**	**	**	**	41%	**	**	**	**	**	37%	45%	43%	**	**	**
At least monthly	72	**	**	**	**	56	**	**	**	**	**	26	45	63	**	**	**
	13%	**	**	**	**	12%	**	**	**	**	**	17%	11%	12%	**	**	**
Less often	35	**	**	**	**	26	**	**	**	**	**	18	17	30	**	**	**
	6%	**	**	**	**	6%	**	**	**	**	**	12%	4%	6%	**	**	**
												b					
Don't know/ can't remember	3	**	**	**	**	2	**	**	**	**	**	1	2	2	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	*%	1%	*%	**	**	**
SUMMARY																	
DAILY	217	**	**	**	**	181	**	**	**	**	**	50	156	191	**	**	**
	38%	**	**	**	**	40%	**	**	**	**	**	34%	39%	38%	**	**	**
WEEKLY	464	**	**	**	**	368	**	**	**	**	**	104	338	411	**	**	**
	81%	**	**	**	**	81%	**	**	**	**	**	70%	84%	81%	**	**	**
													a				
MONTHLY	536	**	**	**	**	424	**	**	**	**	**	130	383	473	**	**	**
	93%	**	**	**	**	94%	**	**	**	**	**	88%	95%	94%	**	**	**
													a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9V. How often in the past 3 months have you listened to Any Absolute Radio station?

Base : Those who have personally listened to Any Absolute Radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	339	51	30	36	6	82	109	198	18	19	35	72	56	16	11	5	4
Effective Weighted Sample	277	41	25	30	5	71	92	160	16	17	28	61	47	16	11	5	4
Total	330	57	26	30	4	75	105	194	19	18	30	70	50	19	8	2	1
At least daily	127	**	**	**	**	**	42	76	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	40%	39%	**	**	**	**	**	**	**	**	**
At least weekly	137	**	**	**	**	**	43	85	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	41%	44%	**	**	**	**	**	**	**	**	**
At least monthly	49	**	**	**	**	**	16	24	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	15%	13%	**	**	**	**	**	**	**	**	**
Less often	12	**	**	**	**	**	3	8	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	3%	4%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	4	**	**	**	**	**	1	2	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	1%	1%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	127	**	**	**	**	**	42	76	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	40%	39%	**	**	**	**	**	**	**	**	**
WEEKLY	265	**	**	**	**	**	85	160	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	80%	83%	**	**	**	**	**	**	**	**	**
MONTHLY	314	**	**	**	**	**	101	185	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	96%	95%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 79

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9V. How often in the past 3 months have you listened to Any Absolute Radio station?

Base : Those who have personally listened to Any Absolute Radio station in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	339	14	2	2	14	293	38	7	15	11	5	140	185	308	8	13	21
Effective Weighted Sample	277	14	2	2	14	237	34	6	14	10	5	116	151	249	8	12	19
Total	330	17	2	3	17	281	41	6	18	11	6	136	180	296	8	15	23
At least daily	127	**	**	**	**	116	**	**	**	**	**	57	69	116	**	**	**
	39%	**	**	**	**	41%	**	**	**	**	**	41%	38%	39%	**	**	**
At least weekly	137	**	**	**	**	115	**	**	**	**	**	57	77	126	**	**	**
	42%	**	**	**	**	41%	**	**	**	**	**	42%	43%	43%	**	**	**
At least monthly	49	**	**	**	**	41	**	**	**	**	**	19	25	41	**	**	**
	15%	**	**	**	**	15%	**	**	**	**	**	14%	14%	14%	**	**	**
Less often	12	**	**	**	**	7	**	**	**	**	**	4	6	10	**	**	**
	4%	**	**	**	**	3%	**	**	**	**	**	3%	4%	3%	**	**	**
Don't know/ can't remember	4	**	**	**	**	1	**	**	**	**	**	-	3	3	**	**	**
	1%	**	**	**	**	%	**	**	**	**	**	-%	1%	1%	**	**	**
SUMMARY																	
DAILY	127	**	**	**	**	116	**	**	**	**	**	57	69	116	**	**	**
	39%	**	**	**	**	41%	**	**	**	**	**	41%	38%	39%	**	**	**
WEEKLY	265	**	**	**	**	231	**	**	**	**	**	113	146	242	**	**	**
	80%	**	**	**	**	82%	**	**	**	**	**	83%	81%	82%	**	**	**
MONTHLY	314	**	**	**	**	272	**	**	**	**	**	132	171	283	**	**	**
	95%	**	**	**	**	97%	**	**	**	**	**	97%	95%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9W. How often in the past 3 months have you listened to Any Capital radio station?

Base : Those who have personally listened to Any Capital radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	601	50	36	44	8	134	176	374	33	21	41	101	101	31	4	9	-
Effective Weighted Sample	518	43	31	38	7	119	152	322	29	18	36	90	86	30	4	9	-
Total	621	55	33	42	9	135	177	396	34	21	40	103	100	36	2	4	-
At least daily	282	**	**	**	**	55	53	202	**	**	**	31	32	**	**	**	**
	45%	**	**	**	**	41%	30%	51% afg	**	**	**	30%	32%	**	**	**	**
At least weekly	249	**	**	**	**	55	84	151	**	**	**	49	47	**	**	**	**
	40%	**	**	**	**	41%	48%	38%	**	**	**	48%	47%	**	**	**	**
At least monthly	65	**	**	**	**	17	31	31	**	**	**	17	17	**	**	**	**
	10%	**	**	**	**	13%	17% b	8%	**	**	**	16%	17%	**	**	**	**
Less often	23	**	**	**	**	7	8	11	**	**	**	6	4	**	**	**	**
	4%	**	**	**	**	5%	5%	3%	**	**	**	6%	4%	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	1	-	**	**	**	1	-	**	**	**	**
	*%	**	**	**	**	1%	*%	-%	**	**	**	1%	-%	**	**	**	**
SUMMARY																	
DAILY	282	**	**	**	**	55	53	202	**	**	**	31	32	**	**	**	**
	45%	**	**	**	**	41%	30%	51% afg	**	**	**	30%	32%	**	**	**	**
WEEKLY	532	**	**	**	**	110	138	354	**	**	**	80	78	**	**	**	**
	86%	**	**	**	**	82%	78%	89% afg	**	**	**	77%	79%	**	**	**	**
MONTHLY	597	**	**	**	**	127	169	385	**	**	**	97	96	**	**	**	**
	96%	**	**	**	**	94%	95%	97%	**	**	**	94%	96%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9W. How often in the past 3 months have you listened to Any Capital radio station?

Base : Those who have personally listened to Any Capital radio station in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	601	14	17	15	16	490	98	13	38	31	16	231	347	551	17	17	34
Effective Weighted Sample	518	13	17	14	16	414	91	13	35	29	15	191	306	473	14	16	30
Total	621	17	19	19	17	492	114	14	46	34	19	223	374	570	17	17	34
At least daily	282	**	**	**	**	214	**	**	**	**	**	82	190	259	**	**	**
	45%	**	**	**	**	43%	**	**	**	**	**	37%	51%	46%	**	**	**
													a				
At least weekly	249	**	**	**	**	207	**	**	**	**	**	106	133	234	**	**	**
	40%	**	**	**	**	42%	**	**	**	**	**	48%	36%	41%	**	**	**
												b					
At least monthly	65	**	**	**	**	53	**	**	**	**	**	26	37	58	**	**	**
	10%	**	**	**	**	11%	**	**	**	**	**	12%	10%	10%	**	**	**
Less often	23	**	**	**	**	19	**	**	**	**	**	8	12	18	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	4%	3%	3%	**	**	**
Don't know/ can't remember	2	**	**	**	**	-	**	**	**	**	**	-	2	1	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	-%	1%	*%	**	**	**
SUMMARY																	
DAILY	282	**	**	**	**	214	**	**	**	**	**	82	190	259	**	**	**
	45%	**	**	**	**	43%	**	**	**	**	**	37%	51%	46%	**	**	**
													a				
WEEKLY	532	**	**	**	**	421	**	**	**	**	**	189	323	493	**	**	**
	86%	**	**	**	**	86%	**	**	**	**	**	85%	86%	87%	**	**	**
MONTHLY	597	**	**	**	**	474	**	**	**	**	**	215	361	551	**	**	**
	96%	**	**	**	**	96%	**	**	**	**	**	96%	96%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9X. How often in the past 3 months have you listened to Any Heart radio station?

Base : Those who have personally listened to Any Heart radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		717	117	80	99	19	212	240	410	38	28	70	149	122	70	11	15	3
Effective Weighted Sample		607	100	68	84	16	183	205	347	34	24	58	127	105	67	11	14	3
Total		760	142	80	100	20	217	246	451	41	30	69	152	123	86	7	6	1
At least daily		315	59	**	**	**	91	97	192	**	**	**	58	53	**	**	**	**
		41%	41%	**	**	**	42%	39%	43%	**	**	**	38%	43%	**	**	**	**
At least weekly		325	61	**	**	**	99	109	196	**	**	**	70	51	**	**	**	**
		43%	43%	**	**	**	46%	44%	44%	**	**	**	46%	41%	**	**	**	**
At least monthly		97	16	**	**	**	22	32	50	**	**	**	18	17	**	**	**	**
		13%	11%	**	**	**	10%	13%	11%	**	**	**	12%	13%	**	**	**	**
Less often		21	6	**	**	**	5	8	12	**	**	**	6	3	**	**	**	**
		3%	4%	**	**	**	3%	3%	3%	**	**	**	4%	2%	**	**	**	**
Don't know/ can't remember		2	-	**	**	**	-	-	1	**	**	**	-	-	**	**	**	**
		*%	-%	**	**	**	-%	-%	*%	**	**	**	-%	-%	**	**	**	**
SUMMARY																		
DAILY		315	59	**	**	**	91	97	192	**	**	**	58	53	**	**	**	**
		41%	41%	**	**	**	42%	39%	43%	**	**	**	38%	43%	**	**	**	**
WEEKLY		640	120	**	**	**	190	206	389	**	**	**	127	104	**	**	**	**
		84%	84%	**	**	**	88%	84%	86%	**	**	**	84%	84%	**	**	**	**
MONTHLY		738	136	**	**	**	211	237	439	**	**	**	146	120	**	**	**	**
		97%	96%	**	**	**	97%	97%	97%	**	**	**	96%	98%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9X. How often in the past 3 months have you listened to Any Heart radio station?

Base : Those who have personally listened to Any Heart radio station in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	717	31	39	35	35	629	63	10	23	19	11	298	380	654	19	16	35
Effective Weighted Sample	607	30	37	34	34	526	58	10	22	18	10	245	328	551	17	15	32
Total	760	39	48	46	40	660	76	13	29	19	14	301	423	690	23	18	41
At least daily	315	**	**	**	**	273	**	**	**	**	**	124	177	286	**	**	**
	41%	**	**	**	**	41%	**	**	**	**	**	41%	42%	41%	**	**	**
At least weekly	325	**	**	**	**	288	**	**	**	**	**	131	177	292	**	**	**
	43%	**	**	**	**	44%	**	**	**	**	**	43%	42%	42%	**	**	**
At least monthly	97	**	**	**	**	79	**	**	**	**	**	35	57	90	**	**	**
	13%	**	**	**	**	12%	**	**	**	**	**	12%	14%	13%	**	**	**
Less often	21	**	**	**	**	18	**	**	**	**	**	11	9	20	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	4%	2%	3%	**	**	**
Don't know/ can't remember	2	**	**	**	**	2	**	**	**	**	**	1	1	2	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	315	**	**	**	**	273	**	**	**	**	**	124	177	286	**	**	**
	41%	**	**	**	**	41%	**	**	**	**	**	41%	42%	41%	**	**	**
WEEKLY	640	**	**	**	**	561	**	**	**	**	**	254	355	578	**	**	**
	84%	**	**	**	**	85%	**	**	**	**	**	84%	84%	84%	**	**	**
MONTHLY	738	**	**	**	**	640	**	**	**	**	**	290	412	668	**	**	**
	97%	**	**	**	**	97%	**	**	**	**	**	96%	98%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Y. How often in the past 3 months have you listened to Any Smooth radio station?

Base : Those who have personally listened to Any Smooth radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	429	83	69	99	30	171	148	248	22	32	50	99	62	76	9	9	5
Effective Weighted Sample	369	75	59	86	27	150	128	216	21	27	42	86	54	73	9	9	5
Total	460	101	68	107	39	184	153	276	26	30	49	103	64	96	6	3	1
At least daily	177	**	**	**	**	72	59	104	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	39%	39%	38%	**	**	**	**	**	**	**	**	**
At least weekly	219	**	**	**	**	89	66	139	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	48%	43%	51%	**	**	**	**	**	**	**	**	**
At least monthly	50	**	**	**	**	18	23	26	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	10%	15%	9%	**	**	**	**	**	**	**	**	**
Less often	9	**	**	**	**	3	3	5	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	2%	2%	2%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	4	**	**	**	**	2	3	1	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	1%	2%	*%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	177	**	**	**	**	72	59	104	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	39%	39%	38%	**	**	**	**	**	**	**	**	**
WEEKLY	396	**	**	**	**	161	125	243	**	**	**	**	**	**	**	**	**
	86%	**	**	**	**	88%	82%	88%	**	**	**	**	**	**	**	**	**
MONTHLY	446	**	**	**	**	179	148	269	**	**	**	**	**	**	**	**	**
	97%	**	**	**	**	97%	96%	98%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Y. How often in the past 3 months have you listened to Any Smooth radio station?

Base : Those who have personally listened to Any Smooth radio station in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	429	37	39	34	42	371	46	8	19	15	4	127	284	394	11	13	24
Effective Weighted Sample	369	36	38	33	41	317	42	7	18	14	4	106	247	340	9	11	21
Total	460	48	48	49	47	392	56	9	23	17	6	127	315	424	12	14	25
At least daily	177	**	**	**	**	158	**	**	**	**	**	56	114	159	**	**	**
	39%	**	**	**	**	40%	**	**	**	**	**	44%	36%	38%	**	**	**
At least weekly	219	**	**	**	**	184	**	**	**	**	**	52	156	210	**	**	**
	48%	**	**	**	**	47%	**	**	**	**	**	41%	50%	50%	**	**	**
At least monthly	50	**	**	**	**	41	**	**	**	**	**	17	33	43	**	**	**
	11%	**	**	**	**	10%	**	**	**	**	**	14%	10%	10%	**	**	**
Less often	9	**	**	**	**	7	**	**	**	**	**	1	8	9	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	1%	3%	2%	**	**	**
Don't know/ can't remember	4	**	**	**	**	2	**	**	**	**	**	-	4	2	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	-%	1%	1%	**	**	**
SUMMARY																	
DAILY	177	**	**	**	**	158	**	**	**	**	**	56	114	159	**	**	**
	39%	**	**	**	**	40%	**	**	**	**	**	44%	36%	38%	**	**	**
WEEKLY	396	**	**	**	**	342	**	**	**	**	**	108	270	369	**	**	**
	86%	**	**	**	**	87%	**	**	**	**	**	85%	86%	87%	**	**	**
MONTHLY	446	**	**	**	**	383	**	**	**	**	**	126	303	412	**	**	**
	97%	**	**	**	**	98%	**	**	**	**	**	99%	96%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Z. How often in the past 3 months have you listened to Any Kiss radio station?

Base : Those who have personally listened to Any Kiss radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	352	12	10	12	2	73	122	201	24	15	21	64	83	5	1	4	2
Effective Weighted Sample	288	10	8	9	2	61	101	162	20	13	19	54	69	5	1	4	2
Total	332	12	6	8	2	60	115	188	21	12	21	59	80	5	1	2	*
At least daily	111	**	**	**	**	**	29	70	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	25%	37%	**	**	**	**	**	**	**	**	**
At least weekly	147	**	**	**	**	**	55	80	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	48%	42%	**	**	**	**	**	**	**	**	**
At least monthly	57	**	**	**	**	**	24	29	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	21%	16%	**	**	**	**	**	**	**	**	**
Less often	15	**	**	**	**	**	6	8	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	5%	4%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	1	1	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	1%	*%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	111	**	**	**	**	**	29	70	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	25%	37%	**	**	**	**	**	**	**	**	**
WEEKLY	258	**	**	**	**	**	84	149	**	**	**	**	**	**	**	**	**
	78%	**	**	**	**	**	73%	80%	**	**	**	**	**	**	**	**	**
MONTHLY	315	**	**	**	**	**	108	179	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	94%	95%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9Z. How often in the past 3 months have you listened to Any Kiss radio station?

Base : Those who have personally listened to Any Kiss radio station in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	352	4	1	3	2	282	54	11	17	21	5	150	181	314	10	17	27
Effective Weighted Sample	288	4	1	3	2	224	49	10	15	19	5	120	150	254	9	15	24
Total	332	4	1	3	2	256	57	11	20	21	5	134	177	292	11	17	28
At least daily	111	**	**	**	**	91	**	**	**	**	**	45	58	95	**	**	**
	33%	**	**	**	**	36%	**	**	**	**	**	34%	33%	33%	**	**	**
At least weekly	147	**	**	**	**	113	**	**	**	**	**	62	77	132	**	**	**
	44%	**	**	**	**	44%	**	**	**	**	**	46%	43%	45%	**	**	**
At least monthly	57	**	**	**	**	40	**	**	**	**	**	22	31	49	**	**	**
	17%	**	**	**	**	15%	**	**	**	**	**	16%	18%	17%	**	**	**
Less often	15	**	**	**	**	12	**	**	**	**	**	5	10	14	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	3%	6%	5%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	1	1	1	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	1%	1%	*%	**	**	**
SUMMARY																	
DAILY	111	**	**	**	**	91	**	**	**	**	**	45	58	95	**	**	**
	33%	**	**	**	**	36%	**	**	**	**	**	34%	33%	33%	**	**	**
WEEKLY	258	**	**	**	**	204	**	**	**	**	**	107	135	227	**	**	**
	78%	**	**	**	**	80%	**	**	**	**	**	80%	76%	78%	**	**	**
MONTHLY	315	**	**	**	**	243	**	**	**	**	**	129	166	277	**	**	**
	95%	**	**	**	**	95%	**	**	**	**	**	96%	94%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AA. How often in the past 3 months have you listened to Any Magic radio station?

Base : Those who have personally listened to Any Magic radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	236	42	25	39	14	84	88	129	14	13	28	54	46	26	3	5	5
Effective Weighted Sample	191	34	20	31	12	69	73	104	12	11	22	44	39	25	3	5	4
Total	229	42	21	38	17	80	87	124	15	13	25	53	45	33	2	2	1
At least daily	81	**	**	**	**	**	**	48	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**	**	**
At least weekly	110	**	**	**	**	**	**	58	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	47%	**	**	**	**	**	**	**	**	**
At least monthly	31	**	**	**	**	**	**	14	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	11%	**	**	**	**	**	**	**	**	**
Less often	7	**	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	81	**	**	**	**	**	**	48	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	39%	**	**	**	**	**	**	**	**	**
WEEKLY	191	**	**	**	**	**	**	107	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	86%	**	**	**	**	**	**	**	**	**
MONTHLY	222	**	**	**	**	**	**	121	**	**	**	**	**	**	**	**	**
	97%	**	**	**	**	**	**	97%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AA. How often in the past 3 months have you listened to Any Magic radio station?

Base : Those who have personally listened to Any Magic radio station in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	236	12	14	17	9	201	28	8	8	7	5	85	143	220	3	9	12
Effective Weighted Sample	191	11	13	16	8	159	26	7	8	6	5	69	115	176	3	9	11
Total	229	16	17	22	11	189	32	9	10	8	6	81	140	212	3	10	13
At least daily	81	**	**	**	**	69	**	**	**	**	**	**	50	74	**	**	**
	35%	**	**	**	**	36%	**	**	**	**	**	**	35%	35%	**	**	**
At least weekly	110	**	**	**	**	90	**	**	**	**	**	**	67	103	**	**	**
	48%	**	**	**	**	47%	**	**	**	**	**	**	48%	49%	**	**	**
At least monthly	31	**	**	**	**	25	**	**	**	**	**	**	22	29	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	**	15%	13%	**	**	**
Less often	7	**	**	**	**	6	**	**	**	**	**	**	1	7	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	1%	3%	**	**	**
SUMMARY																	
DAILY	81	**	**	**	**	69	**	**	**	**	**	**	50	74	**	**	**
	35%	**	**	**	**	36%	**	**	**	**	**	**	35%	35%	**	**	**
WEEKLY	191	**	**	**	**	159	**	**	**	**	**	**	117	177	**	**	**
	84%	**	**	**	**	84%	**	**	**	**	**	**	84%	84%	**	**	**
MONTHLY	222	**	**	**	**	184	**	**	**	**	**	**	138	206	**	**	**
	97%	**	**	**	**	97%	**	**	**	**	**	**	99%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AB. How often in the past 3 months have you listened to Virgin Radio?

Base : Those who have personally listened to Virgin Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	172	22	15	23	8	36	64	92	12	10	15	35	41	14	1	8	-
Effective Weighted Sample	143	19	12	19	7	30	53	77	11	9	12	29	34	14	1	8	-
Total	177	28	12	22	10	33	61	98	11	10	11	31	42	18	1	3	-
At least daily	56	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	84	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	26	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	56	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	141	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	79%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	166	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AB. How often in the past 3 months have you listened to Virgin Radio?

Base : Those who have personally listened to Virgin Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	172	11	3	8	6	136	33	10	6	13	4	55	113	150	4	11	15
Effective Weighted Sample	143	11	3	8	6	113	28	8	5	12	4	47	93	123	4	10	14
Total	177	14	3	10	7	142	31	7	7	13	4	55	117	152	5	13	18
At least daily	56	**	**	**	**	44	**	**	**	**	**	**	34	47	**	**	**
	32%	**	**	**	**	31%	**	**	**	**	**	**	29%	31%	**	**	**
At least weekly	84	**	**	**	**	69	**	**	**	**	**	**	61	78	**	**	**
	48%	**	**	**	**	49%	**	**	**	**	**	**	52%	51%	**	**	**
At least monthly	26	**	**	**	**	23	**	**	**	**	**	**	15	18	**	**	**
	14%	**	**	**	**	16%	**	**	**	**	**	**	13%	12%	**	**	**
Less often	8	**	**	**	**	5	**	**	**	**	**	**	5	7	**	**	**
	5%	**	**	**	**	3%	**	**	**	**	**	**	4%	4%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	2	1	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	2%	1%	**	**	**
SUMMARY																	
DAILY	56	**	**	**	**	44	**	**	**	**	**	**	34	47	**	**	**
	32%	**	**	**	**	31%	**	**	**	**	**	**	29%	31%	**	**	**
WEEKLY	141	**	**	**	**	113	**	**	**	**	**	**	95	125	**	**	**
	79%	**	**	**	**	79%	**	**	**	**	**	**	81%	82%	**	**	**
MONTHLY	166	**	**	**	**	136	**	**	**	**	**	**	110	144	**	**	**
	94%	**	**	**	**	96%	**	**	**	**	**	**	94%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AC. How often in the past 3 months have you listened to Any LBC radio station?

Base : Those who have personally listened to Any LBC radio station in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	132	29	19	33	14	45	47	77	6	8	14	29	19	27	3	3	-
Effective Weighted Sample	115	25	17	30	13	41	40	69	5	6	11	24	17	26	3	3	-
Total	143	32	20	37	17	49	48	87	7	6	10	26	21	33	2	1	-
At least daily	73	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	58	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	73	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	131	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	138	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AC. How often in the past 3 months have you listened to Any LBC radio station?

Base : Those who have personally listened to Any LBC radio station in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	132	14	13	14	13	104	27	5	6	14	2	44	83	120	2	6	8
Effective Weighted Sample	115	13	13	14	13	88	26	5	6	13	2	36	74	106	2	5	6
Total	143	17	16	19	14	109	32	6	7	17	2	46	91	133	1	5	6
At least daily	73	**	**	**	**	60	**	**	**	**	**	**	**	66	**	**	**
	51%	**	**	**	**	55%	**	**	**	**	**	**	**	50%	**	**	**
At least weekly	58	**	**	**	**	43	**	**	**	**	**	**	**	56	**	**	**
	40%	**	**	**	**	39%	**	**	**	**	**	**	**	42%	**	**	**
At least monthly	7	**	**	**	**	5	**	**	**	**	**	**	**	6	**	**	**
	5%	**	**	**	**	4%	**	**	**	**	**	**	**	5%	**	**	**
Less often	3	**	**	**	**	1	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**	**	**	2%	**	**	**
Don't know/ can't remember	3	**	**	**	**	-	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	-%	**	**	**	**	**	**	**	1%	**	**	**
SUMMARY																	
DAILY	73	**	**	**	**	60	**	**	**	**	**	**	**	66	**	**	**
	51%	**	**	**	**	55%	**	**	**	**	**	**	**	50%	**	**	**
WEEKLY	131	**	**	**	**	103	**	**	**	**	**	**	**	122	**	**	**
	91%	**	**	**	**	94%	**	**	**	**	**	**	**	92%	**	**	**
MONTHLY	138	**	**	**	**	108	**	**	**	**	**	**	**	128	**	**	**
	96%	**	**	**	**	99%	**	**	**	**	**	**	**	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AD. How often in the past 3 months have you listened to Times Radio?

Base : Those who have personally listened to Times Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	N
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	86	4	8	12	4	18	27	49	2	6	8	16	12	7	2	1	2	
Effective Weighted Sample	75	4	6	10	4	16	25	42	2	6	7	15	11	7	2	1	2	
Total	88	6	7	11	4	18	29	49	2	6	9	18	13	9	2	*	*	
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																		
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AD. How often in the past 3 months have you listened to Times Radio?

Base : Those who have personally listened to Times Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	86	3	4	4	3	55	28	2	8	13	5	22	59	76	1	6	7
Effective Weighted Sample	75	3	4	4	3	48	25	2	8	11	5	19	52	66	1	5	6
Total	88	4	5	5	4	57	27	1	9	12	5	21	60	79	1	6	7
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AE. How often in the past 3 months have you listened to GB News Radio?

Base : Those who have personally listened to GB News Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	97	9	12	21	9	30	38	42	7	5	12	22	18	12	2	5	2
Effective Weighted Sample	83	9	8	17	9	25	33	35	6	4	10	18	15	12	2	5	2
Total	108	13	9	21	12	32	41	46	7	4	12	21	20	17	2	2	*
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9AE. How often in the past 3 months have you listened to GB News Radio?

Base : Those who have personally listened to GB News Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	97	7	5	9	3	74	19	5	6	5	3	16	75	77	4	8	12
Effective Weighted Sample	83	7	5	9	3	62	17	5	6	4	3	13	63	65	3	7	11
Total	108	11	6	13	4	81	21	6	8	3	4	16	83	84	4	8	12
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 89

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Radio 1	727	76	41	77	35	184	210	445	32	37	55	121	113	69	2	4	**	
	17%	11%	7%	7%	7%	10%	15%	17%	17%	15%	12%	14%	19%	8%	3%	7%	**	
													e					
BBC Radio 2	698	149	133	234	101	306	221	423	37	57	79	166	64	201	19	12	**	
	16%	21%	24%	23%	21%	17%	16%	16%	20%	23%	17%	19%	11%	23%	24%	22%	**	
							g	g	g	g	g	g						
Any Heart radio station	640	120	70	87	17	190	206	389	33	27	60	127	104	76	6	4	**	
	15%	17%	13%	8%	4%	10%	15%	15%	18%	11%	13%	14%	17%	9%	8%	8%	**	
		cd	d	d														
Any Capital radio station	532	40	29	38	8	110	138	354	22	18	33	80	78	33	2	3	**	
	12%	6%	5%	4%	2%	6%	10%	13%	12%	7%	7%	9%	13%	4%	3%	5%	**	
		d	d					adef					e					
BBC Radio 4	520	77	101	194	93	233	158	328	27	52	52	114	49	176	3	13	**	
	12%	11%	18%	19%	19%	13%	12%	13%	14%	21%	11%	13%	8%	20%	4%	23%	**	
			a	a	a			g		abefg		g		b		b		
Classic FM	464	61	72	127	56	172	172	247	33	49	61	133	66	109	10	6	**	
	11%	9%	13%	12%	12%	9%	13%	9%	17%	20%	13%	15%	11%	13%	12%	11%	**	
							b		b	abg		b						
Any Smooth radio station	396	91	60	95	35	161	125	243	23	26	42	86	45	86	5	3	**	
	9%	13%	11%	9%	7%	9%	9%	9%	12%	11%	9%	10%	8%	10%	6%	5%	**	
		d																
talkSPORT or talkSPORT2	394	59	38	50	13	103	135	231	22	33	41	85	57	44	1	3	**	
	9%	8%	7%	5%	3%	6%	10%	9%	12%	13%	9%	10%	10%	5%	2%	5%	**	
		cd	d															
BBC Radio 5 live	284	56	57	90	33	121	85	180	18	23	32	60	28	79	5	3	**	
	6%	8%	10%	9%	7%	7%	6%	7%	9%	9%	7%	7%	5%	9%	7%	6%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 89

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Any Absolute Radio station	265 6%	43 6% cd	19 3%	23 2%	4 1%	61 3%	85 6%	160 6%	16 8%	17 7%	25 5%	59 7%	38 6%	14 2%	7 9% a	2 4%	** **	
Any Kiss radio station	258 6%	7 1%	3 1%	3 *% *	* *% *	47 3%	84 6%	149 6%	12 6%	9 3%	15 3%	39 4%	62 10% abdef	2 *%	- -%	1 2% a	** **	
Any Magic radio station	191 4%	37 5%	14 2%	29 3%	16 3%	63 3%	70 5%	107 4%	12 6%	11 5%	22 5%	46 5%	34 6%	25 3%	1 2%	1 2%	** **	
BBC radio for your region (ENGLAND)	184 4%	37 5%	34 6%	66 6%	32 7%	87 5%	71 5%	107 4%	12 6%	20 8% b	30 7%	53 6%	21 4%	66 8% bc	- -%	- -%	** **	
BBC Radio 5 sports extra	175 4%	33 5% d	22 4%	28 3%	6 1%	53 3%	47 3%	119 5%	11 6%	12 5%	17 4%	38 4%	18 3%	25 3%	1 1%	1 2%	** **	
BBC Radio 3	154 3%	16 2%	11 2%	22 2%	11 2%	32 2%	79 6% b	57 2%	14 8% b	16 6% b	23 5% b	50 6% b	44 7% b	17 2%	3 3%	2 3%	** **	
BBC 6 Music	149 3%	23 3% cd	8 2%	8 1%	- -%	21 1%	45 3%	86 3%	5 3%	8 3%	10 2%	23 3%	25 4%	7 1%	1 1%	* 1%	** **	
Virgin Radio	141 3%	23 3%	11 2%	18 2%	7 1%	26 1%	46 3%	82 3%	8 4%	7 3%	9 2%	25 3%	32 5% e	14 2%	1 1%	3 6% a	** **	
Any LBC radio station	131 3%	28 4%	20 4%	35 3%	16 3%	46 3%	44 3%	82 3%	5 3%	5 2%	10 2%	22 3%	19 3%	32 4%	2 3%	1 2%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 89

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A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
talkRADIO	128	22	9	17	8	33	48	67	10	11	20	32	19	14	2	1	**	
	3%	3%	2%	2%	2%	2%	4%	3%	5%	5%	4%	4%	3%	2%	2%	2%	**	
BBC World Service	113	23	13	24	11	37	38	69	6	7	10	26	15	19	-	4	**	
	3%	3%	2%	2%	2%	2%	3%	3%	3%	3%	2%	3%	2%	2%	-%	7%	**	
																ab		
BBC Radio 1Xtra	104	3	2	3	1	14	40	54	8	7	10	26	25	2	-	1	**	
	2%	*%	*%	*%	*%	1%	3%	2%	4%	3%	2%	3%	4%	*%	-%	1%	**	
													b					
BBC Radio 4 Extra	95	18	15	15	-	22	42	39	3	8	12	25	24	13	1	1	**	
	2%	3%	3%	1%	-%	1%	3%	1%	2%	3%	3%	3%	4%	2%	1%	1%	**	
		d	d				b						b					
GB News Radio	91	12	8	20	11	30	33	41	6	4	10	18	15	17	1	2	**	
	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	3%	**	
BBC Asian Network	88	8	2	4	2	9	27	55	5	9	7	19	15	4	-	-	**	
	2%	1%	*%	*%	*%	*%	2%	2%	2%	4%	2%	2%	3%	*%	-%	-%	**	
Times Radio	69	6	4	9	4	13	23	40	2	5	7	14	11	7	2	-	**	
	2%	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	2%	2%	1%	2%	-%	**	
BBC Radio Scotland (SCOTLAND)	46	9	3	15	11	20	17	25	4	4	7	12	6	-	15	-	**	
	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%	-%	18%	-%	**	
															ac			
BBC Radio Ulster (NORTHERN IRELAND)	36	8	9	18	9	20	15	18	3	4	8	12	3	-	-	-	**	
	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	-%	**	
BBC Radio Wales (WALES)	20	5	2	5	3	6	6	12	*	1	3	4	2	-	-	5	**	
	*%	1%	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	9%	**	
																ab		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98		
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86		
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28		
BBC Radio Foyle (NORTHERN IRELAND)	5	1	1	1	*	1	2	3	-	*	1	1	1	-	-	-	**		
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	**		
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	3	*	-	1	1	1	*	3	-	-	-	*	*	-	-	1	**		
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	2% a	**		
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	*	1	2	1	1	1	1	1	-	-	-	**		
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	**		
ANY BBC RADIO	1995	317	279	520	241	753	604	1221	92	137	193	415	228	433	37	30	**		
	45%	45%	50%	50%	50%	41%	45%	47%	49%	56% aeg	42%	47% g	38%	50%	45%	56%	**		
ANY COMMERCIAL RADIO	2073	330	234	363	129	677	625	1277	88	100	184	394	291	311	29	18	**		
	47%	47% cd	42% cd	35% d	27%	37%	46%	49% e	47%	41%	40%	45%	49%	36%	36%	34%	**		
ANY BBC LOCAL RADIO	290	60	48	104	56	135	111	165	20	29	47	82	34	66	15	6	**		
	7%	8%	9%	10%	12%	7%	8%	6%	11%	12% bg	10% b	9% b	6%	8%	18% a	10%	**		
None	1578	233	184	378	194	770	493	899	66	82	184	318	236	321	32	18	**		
	36%	33%	33%	37%	40%	42%	36%	34%	35%	34%	40%	36%	40%	37%	39%	34%	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 1	727	35	34	35	35	583	119	33	34	36	**	264	432	656	14	29	42
	17%	8%	8%	8%	8%	16%	19%	24%	15%	19%	**	17%	17%	16%	11%	25%	18%
BBC Radio 2	698	106	95	100	101	632	54	16	16	21	**	195	475	640	18	17	35
	16%	25%	21%	22%	24%	17%	9%	11%	7%	11%	**	12%	18%	16%	15%	15%	15%
						bd							a				
Any Heart radio station	640	34	42	39	36	561	59	10	22	17	**	254	355	578	20	17	36
	15%	8%	9%	9%	9%	15%	9%	7%	10%	9%	**	16%	14%	15%	16%	15%	15%
						b											
Any Capital radio station	532	13	19	16	16	421	99	11	43	33	**	189	323	493	14	12	26
	12%	3%	4%	4%	4%	12%	16%	8%	19%	17%	**	12%	12%	12%	11%	10%	11%
						a			ac								
BBC Radio 4	520	96	80	120	56	422	83	10	31	35	**	146	351	464	18	11	30
	12%	22%	18%	26%	13%	12%	13%	8%	14%	18%	**	9%	14%	12%	15%	10%	13%
		d		bd									a				
Classic FM	464	59	50	71	38	368	81	17	27	29	**	104	338	411	15	14	29
	11%	14%	11%	16%	9%	10%	13%	12%	12%	15%	**	7%	13%	10%	12%	13%	12%
													a				
Any Smooth radio station	396	47	39	46	40	342	45	7	19	13	**	108	270	369	11	7	18
	9%	11%	9%	10%	10%	9%	7%	5%	8%	7%	**	7%	10%	9%	9%	6%	8%
													a				
talkSPORT or talkSPORT2	394	33	11	26	18	319	66	13	22	30	**	114	264	361	4	10	14
	9%	8%	3%	6%	4%	9%	10%	10%	10%	16%	**	7%	10%	9%	4%	9%	6%
		b								a			a				
BBC Radio 5 live	284	47	32	52	26	246	33	5	16	12	**	65	209	265	6	6	12
	6%	11%	7%	12%	6%	7%	5%	4%	7%	6%	**	4%	8%	7%	5%	5%	5%
													a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any Absolute Radio station	265 6%	11 3% c	2 1%	- -%	14 3% c	231 6%	27 4%	5 3%	14 6%	7 4%	** **	113 7%	146 6%	242 6%	3 2%	15 13% ab	18 8%
Any Kiss radio station	258 6%	1 *%	1 *%	1 *%	1 *%	204 6%	38 6%	5 4%	13 6%	18 9%	** **	107 7%	135 5%	227 6%	9 8%	12 11%	21 9%
Any Magic radio station	191 4%	12 3%	13 3%	16 3%	10 2%	159 4%	26 4%	7 5%	9 4%	7 3%	** **	67 4%	117 4%	177 4%	2 1%	9 8%	11 4%
BBC radio for your region (ENGLAND)	184 4%	35 8%	31 7%	37 8%	28 7%	164 5%	17 3%	5 4%	10 4%	1 1%	** **	47 3%	135 5% a	161 4%	4 3%	9 8%	14 6%
BBC Radio 5 sports extra	175 4%	22 5% b	2 1%	16 3% b	9 2%	131 4%	39 6% a	3 3%	18 8% a	12 6%	** **	38 2%	131 5% a	163 4%	3 3%	4 4%	7 3%
BBC Radio 3	154 3%	9 2%	8 2%	11 2%	6 1%	118 3%	34 5%	6 4%	9 4%	12 6%	** **	38 2%	108 4% a	130 3%	5 4%	6 5%	11 5%
BBC 6 Music	149 3%	3 1%	3 1%	5 1%	2 *%	114 3%	29 5%	6 5%	5 2%	15 8% a	** **	62 4%	79 3%	133 3%	5 4%	7 6%	11 5%
Virgin Radio	141 3%	12 3%	2 *%	10 2%	5 1%	113 3%	24 4%	7 5%	6 3%	8 4%	** **	42 3%	95 4%	125 3%	4 3%	7 6%	10 4%
Any LBC radio station	131 3%	16 4%	16 4%	18 4%	14 3%	103 3%	27 4%	4 3%	6 3%	15 8% a	** **	40 3%	85 3%	122 3%	1 *%	4 3%	4 2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
talkRADIO	128 3%	10 2%	4 1%	11 2%	3 1%	104 3%	22 3%	6 4%	3 1%	12 6%	** **	28 2%	94 4% a	115 3%	1 1%	4 4%	6 2%
BBC World Service	113 3%	14 3%	5 1%	16 4% d	3 1%	72 2%	36 6% a	5 4%	10 4%	14 7% a	** **	27 2%	78 3%	102 3%	* *%	5 4%	5 2%
BBC Radio 1Xtra	104 2%	1 *%	1 *%	2 1%	- -%	75 2%	28 4% a	6 4%	5 2%	16 8% a	** **	47 3%	57 2%	90 2%	3 3%	8 7% a	11 5%
BBC Radio 4 Extra	95 2%	7 2%	6 1%	9 2%	4 1%	72 2%	20 3%	3 2%	6 3%	9 5%	** **	28 2%	63 2%	77 2%	3 2%	7 6% a	10 4%
GB News Radio	91 2%	11 3%	6 1%	13 3%	4 1%	68 2%	20 3%	6 4%	7 3%	3 2%	** **	14 1%	72 3% a	72 2%	3 2%	6 5%	9 4%
BBC Asian Network	88 2%	3 1%	1 *%	1 *%	3 1%	24 1%	63 10% ace	3 2%	50 22% abce	3 2%	** **	6 *%	81 3% a	82 2%	- -%	4 4%	4 2%
Times Radio	69 2%	3 1%	4 1%	4 1%	2 1%	49 1%	18 3%	1 1%	5 2%	9 5% a	** **	17 1%	48 2%	62 2%	1 1%	4 3%	5 2%
BBC Radio Scotland (SCOTLAND)	46 1%	- -%	- -%	- -%	- -%	40 1%	4 1%	1 *%	- -%	3 2%	** **	19 1%	24 1%	44 1%	1 1%	- -%	1 *%
BBC Radio Ulster (NORTHERN IRELAND)	36 1%	- -%	- -%	- -%	- -%	35 1%	* *%	* *%	- -%	- -%	** **	8 *%	27 1%	35 1%	- -%	- -%	- -%
BBC Radio Wales (WALES)	20 *%	- -%	- -%	- -%	- -%	17 *%	2 *%	* *%	1 *%	* *%	** **	8 1%	11 *%	19 *%	- -%	* *%	* *%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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A9A-A9AE. RADIO STATIONS LISTENED TO AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio Foyle (NORTHERN IRELAND)	5	-	-	-	-	5	-	-	-	-	**	-	5	5	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	-%	*%	*%	-%	-%	-%
BBC Radio Cymru/ BBC Radio Cymru 2 (WALES)	3	-	-	-	-	3	*	-	-	*	**	2	1	3	-	1	1
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	1%	*%
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	3	*	-	-	*	**	1	2	3	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	**	*%	*%	*%	-%	-%	-%
ANY BBC RADIO	1995	234	200	246	188	1632	303	56	117	88	**	621	1283	1809	53	55	109
	45%	55%	45%	54%	45%	45%	48%	41%	52%	46%	**	40%	49%	45%	44%	49%	46%
		b											a				
ANY COMMERCIAL RADIO	2073	179	132	174	137	1714	308	59	107	101	**	712	1273	1879	53	53	105
	47%	42%	30%	38%	33%	47%	49%	43%	47%	53%	**	45%	49%	47%	44%	46%	45%
		b															
ANY BBC LOCAL RADIO	290	35	31	37	28	261	24	6	11	5	**	84	198	262	5	10	15
	7%	8%	7%	8%	7%	7%	4%	5%	5%	3%	**	5%	8%	7%	4%	9%	7%
						b											
None	1578	134	187	147	174	1258	261	65	91	71	**	577	892	1424	41	41	82
	36%	31%	42%	32%	42%	35%	41%	47%	40%	37%	**	37%	34%	36%	34%	36%	35%
			a		a		a	a									

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 90

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A10. Which, if any, of these BBC websites and apps have you personally used in the past 3 months? (Please include using sites or apps on any device.)

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC News site/ app	1443	241	171	239	67	405	346	996	51	70	92	207	162	194	22	14	**	
	33%	34% cd	31% cd	23% d	14%	22%	26% acdefg	38%	27%	28%	20%	23%	27%	22%	27%	26%	**	
BBC Weather site/ app	1089	176	126	192	65	314	282	729	41	49	81	165	134	163	13	13	**	
	25%	25% cd	23% d	19%	14%	17%	21%	28% aef	22%	20%	18%	19%	22%	19%	16%	23%	**	
BBC Sport site/ app	727	116	89	121	33	212	207	456	42	44	59	138	92	98	10	8	**	
	17%	16% d	16% d	12% d	7%	12%	15%	17%	22% e	18%	13%	16%	15%	11%	12%	14%	**	
BBC Homepage site (www.bbc.co.uk)	320	70	47	62	15	93	88	208	15	16	30	56	47	52	5	4	**	
	7%	10% cd	8% d	6%	3%	5%	7%	8%	8%	6%	6%	6%	8%	6%	7%	8%	**	
BBC Bitesize site/ app	213	12	1	5	4	34	92	103	23	16	24	59	49	4	1	-	**	
	5%	2%	*%	1%	1%	2%	7% b	4%	12% be	7%	5%	7% b	8% b	1%	1%	-%	**	
A BBC CBeebies site/ app	170	9	5	5	-	31	65	89	14	9	14	36	45	5	-	-	**	
	4%	1%	1%	*%	-%	2%	5%	3%	8% b	4%	3%	4%	7% be	1%	-%	-%	**	
BBC Newsround site	152	9	4	8	4	25	60	68	12	9	19	36	29	7	-	1	**	
	3%	1%	1%	1%	1%	1%	4% b	3%	6% b	4%	4%	4%	5% b	1%	-%	1%	**	
Any other BBC site or app	29	2	7	11	3	14	14	12	-	3	6	10	7	9	1	-	**	
	1%	*%	1%	1%	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	2%	-%	**	
None of these	2199	363	327	705	378	1204	765	1202	97	142	301	523	314	599	54	35	**	
	50%	52%	59%	68% ab	79% abc	66%	56% b	46%	52%	58% b	66% abcg	59% b	53% b	69%	67%	64%	**	
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A10. Which, if any, of these BBC websites and apps have you personally used in the past 3 months? (Please include using sites or apps on any device.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		~d
Mean number of BBC websites and apps in the past 3 months (out of 8)	.9	.9	.8	.6	.4	.6	.9	1.0	1.1	.9	.7	.8	.9	.6	.7	.7		**
		cd	cd	d				aef	e				e					
Standard deviation	1.19	1.15	1.20	1.08	.88	1.04	1.24	1.19	1.46	1.35	1.23	1.21	1.29	1.08	1.09	1.15		**
Standard error	.02	.05	.05	.03	.04	.02	.03	.02	.11	.09	.06	.04	.05	.04	.10	.10		**
Columns Tested: a,b,c,d - a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 90

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A10. Which, if any, of these BBC websites and apps have you personally used in the past 3 months? (Please include using sites or apps on any device.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC News site/ app	1443	111	83	140	55	1179	226	50	68	77	**	517	876	1301	42	47	89
	33%	26%	19%	31%	13%	32%	36%	36%	30%	41%	**	33%	34%	33%	35%	42%	38%
		d		bd													
BBC Weather site/ app	1089	86	76	115	47	870	191	45	64	67	**	372	675	1005	20	31	51
	25%	20%	17%	25%	11%	24%	30%	33%	28%	35%	**	24%	26%	25%	17%	27%	22%
		d		d			a			a							
BBC Sport site/ app	727	76	22	74	24	594	112	29	29	36	**	293	409	654	22	24	46
	17%	18%	5%	16%	6%	16%	18%	21%	13%	19%	**	19%	16%	16%	18%	21%	20%
		bd		bd													
BBC Homepage site (www.bbc.co.uk)	320	30	22	40	12	248	61	12	28	17	**	114	196	296	5	13	19
	7%	7%	5%	9%	3%	7%	10%	9%	12%	9%	**	7%	8%	7%	4%	12%	8%
				d					a								
BBC Bitesize site/ app	213	2	2	-	4	161	46	12	17	9	**	74	132	190	7	11	18
	5%	1%	1%	0%	1%	4%	7%	9%	7%	5%	**	5%	5%	5%	6%	10%	8%
							a										
A BBC CBeebies site/ app	170	-	5	-	5	120	43	8	16	14	**	51	111	149	3	10	13
	4%	0%	1%	0%	1%	3%	7%	6%	7%	7%	**	3%	4%	4%	2%	9%	6%
							a		a							a	
BBC Newsround site	152	2	4	4	3	99	43	11	17	11	**	35	108	130	6	9	15
	3%	1%	1%	1%	1%	3%	7%	8%	8%	6%	**	2%	4%	3%	5%	8%	6%
							a	a	a				a				
Any other BBC site or app	29	5	4	4	4	23	5	-	2	1	**	13	15	23	-	-	-
	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	**	1%	1%	1%	0%	0%	0%
None of these	2199	275	324	267	332	1880	254	50	93	77	**	799	1245	1998	56	41	98
	50%	64%	73%	59%	79%	52%	40%	37%	41%	40%	**	51%	48%	50%	47%	36%	42%
			c		ac	bcde								c			

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A10. Which, if any, of these BBC websites and apps have you personally used in the past 3 months? (Please include using sites or apps on any device.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of BBC websites and apps in the past 3 months (out of 8)	.9	.7	.5	.8	.4	.9	1.1	1.2	1.1	1.2	**	.9	1.0	.9	.9	1.3	1.1
		bd		bd			a	a		a						a	
Standard deviation	1.19	1.18	.96	1.18	.89	1.18	1.23	1.26	1.12	1.31	**	1.20	1.19	1.20	1.03	1.42	1.25
Standard error	.02	.06	.05	.06	.05	.02	.05	.11	.08	.10	**	.03	.02	.02	.10	.13	.08

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 92

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11A. How often in the past 3 months have you used the BBC News site/ app?

Base : Those who have personally used the BBC News site/ app in the past 3 months

	AGE					AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+ ~d		ANY a	NONE b	VISION ~c	HEARING ~d	MOBILITY e	PHYSICAL f	NEURO-DIVERSE g	ENGLAND a	SCOTLAND ~b	WALES ~c	IRELAND ~d	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1401	213	190	250	60	414	357	943	46	68	107	219	164	155	32	33	30	
Effective Weighted Sample	1164	178	154	205	51	345	295	787	43	58	82	181	137	149	31	31	25	
Total	1443	241	171	239	67	405	346	996	51	70	92	207	162	194	22	14	8	
At least daily	755 52%	152 63%	111 65%	157 66%	** **	242 60%	198 57%	500 50%	** **	** **	57 62%	128 62% b	83 51%	128 66%	** **	** **	** **	
At least weekly	561 39%	75 31%	52 30%	69 29%	** **	127 31%	108 31%	417 42% af	** **	** **	27 30%	57 28%	57 35%	55 28%	** **	** **	** **	
At least monthly	94 7%	11 4%	9 5%	12 5%	** **	29 7%	27 8%	62 6%	** **	** **	7 7%	13 6%	12 8%	11 6%	** **	** **	** **	
Less often	26 2%	3 1%	- -%	* *%	** **	6 1%	9 3%	16 2%	** **	** **	- -%	6 3%	7 4%	- -%	** **	** **	** **	
Don't know/ can't remember	7 *%	- -%	- -%	- -%	** **	1 *%	4 1%	1 *%	** **	** **	1 2% b	3 1% b	2 1% b	- -%	** **	** **	** **	
SUMMARY																		
DAILY	755 52%	152 63%	111 65%	157 66%	** **	242 60%	198 57%	500 50%	** **	** **	57 62%	128 62% b	83 51%	128 66%	** **	** **	** **	
WEEKLY	1316 91%	227 94%	163 95%	226 95%	** **	369 91%	307 89%	917 92%	** **	** **	84 91%	185 90%	140 87%	183 94%	** **	** **	** **	
MONTHLY	1410 98%	237 99%	171 100%	238 100%	** **	398 98%	333 96%	979 98% g	** **	** **	91 98%	199 96%	153 94%	194 100%	** **	** **	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11A. How often in the past 3 months have you used the BBC News site/ app?

Base : Those who have personally used the BBC News site/ app in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1401	88	67	107	48	1167	198	48	57	66	27	534	820	1271	34	48	82
Effective Weighted Sample	1164	85	64	103	47	950	183	43	54	61	25	427	697	1053	29	42	70
Total	1443	111	83	140	55	1179	226	50	68	77	32	517	876	1301	42	47	89
At least daily	755	**	**	92	**	637	100	**	**	**	**	277	449	677	**	**	**
	52%	**	**	66%	**	54%	44%	**	**	**	**	54%	51%	52%	**	**	**
At least weekly	561	**	**	40	**	435	110	**	**	**	**	197	348	513	**	**	**
	39%	**	**	29%	**	37%	49%	**	**	**	**	38%	40%	39%	**	**	**
							a										
At least monthly	94	**	**	8	**	80	12	**	**	**	**	27	63	86	**	**	**
	7%	**	**	6%	**	7%	5%	**	**	**	**	5%	7%	7%	**	**	**
Less often	26	**	**	-	**	21	5	**	**	**	**	14	12	20	**	**	**
	2%	**	**	-%	**	2%	2%	**	**	**	**	3%	1%	2%	**	**	**
Don't know/ can't remember	7	**	**	-	**	5	-	**	**	**	**	2	3	5	**	**	**
	*%	**	**	-%	**	*%	-%	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	755	**	**	92	**	637	100	**	**	**	**	277	449	677	**	**	**
	52%	**	**	66%	**	54%	44%	**	**	**	**	54%	51%	52%	**	**	**
WEEKLY	1316	**	**	132	**	1073	210	**	**	**	**	474	798	1190	**	**	**
	91%	**	**	94%	**	91%	93%	**	**	**	**	92%	91%	91%	**	**	**
MONTHLY	1410	**	**	140	**	1152	222	**	**	**	**	501	861	1276	**	**	**
	98%	**	**	100%	**	98%	98%	**	**	**	**	97%	98%	98%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11B. How often in the past 3 months have you used the BBC Sport site/ app?

Base : Those who have personally used the BBC Sport site/ app in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d
Unweighted total	717	95	97	130	33	222	207	448	39	46	61	137	95	77	14	17	22
Effective Weighted Sample	588	81	77	104	27	183	174	363	37	39	49	117	77	74	14	16	19
Total	727	116	89	121	33	212	207	456	42	44	59	138	92	98	10	8	6
At least daily	348	**	**	59	**	105	98	226	**	**	**	65	**	**	**	**	**
	48%	**	**	49%	**	49%	47%	50%	**	**	**	47%	**	**	**	**	**
At least weekly	286	**	**	49	**	86	79	180	**	**	**	52	**	**	**	**	**
	39%	**	**	40%	**	41%	38%	39%	**	**	**	38%	**	**	**	**	**
At least monthly	65	**	**	7	**	14	21	33	**	**	**	14	**	**	**	**	**
	9%	**	**	6%	**	7%	10%	7%	**	**	**	10%	**	**	**	**	**
Less often	24	**	**	6	**	7	8	14	**	**	**	7	**	**	**	**	**
	3%	**	**	5%	**	3%	4%	3%	**	**	**	5%	**	**	**	**	**
Don't know/ can't remember	5	**	**	-	**	-	1	2	**	**	**	-	**	**	**	**	**
	1%	**	**	-%	**	-%	1%	1%	**	**	**	-%	**	**	**	**	**
SUMMARY																	
DAILY	348	**	**	59	**	105	98	226	**	**	**	65	**	**	**	**	**
	48%	**	**	49%	**	49%	47%	50%	**	**	**	47%	**	**	**	**	**
WEEKLY	633	**	**	108	**	191	177	406	**	**	**	117	**	**	**	**	**
	87%	**	**	89%	**	90%	86%	89%	**	**	**	85%	**	**	**	**	**
MONTHLY	698	**	**	115	**	205	198	439	**	**	**	131	**	**	**	**	**
	96%	**	**	95%	**	97%	96%	96%	**	**	**	95%	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 93

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11B. How often in the past 3 months have you used the BBC Sport site/ app?

Base : Those who have personally used the BBC Sport site/ app in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	717	60	17	57	20	594	103	24	25	37	17	292	400	652	19	21	40
Effective Weighted Sample	588	58	16	55	19	480	91	22	22	32	15	237	330	531	16	19	35
Total	727	76	22	74	24	594	112	29	29	36	18	293	409	654	22	24	46
At least daily	348	**	**	**	**	295	43	**	**	**	**	146	192	322	**	**	**
	48%	**	**	**	**	50%	38%	**	**	**	**	50%	47%	49%	**	**	**
At least weekly	286	**	**	**	**	228	49	**	**	**	**	110	165	254	**	**	**
	39%	**	**	**	**	38%	44%	**	**	**	**	38%	40%	39%	**	**	**
At least monthly	65	**	**	**	**	51	13	**	**	**	**	25	37	56	**	**	**
	9%	**	**	**	**	9%	12%	**	**	**	**	8%	9%	9%	**	**	**
Less often	24	**	**	**	**	17	6	**	**	**	**	12	11	20	**	**	**
	3%	**	**	**	**	3%	5%	**	**	**	**	4%	3%	3%	**	**	**
Don't know/ can't remember	5	**	**	**	**	4	1	**	**	**	**	-	5	2	**	**	**
	1%	**	**	**	**	1%	1%	**	**	**	**	-%	1%	*%	**	**	**
SUMMARY																	
DAILY	348	**	**	**	**	295	43	**	**	**	**	146	192	322	**	**	**
	48%	**	**	**	**	50%	38%	**	**	**	**	50%	47%	49%	**	**	**
WEEKLY	633	**	**	**	**	523	92	**	**	**	**	256	357	576	**	**	**
	87%	**	**	**	**	88%	82%	**	**	**	**	87%	87%	88%	**	**	**
MONTHLY	698	**	**	**	**	574	105	**	**	**	**	281	394	631	**	**	**
	96%	**	**	**	**	97%	94%	**	**	**	**	96%	96%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11C. How often in the past 3 months have you used the BBC Bitesize site/ app?

Base : Those who have personally used the BBC Bitesize site/ app in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	213	11	1	5	4	32	89	101	21	15	25	59	47	4	1	-	-
Effective Weighted Sample	183	10	1	5	4	30	80	86	20	14	21	53	42	4	1	-	-
Total	213	12	1	5	4	34	92	103	23	16	24	59	49	4	1	-	-
At least daily	53	**	**	**	**	**	**	29	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**	**	**
At least weekly	92	**	**	**	**	**	**	41	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**	**	**
At least monthly	47	**	**	**	**	**	**	24	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**	**	**
Less often	19	**	**	**	**	**	**	9	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	9%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	53	**	**	**	**	**	**	29	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**	**	**
WEEKLY	145	**	**	**	**	**	**	70	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	68%	**	**	**	**	**	**	**	**	**
MONTHLY	191	**	**	**	**	**	**	94	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	91%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11C. How often in the past 3 months have you used the BBC Bitesize site/ app?

Base : Those who have personally used the BBC Bitesize site/ app in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	213	2	2	-	4	161	46	12	17	10	7	75	132	190	6	10	16
Effective Weighted Sample	183	2	2	-	4	136	41	10	15	9	7	64	113	162	6	10	15
Total	213	2	2	-	4	161	46	12	17	9	8	74	132	190	7	11	18
At least daily	53	**	**	**	**	38	**	**	**	**	**	**	38	47	**	**	**
	25%	**	**	**	**	24%	**	**	**	**	**	**	29%	25%	**	**	**
At least weekly	92	**	**	**	**	71	**	**	**	**	**	**	53	81	**	**	**
	43%	**	**	**	**	44%	**	**	**	**	**	**	41%	43%	**	**	**
At least monthly	47	**	**	**	**	37	**	**	**	**	**	**	27	40	**	**	**
	22%	**	**	**	**	23%	**	**	**	**	**	**	20%	21%	**	**	**
Less often	19	**	**	**	**	14	**	**	**	**	**	**	13	19	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	**	10%	10%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	1	2	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	53	**	**	**	**	38	**	**	**	**	**	**	38	47	**	**	**
	25%	**	**	**	**	24%	**	**	**	**	**	**	29%	25%	**	**	**
WEEKLY	145	**	**	**	**	109	**	**	**	**	**	**	92	128	**	**	**
	68%	**	**	**	**	68%	**	**	**	**	**	**	69%	68%	**	**	**
MONTHLY	191	**	**	**	**	146	**	**	**	**	**	**	118	168	**	**	**
	90%	**	**	**	**	91%	**	**	**	**	**	**	90%	89%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11D. How often in the past 3 months have you used the BBC Weather site/ app?

Base : Those who have personally used the BBC Weather site/ app in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	~e	f	g	a	~b	~c	~d
Unweighted total	1071	165	132	186	54	316	290	705	37	49	90	172	139	128	17	28	13	
Effective Weighted Sample	889	133	111	158	48	268	243	585	34	42	73	145	114	123	17	27	12	
Total	1089	176	126	192	65	314	282	729	41	49	81	165	134	163	13	13	3	
At least daily	607	107	74	121	**	196	145	431	**	**	**	90	65	101	**	**	**	
	56%	61%	58%	63%	**	62%	52%	59%	**	**	**	54%	48%	62%	**	**	**	
At least weekly	385	55	44	58	**	92	96	252	**	**	**	51	48	50	**	**	**	
	35%	31%	35%	30%	**	29%	34%	35%	**	**	**	31%	36%	31%	**	**	**	
At least monthly	78	11	7	11	**	21	30	41	**	**	**	18	15	10	**	**	**	
	7%	6%	6%	6%	**	7%	11%	6%	**	**	**	11%	11%	6%	**	**	**	
							b											
Less often	15	2	1	2	**	5	7	6	**	**	**	4	5	1	**	**	**	
	1%	1%	1%	1%	**	2%	2%	1%	**	**	**	2%	3%	1%	**	**	**	
Don't know/ can't remember	4	-	-	-	**	-	3	-	**	**	**	3	2	-	**	**	**	
	*%	-%	-%	-%	**	-%	1%	-%	**	**	**	2%	1%	-%	**	**	**	
												b	b					
SUMMARY																		
DAILY	607	107	74	121	**	196	145	431	**	**	**	90	65	101	**	**	**	
	56%	61%	58%	63%	**	62%	52%	59%	**	**	**	54%	48%	62%	**	**	**	
WEEKLY	992	163	118	178	**	288	242	683	**	**	**	141	113	151	**	**	**	
	91%	93%	93%	93%	**	92%	86%	94%	**	**	**	85%	84%	93%	**	**	**	
								afg										
MONTHLY	1070	174	125	190	**	309	272	723	**	**	**	159	128	161	**	**	**	
	98%	99%	99%	99%	**	98%	97%	99%	**	**	**	96%	95%	99%	**	**	**	
								afg										

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11D. How often in the past 3 months have you used the BBC Weather site/ app?

Base : Those who have personally used the BBC Weather site/ app in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1071	68	60	87	41	876	168	43	54	58	13	379	649	996	18	26	44
Effective Weighted Sample	889	66	57	83	40	712	153	38	50	54	12	309	545	823	15	25	40
Total	1089	86	76	115	47	870	191	45	64	67	14	372	675	1005	20	31	51
At least daily	607	**	**	**	**	489	103	**	**	**	**	208	373	570	**	**	**
	56%	**	**	**	**	56%	54%	**	**	**	**	56%	55%	57%	**	**	**
At least weekly	385	**	**	**	**	310	64	**	**	**	**	124	251	357	**	**	**
	35%	**	**	**	**	36%	34%	**	**	**	**	33%	37%	36%	**	**	**
At least monthly	78	**	**	**	**	59	17	**	**	**	**	34	40	64	**	**	**
	7%	**	**	**	**	7%	9%	**	**	**	**	9%	6%	6%	**	**	**
Less often	15	**	**	**	**	9	6	**	**	**	**	5	10	12	**	**	**
	1%	**	**	**	**	1%	3%	**	**	**	**	1%	1%	1%	**	**	**
Don't know/ can't remember	4	**	**	**	**	3	-	**	**	**	**	1	1	3	**	**	**
	*%	**	**	**	**	*%	-%	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	607	**	**	**	**	489	103	**	**	**	**	208	373	570	**	**	**
	56%	**	**	**	**	56%	54%	**	**	**	**	56%	55%	57%	**	**	**
WEEKLY	992	**	**	**	**	800	168	**	**	**	**	331	624	927	**	**	**
	91%	**	**	**	**	92%	88%	**	**	**	**	89%	92%	92%	**	**	**
MONTHLY	1070	**	**	**	**	858	185	**	**	**	**	366	664	990	**	**	**
	98%	**	**	**	**	99%	97%	**	**	**	**	98%	98%	99%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11E. How often in the past 3 months have you used a BBC CBeebies site/ app?

Base : Those who have personally used a BBC CBeebies site/ app in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	162	8	4	4	-	30	59	88	14	10	14	35	38	4	-	-	-
Effective Weighted Sample	140	8	4	4	-	26	54	74	13	9	13	32	36	4	-	-	-
Total	170	9	5	5	-	31	65	89	14	9	14	36	45	5	-	-	-
At least daily	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	70	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	122	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	72%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	154	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11E. How often in the past 3 months have you used a BBC CBeebies site/ app?

Base : Those who have personally used a BBC CBeebies site/ app in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	162	-	4	-	4	118	38	6	14	13	5	51	105	141	3	9	12
Effective Weighted Sample	140	-	4	-	4	100	35	6	12	12	5	42	93	122	2	9	11
Total	170	-	5	-	5	120	43	8	16	14	5	51	111	149	3	10	13
At least daily	52	**	**	**	**	37	**	**	**	**	**	**	30	45	**	**	**
	31%	**	**	**	**	31%	**	**	**	**	**	**	27%	30%	**	**	**
At least weekly	70	**	**	**	**	51	**	**	**	**	**	**	50	63	**	**	**
	41%	**	**	**	**	43%	**	**	**	**	**	**	45%	43%	**	**	**
At least monthly	32	**	**	**	**	21	**	**	**	**	**	**	23	28	**	**	**
	19%	**	**	**	**	17%	**	**	**	**	**	**	20%	19%	**	**	**
Less often	13	**	**	**	**	10	**	**	**	**	**	**	8	10	**	**	**
	8%	**	**	**	**	9%	**	**	**	**	**	**	7%	7%	**	**	**
Don't know/ can't remember	2	**	**	**	**	1	**	**	**	**	**	**	1	2	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	52	**	**	**	**	37	**	**	**	**	**	**	30	45	**	**	**
	31%	**	**	**	**	31%	**	**	**	**	**	**	27%	30%	**	**	**
WEEKLY	122	**	**	**	**	88	**	**	**	**	**	**	80	109	**	**	**
	72%	**	**	**	**	73%	**	**	**	**	**	**	72%	73%	**	**	**
MONTHLY	154	**	**	**	**	109	**	**	**	**	**	**	103	137	**	**	**
	91%	**	**	**	**	90%	**	**	**	**	**	**	92%	92%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11F. How often in the past 3 months have you used the BBC Newsround site?

Base : Those who have personally used the BBC Newsround site in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	147	10	8	11	3	26	57	69	13	11	21	38	24	5	-	1	5
Effective Weighted Sample	127	9	5	7	2	21	50	58	12	9	17	32	23	5	-	1	5
Total	152	9	4	8	4	25	60	68	12	9	19	36	29	7	-	1	1
At least daily	54	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	59	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	54	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	113	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	144	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11F. How often in the past 3 months have you used the BBC Newsround site?

Base : Those who have personally used the BBC Newsround site in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	TOTAL LGB ~d
Significance Level: 99%																	
Unweighted total	147	2	3	3	2	98	40	11	16	10	3	37	103	128	5	7	12
Effective Weighted Sample	127	2	3	3	2	82	37	10	15	9	3	31	89	109	5	7	12
Total	152	2	4	4	3	99	43	11	17	11	3	35	108	130	6	9	15
At least daily	54	**	**	**	**	**	**	**	**	**	**	**	38	48	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	35%	37%	**	**	**
At least weekly	59	**	**	**	**	**	**	**	**	**	**	**	39	50	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	36%	38%	**	**	**
At least monthly	31	**	**	**	**	**	**	**	**	**	**	**	26	27	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	24%	21%	**	**	**
Less often	7	**	**	**	**	**	**	**	**	**	**	**	5	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	5%	3%	**	**	**
SUMMARY																	
DAILY	54	**	**	**	**	**	**	**	**	**	**	**	38	48	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	35%	37%	**	**	**
WEEKLY	113	**	**	**	**	**	**	**	**	**	**	**	77	98	**	**	**
	75%	**	**	**	**	**	**	**	**	**	**	**	71%	75%	**	**	**
MONTHLY	144	**	**	**	**	**	**	**	**	**	**	**	103	125	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	95%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11G. How often in the past 3 months have you used the BBC Homepage site (www.bbc.co.uk)?

Base : Those who have personally used the BBC Homepage site (www.bbc.co.uk) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	319	64	43	58	15	90	94	201	16	18	33	63	48	39	7	9	3
Effective Weighted Sample	265	53	37	50	13	76	77	166	14	14	27	51	40	38	7	9	3
Total	320	70	47	62	15	93	88	208	15	16	30	56	47	52	5	4	1
At least daily	139	**	**	**	**	**	**	92	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**	**	**
At least weekly	127	**	**	**	**	**	**	84	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	40%	**	**	**	**	**	**	**	**	**
At least monthly	44	**	**	**	**	**	**	28	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**	**	**
Less often	8	**	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	139	**	**	**	**	**	**	92	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	44%	**	**	**	**	**	**	**	**	**
WEEKLY	266	**	**	**	**	**	**	176	**	**	**	**	**	**	**	**	**
	83%	**	**	**	**	**	**	85%	**	**	**	**	**	**	**	**	**
MONTHLY	311	**	**	**	**	**	**	205	**	**	**	**	**	**	**	**	**
	97%	**	**	**	**	**	**	98%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11G. How often in the past 3 months have you used the BBC Homepage site (www.bbc.co.uk)?

Base : Those who have personally used the BBC Homepage site (www.bbc.co.uk) in the past 3 months

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	319	22	17	29	10	253	56	11	23	16	6	118	193	294	6	13	19
Effective Weighted Sample	265	21	17	28	10	206	50	9	22	14	5	94	163	243	5	12	16
Total	320	30	22	40	12	248	61	12	28	17	5	114	196	296	5	13	19
At least daily	139	**	**	**	**	116	**	**	**	**	**	56	81	127	**	**	**
	44%	**	**	**	**	47%	**	**	**	**	**	49%	41%	43%	**	**	**
At least weekly	127	**	**	**	**	97	**	**	**	**	**	44	80	121	**	**	**
	40%	**	**	**	**	39%	**	**	**	**	**	38%	41%	41%	**	**	**
At least monthly	44	**	**	**	**	31	**	**	**	**	**	14	29	38	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	12%	15%	13%	**	**	**
Less often	8	**	**	**	**	4	**	**	**	**	**	1	6	7	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	*%	3%	3%	**	**	**
Don't know/ can't remember	2	**	**	**	**	-	**	**	**	**	**	-	-	2	**	**	**
	1%	**	**	**	**	-%	**	**	**	**	**	-%	-%	1%	**	**	**
SUMMARY																	
DAILY	139	**	**	**	**	116	**	**	**	**	**	56	81	127	**	**	**
	44%	**	**	**	**	47%	**	**	**	**	**	49%	41%	43%	**	**	**
WEEKLY	266	**	**	**	**	213	**	**	**	**	**	99	161	249	**	**	**
	83%	**	**	**	**	86%	**	**	**	**	**	87%	82%	84%	**	**	**
MONTHLY	311	**	**	**	**	244	**	**	**	**	**	114	191	287	**	**	**
	97%	**	**	**	**	98%	**	**	**	**	**	100%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 99

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11A-A11G. BBC APPS/ SITES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC News site/ app	1316	227	163	226	63	369	307	917	44	62	84	185	140	183	22	13	**	
	30%	32%	29%	22%	13%	20%	23%	35%	24%	25%	18%	21%	24%	21%	27%	25%	**	
		cd	cd	d				acdefg										
BBC Weather site/ app	992	163	118	178	60	288	242	683	31	45	68	141	113	151	13	11	**	
	23%	23%	21%	17%	13%	16%	18%	26%	16%	18%	15%	16%	19%	17%	16%	21%	**	
		cd	d					acefg										
BBC Sport site/ app	633	108	77	108	31	191	177	406	33	41	50	117	78	86	9	8	**	
	14%	15%	14%	10%	7%	10%	13%	15%	18%	17%	11%	13%	13%	10%	11%	14%	**	
		cd	d															
BBC Homepage site (www.bbc.co.uk)	266	56	41	57	15	79	72	176	10	15	24	43	37	47	5	4	**	
	6%	8%	7%	5%	3%	4%	5%	7%	5%	6%	5%	5%	6%	5%	7%	7%	**	
		d	d															
BBC Bitesize site/ app	145	5	-	3	3	21	65	70	16	12	17	39	36	3	-	-	**	
	3%	1%	-%	*%	1%	1%	5%	3%	9%	5%	4%	4%	6%	*%	-%	-%	**	
							b		b				b					
A BBC CBeebies site/ app	122	6	4	4	-	20	56	58	14	9	14	33	37	4	-	-	**	
	3%	1%	1%	*%	-%	1%	4%	2%	8%	4%	3%	4%	6%	*%	-%	-%	**	
							b		b				b					
BBC Newsround site	113	6	4	8	4	20	41	54	9	7	15	25	18	7	-	1	**	
	3%	1%	1%	1%	1%	1%	3%	2%	5%	3%	3%	3%	3%	1%	-%	1%	**	
None of these	2419	392	337	721	384	1265	847	1315	114	154	322	578	355	612	55	36	**	
	55%	56%	61%	70%	80%	69%	62%	50%	61%	63%	70%	65%	59%	70%	68%	66%	**	
				ab	abc		b			b	abg	b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 99

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A11A-A11G. BBC APPS/ SITES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC News site/ app	1316	105	78	132	51	1073	210	45	66	69	**	474	798	1190	39	38	77
	30%	25%	18%	29%	12%	30%	33%	33%	29%	36%	**	30%	31%	30%	33%	33%	33%
		d		bd													
BBC Weather site/ app	992	80	72	110	41	800	168	40	62	54	**	331	624	927	16	20	36
	23%	19%	16%	24%	10%	22%	26%	29%	27%	28%	**	21%	24%	23%	13%	18%	15%
		d		bd													
BBC Sport site/ app	633	69	17	66	20	523	92	27	22	30	**	256	357	576	16	18	34
	14%	16%	4%	15%	5%	14%	14%	19%	10%	16%	**	16%	14%	14%	13%	16%	14%
		bd		bd													
BBC Homepage site (www.bbc.co.uk)	266	29	18	38	9	213	49	8	22	15	**	99	161	249	2	11	14
	6%	7%	4%	8%	2%	6%	8%	6%	10%	8%	**	6%	6%	6%	2%	10%	6%
		d		d													
BBC Bitesize site/ app	145	2	1	-	3	109	33	7	12	8	**	50	92	128	3	9	12
	3%	1%	1%	0%	1%	3%	5%	5%	5%	4%	**	3%	4%	3%	3%	8%	5%
							a										
A BBC CBeebies site/ app	122	-	4	-	4	88	30	5	12	10	**	37	80	109	2	7	9
	3%	0%	1%	0%	1%	2%	5%	4%	5%	5%	**	2%	3%	3%	1%	6%	4%
							a										
BBC Newsround site	113	2	4	4	3	78	27	7	8	10	**	28	77	98	3	8	10
	3%	1%	1%	1%	1%	2%	4%	5%	4%	5%	**	2%	3%	2%	2%	7%	4%
							a			a						a	
None of these	2419	280	332	275	337	2043	300	62	108	92	**	878	1373	2178	69	55	124
	55%	66%	75%	61%	81%	56%	47%	45%	48%	48%	**	56%	53%	55%	57%	49%	53%
			c		ac	b											

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 100

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A12. Which, if any, of these audio streaming services have you personally listened to in the past 3 months?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Spotify	1151	121	67	89	22	294	382	658	57	43	65	185	257	73	6	7	**	
	26%	17%	12%	9%	5%	16%	28%	25%	30%	18%	14%	21%	43%	8%	8%	12%	**	
		cd	d				def	e	de			e	abcdef					
YouTube Music	826	90	59	77	18	250	268	481	42	29	63	137	166	70	4	2	**	
	19%	13%	11%	7%	4%	14%	20%	18%	23%	12%	14%	16%	28%	8%	5%	4%	**	
		cd	d				de		d				abdef					
Amazon Music	683	103	73	97	24	194	229	405	44	31	63	139	125	77	12	6	**	
	16%	15%	13%	9%	5%	11%	17%	15%	23%	12%	14%	16%	21%	9%	15%	11%	**	
		cd	d						bde				bde					
BBC Sounds	588	125	69	97	28	150	179	370	34	36	58	116	68	79	7	9	**	
	13%	18%	12%	9%	6%	8%	13%	14%	18%	15%	13%	13%	11%	9%	8%	18%	**	
		cd	d													a		
Apple Music or Apple Podcasts	475	42	14	17	2	65	153	272	35	22	29	87	89	16	1	*	**	
	11%	6%	3%	2%	*%	4%	11%	10%	19%	9%	6%	10%	15%	2%	1%	1%	**	
		bcd					e		abdef				bef					
Google Play Music or Google Podcasts	233	21	10	12	2	40	91	123	18	19	26	60	47	10	2	-	**	
	5%	3%	2%	1%	*%	2%	7%	5%	10%	8%	6%	7%	8%	1%	2%	-%	**	
		d							b				b					
SoundCloud	184	17	2	2	-	35	77	90	12	7	14	33	57	-	1	*	**	
	4%	2%	*%	*%	-%	2%	6%	3%	6%	3%	3%	4%	10%	-%	1%	1%	**	
		bcd					b						abdef					
GlobalPlayer	165	19	8	15	7	37	65	88	13	12	24	45	35	12	2	1	**	
	4%	3%	1%	1%	2%	2%	5%	3%	7%	5%	5%	5%	6%	1%	3%	2%	**	
Audible	144	15	8	12	4	20	46	86	8	8	13	20	29	11	1	-	**	
	3%	2%	1%	1%	1%	1%	3%	3%	4%	3%	3%	2%	5%	1%	1%	-%	**	
RadioPlayer	139	17	8	11	3	24	49	72	12	7	14	30	27	8	2	*	**	
	3%	2%	1%	1%	1%	1%	4%	3%	7%	3%	3%	3%	4%	1%	2%	1%	**	
									b									

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 100

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A12. Which, if any, of these audio streaming services have you personally listened to in the past 3 months?

Base : All respondents

		AGE				AGE/SEG 65+ OR	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Deezer	112	6	3	3	-	17	41	54	13	10	16	34	18	2	1	*	**	
	3%	1%	1%	*%	-%	1%	3%	2%	7% b	4%	4%	4% b	3%	*%	1%	1%	**	
Tuneln	68	5	4	8	4	18	28	32	5	7	11	18	18	4	3	1	**	
	2%	1%	1%	1%	1%	1%	2%	1%	3%	3%	2%	2%	3% b	*%	4% a	2%	**	
Any other audio streaming service	31	8	2	4	2	13	10	19	3	2	3	7	6	4	-	*	**	
	1%	1%	*%	*%	*%	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	**	
None of these	1883	369	353	764	411	1118	590	1104	67	145	272	448	175	643	61	37	**	
	43%	52%	64% a	74% ab	86% abc	61%	44% g	42% g	36%	59% abcg	60% abcfg	51% abcg	29%	74%	75%	68%	**	
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean number of audio streaming services in the past 3 months (out of 12)	1.1	.8 bcd	.6 cd	.4 d	.2	.6	1.2 be	1.0	1.6 abdef	1.0	.9	1.0	1.6 abdef	.4	.5	.5	**	
Standard deviation	1.43	1.14	1.01	.89	.70	1.01	1.58	1.34	2.08	1.87	1.58	1.56	1.69	.85	1.18	1.02	**	
Standard error	.02	.04	.04	.03	.03	.02	.04	.03	.15	.12	.07	.05	.07	.03	.11	.09	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 100

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A12. Which, if any, of these audio streaming services have you personally listened to in the past 3 months?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Spotify	1151 26%	43 10%	30 7%	46 10%	27 6%	965 27%	158 25%	40 29%	49 22%	51 27%	** **	510 32% b	585 23%	1006 25%	38 31%	63 56% ab	101 43% a
YouTube Music	826 19%	29 7%	41 9%	36 8%	34 8%	614 17%	187 29% a	43 31% a	45 20%	81 43% abd	** **	293 19%	500 19%	744 19%	19 16%	35 31% a	54 23%
Amazon Music	683 16%	41 10%	36 8%	51 11%	25 6%	570 16%	93 15%	23 17%	26 12%	33 18%	** **	250 16%	394 15%	621 16%	21 18%	16 14%	38 16%
BBC Sounds	588 13%	50 12% d	28 6%	60 13% bd	19 4%	488 13%	85 13%	24 18%	34 15%	20 10%	** **	224 14%	342 13%	529 13%	17 14%	22 20%	39 17%
Apple Music or Apple Podcasts	475 11%	6 1%	9 2%	9 2%	7 2%	365 10%	99 16% a	17 13%	31 13%	32 17% a	** **	195 12%	263 10%	420 11%	14 12%	21 18%	35 15%
Google Play Music or Google Podcasts	233 5%	2 **%	8 2%	3 1%	7 2%	169 5%	54 9% a	6 4%	18 8%	21 11% a	** **	72 5%	150 6%	204 5%	3 3%	16 14% ab	19 8%
SoundCloud	184 4%	- -%	- -%	- -%	- -%	129 4%	50 8% a	19 14% a	14 6%	13 7%	** **	78 5%	98 4%	153 4%	8 6%	12 10% a	19 8% a
GlobalPlayer	165 4%	7 2%	5 1%	10 2%	2 1%	135 4%	23 4%	6 5%	7 3%	7 4%	** **	69 4%	90 3%	148 4%	5 4%	7 6%	13 5%
Audible	144 3%	6 1%	6 1%	9 2%	3 1%	118 3%	20 3%	2 2%	7 3%	9 4%	** **	57 4%	79 3%	122 3%	10 8% a	5 5%	15 6%
RadioPlayer	139 3%	4 1%	4 1%	8 2%	- -%	98 3%	36 6% a	11 8% a	12 5%	12 6% a	** **	42 3%	87 3%	127 3%	- -%	6 5%	6 2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 100

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A12. Which, if any, of these audio streaming services have you personally listened to in the past 3 months?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Deezer	112	1	1	2	-	77	29	7	11	8	**	27	80	94	4	7	10
	3%	***	***	1%	-%	2%	5% a	5%	5%	4%	**	2%	3%	2%	3%	6%	4%
Tuneln	68	1	3	3	1	51	14	3	2	8	**	16	49	61	-	6	6
	2%	***	1%	1%	***	1%	2%	2%	1%	4% a	**	1%	2%	2%	-%	5% a	3%
Any other audio streaming service	31	3	1	4	-	27	4	2	2	-	**	18	13	22	1	5	6
	1%	1%	***	1%	-%	1%	1%	1%	1%	-%	**	1%	***	1%	1%	5% a	3% a
None of these	1883	308	336	305	338	1597	230	42	104	51	**	559	1210	1753	44	10	53
	43%	72%	75%	67%	81% ac	44% bce	36%	31%	46% ce	27%	**	36%	47% a	44% cd	36% c	9%	23% c
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of audio streaming services in the past 3 months (out of 12)	1.1	.5 d	.4	.5 d	.3	1.0	1.3 a	1.5 a	1.1	1.5 a	**	1.2 b	1.1	1.1	1.2	2.0 ab	1.5 a
Standard deviation	1.43	.85	.85	.93	.74	1.38	1.57	1.64	1.51	1.65	**	1.34	1.47	1.42	1.13	1.84	1.56
Standard error	.02	.05	.05	.05	.04	.02	.07	.14	.11	.13	**	.03	.03	.02	.11	.17	.11

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A. How often in the past 3 months have you listened to BBC Sounds?

Base : Those who have personally listened to BBC Sounds in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d		
Unweighted total	574	115	75	100	25	155	178	363	32	37	59	118	67	61	9	20	10		
Effective Weighted Sample	476	94	60	81	22	128	149	297	30	32	47	99	56	59	9	19	10		
Total	588	125	69	97	28	150	179	370	34	36	58	116	68	79	7	9	2		
At least daily	194	40	**	27	**	51	64	116	**	**	**	43	**	**	**	**	**		
	33%	32%	**	28%	**	34%	36%	31%	**	**	**	37%	**	**	**	**	**		
At least weekly	288	62	**	47	**	67	79	185	**	**	**	47	**	**	**	**	**		
	49%	50%	**	48%	**	45%	44%	50%	**	**	**	41%	**	**	**	**	**		
At least monthly	78	15	**	20	**	25	27	50	**	**	**	22	**	**	**	**	**		
	13%	12%	**	20%	**	17%	15%	13%	**	**	**	19%	**	**	**	**	**		
Less often	28	7	**	3	**	6	9	18	**	**	**	4	**	**	**	**	**		
	5%	6%	**	3%	**	4%	5%	5%	**	**	**	4%	**	**	**	**	**		
Don't know/ can't remember	1	-	**	-	**	1	-	1	**	**	**	-	**	**	**	**	**		
	*%	-%	**	-%	**	1%	-%	*%	**	**	**	-%	**	**	**	**	**		
SUMMARY																			
DAILY	194	40	**	27	**	51	64	116	**	**	**	43	**	**	**	**	**		
	33%	32%	**	28%	**	34%	36%	31%	**	**	**	37%	**	**	**	**	**		
WEEKLY	481	102	**	74	**	118	143	301	**	**	**	90	**	**	**	**	**		
	82%	82%	**	76%	**	78%	80%	81%	**	**	**	78%	**	**	**	**	**		
MONTHLY	560	117	**	94	**	143	170	350	**	**	**	112	**	**	**	**	**		
	95%	94%	**	97%	**	95%	95%	95%	**	**	**	96%	**	**	**	**	**		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A. How often in the past 3 months have you listened to BBC Sounds?

Base : Those who have personally listened to BBC Sounds in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	574	38	23	45	16	486	75	21	27	20	7	230	327	518	14	25	39
Effective Weighted Sample	476	37	22	44	15	396	69	19	26	18	7	186	275	429	13	20	32
Total	588	50	28	60	19	488	85	24	34	20	7	224	342	529	17	22	39
At least daily	194	**	**	**	**	158	**	**	**	**	**	67	120	172	**	**	**
	33%	**	**	**	**	32%	**	**	**	**	**	30%	35%	33%	**	**	**
At least weekly	288	**	**	**	**	236	**	**	**	**	**	108	167	259	**	**	**
	49%	**	**	**	**	48%	**	**	**	**	**	48%	49%	49%	**	**	**
At least monthly	78	**	**	**	**	69	**	**	**	**	**	35	40	72	**	**	**
	13%	**	**	**	**	14%	**	**	**	**	**	16%	12%	14%	**	**	**
Less often	28	**	**	**	**	24	**	**	**	**	**	14	14	26	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	6%	4%	5%	**	**	**
Don't know/ can't remember	1	**	**	**	**	1	**	**	**	**	**	-	1	-	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	-%	*%	-%	**	**	**
SUMMARY																	
DAILY	194	**	**	**	**	158	**	**	**	**	**	67	120	172	**	**	**
	33%	**	**	**	**	32%	**	**	**	**	**	30%	35%	33%	**	**	**
WEEKLY	481	**	**	**	**	394	**	**	**	**	**	176	287	431	**	**	**
	82%	**	**	**	**	81%	**	**	**	**	**	78%	84%	81%	**	**	**
MONTHLY	560	**	**	**	**	463	**	**	**	**	**	211	327	503	**	**	**
	95%	**	**	**	**	95%	**	**	**	**	**	94%	96%	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13B. How often in the past 3 months have you listened to Apple Music or Apple Podcasts?

Base : Those who have personally listened to Apple Music or Apple Podcasts in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	460	36	14	16	2	66	147	263	33	23	31	86	82	13	1	1	1	
Effective Weighted Sample	390	31	12	14	2	58	125	221	29	20	26	75	69	13	1	1	1	
Total	475	42	14	17	2	65	153	272	35	22	29	87	89	16	1	*	*	
At least daily	223	**	**	**	**	**	56	138	**	**	**	**	**	**	**	**	**	
	47%	**	**	**	**	**	36%	51%	**	**	**	**	**	**	**	**	**	
At least weekly	181	**	**	**	**	**	64	109	**	**	**	**	**	**	**	**	**	
	38%	**	**	**	**	**	42%	40%	**	**	**	**	**	**	**	**	**	
At least monthly	43	**	**	**	**	**	18	18	**	**	**	**	**	**	**	**	**	
	9%	**	**	**	**	**	12%	7%	**	**	**	**	**	**	**	**	**	
Less often	21	**	**	**	**	**	11	7	**	**	**	**	**	**	**	**	**	
	5%	**	**	**	**	**	7%	2%	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	6	**	**	**	**	**	4	1	**	**	**	**	**	**	**	**	**	
	1%	**	**	**	**	**	2%	*%	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	223	**	**	**	**	**	56	138	**	**	**	**	**	**	**	**	**	
	47%	**	**	**	**	**	36%	51%	**	**	**	**	**	**	**	**	**	
WEEKLY	404	**	**	**	**	**	119	247	**	**	**	**	**	**	**	**	**	
	85%	**	**	**	**	**	78%	91%	**	**	**	**	**	**	**	**	**	
MONTHLY							a											
	447	**	**	**	**	**	138	265	**	**	**	**	**	**	**	**	**	
	94%	**	**	**	**	**	90%	97%	**	**	**	**	**	**	**	**	**	
							a											

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13B. How often in the past 3 months have you listened to Apple Music or Apple Podcasts?

Base : Those who have personally listened to Apple Music or Apple Podcasts in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	460	5	8	7	6	356	94	17	26	34	17	191	252	410	12	18	30
Effective Weighted Sample	390	5	8	7	6	298	83	15	24	29	15	159	217	345	11	16	27
Total	475	6	9	9	7	365	99	17	31	32	19	195	263	420	14	21	35
At least daily	223	**	**	**	**	172	**	**	**	**	**	89	126	199	**	**	**
	47%	**	**	**	**	47%	**	**	**	**	**	46%	48%	47%	**	**	**
At least weekly	181	**	**	**	**	147	**	**	**	**	**	80	98	158	**	**	**
	38%	**	**	**	**	40%	**	**	**	**	**	41%	37%	38%	**	**	**
At least monthly	43	**	**	**	**	26	**	**	**	**	**	15	28	39	**	**	**
	9%	**	**	**	**	7%	**	**	**	**	**	8%	11%	9%	**	**	**
Less often	21	**	**	**	**	17	**	**	**	**	**	10	9	20	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	5%	3%	5%	**	**	**
Don't know/ can't remember	6	**	**	**	**	3	**	**	**	**	**	1	2	4	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	*%	1%	1%	**	**	**
SUMMARY																	
DAILY	223	**	**	**	**	172	**	**	**	**	**	89	126	199	**	**	**
	47%	**	**	**	**	47%	**	**	**	**	**	46%	48%	47%	**	**	**
WEEKLY	404	**	**	**	**	319	**	**	**	**	**	169	224	357	**	**	**
	85%	**	**	**	**	87%	**	**	**	**	**	87%	85%	85%	**	**	**
MONTHLY	447	**	**	**	**	345	**	**	**	**	**	184	252	396	**	**	**
	94%	**	**	**	**	94%	**	**	**	**	**	94%	96%	94%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13C. How often in the past 3 months have you listened to Google Play Music or Google Podcasts?

Base : Those who have personally listened to Google Play Music or Google Podcasts in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	218	17	9	11	2	39	87	111	18	19	26	59	44	8	3	-	-	
Effective Weighted Sample	194	15	8	10	2	35	79	99	17	18	23	54	39	8	3	-	-	
Total	233	21	10	12	2	40	91	123	18	19	26	60	47	10	2	-	-	
At least daily	86	**	**	**	**	**	**	46	**	**	**	**	**	**	**	**	**	
	37%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**	**	**	
At least weekly	108	**	**	**	**	**	**	57	**	**	**	**	**	**	**	**	**	
	46%	**	**	**	**	**	**	46%	**	**	**	**	**	**	**	**	**	
At least monthly	30	**	**	**	**	**	**	16	**	**	**	**	**	**	**	**	**	
	13%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**	
Less often	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**	
	2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	**	**	
Don't know/ can't remember	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**	
	2%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**	
SUMMARY																		
DAILY	86	**	**	**	**	**	**	46	**	**	**	**	**	**	**	**	**	
	37%	**	**	**	**	**	**	37%	**	**	**	**	**	**	**	**	**	
WEEKLY	194	**	**	**	**	**	**	102	**	**	**	**	**	**	**	**	**	
	83%	**	**	**	**	**	**	83%	**	**	**	**	**	**	**	**	**	
MONTHLY	224	**	**	**	**	**	**	119	**	**	**	**	**	**	**	**	**	
	96%	**	**	**	**	**	**	96%	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13C. How often in the past 3 months have you listened to Google Play Music or Google Podcasts?

Base : Those who have personally listened to Google Play Music or Google Podcasts in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	218	1	7	2	6	159	49	6	15	20	8	67	140	191	4	14	18
Effective Weighted Sample	194	1	7	2	6	140	45	5	14	18	7	59	125	169	4	14	17
Total	233	2	8	3	7	169	54	6	18	21	9	72	150	204	3	16	19
At least daily	86	**	**	**	**	65	**	**	**	**	**	**	51	74	**	**	**
	37%	**	**	**	**	39%	**	**	**	**	**	**	34%	36%	**	**	**
At least weekly	108	**	**	**	**	74	**	**	**	**	**	**	76	101	**	**	**
	46%	**	**	**	**	44%	**	**	**	**	**	**	51%	49%	**	**	**
At least monthly	30	**	**	**	**	25	**	**	**	**	**	**	18	23	**	**	**
	13%	**	**	**	**	15%	**	**	**	**	**	**	12%	11%	**	**	**
Less often	5	**	**	**	**	3	**	**	**	**	**	**	3	5	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	**	2%	2%	**	**	**
Don't know/ can't remember	4	**	**	**	**	2	**	**	**	**	**	**	2	2	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
SUMMARY																	
DAILY	86	**	**	**	**	65	**	**	**	**	**	**	51	74	**	**	**
	37%	**	**	**	**	39%	**	**	**	**	**	**	34%	36%	**	**	**
WEEKLY	194	**	**	**	**	139	**	**	**	**	**	**	127	175	**	**	**
	83%	**	**	**	**	83%	**	**	**	**	**	**	85%	85%	**	**	**
MONTHLY	224	**	**	**	**	164	**	**	**	**	**	**	145	197	**	**	**
	96%	**	**	**	**	97%	**	**	**	**	**	**	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13D. How often in the past 3 months have you listened to GlobalPlayer?

Base : Those who have personally listened to GlobalPlayer in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	159	17	8	14	6	35	63	81	13	12	26	46	30	9	3	2	-
Effective Weighted Sample	136	13	7	12	6	32	55	69	12	10	22	39	27	9	3	2	-
Total	165	19	8	15	7	37	65	88	13	12	24	45	35	12	2	1	-
At least daily	69	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	59	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	69	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	128	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	78%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	158	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13D. How often in the past 3 months have you listened to GlobalPlayer?

Base : Those who have personally listened to GlobalPlayer in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	159	5	4	7	2	129	22	6	7	7	2	62	91	140	6	7	13
Effective Weighted Sample	136	5	4	7	2	109	20	6	6	6	2	54	78	120	5	6	11
Total	165	7	5	10	2	135	23	6	7	7	2	69	90	148	5	7	13
At least daily	69	**	**	**	**	55	**	**	**	**	**	**	**	67	**	**	**
	42%	**	**	**	**	41%	**	**	**	**	**	**	**	45%	**	**	**
At least weekly	59	**	**	**	**	49	**	**	**	**	**	**	**	48	**	**	**
	36%	**	**	**	**	37%	**	**	**	**	**	**	**	32%	**	**	**
At least monthly	29	**	**	**	**	23	**	**	**	**	**	**	**	26	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	**	**	17%	**	**	**
Less often	7	**	**	**	**	7	**	**	**	**	**	**	**	7	**	**	**
	4%	**	**	**	**	5%	**	**	**	**	**	**	**	5%	**	**	**
Don't know/ can't remember	*	**	**	**	**	-	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	**	**	-%	**	**	**
SUMMARY																	
DAILY	69	**	**	**	**	55	**	**	**	**	**	**	**	67	**	**	**
	42%	**	**	**	**	41%	**	**	**	**	**	**	**	45%	**	**	**
WEEKLY	128	**	**	**	**	105	**	**	**	**	**	**	**	115	**	**	**
	78%	**	**	**	**	78%	**	**	**	**	**	**	**	78%	**	**	**
MONTHLY	158	**	**	**	**	127	**	**	**	**	**	**	**	140	**	**	**
	95%	**	**	**	**	95%	**	**	**	**	**	**	**	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13E. How often in the past 3 months have you listened to RadioPlayer?

Base : Those who have personally listened to RadioPlayer in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	137	15	10	12	2	26	52	69	12	8	17	31	27	6	3	1	2
Effective Weighted Sample	118	13	7	9	2	22	44	59	11	7	15	28	23	6	3	1	2
Total	139	17	8	11	3	24	49	72	12	7	14	30	27	8	2	*	*
At least daily	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	54	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	55	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	109	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	79%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	130	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13E. How often in the past 3 months have you listened to RadioPlayer?

Base : Those who have personally listened to RadioPlayer in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	137	3	3	6	-	97	35	11	11	12	1	40	88	126	-	5	5
Effective Weighted Sample	118	3	3	6	-	81	32	10	10	11	1	34	75	107	-	5	5
Total	139	4	4	8	-	98	36	11	12	12	1	42	87	127	-	6	6
At least daily	55	**	**	**	**	**	**	**	**	**	**	**	**	49	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	38%	**	**	**
At least weekly	54	**	**	**	**	**	**	**	**	**	**	**	**	50	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**	40%	**	**	**
At least monthly	21	**	**	**	**	**	**	**	**	**	**	**	**	20	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**	16%	**	**	**
Less often	6	**	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**	**	**
SUMMARY																	
DAILY	55	**	**	**	**	**	**	**	**	**	**	**	**	49	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	38%	**	**	**
WEEKLY	109	**	**	**	**	**	**	**	**	**	**	**	**	99	**	**	**
	79%	**	**	**	**	**	**	**	**	**	**	**	**	78%	**	**	**
MONTHLY	130	**	**	**	**	**	**	**	**	**	**	**	**	119	**	**	**
	93%	**	**	**	**	**	**	**	**	**	**	**	**	94%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13F. How often in the past 3 months have you listened to Spotify?

Base : Those who have personally listened to Spotify in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	1181	112	78	98	20	318	390	671	59	44	72	190	260	59	9	15	15
Effective Weighted Sample	956	92	60	78	18	265	324	537	49	37	57	159	216	57	9	14	15
Total	1151	121	67	89	22	294	382	658	57	43	65	185	257	73	6	7	3
At least daily	615	38	**	**	**	118	195	359	**	**	**	88	136	**	**	**	**
	53%	31%	**	**	**	40%	51%	55%	**	**	**	47%	53%	**	**	**	**
At least weekly	393	61	**	**	**	122	136	223	**	**	**	67	94	**	**	**	**
	34%	50%	**	**	**	42%	36%	34%	**	**	**	36%	37%	**	**	**	**
At least monthly	109	17	**	**	**	46	41	58	**	**	**	24	25	**	**	**	**
	9%	14%	**	**	**	16%	11%	9%	**	**	**	13%	10%	**	**	**	**
Less often	27	6	**	**	**	7	8	17	**	**	**	5	1	**	**	**	**
	2%	5%	**	**	**	3%	2%	3%	**	**	**	3%	1%	**	**	**	**
Don't know/ can't remember	6	-	**	**	**	1	2	1	**	**	**	2	1	**	**	**	**
	1%	-%	**	**	**	*%	1%	*%	**	**	**	1%	*%	**	**	**	**
SUMMARY																	
DAILY	615	38	**	**	**	118	195	359	**	**	**	88	136	**	**	**	**
	53%	31%	**	**	**	40%	51%	55%	**	**	**	47%	53%	**	**	**	**
WEEKLY	1008	99	**	**	**	240	331	582	**	**	**	155	230	**	**	**	**
	88%	82%	**	**	**	82%	87%	88%	**	**	**	84%	89%	**	**	**	**
MONTHLY	1117	115	**	**	**	285	372	640	**	**	**	178	255	**	**	**	**
	97%	95%	**	**	**	97%	97%	97%	**	**	**	96%	99%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13F. How often in the past 3 months have you listened to Spotify?

Base : Those who have personally listened to Spotify in the past 3 months (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1181	35	24	36	23	1002	152	40	43	49	20	528	597	1043	34	59	93
Effective Weighted Sample	956	34	23	35	22	801	132	35	39	41	18	428	482	842	28	51	78
Total	1151	43	30	46	27	965	158	40	49	51	18	510	585	1006	38	63	101
At least daily	615	**	**	**	**	507	93	**	**	**	**	289	295	547	**	**	**
	53%	**	**	**	**	53%	59%	**	**	**	**	57%	51%	54%	**	**	**
At least weekly	393	**	**	**	**	340	47	**	**	**	**	165	213	343	**	**	**
	34%	**	**	**	**	35%	30%	**	**	**	**	32%	36%	34%	**	**	**
At least monthly	109	**	**	**	**	94	12	**	**	**	**	45	58	90	**	**	**
	9%	**	**	**	**	10%	7%	**	**	**	**	9%	10%	9%	**	**	**
Less often	27	**	**	**	**	20	5	**	**	**	**	9	16	22	**	**	**
	2%	**	**	**	**	2%	3%	**	**	**	**	2%	3%	2%	**	**	**
Don't know/ can't remember	6	**	**	**	**	4	1	**	**	**	**	2	2	4	**	**	**
	1%	**	**	**	**	*%	1%	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	615	**	**	**	**	507	93	**	**	**	**	289	295	547	**	**	**
	53%	**	**	**	**	53%	59%	**	**	**	**	57%	51%	54%	**	**	**
WEEKLY	1008	**	**	**	**	847	140	**	**	**	**	455	509	890	**	**	**
	88%	**	**	**	**	88%	89%	**	**	**	**	89%	87%	88%	**	**	**
MONTHLY	1117	**	**	**	**	941	152	**	**	**	**	499	567	980	**	**	**
	97%	**	**	**	**	98%	96%	**	**	**	**	98%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13G. How often in the past 3 months have you listened to Deezer?

Base : Those who have personally listened to Deezer in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	128	5	4	4	-	20	42	66	14	12	17	35	17	2	1	1	-
Effective Weighted Sample	101	4	3	3	-	17	36	50	12	10	15	31	15	2	1	1	-
Total	112	6	3	3	-	17	41	54	13	10	16	34	18	2	1	*	-
At least daily	48	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	48	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	78	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	70%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	96	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	86%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13G. How often in the past 3 months have you listened to Deezer?

Base : Those who have personally listened to Deezer in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	128	1	1	2	-	93	29	8	9	10	2	34	89	110	4	7	11
Effective Weighted Sample	101	1	1	2	-	70	26	7	9	9	2	25	72	85	3	6	10
Total	112	1	1	2	-	77	29	7	11	8	3	27	80	94	4	7	10
At least daily	48	**	**	**	**	**	**	**	**	**	**	**	**	38	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**	41%	**	**	**
At least weekly	30	**	**	**	**	**	**	**	**	**	**	**	**	26	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	27%	**	**	**
At least monthly	18	**	**	**	**	**	**	**	**	**	**	**	**	16	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	17%	**	**	**
Less often	12	**	**	**	**	**	**	**	**	**	**	**	**	11	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**	**	**
Don't know/ can't remember	4	**	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**
SUMMARY																	
DAILY	48	**	**	**	**	**	**	**	**	**	**	**	**	38	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**	41%	**	**	**
WEEKLY	78	**	**	**	**	**	**	**	**	**	**	**	**	64	**	**	**
	70%	**	**	**	**	**	**	**	**	**	**	**	**	68%	**	**	**
MONTHLY	96	**	**	**	**	**	**	**	**	**	**	**	**	80	**	**	**
	86%	**	**	**	**	**	**	**	**	**	**	**	**	85%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13H. How often in the past 3 months have you listened to Amazon Music?

Base : Those who have personally listened to Amazon Music in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	702	97	83	103	20	208	233	419	40	30	68	140	128	59	18	15	11
Effective Weighted Sample	569	79	65	82	18	171	190	337	36	26	54	117	101	57	17	15	11
Total	683	103	73	97	24	194	229	405	44	31	63	139	125	77	12	6	3
At least daily	248	**	**	24	**	65	78	150	**	**	**	43	43	**	**	**	**
	36%	**	**	24%	**	33%	34%	37%	**	**	**	31%	34%	**	**	**	**
At least weekly	319	**	**	45	**	85	105	198	**	**	**	66	55	**	**	**	**
	47%	**	**	47%	**	44%	46%	49%	**	**	**	47%	44%	**	**	**	**
At least monthly	86	**	**	24	**	36	36	42	**	**	**	25	20	**	**	**	**
	13%	**	**	25%	**	19%	16%	10%	**	**	**	18%	16%	**	**	**	**
Less often	23	**	**	4	**	8	7	14	**	**	**	5	4	**	**	**	**
	3%	**	**	4%	**	4%	3%	3%	**	**	**	4%	3%	**	**	**	**
Don't know/ can't remember	7	**	**	-	**	-	3	1	**	**	**	-	3	**	**	**	**
	1%	**	**	-%	**	-%	1%	*%	**	**	**	-%	2%	**	**	**	**
SUMMARY																	
DAILY	248	**	**	24	**	65	78	150	**	**	**	43	43	**	**	**	**
	36%	**	**	24%	**	33%	34%	37%	**	**	**	31%	34%	**	**	**	**
WEEKLY	567	**	**	69	**	149	183	348	**	**	**	109	98	**	**	**	**
	83%	**	**	71%	**	77%	80%	86%	**	**	**	78%	79%	**	**	**	**
MONTHLY	653	**	**	93	**	186	219	390	**	**	**	134	118	**	**	**	**
	96%	**	**	96%	**	96%	96%	96%	**	**	**	96%	95%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13H. How often in the past 3 months have you listened to Amazon Music?

Base : Those who have personally listened to Amazon Music in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	702	31	28	38	21	597	85	20	23	32	10	253	408	645	18	15	33
Effective Weighted Sample	569	30	27	37	20	474	78	18	21	29	9	204	330	520	16	13	29
Total	683	41	36	51	25	570	93	23	26	33	11	250	394	621	21	16	38
At least daily	248	**	**	**	**	200	**	**	**	**	**	94	139	231	**	**	**
	36%	**	**	**	**	35%	**	**	**	**	**	37%	35%	37%	**	**	**
At least weekly	319	**	**	**	**	278	**	**	**	**	**	113	193	288	**	**	**
	47%	**	**	**	**	49%	**	**	**	**	**	45%	49%	46%	**	**	**
At least monthly	86	**	**	**	**	68	**	**	**	**	**	32	49	75	**	**	**
	13%	**	**	**	**	12%	**	**	**	**	**	13%	12%	12%	**	**	**
Less often	23	**	**	**	**	20	**	**	**	**	**	9	12	20	**	**	**
	3%	**	**	**	**	4%	**	**	**	**	**	3%	3%	3%	**	**	**
Don't know/ can't remember	7	**	**	**	**	4	**	**	**	**	**	3	1	6	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	*%	1%	**	**	**
SUMMARY																	
DAILY	248	**	**	**	**	200	**	**	**	**	**	94	139	231	**	**	**
	36%	**	**	**	**	35%	**	**	**	**	**	37%	35%	37%	**	**	**
WEEKLY	567	**	**	**	**	478	**	**	**	**	**	206	332	520	**	**	**
	83%	**	**	**	**	84%	**	**	**	**	**	83%	84%	84%	**	**	**
MONTHLY	653	**	**	**	**	546	**	**	**	**	**	238	381	594	**	**	**
	96%	**	**	**	**	96%	**	**	**	**	**	95%	97%	96%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13l. How often in the past 3 months have you listened to TuneIn?

Base : Those who have personally listened to TuneIn in the past 3 months (excluding those completing a paper questionnaire)

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	72	5	6	10	4	20	28	34	5	9	11	20	17	3	4	3	-
Effective Weighted Sample	60	4	5	8	4	17	25	28	5	8	10	18	15	3	4	3	-
Total	68	5	4	8	4	18	28	32	5	7	11	18	18	4	3	1	-
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13I. How often in the past 3 months have you listened to TuneIn?

Base : Those who have personally listened to TuneIn in the past 3 months (excluding those completing a paper questionnaire)

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE ~a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL ~a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	72	1	2	2	1	54	15	4	3	7	1	18	52	65	-	6	6
Effective Weighted Sample	60	1	2	2	1	46	12	3	3	6	1	14	44	54	-	5	5
Total	68	1	3	3	1	51	14	3	2	8	1	16	49	61	-	6	6
At least daily	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13J. How often in the past 3 months have you listened to Audible?

Base : Those who have personally listened to Audible in the past 3 months (excluding those completing a paper questionnaire)

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	134	14	7	9	2	18	44	77	9	8	13	21	26	8	1	-	-
Effective Weighted Sample	113	12	7	8	2	16	37	65	8	7	11	18	23	8	1	-	-
Total	144	15	8	12	4	20	46	86	8	8	13	20	29	11	1	-	-
At least daily	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	65	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	26	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	45	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	111	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	77%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	137	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	95%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13J. How often in the past 3 months have you listened to Audible?

Base : Those who have personally listened to Audible in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION ~a	ANY RELIGION ~b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	134	4	4	6	2	110	17	2	6	8	1	55	71	115	7	5	12
Effective Weighted Sample	113	4	4	6	2	90	16	2	6	8	1	45	61	97	6	4	10
Total	144	6	6	9	3	118	20	2	7	9	2	57	79	122	10	5	15
At least daily	45	**	**	**	**	34	**	**	**	**	**	**	**	40	**	**	**
	32%	**	**	**	**	29%	**	**	**	**	**	**	**	33%	**	**	**
At least weekly	65	**	**	**	**	57	**	**	**	**	**	**	**	54	**	**	**
	45%	**	**	**	**	48%	**	**	**	**	**	**	**	44%	**	**	**
At least monthly	26	**	**	**	**	22	**	**	**	**	**	**	**	22	**	**	**
	18%	**	**	**	**	19%	**	**	**	**	**	**	**	18%	**	**	**
Less often	6	**	**	**	**	5	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	**	3%	**	**	**
Don't know/ can't remember	2	**	**	**	**	-	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	-%	**	**	**	**	**	**	**	1%	**	**	**
SUMMARY																	
DAILY	45	**	**	**	**	34	**	**	**	**	**	**	**	40	**	**	**
	32%	**	**	**	**	29%	**	**	**	**	**	**	**	33%	**	**	**
WEEKLY	111	**	**	**	**	90	**	**	**	**	**	**	**	94	**	**	**
	77%	**	**	**	**	77%	**	**	**	**	**	**	**	77%	**	**	**
MONTHLY	137	**	**	**	**	113	**	**	**	**	**	**	**	116	**	**	**
	95%	**	**	**	**	96%	**	**	**	**	**	**	**	95%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13K. How often in the past 3 months have you listened to YouTube Music?

Base : Those who have personally listened to YouTube Music in the past 3 months (excluding those completing a paper questionnaire)

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	805	78	61	75	14	249	271	461	44	30	59	137	169	57	7	5	6
Effective Weighted Sample	684	68	52	65	13	217	230	392	38	26	53	120	141	55	7	5	6
Total	826	90	59	77	18	250	268	481	42	29	63	137	166	70	4	2	1
At least daily	353	**	**	**	**	105	135	187	**	**	**	66	91	**	**	**	**
	43%	**	**	**	**	42%	50% b	39%	**	**	**	48%	55% b	**	**	**	**
At least weekly	363	**	**	**	**	110	94	239	**	**	**	48	54	**	**	**	**
	44%	**	**	**	**	44%	35% afg	50%	**	**	**	35%	33%	**	**	**	**
At least monthly	82	**	**	**	**	25	29	46	**	**	**	15	17	**	**	**	**
	10%	**	**	**	**	10%	11%	9%	**	**	**	11%	10%	**	**	**	**
Less often	25	**	**	**	**	10	9	9	**	**	**	8	4	**	**	**	**
	3%	**	**	**	**	4%	3%	2%	**	**	**	6%	3%	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	*	1	*	**	**	**	1	-	**	**	**	**
	*%	**	**	**	**	*%	1%	*%	**	**	**	1%	-%	**	**	**	**
SUMMARY																	
DAILY	353	**	**	**	**	105	135	187	**	**	**	66	91	**	**	**	**
	43%	**	**	**	**	42%	50% b	39%	**	**	**	48%	55% b	**	**	**	**
WEEKLY	716	**	**	**	**	214	228	426	**	**	**	114	145	**	**	**	**
	87%	**	**	**	**	86%	85%	89%	**	**	**	83%	87%	**	**	**	**
MONTHLY	798	**	**	**	**	240	257	471	**	**	**	129	162	**	**	**	**
	97%	**	**	**	**	96%	96%	98% f	**	**	**	93%	97%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13K. How often in the past 3 months have you listened to YouTube Music?

Base : Those who have personally listened to YouTube Music in the past 3 months (excluding those completing a paper questionnaire)

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	805	23	34	28	29	611	173	42	41	74	16	291	483	728	18	33	51
Effective Weighted Sample	684	22	33	27	28	510	154	37	37	66	13	248	409	617	15	30	45
Total	826	29	41	36	34	614	187	43	45	81	17	293	500	744	19	35	54
At least daily	353	**	**	**	**	244	100	**	**	**	**	117	219	318	**	**	**
	43%	**	**	**	**	40%	54%	**	**	**	**	40%	44%	43%	**	**	**
							a										
At least weekly	363	**	**	**	**	287	66	**	**	**	**	136	218	329	**	**	**
	44%	**	**	**	**	47%	35%	**	**	**	**	46%	43%	44%	**	**	**
At least monthly	82	**	**	**	**	66	15	**	**	**	**	34	47	71	**	**	**
	10%	**	**	**	**	11%	8%	**	**	**	**	12%	9%	10%	**	**	**
Less often	25	**	**	**	**	16	6	**	**	**	**	5	15	24	**	**	**
	3%	**	**	**	**	3%	3%	**	**	**	**	2%	3%	3%	**	**	**
Don't know/ can't remember	3	**	**	**	**	3	*	**	**	**	**	1	2	2	**	**	**
	*%	**	**	**	**	*%	*%	**	**	**	**	*%	*%	*%	**	**	**
SUMMARY																	
DAILY	353	**	**	**	**	244	100	**	**	**	**	117	219	318	**	**	**
	43%	**	**	**	**	40%	54%	**	**	**	**	40%	44%	43%	**	**	**
							a										
WEEKLY	716	**	**	**	**	530	166	**	**	**	**	252	436	647	**	**	**
	87%	**	**	**	**	86%	89%	**	**	**	**	86%	87%	87%	**	**	**
MONTHLY	798	**	**	**	**	596	181	**	**	**	**	287	483	718	**	**	**
	97%	**	**	**	**	97%	97%	**	**	**	**	98%	97%	97%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13L. How often in the past 3 months have you listened to SoundCloud?

Base : Those who have personally listened to SoundCloud in the past 3 months (excluding those completing a paper questionnaire)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total	192	15	5	5	-	40	79	97	14	9	14	36	56	-	1	1	3
Effective Weighted Sample	156	13	4	4	-	33	66	76	12	8	12	30	47	-	1	1	3
Total	184	17	2	2	-	35	77	90	12	7	14	33	57	-	1	*	1
At least daily	60	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least weekly	67	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
At least monthly	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Less often	14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know/ can't remember	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SUMMARY																	
DAILY	60	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
WEEKLY	127	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
MONTHLY	167	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13L. How often in the past 3 months have you listened to SoundCloud?

Base : Those who have personally listened to SoundCloud in the past 3 months (excluding those completing a paper questionnaire)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION ~a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	192	-	-	-	-	143	44	15	13	12	4	81	104	160	9	12	21
Effective Weighted Sample	156	-	-	-	-	111	40	14	12	11	4	66	84	129	7	10	17
Total	184	-	-	-	-	129	50	19	14	13	4	78	98	153	8	12	19
At least daily	60	**	**	**	**	44	**	**	**	**	**	**	34	52	**	**	**
	33%	**	**	**	**	34%	**	**	**	**	**	**	35%	34%	**	**	**
At least weekly	67	**	**	**	**	47	**	**	**	**	**	**	34	55	**	**	**
	36%	**	**	**	**	37%	**	**	**	**	**	**	35%	36%	**	**	**
At least monthly	39	**	**	**	**	31	**	**	**	**	**	**	22	31	**	**	**
	21%	**	**	**	**	24%	**	**	**	**	**	**	22%	20%	**	**	**
Less often	14	**	**	**	**	6	**	**	**	**	**	**	7	12	**	**	**
	8%	**	**	**	**	5%	**	**	**	**	**	**	7%	8%	**	**	**
Don't know/ can't remember	3	**	**	**	**	1	**	**	**	**	**	**	1	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	2%	**	**	**
SUMMARY																	
DAILY	60	**	**	**	**	44	**	**	**	**	**	**	34	52	**	**	**
	33%	**	**	**	**	34%	**	**	**	**	**	**	35%	34%	**	**	**
WEEKLY	127	**	**	**	**	91	**	**	**	**	**	**	68	107	**	**	**
	69%	**	**	**	**	71%	**	**	**	**	**	**	70%	70%	**	**	**
MONTHLY	167	**	**	**	**	122	**	**	**	**	**	**	90	139	**	**	**
	91%	**	**	**	**	95%	**	**	**	**	**	**	92%	91%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 114

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A-A13L. AUDIO STREAMING SERVICES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Spotify	1008	99	49	66	16	240	331	582	52	42	52	155	230	52	5	6	**	
	23%	14%	9%	6%	3%	13%	24%	22%	28%	17%	11%	17%	39%	6%	6%	11%	**	
		bcd	d				ef	ef	ef			e	abdef					
YouTube Music	716	76	46	61	15	214	228	426	33	26	54	114	145	56	3	1	**	
	16%	11%	8%	6%	3%	12%	17%	16%	18%	11%	12%	13%	24%	6%	4%	2%	**	
		cd	d										abdef					
Amazon Music	567	87	55	69	14	149	183	348	36	24	48	109	98	54	9	4	**	
	13%	12%	10%	7%	3%	8%	14%	13%	19%	10%	11%	12%	16%	6%	11%	8%	**	
		cd	d						e									
BBC Sounds	481	102	50	74	24	118	143	301	26	32	41	90	59	63	5	4	**	
	11%	14%	9%	7%	5%	6%	11%	11%	14%	13%	9%	10%	10%	7%	7%	8%	**	
		bcd																
Apple Music or Apple Podcasts	404	35	11	12	1	53	119	247	26	16	25	66	74	11	1	*	**	
	9%	5%	2%	1%	1%	3%	9%	9%	14%	6%	6%	7%	12%	1%	1%	1%	**	
		bcd							e				ef					
Google Play Music or Google Podcasts	194	18	7	9	2	34	74	102	15	18	20	48	42	7	1	-	**	
	4%	2%	1%	1%	1%	2%	5%	4%	8%	7%	4%	5%	7%	1%	2%	-%	**	
													b					
GlobalPlayer	128	11	8	15	7	30	50	68	9	12	20	35	24	12	2	1	**	
	3%	2%	1%	1%	2%	2%	4%	3%	5%	5%	4%	4%	4%	1%	3%	2%	**	
SoundCloud	127	14	1	1	-	24	56	61	10	4	9	22	42	-	1	-	**	
	3%	2%	1%	1%	-%	1%	4%	2%	5%	2%	2%	3%	7%	-%	1%	-%	**	
		bcd					b						bdef					
Audible	111	13	7	8	2	14	35	68	7	6	11	16	24	8	1	-	**	
	3%	2%	1%	1%	1%	1%	3%	3%	4%	3%	2%	2%	4%	1%	1%	-%	**	
RadioPlayer	109	16	5	8	3	18	40	56	11	6	12	23	23	6	1	*	**	
	2%	2%	1%	1%	1%	1%	3%	2%	6%	2%	3%	3%	4%	1%	1%	1%	**	
									b									

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 114

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A-A13L. AUDIO STREAMING SERVICES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Deezer	78	3	2	2	-	11	28	40	10	8	12	22	12	1	1	*	**	
	2%	*%	*%	*%	-%	1%	2%	2%	6% ab	3%	3%	2%	2%	*%	1%	1%	**	
Tuneln	55	5	4	7	3	15	25	27	4	6	11	15	15	4	2	1	**	
	1%	1%	1%	1%	1%	1%	2%	1%	2%	3%	2%	2%	3% b	*%	3% a	2%	**	
None	2154	414	394	819	425	1225	673	1255	87	153	297	511	206	691	63	42	**	
	49%	59%	71% a	79% ab	89% abc	67%	50% g	48% g	46% g	62% abcg	65% abcg	58% abcg	34%	79%	78%	77%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 114

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A-A13L. AUDIO STREAMING SERVICES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Spotify	1008 23%	32 7%	20 5%	34 8%	17 4%	847 23%	140 22%	30 22%	46 20%	48 25%	** **	455 29% b	509 20%	890 22%	30 25%	51 45% ab	82 35% a
YouTube Music	716 16%	25 6%	31 7%	28 6%	28 7%	530 15%	166 26% a	39 29% a	38 17%	74 39% abd	** **	252 16%	436 17%	647 16%	15 13%	29 25%	44 19%
Amazon Music	567 13%	30 7%	23 5%	39 9% d	15 4%	478 13%	76 12%	19 14%	24 10%	23 12%	** **	206 13%	332 13%	520 13%	16 13%	14 13%	30 13%
BBC Sounds	481 11%	42 10% d	21 5%	51 11% bd	12 3%	394 11%	73 11%	17 12%	33 15%	17 9%	** **	176 11%	287 11%	431 11%	16 13%	17 15%	32 14%
Apple Music or Apple Podcasts	404 9%	5 1%	6 1%	6 1%	5 1%	319 9%	78 12% a	13 10%	27 12%	24 13%	** **	169 11%	224 9%	357 9%	13 11%	17 15%	30 13%
Google Play Music or Google Podcasts	194 4%	- -%	7 2%	1 *%	6 1%	139 4%	46 7% a	6 4%	15 6%	16 9% a	** **	59 4%	127 5%	175 4%	2 1%	13 11% ab	14 6%
GlobalPlayer	128 3%	7 2%	5 1%	10 2%	2 1%	105 3%	18 3%	6 5%	3 2%	6 3%	** **	52 3%	72 3%	115 3%	5 4%	7 6%	13 5%
SoundCloud	127 3%	- -%	- -%	- -%	- -%	91 3%	33 5% a	13 9% a	10 5%	8 4%	** **	55 4%	68 3%	107 3%	5 4%	9 8% a	14 6%
Audible	111 3%	4 1%	4 1%	7 1%	1 *%	90 2%	16 3%	2 2%	6 3%	6 3%	** **	46 3%	60 2%	94 2%	8 7% a	3 3%	11 5%
RadioPlayer	109 2%	3 1%	3 1%	6 1%	- -%	78 2%	30 5% a	9 6% a	9 4%	11 6% a	** **	31 2%	71 3%	99 2%	- -%	6 5%	6 2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A13A-A13L. AUDIO STREAMING SERVICES USED AT LEAST WEEKLY IN THE PAST 3 MONTHS

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Deezer	78	-	1	1	-	56	19	5	8	5	**	20	56	64	1	7	8
	2%	-%	*%	*%	-%	2%	3%	3%	4%	3%	**	1%	2%	2%	1%	6% a	4%
Tuneln	55	1	3	3	1	42	12	2	1	7	**	12	42	49	-	6	6
	1%	*%	1%	1%	*%	1%	2%	2%	1%	4% a	**	1%	2%	1%	-%	5% a	3%
None	2154	329	363	337	355	1813	269	52	117	62	**	643	1372	1983	49	21	70
	49%	77%	81%	74%	85% ac	50% be	42%	38%	52% e	33%	**	41%	53% a	50% cd	41% c	19%	30%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 115

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98		
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86		
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28		
TV/ IPLAYER	3711	618	508	955	447	1521	1124	2260	165	225	375	752	461	804	77	49	**		
	84%	88%	92%	92%	93%	84%	83%	86%	88%	91%	82%	85%	77%	92%	95%	91%	**		
				a	a		g	g	g	aeg		g							
RADIO	2293	366	304	571	267	853	720	1367	112	152	219	481	291	478	39	32	**		
	52%	52%	55%	55%	56%	47%	53%	52%	60%	62%	48%	54%	49%	55%	49%	59%	**		
										beg									
APPS/ SITES	2201	341	228	329	101	616	590	1422	90	104	156	360	283	273	26	20	**		
	50%	48%	41%	32%	21%	34%	44%	54%	48%	42%	34%	41%	47%	31%	33%	36%	**		
		cd	cd	d			e	adefg	e				e						
SOUNDS	588	125	69	97	28	150	179	370	34	36	58	116	68	79	7	9	**		
	13%	18%	12%	9%	6%	8%	13%	14%	18%	15%	13%	13%	11%	9%	8%	18%	**		
		cd	d													a			
ANY	3919	645	517	973	456	1592	1199	2362	175	230	397	792	504	819	77	51	**		
	89%	92%	93%	94%	95%	87%	88%	90%	94%	94%	87%	90%	85%	94%	96%	93%	**		
								g	g	g		g							
NONE	482	59	37	61	24	228	156	261	12	16	60	91	92	53	3	4	**		
	11%	8%	7%	6%	5%	13%	12%	10%	6%	6%	13%	10%	15%	6%	4%	7%	**		
													bcd						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 115

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
TV/ IPLAYER	3711	390	414	422	381	3100	515	111	183	164	**	1278	2259	3400	88	88	176
	84%	91%	93%	93%	91%	85%	81%	80%	81%	86%	**	81%	87% a	85% bd	73%	78%	75%
RADIO	2293	259	219	277	201	1877	345	65	132	102	**	741	1450	2062	61	72	134
	52%	61% bd	49%	61% bd	48%	52%	54%	47%	58%	53%	**	47%	56% a	52%	51%	64%	57%
APPS/ SITES	2201	152	121	187	86	1755	381	87	134	114	**	770	1351	1983	64	72	136
	50%	36% d	27%	41% bd	21%	48%	60% a	63% a	59% a	60% a	**	49%	52%	50%	53%	64% a	58%
SOUNDS	588	50	28	60	19	488	85	24	34	20	**	224	342	529	17	22	39
	13%	12% d	6%	13% bd	4%	13%	13%	18%	15%	10%	**	14%	13%	13%	14%	20%	17%
ANY	3919	400	419	430	389	3257	556	118	202	170	**	1373	2359	3573	96	99	195
	89%	94%	94%	95%	93%	90%	88%	86%	89%	89%	**	87%	91% a	90% bd	80%	87%	83%
NONE	482	26	27	25	28	378	78	19	24	20	**	197	238	408	24	15	39
	11%	6%	6%	5%	7%	10%	12%	14%	11%	11%	**	13% b	9%	10%	20% a	13%	17% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
BBC One	3088	568	476	897	420	1342	920	1927	124	197	326	633	348	754	70	47	**
	70%	81%	86%	87%	88%	74%	68%	73%	66%	80%	71%	72%	58%	87%	87%	86%	**
				a	a		g	ag		acg	g	g					
BBC Two	1870	365	350	664	314	878	547	1184	79	132	215	401	184	568	48	35	**
	43%	52%	63%	64%	65%	48%	40%	45%	42%	54%	47%	45%	31%	65%	59%	64%	**
			a	a	a		g	ag	g	ag	g	g					
BBC iPlayer	1561	325	191	310	118	537	466	970	72	88	135	292	215	261	24	19	**
	35%	46%	35%	30%	25%	30%	34%	37%	38%	36%	30%	33%	36%	30%	30%	35%	**
		bcd	d					e									
BBC News site/ app	1316	227	163	226	63	369	307	917	44	62	84	185	140	183	22	13	**
	30%	32%	29%	22%	13%	20%	23%	35%	24%	25%	18%	21%	24%	21%	27%	25%	**
		cd	cd	d				acdefg									
BBC Weather site/ app	992	163	118	178	60	288	242	683	31	45	68	141	113	151	13	11	**
	23%	23%	21%	17%	13%	16%	18%	26%	16%	18%	15%	16%	19%	17%	16%	21%	**
		cd	d					acefg									
BBC News channel	968	211	164	280	116	385	277	628	36	59	103	198	103	241	22	12	**
	22%	30%	30%	27%	24%	21%	20%	24%	19%	24%	22%	22%	17%	28%	28%	22%	**
								g									
BBC Radio 1	727	76	41	77	35	184	210	445	32	37	55	121	113	69	2	4	**
	17%	11%	7%	7%	7%	10%	15%	17%	17%	15%	12%	14%	19%	8%	3%	7%	**
													e				
BBC Radio 2	698	149	133	234	101	306	221	423	37	57	79	166	64	201	19	12	**
	16%	21%	24%	23%	21%	17%	16%	16%	20%	23%	17%	19%	11%	23%	24%	22%	**
							g	g	g	g	g	g					
BBC Sport site/ app	633	108	77	108	31	191	177	406	33	41	50	117	78	86	9	8	**
	14%	15%	14%	10%	7%	10%	13%	15%	18%	17%	11%	13%	13%	10%	11%	14%	**
		cd	d														
BBC Three	564	90	56	96	40	185	190	309	36	42	63	129	91	84	5	5	**
	13%	13%	10%	9%	8%	10%	14%	12%	19%	17%	14%	15%	15%	10%	6%	10%	**
									b								

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Radio 4	520	77	101	194	93	233	158	328	27	52	52	114	49	176	3	13	**	
	12%	11%	18%	19%	19%	13%	12%	13%	14%	21%	11%	13%	8%	20%	4%	23%	**	
			a	a	a			g		abefg		g		b		b		
BBC Four	515	114	81	143	62	205	174	299	28	34	62	114	81	122	9	9	**	
	12%	16%	15%	14%	13%	11%	13%	11%	15%	14%	14%	13%	14%	14%	11%	17%	**	
BBC Sounds	481	102	50	74	24	118	143	301	26	32	41	90	59	63	5	4	**	
	11%	14%	9%	7%	5%	6%	11%	11%	14%	13%	9%	10%	10%	7%	7%	8%	**	
		bcd																
BBC Radio 5 live	284	56	57	90	33	121	85	180	18	23	32	60	28	79	5	3	**	
	6%	8%	10%	9%	7%	7%	6%	7%	9%	9%	7%	7%	5%	9%	7%	6%	**	
BBC Homepage site (www.bbc.co.uk)	266	56	41	57	15	79	72	176	10	15	24	43	37	47	5	4	**	
	6%	8%	7%	5%	3%	4%	5%	7%	5%	6%	5%	5%	6%	5%	7%	7%	**	
		d	d															
BBC TV programmes and content on YouTube	266	43	21	31	11	70	99	151	17	17	30	62	54	27	1	2	**	
	6%	6%	4%	3%	2%	4%	7%	6%	9%	7%	7%	7%	9%	3%	1%	4%	**	
		cd											b					
CBeebies	216	11	9	10	*	49	63	131	13	7	11	37	32	8	1	1	**	
	5%	2%	2%	1%	*%	3%	5%	5%	7%	3%	2%	4%	5%	1%	1%	2%	**	
									e									
BBC radio for your region (ENGLAND)	184	37	34	66	32	87	71	107	12	20	30	53	21	66	-	-	**	
	4%	5%	6%	6%	7%	5%	5%	4%	6%	8%	7%	6%	4%	8%	-%	-%	**	
										b				bc				
BBC Parliament	183	32	19	45	26	58	59	109	7	10	29	45	27	34	6	4	**	
	4%	5%	3%	4%	5%	3%	4%	4%	4%	4%	6%	5%	5%	4%	7%	7%	**	
BBC Radio 5 sports extra	175	33	22	28	6	53	47	119	11	12	17	38	18	25	1	1	**	
	4%	5%	4%	3%	1%	3%	3%	5%	6%	5%	4%	4%	3%	3%	1%	2%	**	
		d																

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
CBBC	157 4%	7 1%	6 1%	8 1%	2 *%	35 2%	58 4%	84 3%	13 7% bd	4 2%	12 3%	30 3%	37 6% b	8 1%	- -%	- -%	** **	
BBC Radio 3	154 3%	16 2%	11 2%	22 2%	11 2%	32 2%	79 6% b	57 2%	14 8% b	16 6% b	23 5% b	50 6% b	44 7% b	17 2%	3 3%	2 3%	** **	
BBC 6 Music	149 3%	23 3% cd	8 2%	8 1%	- -%	21 1%	45 3%	86 3%	5 3%	8 3%	10 2%	23 3%	25 4%	7 1%	1 1%	* 1%	** **	
BBC Bitesize site/ app	145 3%	5 1%	- -%	3 *%	3 1%	21 1%	65 5% b	70 3%	16 9% b	12 5%	17 4%	39 4%	36 6% b	3 *%	- -%	- -%	** **	
BBC Scotland TV channel (on air between 7pm and midnight)	132 3%	27 4%	21 4%	31 3%	10 2%	49 3%	50 4%	75 3%	10 5%	9 4%	13 3%	33 4%	22 4%	5 1%	25 31% ac	1 1%	** **	
A BBC CBeebies site/ app	122 3%	6 1%	4 1%	4 *%	- -%	20 1%	56 4% b	58 2%	14 8% b	9 4%	14 3%	33 4%	37 6% b	4 *%	- -%	- -%	** **	
BBC Newsround site	113 3%	6 1%	4 1%	8 1%	4 1%	20 1%	41 3%	54 2%	9 5%	7 3%	15 3%	25 3%	18 3%	7 1%	- -%	1 1%	** **	
BBC World Service	113 3%	23 3%	13 2%	24 2%	11 2%	37 2%	38 3%	69 3%	6 3%	7 3%	10 2%	26 3%	15 2%	19 2%	- -%	4 7% ab	** **	
BBC Radio 1Xtra	104 2%	3 *%	2 *%	3 *%	1 *%	14 1%	40 3%	54 2%	8 4%	7 3%	10 2%	26 3%	25 4% b	2 *%	- -%	1 1%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Significance Level: 99%																		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC Radio 4 Extra	95	18	15	15	-	22	42	39	3	8	12	25	24	13	1	1	**	
	2%	3%	3%	1%	-%	1%	3%	1%	2%	3%	3%	3%	4%	2%	1%	1%	**	
		d	d				b						b					
BBC Asian Network	88	8	2	4	2	9	27	55	5	9	7	19	15	4	-	-	**	
	2%	1%	1%	1%	1%	1%	2%	2%	2%	4%	2%	2%	3%	1%	-%	-%	**	
BBC Alba (Scottish Gaelic)	47	8	5	9	4	18	19	25	2	2	6	11	11	-	9	-	**	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	11%	-%	**	
															ac			
BBC Radio Scotland (SCOTLAND)	46	9	3	15	11	20	17	25	4	4	7	12	6	-	15	-	**	
	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%	-%	18%	-%	**	
															ac			
BBC Radio Ulster (NORTHERN IRELAND)	36	8	9	18	9	20	15	18	3	4	8	12	3	-	-	-	**	
	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	-%	-%	-%	**	
BBC Radio Wales (WALES)	20	5	2	5	3	6	6	12	*	1	3	4	2	-	-	5	**	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	9%	**	
																ab		
BBC Radio Foyle (NORTHERN IRELAND)	5	1	1	1	*	1	2	3	-	*	1	1	1	-	-	-	**	
	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	-%	-%	-%	**	
BBC Radio Cymru (WALES)	3	*	-	1	1	1	*	3	-	-	-	*	*	-	-	1	**	
	1%	1%	-%	1%	1%	1%	1%	1%	-%	-%	-%	1%	1%	-%	-%	2%	**	
																a		
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	*	1	2	1	1	1	1	1	-	-	-	**	
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
SUMMARY																		
ANY BBC	3765	637	511	960	448	1540	1148	2279	168	225	389	768	472	806	76	50	**	
	86%	90%	92%	93%	93%	85%	85%	87%	90%	91%	85%	87%	79%	92%	95%	93%	**	
							g	g	g	g		g						
ANY BBC TV	3464	603	495	932	437	1450	1049	2123	152	215	363	712	415	783	75	48	**	
	79%	86%	89%	90%	91%	80%	77%	81%	81%	87%	79%	81%	70%	90%	93%	89%	**	
							g	g	g	ag	g	g						
ANY BBC RADIO	1995	317	279	520	241	753	604	1221	92	137	193	415	228	433	37	30	**	
	45%	45%	50%	50%	50%	41%	45%	47%	49%	56%	42%	47%	38%	50%	45%	56%	**	
								g		aeg		g						
ANY BBC WEBSITES/ APPS	1981	312	217	314	96	555	508	1308	74	92	135	306	242	260	26	18	**	
	45%	44%	39%	30%	20%	31%	38%	50%	39%	37%	30%	35%	41%	30%	32%	34%	**	
		cd	cd	d			e	adefg					e					
NONE	636	67	43	75	31	280	206	345	19	21	68	116	125	66	4	4	**	
	14%	10%	8%	7%	7%	15%	15%	13%	10%	9%	15%	13%	21%	8%	5%	7%	**	
													abdcdf					
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean number of BBC services used in at least weekly in the last 3 months (out of 40)	3.9	4.3	4.2	3.9	3.5	3.3	3.8	4.0	4.3	4.4	3.7	3.9	3.7	3.8	4.0	4.1	**	
		cd	d															
Standard deviation	3.41	3.21	2.94	2.77	2.51	2.81	3.60	3.34	4.39	4.05	3.61	3.56	3.93	2.73	2.85	3.12	**	
Standard error	.05	.13	.12	.09	.12	.07	.10	.07	.32	.26	.17	.12	.16	.10	.27	.28	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
BBC One	3088	366	388	396	358	2622	393	73	157	120	**	1022	1923	2855	68	66	134	
	70%	86%	87%	87%	86%	72% bc	62%	53%	70% c	63%	**	65%	74% a	72% bcd	56%	58%	57%	
BBC Two	1870	294	274	320	248	1570	249	47	95	85	**	536	1242	1730	39	42	81	
	43%	69%	62%	71% d	59%	43%	39%	34%	42%	45%	**	34%	48% a	43%	33%	37%	35%	
BBC iPlayer	1561	128	133	159	101	1367	166	35	52	56	**	635	867	1423	34	48	82	
	35%	30%	30%	35% d	24%	38% bcd	26%	25%	23%	30%	**	40% b	33%	36%	28%	43%	35%	
BBC News site/ app	1316	105	78	132	51	1073	210	45	66	69	**	474	798	1190	39	38	77	
	30%	25% d	18%	29% bd	12%	30%	33%	33%	29%	36%	**	30%	31%	30%	33%	33%	33%	
BBC Weather site/ app	992	80	72	110	41	800	168	40	62	54	**	331	624	927	16	20	36	
	23%	19% d	16%	24% bd	10%	22%	26%	29%	27%	28%	**	21%	24%	23%	13%	18%	15%	
BBC News channel	968	129	112	128	112	804	138	31	33	59	**	297	629	903	19	23	42	
	22%	30%	25%	28%	27%	22%	22%	22%	15%	31% d	**	19%	24% a	23%	16%	20%	18%	
BBC Radio 1	727	35	34	35	35	583	119	33	34	36	**	264	432	656	14	29	42	
	17%	8%	8%	8%	8%	16%	19%	24%	15%	19%	**	17%	17%	16%	11%	25%	18%	
BBC Radio 2	698	106	95	100	101	632	54	16	16	21	**	195	475	640	18	17	35	
	16%	25%	21%	22%	24%	17% bd	9%	11%	7%	11%	**	12%	18% a	16%	15%	15%	15%	
BBC Sport site/ app	633	69	17	66	20	523	92	27	22	30	**	256	357	576	16	18	34	
	14%	16% bd	4%	15% bd	5%	14%	14%	19%	10%	16%	**	16%	14%	14%	13%	16%	14%	
BBC Three	564	45	39	37	47	444	106	23	45	28	**	189	346	520	9	21	29	
	13%	11%	9%	8%	11%	12%	17% a	17%	20% a	15%	**	12%	13%	13%	7%	18%	13%	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 4	520 12%	96 22% d	80 18%	120 26% bd	56 13%	422 12%	83 13%	10 8%	31 14%	35 18%	** **	146 9%	351 14% a	464 12%	18 15%	11 10%	30 13%
BBC Four	515 12%	72 17%	50 11%	76 17%	46 11%	427 12%	71 11%	16 12%	26 11%	23 12%	** **	181 12%	311 12%	459 12%	15 12%	22 20%	37 16%
BBC Sounds	481 11%	42 10% d	21 5%	51 11% bd	12 3%	394 11%	73 11%	17 12%	33 15%	17 9%	** **	176 11%	287 11%	431 11%	16 13%	17 15%	32 14%
BBC Radio 5 live	284 6%	47 11%	32 7%	52 12%	26 6%	246 7%	33 5%	5 4%	16 7%	12 6%	** **	65 4%	209 8% a	265 7%	6 5%	6 5%	12 5%
BBC Homepage site (www.bbc.co.uk)	266 6%	29 7% d	18 4%	38 8% d	9 2%	213 6%	49 8%	8 6%	22 10%	15 8%	** **	99 6%	161 6%	249 6%	2 2%	11 10%	14 6%
BBC TV programmes and content on YouTube	266 6%	13 3%	14 3%	13 3%	14 3%	197 5%	61 10% a	13 9%	14 6%	28 15% a	** **	84 5%	171 7%	250 6%	3 3%	7 6%	10 4%
CBeebies	216 5%	1 *%	7 2%	1 *%	7 2%	172 5%	41 6%	7 5%	12 5%	17 9%	** **	95 6%	108 4%	202 5%	5 4%	4 4%	9 4%
BBC radio for your region (ENGLAND)	184 4%	35 8%	31 7%	37 8%	28 7%	164 5%	17 3%	5 4%	10 4%	1 1%	** **	47 3%	135 5% a	161 4%	4 3%	9 8%	14 6%
BBC Parliament	183 4%	22 5%	12 3%	19 4%	15 4%	136 4%	35 5%	10 8%	8 3%	14 7%	** **	41 3%	132 5% a	166 4%	6 5%	7 6%	13 6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 5 sports extra	175	22	2	16	9	131	39	3	18	12	**	38	131	163	3	4	7
	4%	5%	1%	3%	2%	4%	6%	3%	8%	6%	**	2%	5%	4%	3%	4%	3%
		b		b			a		a				a				
CBBC	157	1	7	3	5	121	31	3	7	14	**	56	96	146	1	5	6
	4%	*%	2%	1%	1%	3%	5%	2%	3%	8%	**	4%	4%	4%	1%	4%	2%
										a							
BBC Radio 3	154	9	8	11	6	118	34	6	9	12	**	38	108	130	5	6	11
	3%	2%	2%	2%	1%	3%	5%	4%	4%	6%	**	2%	4%	3%	4%	5%	5%
													a				
BBC 6 Music	149	3	3	5	2	114	29	6	5	15	**	62	79	133	5	7	11
	3%	1%	1%	1%	*%	3%	5%	5%	2%	8%	**	4%	3%	3%	4%	6%	5%
										a							
BBC Bitesize site/ app	145	2	1	-	3	109	33	7	12	8	**	50	92	128	3	9	12
	3%	1%	*%	-%	1%	3%	5%	5%	5%	4%	**	3%	4%	3%	3%	8%	5%
							a										
BBC Scotland TV channel (on air between 7pm and midnight)	132	3	2	2	3	111	17	4	5	5	**	44	85	126	2	2	4
	3%	1%	1%	*%	1%	3%	3%	3%	2%	3%	**	3%	3%	3%	2%	1%	2%
A BBC CBeebies site/ app	122	-	4	-	4	88	30	5	12	10	**	37	80	109	2	7	9
	3%	-%	1%	-%	1%	2%	5%	4%	5%	5%	**	2%	3%	3%	1%	6%	4%
							a										
BBC Newsround site	113	2	4	4	3	78	27	7	8	10	**	28	77	98	3	8	10
	3%	1%	1%	1%	1%	2%	4%	5%	4%	5%	**	2%	3%	2%	2%	7%	4%
							a			a						a	
BBC World Service	113	14	5	16	3	72	36	5	10	14	**	27	78	102	*	5	5
	3%	3%	1%	4%	1%	2%	6%	4%	4%	7%	**	2%	3%	3%	*%	4%	2%
				d			a			a							

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC Radio 1Xtra	104	1	1	2	-	75	28	6	5	16	**	47	57	90	3	8	11
	2%	1%	1%	1%	0%	2%	4%	4%	2%	8%	**	3%	2%	2%	3%	7%	5%
							a			a						a	
BBC Radio 4 Extra	95	7	6	9	4	72	20	3	6	9	**	28	63	77	3	7	10
	2%	2%	1%	2%	1%	2%	3%	2%	3%	5%	**	2%	2%	2%	2%	6%	4%
																a	
BBC Asian Network	88	3	1	1	3	24	63	3	50	3	**	6	81	82	-	4	4
	2%	1%	1%	1%	1%	1%	10%	2%	22%	2%	**	1%	3%	2%	0%	4%	2%
							ace		abce				a				
BBC Alba (Scottish Gaelic)	47	-	-	-	-	41	5	1	3	-	**	19	27	44	-	1	1
	1%	0%	0%	0%	0%	1%	1%	1%	1%	0%	**	1%	1%	1%	0%	1%	1%
BBC Radio Scotland (SCOTLAND)	46	-	-	-	-	40	4	1	-	3	**	19	24	44	1	-	1
	1%	0%	0%	0%	0%	1%	1%	1%	0%	2%	**	1%	1%	1%	1%	0%	1%
BBC Radio Ulster (NORTHERN IRELAND)	36	-	-	-	-	35	*	*	-	-	**	8	27	35	-	-	-
	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	**	1%	1%	1%	0%	0%	0%
BBC Radio Wales (WALES)	20	-	-	-	-	17	2	*	1	*	**	8	11	19	-	*	*
	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	**	1%	1%	1%	0%	1%	1%
BBC Radio Foyle (NORTHERN IRELAND)	5	-	-	-	-	5	-	-	-	-	**	-	5	5	-	-	-
	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**	0%	1%	1%	0%	0%	0%
BBC Radio Cymru (WALES)	3	-	-	-	-	3	*	-	-	*	**	2	1	3	-	1	1
	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	**	1%	1%	1%	0%	1%	1%
BBC Radio nan Gàidheal (SCOTLAND)	3	-	-	-	-	3	*	-	-	*	**	1	2	3	-	-	-
	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	**	1%	1%	1%	0%	0%	0%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 116

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

BBC SERVICES USED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
SUMMARY																	
ANY BBC	3765	394	412	426	381	3144	522	110	192	161	**	1296	2289	3446	93	87	179
	86%	92%	92%	94%	91%	86%	82%	80%	85%	85%	**	83%	88% a	87% bcd	77%	76%	77%
ANY BBC TV	3464	380	403	412	371	2915	468	94	169	151	**	1159	2144	3186	79	78	157
	79%	89%	91%	91%	89%	80% bc	74%	68%	75%	79%	**	74%	83% a	80% bcd	65%	69%	67%
ANY BBC RADIO	1995	234	200	246	188	1632	303	56	117	88	**	621	1283	1809	53	55	109
	45%	55% b	45%	54%	45%	45%	48%	41%	52%	46%	**	40%	49% a	45%	44%	49%	46%
ANY BBC WEBSITES/ APPS	1981	147	113	179	81	1593	335	75	119	99	**	691	1224	1803	52	58	110
	45%	34% d	25%	39% bd	19%	44%	53% a	55%	52%	52%	**	44%	47%	45%	43%	51%	47%
NONE	636	32	34	29	37	491	112	28	34	29	**	273	308	535	28	27	55
	14%	8%	8%	6%	9%	14%	18%	20%	15%	15%	**	17% b	12%	13%	23% a	24% a	23% a
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of BBC services used in at least weekly in the last 3 months (out of 40)	3.9	4.2 bd	3.5	4.3 bd	3.3	3.9	4.0	3.8	4.0	4.5	**	3.6	4.1 a	3.9	3.1	4.3	3.7
Standard deviation	3.41	3.00	2.40	2.92	2.40	3.34	3.77	3.93	3.41	4.28	**	3.25	3.50	3.39	2.87	4.55	3.82
Standard error	.05	.16	.13	.16	.13	.05	.16	.34	.24	.33	**	.08	.07	.05	.27	.43	.26

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 118

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
TV/ IPLAYER	3464	603	495	932	437	1450	1049	2123	152	215	363	712	415	783	75	48	**	
	79%	86%	89%	90%	91%	80%	77%	81%	81%	87%	79%	81%	70%	90%	93%	89%	**	
							g	g	g	ag	g	g						
RADIO	1995	317	279	520	241	753	604	1221	92	137	193	415	228	433	37	30	**	
	45%	45%	50%	50%	50%	41%	45%	47%	49%	56%	42%	47%	38%	50%	45%	56%	**	
								g		aeg		g						
APPS/ SITES	1981	312	217	314	96	555	508	1308	74	92	135	306	242	260	26	18	**	
	45%	44%	39%	30%	20%	31%	38%	50%	39%	37%	30%	35%	41%	30%	32%	34%	**	
		cd	cd	d			e	adefg					e					
SOUNDS	481	102	50	74	24	118	143	301	26	32	41	90	59	63	5	4	**	
	11%	14%	9%	7%	5%	6%	11%	11%	14%	13%	9%	10%	10%	7%	7%	8%	**	
		bcd																
RADIO OR SOUNDS	2048	329	281	522	241	763	623	1250	95	140	196	423	238	436	37	30	**	
	47%	47%	51%	51%	50%	42%	46%	48%	51%	57%	43%	48%	40%	50%	45%	56%	**	
								g		aeg		g						
ANY	3765	637	511	960	448	1540	1148	2279	168	225	389	768	472	806	76	50	**	
	86%	90%	92%	93%	93%	85%	85%	87%	90%	91%	85%	87%	79%	92%	95%	93%	**	
							g	g	g	g		g						
NONE	636	67	43	75	31	280	206	345	19	21	68	116	125	66	4	4	**	
	14%	10%	8%	7%	7%	15%	15%	13%	10%	9%	15%	13%	21%	8%	5%	7%	**	
													abcdf					
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean number of BBC services at least weekly in the past 3 months (out of 5)	2.2	2.4	2.2	2.1	1.9	1.9	2.0	2.3	2.2	2.3	1.9	2.1	1.9	2.1	2.1	2.2	**	
		cd	d					aefg	e	aeg								
Standard deviation	1.43	1.40	1.32	1.24	1.11	1.30	1.43	1.43	1.50	1.38	1.34	1.39	1.51	1.24	1.26	1.28	**	
Standard error	.02	.06	.05	.04	.05	.03	.04	.03	.11	.09	.06	.05	.06	.05	.12	.11	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 118

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
TV/ IPLAYER	3464 79%	380 89%	403 91%	412 91%	371 89%	2915 80% bc	468 74%	94 68%	169 75%	151 79%	** **	1159 74%	2144 83% a	3186 80% bcd	79 65%	78 69%	157 67%
RADIO	1995 45%	234 55% b	200 45%	246 54%	188 45%	1632 45%	303 48%	56 41%	117 52%	88 46%	** **	621 40%	1283 49% a	1809 45%	53 44%	55 49%	109 46%
APPS/ SITES	1981 45%	147 34% d	113 25%	179 39% bd	81 19%	1593 44%	335 53% a	75 55%	119 52%	99 52%	** **	691 44%	1224 47%	1803 45%	52 43%	58 51%	110 47%
SOUNDS	481 11%	42 10% d	21 5%	51 11% bd	12 3%	394 11%	73 11%	17 12%	33 15%	17 9%	** **	176 11%	287 11%	431 11%	16 13%	17 15%	32 14%
RADIO OR SOUNDS	2048 47%	236 55% bd	200 45%	248 55%	188 45%	1679 46%	308 48%	56 41%	122 54%	88 46%	** **	644 41%	1309 50% a	1853 47%	56 47%	58 51%	114 49%
ANY	3765 86%	394 92%	412 92%	426 94%	381 91%	3144 86%	522 82%	110 80%	192 85%	161 85%	** **	1296 83%	2289 88% a	3446 87% bcd	93 77%	87 76%	179 77%
NONE	636 14%	32 8%	34 8%	29 6%	37 9%	491 14%	112 18%	28 20%	34 15%	29 15%	** **	273 17% b	308 12%	535 13%	28 23% a	27 24% a	55 23% a
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of BBC services at least weekly in the past 3 months (out of 5)	2.2	2.2 d	2.0	2.3 bd	1.8	2.2	2.1	2.0	2.2	2.2	**	2.1	2.2 a	2.2	1.9	2.3	2.1
Standard deviation	1.43	1.31	1.16	1.32	1.09	1.42	1.49	1.53	1.48	1.40	**	1.47	1.40	1.42	1.48	1.64	1.56
Standard error	.02	.07	.06	.07	.06	.02	.06	.13	.11	.11	**	.04	.03	.02	.14	.16	.11

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 120

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

NUMBER OF BBC SERVICES CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS - TV, IPLAYER, ONLINE, RADIO, SOUNDS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NONE	636	67	43	75	31	280	206	345	19	21	68	116	125	66	4	4	**	
	14%	10%	8%	7%	7%	15%	15%	13%	10%	9%	15%	13%	21%	8%	5%	7%	**	
													abcdf					
ONE	916	130	130	283	153	474	325	487	53	51	122	215	140	237	28	14	**	
	21%	18%	23%	27%	32%	26%	24%	19%	28%	21%	27%	24%	24%	27%	34%	25%	**	
				a	ab		b		b		b	b						
TWO	1111	212	178	359	181	559	355	654	43	79	144	265	123	306	25	16	**	
	25%	30%	32%	35%	38%	31%	26%	25%	23%	32%	32%	30%	21%	35%	31%	30%	**	
									g		bg	bg						
THREE	898	137	99	170	71	284	230	599	29	44	60	134	105	143	10	11	**	
	20%	19%	18%	16%	15%	16%	17%	23%	15%	18%	13%	15%	18%	16%	12%	21%	**	
								aef										
FOUR	555	96	70	98	28	152	152	359	24	31	38	99	63	78	11	7	**	
	13%	14%	13%	10%	6%	8%	11%	14%	13%	12%	8%	11%	11%	9%	13%	13%	**	
		d	d					e										
FIVE	284	62	35	50	15	70	87	179	19	21	24	55	41	43	3	2	**	
	6%	9%	6%	5%	3%	4%	6%	7%	10%	8%	5%	6%	7%	5%	4%	4%	**	
		cd																
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean score	2.2	2.4	2.2	2.1	1.9	1.9	2.0	2.3	2.2	2.3	1.9	2.1	1.9	2.1	2.1	2.2	**	
		cd	d					aefg	e	aeg								
Standard deviation	1.43	1.40	1.32	1.24	1.11	1.30	1.43	1.43	1.50	1.38	1.34	1.39	1.51	1.24	1.26	1.28	**	
Standard error	.02	.06	.05	.04	.05	.03	.04	.03	.11	.09	.06	.05	.06	.05	.12	.11	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 120

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

NUMBER OF BBC SERVICES CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS - TV, IPLAYER, ONLINE, RADIO, SOUNDS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
NONE	636 14%	32 8%	34 8%	29 6%	37 9%	491 14%	112 18%	28 20%	34 15%	29 15%	** **	273 17% b	308 12%	535 13%	28 23% a	27 24% a	55 23% a
ONE	916 21%	106 25%	130 29%	101 22%	136 32% c	769 21%	119 19%	28 21%	44 20%	34 18%	** **	335 21%	526 20%	842 21%	19 16%	12 11%	31 13%
TWO	1111 25%	146 34%	160 36%	152 33%	154 37%	952 26% b	132 21%	31 22%	51 23%	41 22%	** **	363 23%	680 26%	1026 26%	29 24%	19 17%	48 21%
THREE	898 20%	67 16%	76 17%	82 18%	61 15%	729 20%	149 23%	23 17%	52 23%	53 28%	** **	290 18%	576 22% a	813 20%	29 24%	26 23%	55 23%
FOUR	555 13%	48 11% d	30 7%	58 13% bd	20 5%	461 13%	80 13%	18 13%	26 11%	24 13%	** **	215 14%	322 12%	510 13%	7 6%	21 18%	28 12%
FIVE	284 6%	28 7% d	15 3%	33 7% d	10 2%	234 6%	42 7%	9 7%	18 8%	8 4%	** **	92 6%	183 7%	255 6%	8 7%	9 8%	17 7%
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean score	2.2	2.2	2.0	2.3	1.8	2.2	2.1	2.0	2.2	2.2	**	2.1	2.2 a	2.2	1.9	2.3	2.1
Standard deviation	1.43	1.31	1.16	1.32	1.09	1.42	1.49	1.53	1.48	1.40	**	1.47	1.40	1.42	1.48	1.64	1.56
Standard error	.02	.07	.06	.07	.06	.02	.06	.13	.11	.11	**	.04	.03	.02	.14	.16	.11

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 122

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS (SEPARATING TV CHANNELS AND IPLAYER)

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
TV	3342	587	492	926	434	1414	1005	2058	146	212	347	689	391	779	74	47	**	
	76%	83%	89%	90%	91%	78%	74%	78%	78%	86%	76%	78%	65%	89%	92%	87%	**	
			a		a		g	ag	g	aeg	g	g						
IPLAYER	1561	325	191	310	118	537	466	970	72	88	135	292	215	261	24	19	**	
	35%	46%	35%	30%	25%	30%	34%	37%	38%	36%	30%	33%	36%	30%	30%	35%	**	
		bcd	d					e										
RADIO	1995	317	279	520	241	753	604	1221	92	137	193	415	228	433	37	30	**	
	45%	45%	50%	50%	50%	41%	45%	47%	49%	56%	42%	47%	38%	50%	45%	56%	**	
								g		aeg		g						
APPS/ SITES	1981	312	217	314	96	555	508	1308	74	92	135	306	242	260	26	18	**	
	45%	44%	39%	30%	20%	31%	38%	50%	39%	37%	30%	35%	41%	30%	32%	34%	**	
		cd	cd	d			e	adefg					e					
SOUNDS	481	102	50	74	24	118	143	301	26	32	41	90	59	63	5	4	**	
	11%	14%	9%	7%	5%	6%	11%	11%	14%	13%	9%	10%	10%	7%	7%	8%	**	
		bcd																
ANY	3765	637	511	960	448	1540	1148	2279	168	225	389	768	472	806	76	50	**	
	86%	90%	92%	93%	93%	85%	85%	87%	90%	91%	85%	87%	79%	92%	95%	93%	**	
							g	g	g	g		g						
NONE	646	69	43	75	31	281	213	348	21	21	73	122	127	66	4	4	**	
	15%	10%	8%	7%	7%	15%	16%	13%	11%	9%	16%	14%	21%	8%	5%	7%	**	
							d						abcdf					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 122

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

SUMMARY - BBC CONTENT CONSUMED AT LEAST WEEKLY IN THE LAST 3 MONTHS (SEPARATING TV CHANNELS AND IPLAYER)

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
TV	3342	378	401	410	369	2813	449	88	167	140	**	1104	2081	3073	79	76	155	
	76%	89%	90%	90%	88%	77%	71%	64%	74%	73%	**	70%	80%	77%	65%	67%	66%	
						bc							a	bd				
IPLAYER	1561	128	133	159	101	1367	166	35	52	56	**	635	867	1423	34	48	82	
	35%	30%	30%	35%	24%	38%	26%	25%	23%	30%	**	40%	33%	36%	28%	43%	35%	
				d		bcd						b						
RADIO	1995	234	200	246	188	1632	303	56	117	88	**	621	1283	1809	53	55	109	
	45%	55%	45%	54%	45%	45%	48%	41%	52%	46%	**	40%	49%	45%	44%	49%	46%	
		b											a					
APPS/ SITES	1981	147	113	179	81	1593	335	75	119	99	**	691	1224	1803	52	58	110	
	45%	34%	25%	39%	19%	44%	53%	55%	52%	52%	**	44%	47%	45%	43%	51%	47%	
		d		bd			a											
SOUNDS	481	42	21	51	12	394	73	17	33	17	**	176	287	431	16	17	32	
	11%	10%	5%	11%	3%	11%	11%	12%	15%	9%	**	11%	11%	11%	13%	15%	14%	
		d		bd														
ANY	3765	394	412	426	381	3144	522	110	192	161	**	1296	2289	3446	93	87	179	
	86%	92%	92%	94%	91%	86%	82%	80%	85%	85%	**	83%	88%	87%	77%	76%	77%	
													a	bcd				
NONE	646	32	34	29	37	497	117	29	34	32	**	274	317	545	28	27	55	
	15%	8%	8%	6%	9%	14%	18%	21%	15%	17%	**	17%	12%	14%	23%	24%	23%	
							a					b				a	a	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 123

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
BBC	3711	618	508	955	447	1521	1124	2260	165	225	375	752	461	804	77	49	**	
	84%	88%	92%	92%	93%	84%	83%	86%	88%	91%	82%	85%	77%	92%	95%	91%	**	
			a		a		g	g	g	aeg		g						
ITV/ STV/ UTV	3291	582	499	929	430	1459	1039	1998	147	203	363	703	426	784	73	49	**	
	75%	83%	90%	90%	90%	80%	77%	76%	79%	82%	79%	80%	71%	90%	90%	91%	**	
			a		a				g	g	g							
Channel 4	2916	528	430	765	334	1211	888	1817	124	161	305	586	381	643	59	44	**	
	66%	75%	78%	74%	70%	67%	66%	69%	66%	65%	67%	66%	64%	74%	74%	82%	**	
			d															
Netflix	2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	**	
	61%	51%	39%	30%	20%	43%	55%	65%	62%	46%	42%	50%	68%	31%	21%	33%	**	
		bcd	cd	d			e	edef	def				edef					
Channel 5	2401	463	388	699	311	1064	726	1513	96	138	274	503	291	583	60	43	**	
	55%	66%	70%	68%	65%	58%	54%	58%	52%	56%	60%	57%	49%	67%	75%	80%	**	
								g			g	g				a		
Amazon Prime Video	1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	**	
	41%	37%	31%	24%	16%	29%	41%	42%	52%	32%	34%	37%	49%	24%	19%	33%	**	
		cd	cd	d				def	edef				abdef					
Sky channels	1453	228	175	284	108	471	422	925	55	71	151	276	181	237	23	17	**	
	33%	32%	32%	27%	23%	26%	31%	35%	30%	29%	33%	31%	30%	27%	28%	31%	**	
		d	d															
Disney+	1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	**	
	27%	16%	11%	7%	3%	16%	29%	27%	39%	17%	20%	24%	40%	7%	6%	13%	**	
		cd	d	d			de	de	abdef				abdef					
YouTube	1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	**	
	26%	21%	15%	11%	6%	18%	27%	26%	31%	16%	19%	22%	36%	11%	10%	9%	**	
		bcd	d				de	def	def				abdef					
UKTV (e.g. Dave, Really, Yesterday, Drama)	1117	249	210	336	125	505	395	660	52	75	156	265	161	282	27	22	**	
	25%	35%	38%	32%	26%	28%	29%	25%	28%	30%	34%	30%	27%	32%	34%	40%	**	
		d	d								b							

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 123

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NOW	403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	**	
	9%	7%	5%	3%	2%	6%	11%	8%	13%	10%	7%	10%	14%	3%	2%	3%	**	
		cd					b		b				be					
Discovery+	351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	**	
	8%	6%	4%	4%	3%	5%	8%	8%	6%	9%	8%	7%	11%	3%	3%	4%	**	
Apple TV+	340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	**	
	8%	4%	3%	2%	1%	3%	8%	7%	10%	6%	6%	7%	10%	3%	1%	1%	**	
Paramount+	335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	**	
	8%	7%	5%	4%	2%	5%	8%	8%	7%	6%	7%	8%	10%	4%	1%	3%	**	
		cd																
GB News	298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6	**	
	7%	11%	7%	7%	7%	6%	8%	6%	7%	9%	8%	8%	8%	7%	8%	10%	**	
Virgin TV On-demand or Virgin Media Anywhere	224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	**	
	5%	5%	5%	3%	2%	3%	5%	5%	8%	6%	4%	5%	6%	3%	5%	3%	**	
		d																
S4C (Welsh)	144	16	10	18	8	29	54	71	8	11	23	38	27	7	1	10	**	
	3%	2%	2%	2%	2%	2%	4%	3%	4%	4%	5%	4%	4%	1%	1%	18%	**	
																ab		
Britbox	113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	**	
	3%	2%	1%	1%	*%	1%	3%	2%	6%	4%	3%	3%	4%	1%	1%	1%	**	
									b									
Hayu	85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	**	
	2%	1%	-%	-%	-%	1%	2%	2%	4%	3%	2%	2%	3%	-%	-%	-%	**	
None of these	82	15	10	18	9	48	28	37	3	7	9	14	14	17	-	1	**	
	2%	2%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%	2%	2%	-%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 123

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
BBC	3711 84%	390 91%	414 93%	422 93%	381 91%	3100 85%	515 81%	111 80%	183 81%	164 86%	** **	1278 81%	2259 87% a	3400 85% bd	88 73%	88 78%	176 75%
ITV/ STV/ UTV	3291 75%	378 89%	406 91%	410 90%	374 90%	2828 78% bcde	390 61%	81 59%	156 69%	116 61%	** **	1136 72%	2011 77% a	3025 76% d	78 65%	79 69%	157 67%
Channel 4	2916 66%	315 74%	328 74%	347 76%	296 71%	2505 69% bcd	352 56%	73 53%	131 58%	118 62%	** **	1036 66%	1764 68%	2676 67%	73 61%	76 67%	149 64%
Netflix	2679 61%	126 29%	141 32%	154 34%	112 27%	2185 60%	413 65%	89 65%	141 62%	138 73% a	** **	1065 68% b	1482 57%	2429 61%	69 58%	85 75% a	154 66%
Channel 5	2401 55%	270 63%	312 70%	305 67%	277 66%	2059 57% bc	294 46%	57 42%	113 50%	103 54%	** **	775 49%	1529 59% a	2220 56%	60 50%	53 47%	113 48%
Amazon Prime Video	1823 41%	120 28% d	90 20%	144 32% bd	66 16%	1562 43% bd	215 34%	51 37%	67 30%	65 34%	** **	787 50% b	953 37%	1647 41%	50 42%	62 55% a	112 48%
Sky channels	1453 33%	142 33% bd	95 21%	161 35% bd	76 18%	1225 34%	202 32%	43 31%	63 28%	79 42% d	** **	540 34%	872 34%	1342 34%	38 32%	38 34%	76 33%
Disney+	1199 27%	30 7%	32 7%	38 8%	24 6%	1018 28% d	153 24%	38 28% d	34 15%	54 28% d	** **	566 36% b	582 22%	1071 27%	32 27%	49 43% a	81 35%
YouTube	1165 26%	53 12%	44 10%	55 12%	42 10%	883 24%	247 39% a	58 42% a	70 31%	88 46% ad	** **	440 28%	666 26%	1037 26%	26 22%	48 43% ab	75 32%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 123

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
UKTV (e.g. Dave, Really, Yesterday, Drama)	1117	151	131	161	121	1008	85	22	31	24	**	396	684	1026	31	31	62
	25%	35%	29%	35%	29%	28% bcde	13%	16%	14%	13%	**	25%	26%	26%	26%	28%	27%
NOW	403	17	13	13	17	329	54	9	16	21	**	170	207	353	15	16	31
	9%	4%	3%	3%	4%	9%	8%	7%	7%	11%	**	11% b	8%	9%	13%	14%	13%
Discovery+	351	18	12	18	12	275	69	13	18	32	**	118	224	321	13	10	23
	8%	4%	3%	4%	3%	8%	11%	9%	8%	17% a	**	7%	9%	8%	11%	9%	10%
Apple TV+	340	10	13	18	6	247	76	16	24	23	**	120	200	299	9	15	23
	8%	2%	3%	4%	1%	7%	12% a	12%	11%	12% a	**	8%	8%	8%	7%	13%	10%
Paramount+	335	18	15	21	12	294	33	5	5	17	**	142	181	300	12	9	21
	8%	4%	3%	5%	3%	8% d	5%	4%	2%	9% d	**	9%	7%	8%	10%	8%	9%
GB News	298	34	27	34	26	250	39	11	15	11	**	76	212	270	5	13	18
	7%	8%	6%	8%	6%	7%	6%	8%	7%	6%	**	5%	8% a	7%	4%	11%	8%
Virgin TV On-demand or Virgin Media Anywhere	224	16	11	12	16	187	31	5	15	8	**	65	146	207	4	8	12
	5%	4%	3%	3%	4%	5%	5%	4%	7%	4%	**	4%	6%	5%	4%	7%	5%
S4C (Welsh)	144	4	3	5	2	114	27	6	6	6	**	47	92	125	3	10	12
	3%	1%	1%	1%	*%	3%	4%	5%	3%	3%	**	3%	4%	3%	2%	9% a	5%
Britbox	113	5	3	6	1	92	17	5	4	6	**	30	77	94	6	9	14
	3%	1%	1%	1%	*%	3%	3%	3%	2%	3%	**	2%	3%	2%	5%	8% a	6% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

TV AND VIDEO SERVICES WATCHED IN THE PAST 3 MONTHS

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Hayu	85	-	-	-	-	65	17	5	5	6	**	32	47	76	2	5	7
	2%	-%	-%	-%	-%	2%	3%	4%	2%	3%	**	2%	2%	2%	2%	4%	3%
None of these	82	12	6	8	10	54	19	5	8	2	**	26	44	65	8	*	9
	2%	3%	1%	2%	2%	1%	3%	4%	3%	1%	**	2%	2%	2%	7% a	*%	4%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 124

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4321	631	605	1014	409	1808	1344	2559	183	240	466	879	585	682	113	122		97
Effective Weighted Sample	3568	526	497	850	360	1518	1119	2102	154	201	379	735	488	651	109	116		85
Total	4319	689	545	1016	471	1772	1327	2586	184	240	448	870	583	854	81	53		27
BBC	1182	233	261	508	247	643	347	737	51	92	147	272	100	436	32	25		**
	27%	34%	48%	50%	52%	36%	26%	28%	28%	38%	33%	31%	17%	51%	40%	46%		**
			a	a	a		g	g	g	abg	g	g						
Netflix	944	79	29	43	14	225	256	586	44	23	48	132	163	37	2	3		**
	22%	11%	5%	4%	3%	13%	19%	23%	24%	10%	11%	15%	28%	4%	2%	6%		**
		bcd					de	def	def				adef					
ITV/ STV/ UTV	692	143	121	252	131	390	262	377	26	59	84	180	83	208	26	13		**
	16%	21%	22%	25%	28%	22%	20%	15%	14%	25%	19%	21%	14%	24%	32%	25%		**
							bg			bg		bg						
Sky channels	423	75	38	61	23	125	84	305	8	17	37	59	30	53	3	4		**
	10%	11%	7%	6%	5%	7%	6%	12%	5%	7%	8%	7%	5%	6%	4%	7%		**
		cd						acfg										
YouTube	288	24	9	13	5	84	87	167	12	6	13	33	63	10	2	*		**
	7%	4%	2%	1%	1%	5%	7%	6%	7%	2%	3%	4%	11%	1%	3%	1%		**
		c					e	ef					abdef					
Amazon Prime Video	162	28	11	14	3	47	48	98	8	8	14	29	26	10	2	1		**
	4%	4%	2%	1%	1%	3%	4%	4%	4%	3%	3%	3%	4%	1%	3%	2%		**
		cd																
Disney+	118	2	3	5	2	28	50	56	11	4	13	31	35	5	1	-		**
	3%	*%	1%	1%	*%	2%	4%	2%	6%	2%	3%	4%	6%	1%	1%	-%		**
							b		b				b					
Channel 4	92	9	9	14	4	25	32	48	6	3	16	20	19	9	3	2		**
	2%	1%	2%	1%	1%	1%	2%	2%	3%	1%	3%	2%	3%	1%	3%	3%		**
Channel 5	58	11	12	14	2	24	23	27	2	3	11	20	6	10	2	1		**
	1%	2%	2%	1%	*%	1%	2%	1%	1%	1%	2%	2%	1%	1%	3%	1%		**
												b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 124

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4321	631	605	1014	409	1808	1344	2559	183	240	466	879	585	682	113	122	97	
Effective Weighted Sample	3568	526	497	850	360	1518	1119	2102	154	201	379	735	488	651	109	116	85	
Total	4319	689	545	1016	471	1772	1327	2586	184	240	448	870	583	854	81	53	27	
UKTV (e.g. Dave, Really, Yesterday, Drama)	52 1%	20 3%	9 2%	15 1%	6 1%	33 2%	31 2% b	19 1%	4 2%	9 4% b	19 4% b	26 3% b	9 2%	14 2%	1 1%	* 1%	** 1%	
GB News	31 1%	12 2%	5 1%	9 1%	3 1%	14 1%	11 1%	13 *%	4 2% b	- -%	6 1%	9 1%	4 1%	7 1%	1 1%	1 2%	** 2%	
NOW	23 1%	2 *%	* *%	* *%	- -%	7 *%	7 1%	15 1%	1 1%	1 *%	* *%	2 *%	6 1%	- -%	- -%	- -%	** -%	
Virgin TV On Demand or Virgin Media Anywhere	13 *%	1 *%	3 1%	5 1%	2 *%	9 1%	4 *%	8 *%	- -%	- -%	4 1%	4 *%	1 *%	3 *%	1 2%	* 1%	** 1%	
Discovery+	10 *%	* *%	* *%	* *%	- -%	4 *%	4 *%	6 *%	1 *%	2 1%	1 *%	2 *%	2 *%	- -%	- -%	* 1%	** 1%	
Apple TV+	9 *%	1 *%	- -%	- -%	- -%	3 *%	3 *%	4 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	- -%	- -%	** -%	
Paramount+	6 *%	2 *%	- -%	- -%	- -%	4 *%	* *%	6 *%	- -%	* *%	- -%	* *%	* *%	- -%	- -%	- -%	** -%	
Hayu	4 *%	- -%	- -%	- -%	- -%	2 *%	- -%	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** -%	
S4C (Welsh)	1 *%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	** -%	
Britbox	1 *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	** -%	
None of these	91 2%	19 3%	17 3%	30 3%	13 3%	46 3%	24 2%	57 2%	3 1%	5 2%	11 3%	17 2%	8 1%	27 3%	1 1%	1 2%	** 2%	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4321	631	605	1014	409	1808	1344	2559	183	240	466	879	585	682	113	122	97	
Effective Weighted Sample	3568	526	497	850	360	1518	1119	2102	154	201	379	735	488	651	109	116	85	
Total	4319	689	545	1016	471	1772	1327	2586	184	240	448	870	583	854	81	53	27	
Don't know	116	25	17	32	15	57	51	55	4	9	22	31	26	26	3	2	**	
	3%	4%	3%	3%	3%	3%	4%	2%	2%	4%	5%	4%	4%	3%	4%	3%	**	
							b				b		b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 124

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4321	332	350	329	353	3647	552	124	190	169	69	1586	2511	3934	103	111	214
Effective Weighted Sample	3568	317	334	317	338	2962	501	109	176	154	62	1290	2088	3242	85	95	180
Total	4319	415	440	447	408	3581	615	132	219	189	76	1544	2553	3916	112	113	225
BBC	1182	217	219	234	202	1017	136	28	51	37	**	346	779	1080	29	21	50
	27%	52%	50%	52%	49%	28%	22%	21%	23%	20%	**	22%	30%	28%	25%	19%	22%
						b							a				
Netflix	944	17	20	23	14	745	166	25	69	46	**	386	507	854	20	33	53
	22%	4%	4%	5%	4%	21%	27%	19%	32%	24%	**	25%	20%	22%	18%	29%	24%
						a			a			b					
ITV/ STV/ UTV	692	89	118	85	123	635	42	11	14	10	**	236	420	651	16	9	26
	16%	22%	27%	19%	30%	18%	7%	8%	6%	5%	**	15%	16%	17%	15%	8%	11%
					c	bde											
Sky channels	423	36	16	40	12	345	70	11	25	32	**	151	254	396	10	6	16
	10%	9%	4%	9%	3%	10%	11%	8%	11%	17%	**	10%	10%	10%	9%	5%	7%
		bd		bd						a							
YouTube	288	9	1	7	3	184	95	21	30	35	**	116	152	253	8	8	16
	7%	2%	*%	2%	1%	5%	16%	16%	14%	18%	**	8%	6%	6%	7%	7%	7%
						a	a	a	a	a							
Amazon Prime Video	162	6	4	9	1	128	30	12	10	5	**	78	78	147	2	7	9
	4%	1%	1%	2%	*%	4%	5%	9%	5%	2%	**	5%	3%	4%	2%	6%	4%
								a				b					
Disney+	118	-	5	3	2	89	23	9	2	8	**	59	53	102	2	5	7
	3%	-%	1%	1%	*%	2%	4%	7%	1%	5%	**	4%	2%	3%	2%	5%	3%
												b					
Channel 4	92	5	4	5	5	75	10	5	1	4	**	32	55	77	5	8	13
	2%	1%	1%	1%	1%	2%	2%	3%	1%	2%	**	2%	2%	2%	4%	7%	6%
															a	a	a
Channel 5	58	2	8	2	8	53	6	1	-	3	**	14	40	47	3	2	5
	1%	1%	2%	*%	2%	1%	1%	1%	-%	2%	**	1%	2%	1%	3%	2%	2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 124

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4321	332	350	329	353	3647	552	124	190	169	69	1586	2511	3934	103	111	214
Effective Weighted Sample	3568	317	334	317	338	2962	501	109	176	154	62	1290	2088	3242	85	95	180
Total	4319	415	440	447	408	3581	615	132	219	189	76	1544	2553	3916	112	113	225
UKTV (e.g. Dave, Really, Yesterday, Drama)	52	9	5	6	8	44	7	1	1	3	**	15	37	46	2	3	5
	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	**	1%	1%	1%	1%	3%	2%
GB News	31	5	2	6	1	28	1	-	1	-	**	2	27	27	-	-	-
	1%	1%	*%	1%	*%	1%	*%	-%	1%	-%	**	*%	1%	1%	-%	-%	-%
													a				
NOW	23	-	-	-	-	18	3	1	2	*	**	12	8	16	3	2	5
	1%	-%	-%	-%	-%	1%	1%	*%	1%	*%	**	1%	*%	*%	2%	2%	2%
															a		a
Virgin TV On Demand or Virgin Media Anywhere	13	2	2	3	-	11	3	-	2	-	**	5	8	13	-	-	-
	*%	*%	*%	1%	-%	*%	*%	-%	1%	-%	**	*%	*%	*%	-%	-%	-%
Discovery+	10	-	-	-	-	9	1	-	1	-	**	3	7	8	2	-	2
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	**	*%	*%	*%	2%	-%	1%
															a		
Apple TV+	9	-	-	-	-	6	2	1	-	*	**	1	5	6	1	-	1
	*%	-%	-%	-%	-%	*%	*%	1%	-%	*%	**	*%	*%	*%	1%	-%	*%
Paramount+	6	-	-	-	-	5	2	-	*	1	**	2	4	5	1	-	1
	*%	-%	-%	-%	-%	*%	*%	-%	*%	1%	**	*%	*%	*%	1%	-%	*%
Hayu	4	-	-	-	-	4	-	-	-	-	**	2	2	4	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	*%	*%	*%	-%	-%	-%
S4C (Welsh)	1	-	-	-	-	1	1	-	-	-	**	1	1	1	-	1	1
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	**	*%	*%	*%	-%	*%	*%
Britbox	1	-	-	-	-	1	-	-	-	-	**	1	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	*%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A14. When thinking about what to watch, which one of the following TV and video services do you usually turn to first? (BBC would include all channels and iPlayer, ITV would include all channels and ITVX (previously ITV Hub), Channel 4 would include all channels and the streaming service Channel 4 (previously All4), Channel 5 would include all channels and My5, Sky channels would include all paid-for channels from Sky.)

Base : Those watching any of these TV or video services in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL	MIXED	SOUTH ASIAN	BLACK	OTHER	NO	ANY	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL
							MINORITY				ETHNIC						
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4321	332	350	329	353	3647	552	124	190	169	69	1586	2511	3934	103	111	214
Effective Weighted Sample	3568	317	334	317	338	2962	501	109	176	154	62	1290	2088	3242	85	95	180
Total	4319	415	440	447	408	3581	615	132	219	189	76	1544	2553	3916	112	113	225
None of these	91	10	17	12	15	76	12	4	7	1	**	28	58	86	2	1	2
	2%	2%	4%	3%	4%	2%	2%	3%	3%	*%	**	2%	2%	2%	1%	1%	1%
Don't know	116	7	19	12	14	104	7	3	2	2	**	53	59	95	7	6	14
	3%	2%	4%	3%	3%	3%	1%	2%	1%	1%	**	3%	2%	2%	7%	6%	6%
																	a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 125

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1A. 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 BBC TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any BBC TV channels (including BBC iPlayer and BBC programmes and content on YouTube) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		3687	567	563	953	390	1542	1139	2214	164	224	393	758	461	642	107	113	91
Effective Weighted Sample		3058	473	463	800	342	1298	952	1829	139	188	321	636	388	613	104	108	79
Total		3711	618	508	955	447	1521	1124	2260	165	225	375	752	461	804	77	49	26
1 - Extremely dissatisfied	(1.0)	90	15	16	24	7	36	37	45	7	6	9	22	17	19	3	1	**
		2%	2%	3%	2%	2%	2%	3%	2%	4%	3%	2%	3%	4%	2%	4%	2%	**
2	(2.0)	65	16	6	9	3	25	31	26	3	5	10	19	17	7	1	*	**
		2%	3%	1%	1%	1%	2%	3%	1%	2%	2%	3%	3%	4%	1%	1%	1%	**
								b						b				
3	(3.0)	124	17	13	24	11	37	49	62	9	7	18	37	20	17	4	2	**
		3%	3%	3%	2%	2%	2%	4%	3%	6%	3%	5%	5%	4%	2%	5%	3%	**
													b					
4	(4.0)	144	30	19	30	11	62	49	79	9	7	15	32	24	23	2	3	**
		4%	5%	4%	3%	2%	4%	4%	4%	5%	3%	4%	4%	5%	3%	3%	7%	**
5	(5.0)	427	63	50	100	50	185	137	246	34	16	43	92	63	89	8	2	**
		12%	10%	10%	10%	11%	12%	12%	11%	21%	7%	12%	12%	14%	11%	11%	5%	**
										abd								
6	(6.0)	396	50	37	61	23	146	97	273	12	12	26	49	56	50	7	3	**
		11%	8%	7%	6%	5%	10%	9%	12%	7%	5%	7%	7%	12%	6%	9%	5%	**
									adef					f				
7	(7.0)	705	111	103	160	57	263	183	465	23	34	66	123	62	140	9	6	**
		19%	18%	20%	17%	13%	17%	16%	21%	14%	15%	18%	16%	14%	17%	12%	13%	**
				d					ag									
8	(8.0)	863	154	126	270	143	358	261	521	39	50	91	169	99	236	18	12	**
		23%	25%	25%	28%	32%	24%	23%	23%	24%	22%	24%	23%	21%	29%	23%	25%	**
9	(9.0)	355	70	49	113	64	155	82	241	7	21	33	64	21	91	11	7	**
		10%	11%	10%	12%	14%	10%	7%	11%	4%	9%	9%	9%	5%	11%	14%	14%	**
									ag									
10 - Extremely satisfied (10.0)		541	92	88	166	78	254	198	302	23	64	64	143	83	132	14	12	**
		15%	15%	17%	17%	17%	17%	18%	13%	14%	29%	17%	19%	18%	16%	18%	24%	**
								b			abcefg		b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 125

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1A. 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 BBC TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any BBC TV channels (including BBC iPlayer and BBC programmes and content on YouTube) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	3687	567	563	953	390	1542	1139	2214	164	224	393	758	461	642	107	113	91	
Effective Weighted Sample	3058	473	463	800	342	1298	952	1829	139	188	321	636	388	613	104	108	79	
Total	3711	618	508	955	447	1521	1124	2260	165	225	375	752	461	804	77	49	26	
DISSATISFIED (1-4)	424	77	55	87	32	161	166	212	29	26	52	111	77	66	10	7	**	
	11%	12%	11%	9%	7%	11%	15% b	9%	17% b	12%	14%	15% b	17% b	8%	14%	14%	**	
NEUTRAL (5-6)	823	113	88	161	73	331	234	518	46	28	69	141	119	139	15	5	**	
	22%	18%	17%	17%	16%	22%	21% d	23% d	28% d	12%	18%	19%	26% df	17%	19%	10%	**	
SATISFIED (7-10)	2464	428	366	708	342	1029	724	1530	91	170	255	500	265	598	52	37	**	
	66%	69%	72%	74%	77%	68%	64% cg	68% cg	55% acg	76% acg	68% cg	66% g	58%	74%	67%	76%	**	
Answered	3711	618	508	955	447	1521	1124	2260	165	225	375	752	461	804	77	49	**	
Mean score	7.0	7.1	7.2	7.4	7.6	7.2	6.9	7.1	6.5	7.6	7.0	7.0	6.7	7.4	7.2	7.6	**	
					a		cg	cg		abcf	g							
Standard deviation	2.17	2.22	2.20	2.12	2.00	2.18	2.38	2.04	2.39	2.38	2.31	2.39	2.45	2.07	2.40	2.30	**	
Standard error	.04	.09	.09	.07	.10	.06	.07	.04	.19	.16	.12	.09	.11	.08	.23	.22	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 125

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1A. 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 BBC TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any BBC TV channels (including BBC iPlayer and BBC programmes and content on YouTube) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	~b	~c	d
Unweighted total		3687	314	328	312	330	3140	456	103	156	145	52	1307	2208	3390	78	89	167
Effective Weighted Sample		3058	300	312	301	315	2562	417	91	146	133	48	1067	1844	2804	67	76	142
Total		3711	390	414	422	381	3100	515	111	183	164	59	1278	2259	3400	88	88	176
1 - Extremely dissatisfied	(1.0)	90	11	9	13	7	84	3	3	-	-	**	43	40	81	**	**	3
		2%	3%	2%	3%	2%	3%	1%	3%	-%	-%	**	3% b	2%	2%	**	**	2%
2	(2.0)	65	5	3	-	7	56	8	5	-	1	**	29	35	60	**	**	2
		2%	1%	1%	-%	2%	2%	2%	4%	-%	1%	**	2%	2%	2%	**	**	1%
3	(3.0)	124	9	7	7	9	100	20	3	4	12	**	57	62	107	**	**	8
		3%	2%	2%	2%	2%	3%	4%	3%	2%	8% a	**	4%	3%	3%	**	**	5%
4	(4.0)	144	9	14	11	12	127	16	5	5	4	**	54	85	127	**	**	9
		4%	2%	3%	3%	3%	4%	3%	4%	3%	2%	**	4%	4%	4%	**	**	5%
5	(5.0)	427	40	49	47	42	349	59	17	16	18	**	154	247	383	**	**	24
		12%	10%	12%	11%	11%	11%	11%	16%	9%	11%	**	12%	11%	11%	**	**	14%
6	(6.0)	396	28	21	32	18	323	62	9	20	22	**	146	232	369	**	**	15
		11%	7%	5%	8%	5%	10%	12%	8%	11%	14%	**	11%	10%	11%	**	**	8%
7	(7.0)	705	65	75	77	63	568	119	19	50	38	**	267	411	661	**	**	22
		19%	17%	18%	18%	17%	18%	23%	18%	27% a	23%	**	21%	18%	19%	**	**	13%
8	(8.0)	863	116	120	134	102	728	115	22	46	38	**	277	537	799	**	**	42
		23%	30%	29%	32%	27%	23%	22%	20%	25%	23%	**	22%	24%	23%	**	**	24%
9	(9.0)	355	47	44	42	49	306	43	10	12	16	**	102	239	330	**	**	12
		10%	12%	11%	10%	13%	10%	8%	9%	7%	10%	**	8%	11%	10%	**	**	7%
10 - Extremely satisfied	(10.0)	541	61	71	60	72	459	70	17	29	14	**	149	372	483	**	**	39
		15%	16%	17%	14%	19%	15%	14%	15%	16%	9%	**	12%	16% a	14%	**	**	22% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 125

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1A. 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 BBC TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any BBC TV channels (including BBC iPlayer and BBC programmes and content on YouTube) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	3687	314	328	312	330	3140	456	103	156	145	52	1307	2208	3390	78	89	167
Effective Weighted Sample	3058	300	312	301	315	2562	417	91	146	133	48	1067	1844	2804	67	76	142
Total	3711	390	414	422	381	3100	515	111	183	164	59	1278	2259	3400	88	88	176
DISSATISFIED (1-4)	424	33	33	31	36	367	47	16	10	17	**	183	221	375	**	**	22
	11%	9%	8%	7%	9%	12%	9%	15%	5%	11%	**	14% b	10%	11%	**	**	13%
NEUTRAL (5-6)	823	68	71	79	60	673	121	26	36	40	**	300	479	751	**	**	39
	22%	17%	17%	19%	16%	22%	23%	24%	20%	24%	**	23%	21%	22%	**	**	22%
SATISFIED (7-10)	2464	289	310	312	286	2061	347	68	138	106	**	795	1558	2273	**	**	115
	66%	74%	75%	74%	75%	66%	67%	62%	75%	65%	**	62%	69% a	67%	**	**	65%
Answered	3711	390	414	422	381	3100	515	111	183	164	**	1278	2259	3400	**	**	176
Mean score	7.0	7.3	7.4	7.3	7.4	7.0	7.1	6.8	7.4	6.9	**	6.7	7.2 a	7.1	**	**	7.2
Standard deviation	2.17	2.10	2.04	2.01	2.14	2.20	1.97	2.37	1.70	1.89	**	2.24	2.11	2.14	**	**	2.29
Standard error	.04	.12	.11	.11	.12	.04	.09	.23	.14	.16	**	.06	.04	.04	**	**	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 126

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1B. 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 ITV/ STV/ UTV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any ITV/ STV/ UTV channels (including ITVX (previously ITV Hub) and STV Player) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		3277	533	550	921	371	1469	1053	1962	142	202	380	707	430	625	102	112	82
Effective Weighted Sample		2710	444	456	775	326	1237	875	1619	122	168	310	593	359	596	99	106	71
Total		3291	582	499	929	430	1459	1039	1998	147	203	363	703	426	784	73	49	24
1 - Extremely dissatisfied	(1.0)	15	5	1	4	3	8	6	8	-	1	2	2	4	3	1	*	**
		%	1%	%	%	1%	1%	1%	%	-%	1%	1%	%	1%	%	1%	1%	**
2	(2.0)	28	5	3	3	1	10	16	8	1	2	2	7	9	2	1	1	**
		1%	1%	1%	%	%	1%	2%	%	1%	1%	1%	1%	2%	%	1%	1%	**
								b						b				
3	(3.0)	78	15	6	10	4	23	27	44	9	5	11	20	15	7	1	1	**
		2%	3%	1%	1%	1%	2%	3%	2%	6%	2%	3%	3%	3%	1%	2%	2%	**
										b								
4	(4.0)	118	14	11	21	9	41	36	68	4	5	17	26	14	18	1	1	**
		4%	2%	2%	2%	2%	3%	3%	3%	2%	2%	5%	4%	3%	2%	1%	3%	**
5	(5.0)	410	64	55	99	44	180	107	272	17	16	40	75	47	87	6	4	**
		12%	11%	11%	11%	10%	12%	10%	14%	12%	8%	11%	11%	11%	11%	9%	9%	**
6	(6.0)	420	71	63	105	42	167	102	286	11	23	27	63	43	95	4	4	**
		13%	12%	13%	11%	10%	11%	10%	14%	7%	11%	7%	9%	10%	12%	6%	9%	**
									aef									
7	(7.0)	662	112	110	193	83	281	206	409	30	34	84	145	89	171	12	8	**
		20%	19%	22%	21%	19%	19%	20%	20%	21%	17%	23%	21%	21%	22%	16%	16%	**
8	(8.0)	739	146	119	236	117	337	231	448	30	36	85	151	82	194	22	14	**
		22%	25%	24%	25%	27%	23%	22%	22%	21%	18%	23%	21%	19%	25%	31%	28%	**
9	(9.0)	409	64	65	131	66	190	136	248	15	33	43	92	46	105	13	7	**
		12%	11%	13%	14%	15%	13%	13%	12%	10%	16%	12%	13%	11%	13%	18%	15%	**
10 - Extremely satisfied (10.0)		411	85	66	128	61	221	173	206	31	49	51	122	76	102	12	8	**
		13%	15%	13%	14%	14%	15%	17%	10%	21%	24%	14%	17%	18%	13%	16%	17%	**
								b		b	be		b	b				

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 126

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1B. 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 ITV/ STV/ UTV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any ITV/ STV/ UTV channels (including ITVX (previously ITV Hub) and STV Player) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	3277	533	550	921	371	1469	1053	1962	142	202	380	707	430	625	102	112	82	
Effective Weighted Sample	2710	444	456	775	326	1237	875	1619	122	168	310	593	359	596	99	106	71	
Total	3291	582	499	929	430	1459	1039	1998	147	203	363	703	426	784	73	49	24	
DISSATISFIED (1-4)	239	39	21	38	17	82	85	128	14	13	32	55	42	30	3	3	**	
	7%	7%	4%	4%	4%	6%	8%	6%	9%	6%	9%	8%	10%	4%	5%	7%	**	
NEUTRAL (5-6)	830	136	118	205	86	347	208	558	28	39	67	138	90	182	11	9	**	
	25%	23%	24%	22%	20%	24%	20%	28%	19%	19%	18%	20%	21%	23%	15%	18%	**	
								aefg										
SATISFIED (7-10)	2221	407	360	687	327	1030	746	1312	106	152	264	511	294	572	58	37	**	
	68%	70%	72%	74%	76%	71%	72%	66%	72%	75%	73%	73%	69%	73%	80%	75%	**	
							b					b						
Answered	3291	582	499	929	430	1459	1039	1998	147	203	363	703	426	784	73	49	**	
Mean score	7.2	7.3	7.4	7.5	7.6	7.4	7.4	7.1	7.4	7.7	7.3	7.4	7.2	7.4	7.7	7.6	**	
							b			b		b						
Standard deviation	1.88	1.91	1.73	1.73	1.72	1.86	1.99	1.80	2.08	1.99	1.92	1.95	2.12	1.70	1.87	1.91	**	
Standard error	.03	.08	.07	.06	.09	.05	.06	.04	.17	.14	.10	.07	.10	.07	.19	.18	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 126

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1B. 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 ITV/ STV/ UTV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any ITV/ STV/ UTV channels (including ITVX (previously ITV Hub) and STV Player) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total		3277	301	324	302	323	2862	343	76	134	101	32	1157	1975	3029	70	76	146
Effective Weighted Sample		2710	288	308	290	310	2333	315	67	125	94	29	942	1645	2499	59	65	124
Total		3291	378	406	410	374	2828	390	81	156	116	37	1136	2011	3025	78	79	157
1 - Extremely dissatisfied	(1.0)	15 *%	3 1%	- -%	3 1%	- -%	9 *%	5 1%	** **	- -%	3 2% a	** **	8 1%	7 *%	14 *%	** **	** **	1 1%
2	(2.0)	28 1%	2 *%	- -%	- -%	2 *%	22 1%	5 1%	** **	1 1%	1 1%	** **	11 1%	16 1%	23 1%	** **	** **	4 2%
3	(3.0)	78 2%	5 1%	2 1%	2 1%	5 1%	62 2%	12 3%	** **	4 2%	5 5%	** **	34 3%	41 2%	64 2%	** **	** **	9 6% a
4	(4.0)	118 4%	12 3%	6 1%	15 4%	3 1%	97 3%	21 5%	** **	5 3%	8 7%	** **	47 4%	71 4%	103 3%	** **	** **	11 7%
5	(5.0)	410 12%	38 10%	49 12%	45 11%	42 11%	334 12%	60 15%	** **	23 15%	15 13%	** **	151 13%	232 12%	378 12%	** **	** **	11 7%
6	(6.0)	420 13%	42 11%	54 13%	60 15%	35 9%	352 12%	59 15%	** **	23 15%	18 15%	** **	169 15%	235 12%	391 13%	** **	** **	15 10%
7	(7.0)	662 20%	97 26%	74 18%	96 24%	75 20%	578 20%	73 19%	** **	35 22%	24 21%	** **	241 21%	385 19%	606 20%	** **	** **	34 22%
8	(8.0)	739 22%	98 26%	95 23%	108 26%	86 23%	652 23%	70 18%	** **	40 26%	15 13%	** **	241 21%	465 23%	693 23%	** **	** **	22 14%
9	(9.0)	409 12%	45 12%	61 15%	46 11%	60 16%	361 13%	44 11%	** **	12 7%	17 15%	** **	121 11%	280 14%	385 13%	** **	** **	16 10%
10 - Extremely satisfied	(10.0)	411 13%	36 9%	66 16% c	36 9%	66 18% ac	360 13%	41 10%	** **	13 8%	10 8%	** **	114 10%	280 14% a	367 12%	** **	** **	33 21% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 126

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1B. 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 ITV/ STV/ UTV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any ITV/ STV/ UTV channels (including ITVX (previously ITV Hub) and STV Player) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	3277	301	324	302	323	2862	343	76	134	101	32	1157	1975	3029	70	76	146
Effective Weighted Sample	2710	288	308	290	310	2333	315	67	125	94	29	942	1645	2499	59	65	124
Total	3291	378	406	410	374	2828	390	81	156	116	37	1136	2011	3025	78	79	157
DISSATISFIED (1-4)	239	22	8	20	10	190	43	**	9	17	**	99	135	204	**	**	25
	7%	6%	2%	5%	3%	7%	11% a	**	6%	15% a	**	9%	7%	7%	**	**	16% a
NEUTRAL (5-6)	830	79	103	105	77	687	119	**	47	33	**	320	466	769	**	**	26
	25%	21%	25%	26%	21%	24%	31%	**	30%	29%	**	28% b	23%	25%	**	**	17%
SATISFIED (7-10)	2221	276	296	285	287	1951	227	**	99	66	**	717	1410	2052	**	**	105
	68%	73%	73%	70%	77%	69% b	58%	**	64%	57%	**	63%	70% a	68%	**	**	67%
Answered	3291	378	406	410	374	2828	390	**	156	116	**	1136	2011	3025	**	**	157
Mean score	7.2	7.2	7.6	7.2	7.7	7.3	6.8	**	7.0	6.7	**	7.0	7.3 a	7.2	**	**	7.1
Standard deviation	1.88	1.72	1.67	1.64	1.73	1.84	2.02	**	1.70	2.11	**	1.89	1.87	1.85	**	**	2.29
Standard error	.03	.10	.09	.09	.10	.03	.11	**	.15	.21	**	.06	.04	.03	**	**	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 127

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1C. 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 Channel 4 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 4 channels in the past 3 months

		AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	~b	c	~d	
Unweighted total		2873	481	477	765	288	1228	902	1760	119	162	319	592	382	516	83	100	66	
Effective Weighted Sample		2389	401	396	642	253	1034	751	1463	103	135	260	496	319	492	80	94	59	
Total		2916	528	430	765	334	1211	888	1817	124	161	305	586	381	643	59	44	18	
1 - Extremely dissatisfied	(1.0)	11 *%	2 *%	3 1%	3 *%	- -%	6 *%	7 1%	3 *%	- -%	- -%	4 1% b	4 1%	4 1%	2 *%	** **	1 2%	** **	
2	(2.0)	19 1%	2 *%	2 1%	5 1%	3 1%	7 1%	9 1%	7 *%	- -%	2 1%	4 1%	7 1%	* *%	5 1%	** **	- -%	** **	
3	(3.0)	63 2%	11 2%	10 2%	17 2%	7 2%	27 2%	23 3%	33 2%	2 2%	5 3%	7 2%	15 3%	8 2%	14 2%	** **	- -%	** **	
4	(4.0)	149 5%	21 4%	22 5%	32 4%	10 3%	61 5%	41 5%	93 5%	5 4%	6 4%	15 5%	28 5%	18 5%	28 4%	** **	3 7%	** **	
5	(5.0)	442 15%	79 15%	46 11%	104 14%	58 17%	188 16%	131 15%	277 15%	22 18%	15 9%	49 16%	90 15%	60 16%	91 14%	** **	5 12%	** **	
6	(6.0)	453 16%	81 15%	77 18%	128 17%	51 15%	193 16%	128 14%	300 17%	20 16%	23 14%	47 16%	88 15%	46 12%	111 17%	** **	7 17%	** **	
7	(7.0)	676 23%	138 26%	94 22%	163 21%	69 21%	256 21%	195 22%	438 24%	28 23%	39 24%	62 20%	126 21%	83 22%	134 21%	** **	11 25%	** **	
8	(8.0)	603 21%	96 18%	107 25%	188 25%	80 24%	249 21%	180 20%	379 21%	21 17%	26 16%	60 20%	112 19%	80 21%	157 24%	** **	10 23%	** **	
9	(9.0)	240 8%	43 8%	33 8%	65 8%	32 10%	105 9%	73 8%	148 8%	7 6%	16 10%	20 7%	45 8%	28 7%	52 8%	** **	2 5%	** **	
10 - Extremely satisfied	(10.0)	261 9%	54 10%	37 9%	62 8%	25 7%	118 10%	103 12% b	138 8%	18 15%	29 18% b	37 12%	72 12% b	55 14% b	50 8%	** **	4 9%	** **	
DISSATISFIED (1-4)		242 8%	36 7%	37 9%	56 7%	19 6%	101 8%	79 9%	136 8%	7 6%	13 8%	29 10%	53 9%	29 8%	49 8%	** **	4 9%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1C. 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 Channel 4 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 4 channels in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	~b	c	~d	
Unweighted total	2873	481	477	765	288	1228	902	1760	119	162	319	592	382	516	83	100	66	
Effective Weighted Sample	2389	401	396	642	253	1034	751	1463	103	135	260	496	319	492	80	94	59	
Total	2916	528	430	765	334	1211	888	1817	124	161	305	586	381	643	59	44	18	
NEUTRAL (5-6)	895	160	123	232	109	381	259	577	42	37	97	178	105	202	**	13	**	
	31%	30%	29%	30%	33%	31%	29%	32%	34%	23%	32%	30%	28%	31%	**	29%	**	
SATISFIED (7-10)	1779	331	271	476	206	728	550	1103	75	110	179	355	246	393	**	27	**	
	61%	63%	63%	62%	62%	60%	62%	61%	60%	69%	59%	61%	65%	61%	**	62%	**	
Answered	2916	528	430	765	334	1211	888	1817	124	161	305	586	381	643	**	44	**	
Mean score	6.9	7.0	7.0	7.0	6.9	6.9	6.9	6.9	7.0	7.3	6.8	6.9	7.1	6.9	**	6.9	**	
Standard deviation	1.79	1.76	1.76	1.74	1.71	1.83	1.91	1.70	1.80	1.96	1.97	1.93	1.91	1.74	**	1.85	**	
Standard error	.03	.08	.08	.06	.10	.05	.06	.04	.16	.15	.11	.08	.10	.08	**	.19	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 127

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1C. 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 Channel 4 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 4 channels in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total		2873	254	262	257	259	2508	308	66	111	105	26	1047	1715	2651	63	74	137
Effective Weighted Sample		2389	243	249	247	248	2056	284	59	104	97	24	857	1437	2199	54	63	116
Total		2916	315	328	347	296	2505	352	73	131	118	31	1036	1764	2676	73	76	149
1 - Extremely dissatisfied	(1.0)	11	2	-	2	-	9	2	**	-	1	**	6	6	10	**	**	1
		*%	*%	-%	*%	-%	*%	1%	**	-%	1%	**	1%	*%	*%	**	**	1%
2	(2.0)	19	4	1	5	-	16	1	**	-	-	**	6	11	16	**	**	2
		1%	1%	*%	1%	-%	1%	*%	**	-%	-%	**	1%	1%	1%	**	**	1%
3	(3.0)	63	11	3	7	8	52	11	**	3	8	**	21	42	58	**	**	3
		2%	4%	1%	2%	3%	2%	3%	**	2%	6% a	**	2%	2%	2%	**	**	2%
4	(4.0)	149	13	14	14	13	115	30	**	4	10	**	49	95	136	**	**	7
		5%	4%	4%	4%	5%	5%	8% a	**	3%	9%	**	5%	5%	5%	**	**	4%
5	(5.0)	442	48	43	40	51	357	67	**	25	14	**	161	260	405	**	**	17
		15%	15%	13%	12%	17%	14%	19%	**	19%	12%	**	16%	15%	15%	**	**	11%
6	(6.0)	453	58	53	64	47	399	44	**	18	13	**	168	263	418	**	**	16
		16%	18%	16%	18%	16%	16%	13%	**	14%	11%	**	16%	15%	16%	**	**	11%
7	(7.0)	676	58	76	72	62	583	88	**	40	36	**	256	399	626	**	**	32
		23%	18%	23%	21%	21%	23%	25%	**	31%	31%	**	25%	23%	23%	**	**	21%
8	(8.0)	603	78	79	99	58	528	64	**	26	23	**	203	374	559	**	**	28
		21%	25%	24%	28%	20%	21%	18%	**	20%	20%	**	20%	21%	21%	**	**	19%
9	(9.0)	240	26	26	27	25	214	19	**	10	3	**	82	149	213	**	**	22
		8%	8%	8%	8%	9%	9%	5%	**	7%	3%	**	8%	8%	8%	**	**	15% a
10 - Extremely satisfied	(10.0)	261	18	32	18	32	230	25	**	5	9	**	85	165	236	**	**	21
		9%	6%	10%	5%	11%	9%	7%	**	4%	8%	**	8%	9%	9%	**	**	14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 127

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1C. 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 Channel 4 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 4 channels in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	2873	254	262	257	259	2508	308	66	111	105	26	1047	1715	2651	63	74	137
Effective Weighted Sample	2389	243	249	247	248	2056	284	59	104	97	24	857	1437	2199	54	63	116
Total	2916	315	328	347	296	2505	352	73	131	118	31	1036	1764	2676	73	76	149
DISSATISFIED (1-4)	242	30	19	28	21	192	44	**	7	19	**	81	154	220	**	**	13
	8%	9%	6%	8%	7%	8%	12% a	**	5%	16% a	**	8%	9%	8%	**	**	9%
NEUTRAL (5-6)	895	106	96	104	98	756	112	**	43	27	**	329	524	823	**	**	33
	31%	34%	29%	30%	33%	30%	32%	**	33%	23%	**	32%	30%	31%	**	**	22%
SATISFIED (7-10)	1779	179	213	215	177	1556	197	**	81	72	**	626	1087	1633	**	**	103
	61%	57%	65%	62%	60%	62%	56%	**	62%	61%	**	60%	62%	61%	**	**	69%
Answered	2916	315	328	347	296	2505	352	**	131	118	**	1036	1764	2676	**	**	149
Mean score	6.9	6.7	7.1	6.9	7.0	6.9	6.6	**	6.8	6.6	**	6.8	6.9	6.9	**	**	7.2
						b											
Standard deviation	1.79	1.80	1.67	1.70	1.79	1.77	1.81	**	1.51	1.87	**	1.76	1.81	1.78	**	**	2.00
Standard error	.03	.11	.10	.11	.11	.04	.10	**	.14	.18	**	.05	.04	.03	**	**	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 128

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1D. 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 Channel 5 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 5 channels (including My5) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d
Unweighted total		2344	417	427	693	266	1065	739	1441	95	135	283	505	292	464	84	99	46
Effective Weighted Sample		1965	349	356	584	233	904	619	1213	82	115	233	426	247	442	81	94	42
Total		2401	463	388	699	311	1064	726	1513	96	138	274	503	291	583	60	43	12
1 - Extremely dissatisfied	(1.0)	6	2	-	1	1	2	4	3	**	-	1	1	2	1	**	**	**
		%	%	%	%	%	%	%	%	**	%	%	%	1%	%	**	**	**
2	(2.0)	22	10	2	4	2	9	6	14	**	2	1	4	-	3	**	**	**
		1%	2%	1%	1%	1%	1%	1%	1%	**	2%	%	1%	-%	1%	**	**	**
3	(3.0)	63	9	9	16	6	24	21	32	**	4	5	16	9	13	**	**	**
		3%	2%	2%	2%	2%	2%	3%	2%	**	3%	2%	3%	3%	2%	**	**	**
4	(4.0)	151	34	16	27	11	58	43	101	**	6	14	25	24	23	**	**	**
		6%	7%	4%	4%	4%	5%	6%	7%	**	4%	5%	5%	8%	4%	**	**	**
5	(5.0)	460	95	65	122	56	201	130	292	**	18	51	91	50	105	**	**	**
		19%	20%	17%	17%	18%	19%	18%	19%	**	13%	19%	18%	17%	18%	**	**	**
6	(6.0)	412	73	72	120	48	173	117	282	**	22	33	78	48	101	**	**	**
		17%	16%	19%	17%	15%	16%	16%	19%	**	16%	12%	15%	16%	17%	**	**	**
7	(7.0)	481	103	75	136	61	208	145	298	**	24	56	92	65	111	**	**	**
		20%	22%	19%	19%	20%	20%	20%	20%	**	17%	21%	18%	22%	19%	**	**	**
8	(8.0)	425	69	83	146	63	199	132	266	**	29	52	99	41	120	**	**	**
		18%	15%	21%	21%	20%	19%	18%	18%	**	21%	19%	20%	14%	21%	**	**	**
9	(9.0)	202	37	32	68	36	95	57	131	**	11	26	44	18	56	**	**	**
		8%	8%	8%	10%	12%	9%	8%	9%	**	8%	9%	9%	6%	10%	**	**	**
10 - Extremely satisfied (10.0)		177	33	33	59	26	96	72	93	**	22	33	53	36	50	**	**	**
		7%	7%	9%	8%	8%	9%	10% b	6%	**	16% b	12% b	10% b	12% b	9%	**	**	**
DISSATISFIED (1-4)		242	55	27	48	21	93	73	150	**	12	22	47	35	41	**	**	**
		10%	12% c	7%	7%	7%	9%	10%	10%	**	9%	8%	9%	12%	7%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 128

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1D. 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 Channel 5 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 5 channels (including My5) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2344	417	427	693	266	1065	739	1441	95	135	283	505	292	464	84	99	46	
Effective Weighted Sample	1965	349	356	584	233	904	619	1213	82	115	233	426	247	442	81	94	42	
Total	2401	463	388	699	311	1064	726	1513	96	138	274	503	291	583	60	43	12	
NEUTRAL (5-6)	872	168	138	242	104	374	247	574	**	40	84	169	98	206	**	**	**	
	36%	36%	36%	35%	34%	35%	34%	38%	**	29%	31%	34%	33%	35%	**	**	**	
SATISFIED (7-10)	1286	240	223	409	186	598	406	788	**	86	168	287	159	337	**	**	**	
	54%	52%	58%	59%	60%	56%	56%	52%	**	62%	61%	57%	54%	58%	**	**	**	
Answered	2401	463	388	699	311	1064	726	1513	**	138	274	503	291	583	**	**	**	
Mean score	6.7	6.5	6.9	6.9	6.9	6.8	6.8	6.6	**	7.1	7.0	6.8	6.7	6.9	**	**	**	
Standard deviation	1.82	1.87	1.75	1.77	1.81	1.84	1.89	1.77	**	1.97	1.89	1.90	1.94	1.78	**	**	**	
Standard error	.04	.09	.08	.07	.11	.06	.07	.05	**	.17	.11	.08	.11	.08	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 128

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1D. 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 Channel 5 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 5 channels (including My5) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total		2344	216	248	225	239	2047	252	52	93	89	18	785	1463	2180	50	52	102
Effective Weighted Sample		1965	206	236	216	228	1691	235	46	88	84	17	644	1239	1824	44	45	88
Total		2401	270	312	305	277	2059	294	57	113	103	22	775	1529	2220	60	53	113
1 - Extremely dissatisfied	(1.0)	6	-	1	1	-	6	-	**	**	**	**	3	3	5	**	**	1
		*%	-%	*%	*%	-%	*%	-%	**	**	**	**	*%	*%	*%	**	**	1%
2	(2.0)	22	1	2	3	-	21	*	**	**	**	**	13	9	19	**	**	*
		1%	*%	1%	1%	-%	1%	*%	**	**	**	**	2%	1%	1%	**	**	*%
3	(3.0)	63	11	1	9	4	53	9	**	**	**	**	38	26	57	**	**	6
		3%	4% b	*%	3%	1%	3%	3%	**	**	**	**	5% b	2%	3%	**	**	5%
4	(4.0)	151	13	10	11	12	113	34	**	**	**	**	42	102	140	**	**	6
		6%	5%	3%	4%	4%	6%	12% a	**	**	**	**	5%	7%	6%	**	**	5%
5	(5.0)	460	55	50	42	63	375	72	**	**	**	**	146	292	424	**	**	21
		19%	20%	16%	14%	23%	18%	24%	**	**	**	**	19%	19%	19%	**	**	18%
6	(6.0)	412	48	53	67	34	373	34	**	**	**	**	153	249	382	**	**	15
		17%	18%	17%	22% d	12%	18%	12%	**	**	**	**	20%	16%	17%	**	**	14%
7	(7.0)	481	49	62	62	49	419	54	**	**	**	**	149	308	443	**	**	23
		20%	18%	20%	20%	18%	20%	18%	**	**	**	**	19%	20%	20%	**	**	20%
8	(8.0)	425	52	68	61	59	369	48	**	**	**	**	133	275	401	**	**	20
		18%	19%	22%	20%	21%	18%	16%	**	**	**	**	17%	18%	18%	**	**	18%
9	(9.0)	202	24	32	32	24	171	29	**	**	**	**	43	153	188	**	**	10
		8%	9%	10%	11%	9%	8%	10%	**	**	**	**	6%	10% a	8%	**	**	9%
10 - Extremely satisfied	(10.0)	177	17	32	17	33	158	13	**	**	**	**	57	111	161	**	**	10
		7%	6%	10%	5%	12%	8%	4%	**	**	**	**	7%	7%	7%	**	**	9%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 128

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1D. 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 Channel 5 channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Channel 5 channels (including My5) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total	2344	216	248	225	239	2047	252	52	93	89	18	785	1463	2180	50	52	102
Effective Weighted Sample	1965	206	236	216	228	1691	235	46	88	84	17	644	1239	1824	44	45	88
Total	2401	270	312	305	277	2059	294	57	113	103	22	775	1529	2220	60	53	113
DISSATISFIED (1-4)	242	26	15	25	16	194	44	**	**	**	**	95	140	221	**	**	14
	10%	10%	5%	8%	6%	9%	15%	**	**	**	**	12%	9%	10%	**	**	12%
							a										
NEUTRAL (5-6)	872	103	103	108	97	748	106	**	**	**	**	299	541	806	**	**	36
	36%	38%	33%	36%	35%	36%	36%	**	**	**	**	39%	35%	36%	**	**	32%
SATISFIED (7-10)	1286	142	195	172	165	1117	144	**	**	**	**	381	848	1193	**	**	63
	54%	52%	62%	56%	59%	54%	49%	**	**	**	**	49%	55%	54%	**	**	56%
													a				
Answered	2401	270	312	305	277	2059	294	**	**	**	**	775	1529	2220	**	**	113
Mean score	6.7	6.6	7.1	6.8	7.0	6.7	6.4	**	**	**	**	6.5	6.7	6.7	**	**	6.7
			a										a				
Standard deviation	1.82	1.79	1.74	1.75	1.81	1.81	1.82	**	**	**	**	1.88	1.78	1.81	**	**	1.98
Standard error	.04	.12	.11	.12	.12	.04	.11	**	**	**	**	.07	.05	.04	**	**	.20

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 129

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1E. 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 S4C (Welsh)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched S4C (including S4C Clic) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		170	20	13	26	13	40	66	88	9	13	31	47	30	5	2	19	-
Effective Weighted Sample		134	14	9	19	11	31	54	67	8	11	24	38	25	5	2	18	-
Total		144	16	10	18	8	29	54	71	8	11	23	38	27	7	1	10	-
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		41	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1E. 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 S4C (Welsh)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched S4C (including S4C Clic) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	170	20	13	26	13	40	66	88	9	13	31	47	30	5	2	19	-	
Effective Weighted Sample	134	14	9	19	11	31	54	67	8	11	24	38	25	5	2	18	-	
Total	144	16	10	18	8	29	54	71	8	11	23	38	27	7	1	10	-	
SATISFIED (7-10)	72	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	144	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	6.5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	2.25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 129

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1E. 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 S4C (Welsh)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched S4C (including S4C Clic) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b		a	~b	~c	~d
Unweighted total		170	3	2	4	1	143	24	6	6	5	7	68	97		150	3	11	14
Effective Weighted Sample		134	3	2	4	1	110	22	5	5	5	7	50	81		116	3	10	12
Total		144	4	3	5	2	114	27	6	6	6	9	47	92		125	3	10	12
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	**	**		2	**	**	**
		1%	**	**	**	**	2%	**	**	**	**	**	**	**		1%	**	**	**
3	(3.0)	12	**	**	**	**	8	**	**	**	**	**	**	**		10	**	**	**
		8%	**	**	**	**	7%	**	**	**	**	**	**	**		8%	**	**	**
4	(4.0)	17	**	**	**	**	10	**	**	**	**	**	**	**		12	**	**	**
		12%	**	**	**	**	9%	**	**	**	**	**	**	**		10%	**	**	**
5	(5.0)	23	**	**	**	**	17	**	**	**	**	**	**	**		19	**	**	**
		16%	**	**	**	**	15%	**	**	**	**	**	**	**		15%	**	**	**
6	(6.0)	18	**	**	**	**	17	**	**	**	**	**	**	**		18	**	**	**
		13%	**	**	**	**	15%	**	**	**	**	**	**	**		14%	**	**	**
7	(7.0)	18	**	**	**	**	17	**	**	**	**	**	**	**		16	**	**	**
		13%	**	**	**	**	15%	**	**	**	**	**	**	**		13%	**	**	**
8	(8.0)	24	**	**	**	**	18	**	**	**	**	**	**	**		23	**	**	**
		17%	**	**	**	**	16%	**	**	**	**	**	**	**		18%	**	**	**
9	(9.0)	11	**	**	**	**	9	**	**	**	**	**	**	**		8	**	**	**
		8%	**	**	**	**	8%	**	**	**	**	**	**	**		6%	**	**	**
10 - Extremely satisfied	(10.0)	19	**	**	**	**	17	**	**	**	**	**	**	**		17	**	**	**
		13%	**	**	**	**	15%	**	**	**	**	**	**	**		13%	**	**	**
DISSATISFIED (1-4)		31	**	**	**	**	20	**	**	**	**	**	**	**		24	**	**	**
		22%	**	**	**	**	18%	**	**	**	**	**	**	**		19%	**	**	**
NEUTRAL (5-6)		41	**	**	**	**	34	**	**	**	**	**	**	**		38	**	**	**
		29%	**	**	**	**	30%	**	**	**	**	**	**	**		30%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1E. 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 S4C (Welsh)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched S4C (including S4C Clic) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	170	3	2	4	1	143	24	6	6	5	7	68	97	150	3	11	14
Effective Weighted Sample	134	3	2	4	1	110	22	5	5	5	7	50	81	116	3	10	12
Total	144	4	3	5	2	114	27	6	6	6	9	47	92	125	3	10	12
SATISFIED (7-10)	72	**	**	**	**	60	**	**	**	**	**	**	**	64	**	**	**
	50%	**	**	**	**	53%	**	**	**	**	**	**	**	51%	**	**	**
Answered	144	**	**	**	**	114	**	**	**	**	**	**	**	125	**	**	**
Mean score	6.5	**	**	**	**	6.7	**	**	**	**	**	**	**	6.6	**	**	**
Standard deviation	2.25	**	**	**	**	2.23	**	**	**	**	**	**	**	2.21	**	**	**
Standard error	.17	**	**	**	**	.19	**	**	**	**	**	**	**	.18	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 130

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1F. 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 Sky TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Sky TV channels (including from Sky On Demand or Sky Go) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d
Unweighted total		1471	215	193	285	92	486	441	928	54	76	163	285	195	186	33	38	28
Effective Weighted Sample		1204	175	157	236	81	401	360	759	46	62	129	236	157	178	32	36	23
Total		1453	228	175	284	108	471	422	925	55	71	151	276	181	237	23	17	7
1 - Extremely dissatisfied	(1.0)	5	4	-	-	**	1	1	-	**	**	-	1	-	-	**	**	**
		*%	2%	-%	-%	**	*%	*%	-%	**	**	-%	*%	-%	-%	**	**	**
2	(2.0)	4	2	-	*	**	2	3	1	**	**	-	1	*	-	**	**	**
		*%	1%	-%	*%	**	*%	1%	*%	**	**	-%	*%	*%	-%	**	**	**
3	(3.0)	27	2	5	5	**	6	10	10	**	**	4	6	3	4	**	**	**
		2%	1%	3%	2%	**	1%	2%	1%	**	**	3%	2%	2%	2%	**	**	**
4	(4.0)	26	3	1	3	**	5	13	11	**	**	4	9	5	3	**	**	**
		2%	1%	1%	1%	**	1%	3%	1%	**	**	3%	3%	3%	1%	**	**	**
5	(5.0)	94	9	15	24	**	34	31	55	**	**	8	16	17	22	**	**	**
		6%	4%	9%	9%	**	7%	7%	6%	**	**	5%	6%	10%	9%	**	**	**
6	(6.0)	132	21	23	29	**	50	46	80	**	**	14	32	18	26	**	**	**
		9%	9%	13%	10%	**	11%	11%	9%	**	**	9%	12%	10%	11%	**	**	**
7	(7.0)	286	42	29	44	**	76	66	198	**	**	26	49	28	37	**	**	**
		20%	18%	16%	16%	**	16%	16%	21%	**	**	17%	18%	15%	16%	**	**	**
8	(8.0)	400	70	51	80	**	135	122	252	**	**	43	80	54	68	**	**	**
		28%	31%	29%	28%	**	29%	29%	27%	**	**	29%	29%	30%	29%	**	**	**
9	(9.0)	240	44	28	53	**	80	58	169	**	**	19	30	30	43	**	**	**
		17%	19%	16%	19%	**	17%	14%	18%	**	**	12%	11%	17%	18%	**	**	**
		f																
10 - Extremely satisfied (10.0)	(10.0)	238	31	24	44	**	82	73	150	**	**	33	54	25	35	**	**	**
		16%	14%	13%	16%	**	17%	17%	16%	**	**	22%	19%	14%	15%	**	**	**
DISSATISFIED (1-4)		63	11	6	8	**	14	27	21	**	**	8	17	9	7	**	**	**
		4%	5%	4%	3%	**	3%	6%	2%	**	**	5%	6%	5%	3%	**	**	**
		b																
		b																

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 130

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1F. 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 Sky TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Sky TV channels (including from Sky On Demand or Sky Go) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1471	215	193	285	92	486	441	928	54	76	163	285	195	186	33	38	28	
Effective Weighted Sample	1204	175	157	236	81	401	360	759	46	62	129	236	157	178	32	36	23	
Total	1453	228	175	284	108	471	422	925	55	71	151	276	181	237	23	17	7	
NEUTRAL (5-6)	226	30	38	54	**	84	77	135	**	**	22	48	36	48	**	**	**	
	16%	13%	22%	19%	**	18%	18%	15%	**	**	14%	17%	20%	20%	**	**	**	
SATISFIED (7-10)	1165	187	131	222	**	373	318	769	**	**	121	212	136	182	**	**	**	
	80%	82%	75%	78%	**	79%	75%	83%	**	**	80%	77%	75%	77%	**	**	**	
							a											
Answered	1453	228	175	284	**	471	422	925	**	**	151	276	181	237	**	**	**	
Mean score	7.7	7.7	7.6	7.7	**	7.8	7.6	7.8	**	**	7.8	7.6	7.6	7.7	**	**	**	
Standard deviation	1.71	1.78	1.68	1.66	**	1.67	1.83	1.54	**	**	1.76	1.81	1.72	1.65	**	**	**	
Standard error	.04	.12	.12	.10	**	.08	.09	.05	**	**	.14	.11	.12	.12	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 130

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1F. 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 Sky TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Sky TV channels (including from Sky On Demand or Sky Go) in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	~b	c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		1471	111	75	120	66	1259	184	41	57	71	15	557	868	1361	35	38	73
Effective Weighted Sample		1204	106	72	116	63	1016	164	35	51	65	13	450	716	1113	29	34	63
Total		1453	142	95	161	76	1225	202	43	63	79	17	540	872	1342	38	38	76
1 - Extremely dissatisfied	(1.0)	5	-	**	-	**	5	-	**	**	**	**	3	1	-	**	**	**
		*%	~%	**	~%	**	*%	~%	**	**	**	**	1%	*%	~%	**	**	**
2	(2.0)	4	-	**	-	**	2	1	**	**	**	**	3	2	3	**	**	**
		*%	~%	**	~%	**	*%	1%	**	**	**	**	*%	*%	*%	**	**	**
3	(3.0)	27	1	**	3	**	21	6	**	**	**	**	13	14	20	**	**	**
		2%	1%	**	2%	**	2%	3%	**	**	**	**	2%	2%	2%	**	**	**
4	(4.0)	26	3	**	1	**	17	7	**	**	**	**	8	17	25	**	**	**
		2%	2%	**	1%	**	1%	4%	**	**	**	**	2%	2%	2%	**	**	**
5	(5.0)	94	12	**	16	**	73	17	**	**	**	**	35	56	85	**	**	**
		6%	9%	**	10%	**	6%	9%	**	**	**	**	7%	6%	6%	**	**	**
6	(6.0)	132	12	**	16	**	108	22	**	**	**	**	47	82	122	**	**	**
		9%	9%	**	10%	**	9%	11%	**	**	**	**	9%	9%	9%	**	**	**
7	(7.0)	286	23	**	24	**	238	40	**	**	**	**	111	161	268	**	**	**
		20%	16%	**	15%	**	19%	20%	**	**	**	**	21%	18%	20%	**	**	**
8	(8.0)	400	42	**	49	**	344	49	**	**	**	**	146	240	375	**	**	**
		28%	30%	**	31%	**	28%	25%	**	**	**	**	27%	28%	28%	**	**	**
9	(9.0)	240	27	**	32	**	214	26	**	**	**	**	93	144	227	**	**	**
		17%	19%	**	20%	**	17%	13%	**	**	**	**	17%	17%	17%	**	**	**
10 - Extremely satisfied	(10.0)	238	21	**	19	**	202	33	**	**	**	**	80	155	217	**	**	**
		16%	15%	**	12%	**	17%	16%	**	**	**	**	15%	18%	16%	**	**	**
DISSATISFIED (1-4)		63	4	**	4	**	45	14	**	**	**	**	27	35	49	**	**	**
		4%	3%	**	3%	**	4%	7%	**	**	**	**	5%	4%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 130

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1F. 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 Sky TV channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched any Sky TV channels (including from Sky On Demand or Sky Go) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	~b	c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1471	111	75	120	66	1259	184	41	57	71	15	557	868	1361	35	38	73
Effective Weighted Sample	1204	106	72	116	63	1016	164	35	51	65	13	450	716	1113	29	34	63
Total	1453	142	95	161	76	1225	202	43	63	79	17	540	872	1342	38	38	76
NEUTRAL (5-6)	226	25	**	32	**	182	39	**	**	**	**	82	138	206	**	**	**
	16%	17%	**	20%	**	15%	19%	**	**	**	**	15%	16%	15%	**	**	**
SATISFIED (7-10)	1165	113	**	125	**	999	148	**	**	**	**	430	700	1086	**	**	**
	80%	80%	**	77%	**	82%	73%	**	**	**	**	80%	80%	81%	**	**	**
Answered	1453	142	**	161	**	1225	202	**	**	**	**	540	872	1342	**	**	**
Mean score	7.7	7.8	**	7.7	**	7.8	7.5	**	**	**	**	7.6	7.8	7.8	**	**	**
Standard deviation	1.71	1.60	**	1.62	**	1.66	1.85	**	**	**	**	1.76	1.68	1.63	**	**	**
Standard error	.04	.15	**	.15	**	.05	.14	**	**	**	**	.07	.06	.04	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 131

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1G. 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 NOW? (Please think about what you have watched in the past 3 months)

Base : Those who have watched NOW in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		403	41	23	30	7	103	146	204	24	24	35	87	84	23	2	4	1
Effective Weighted Sample		336	35	21	26	6	88	125	167	22	21	29	75	70	22	2	4	1
Total		403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	*
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	-	1	-	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	-%	1%	-%	**	**	**	**	**	**	**	**	**
2	(2.0)	1	**	**	**	**	-	1	-	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	-%	1%	-%	**	**	**	**	**	**	**	**	**
3	(3.0)	12	**	**	**	**	3	6	2	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	3%	4%	1%	**	**	**	**	**	**	**	**	**
4	(4.0)	17	**	**	**	**	4	6	7	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	4%	4%	4%	**	**	**	**	**	**	**	**	**
5	(5.0)	47	**	**	**	**	10	14	22	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	9%	9%	11%	**	**	**	**	**	**	**	**	**
6	(6.0)	52	**	**	**	**	13	22	24	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	13%	14%	12%	**	**	**	**	**	**	**	**	**
7	(7.0)	82	**	**	**	**	22	29	44	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	21%	19%	22%	**	**	**	**	**	**	**	**	**
8	(8.0)	82	**	**	**	**	25	27	46	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	24%	18%	23%	**	**	**	**	**	**	**	**	**
9	(9.0)	48	**	**	**	**	13	16	27	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	12%	11%	14%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		60	**	**	**	**	14	29	25	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	14%	19%	13%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		32	**	**	**	**	7	15	10	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	7%	10%	5%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 131

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1G. 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 NOW? (Please think about what you have watched in the past 3 months)

Base : Those who have watched NOW in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	403	41	23	30	7	103	146	204	24	24	35	87	84	23	2	4	1	
Effective Weighted Sample	336	35	21	26	6	88	125	167	22	21	29	75	70	22	2	4	1	
Total	403	48	25	34	9	104	151	198	25	25	33	88	86	30	2	2	*	
NEUTRAL (5-6)	99	**	**	**	**	23	35	46	**	**	**	**	**	**	**	**	**	
	25%	**	**	**	**	22%	23%	23%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	272	**	**	**	**	74	101	142	**	**	**	**	**	**	**	**	**	
	67%	**	**	**	**	71%	67%	72%	**	**	**	**	**	**	**	**	**	
Answered	403	**	**	**	**	104	151	198	**	**	**	**	**	**	**	**	**	
Mean score	7.2	**	**	**	**	7.3	7.3	7.4	**	**	**	**	**	**	**	**	**	
Standard deviation	1.92	**	**	**	**	1.80	2.07	1.70	**	**	**	**	**	**	**	**	**	
Standard error	.10	**	**	**	**	.18	.17	.12	**	**	**	**	**	**	**	**	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 131

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B1G. 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 NOW? (Please think about what you have watched in the past 3 months)

Base : Those who have watched NOW in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		403	13	10	9	14	333	53	10	14	21	8	173	209	355	14	16	30
Effective Weighted Sample		336	13	10	9	14	275	47	9	13	18	8	144	174	294	12	15	27
Total		403	17	13	13	17	329	54	9	16	21	8	170	207	353	15	16	31
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	1	1	1	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	*%	**	**	**
2	(2.0)	1	**	**	**	**	-	**	**	**	**	**	-	1	-	**	**	**
		*%	**	**	**	**	-%	**	**	**	**	**	-%	1%	-%	**	**	**
3	(3.0)	12	**	**	**	**	7	**	**	**	**	**	2	10	11	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	1%	5%	3%	**	**	**
4	(4.0)	17	**	**	**	**	13	**	**	**	**	**	8	9	17	**	**	**
		4%	**	**	**	**	4%	**	**	**	**	**	5%	4%	5%	**	**	**
5	(5.0)	47	**	**	**	**	38	**	**	**	**	**	22	21	40	**	**	**
		12%	**	**	**	**	11%	**	**	**	**	**	13%	10%	11%	**	**	**
6	(6.0)	52	**	**	**	**	34	**	**	**	**	**	19	29	46	**	**	**
		13%	**	**	**	**	10%	**	**	**	**	**	11%	14%	13%	**	**	**
7	(7.0)	82	**	**	**	**	70	**	**	**	**	**	37	37	72	**	**	**
		20%	**	**	**	**	21%	**	**	**	**	**	21%	18%	21%	**	**	**
8	(8.0)	82	**	**	**	**	70	**	**	**	**	**	37	39	70	**	**	**
		20%	**	**	**	**	21%	**	**	**	**	**	22%	19%	20%	**	**	**
9	(9.0)	48	**	**	**	**	42	**	**	**	**	**	16	31	40	**	**	**
		12%	**	**	**	**	13%	**	**	**	**	**	9%	15%	11%	**	**	**
10 - Extremely satisfied	(10.0)	60	**	**	**	**	54	**	**	**	**	**	30	28	56	**	**	**
		15%	**	**	**	**	16%	**	**	**	**	**	17%	14%	16%	**	**	**
DISSATISFIED (1-4)		32	**	**	**	**	22	**	**	**	**	**	11	21	28	**	**	**
		8%	**	**	**	**	7%	**	**	**	**	**	6%	10%	8%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1G. 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 NOW? (Please think about what you have watched in the past 3 months)

Base : Those who have watched NOW in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	403	13	10	9	14	333	53	10	14	21	8	173	209	355	14	16	30
Effective Weighted Sample	336	13	10	9	14	275	47	9	13	18	8	144	174	294	12	15	27
Total	403	17	13	13	17	329	54	9	16	21	8	170	207	353	15	16	31
NEUTRAL (5-6)	99	**	**	**	**	72	**	**	**	**	**	41	50	86	**	**	**
	25%	**	**	**	**	22%	**	**	**	**	**	24%	24%	24%	**	**	**
SATISFIED (7-10)	272	**	**	**	**	235	**	**	**	**	**	119	136	239	**	**	**
	67%	**	**	**	**	71%	**	**	**	**	**	70%	66%	68%	**	**	**
Answered	403	**	**	**	**	329	**	**	**	**	**	170	207	353	**	**	**
Mean score	7.2	**	**	**	**	7.4	**	**	**	**	**	7.3	7.2	7.3	**	**	**
Standard deviation	1.92	**	**	**	**	1.88	**	**	**	**	**	1.87	2.01	1.90	**	**	**
Standard error	.10	**	**	**	**	.10	**	**	**	**	**	.14	.14	.10	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 132

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1H. 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 Netflix? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Netflix in the past 3 months

		AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	~d		a	b	c	d	e	f	g	a	~b	~c	~d	
Unweighted total		2718	335	233	310	77	808	752	1723	109	110	196	434	410	214	26	40	30	
Effective Weighted Sample		2220	277	191	258	69	674	627	1395	95	95	160	366	341	205	25	37	28	
Total		2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	7	
1 - Extremely dissatisfied	(1.0)	7	2	-	-	**	2	4	3	-	1	2	3	2	-	**	**	**	
		*%	1%	-%	-%	**	*%	1%	*%	-%	1%	1%	1%	1%	-%	**	**	**	
2	(2.0)	7	3	*	*	**	1	2	3	-	-	1	2	1	-	**	**	**	
		*%	1%	*%	*%	**	*%	*%	*%	-%	-%	*%	*%	*%	-%	**	**	**	
3	(3.0)	27	6	3	4	**	10	9	12	1	-	6	6	4	4	**	**	**	
		1%	2%	1%	1%	**	1%	1%	1%	1%	-%	3%	1%	1%	2%	**	**	**	
														b					
4	(4.0)	36	7	5	5	**	9	7	22	3	1	3	6	3	5	**	**	**	
		1%	2%	3%	2%	**	1%	1%	1%	3%	1%	2%	1%	1%	2%	**	**	**	
5	(5.0)	159	17	24	36	**	68	54	89	8	10	16	35	33	30	**	**	**	
		6%	5%	11%	12%	**	9%	7%	5%	7%	9%	8%	8%	8%	11%	**	**	**	
							a												
6	(6.0)	205	21	14	20	**	56	51	133	15	7	11	35	18	17	**	**	**	
		8%	6%	7%	6%	**	7%	7%	8%	13%	6%	6%	8%	4%	7%	**	**	**	
														g					
7	(7.0)	400	59	37	51	**	112	92	270	16	10	26	56	57	43	**	**	**	
		15%	16%	17%	17%	**	14%	12%	16%	14%	9%	14%	13%	14%	16%	**	**	**	
8	(8.0)	667	99	54	91	**	176	161	457	17	29	29	85	79	80	**	**	**	
		25%	28%	25%	30%	**	23%	21%	27%	15%	25%	15%	19%	19%	30%	**	**	**	
														aefg					
9	(9.0)	481	69	31	41	**	119	143	306	11	16	37	75	76	32	**	**	**	
		18%	19%	14%	13%	**	15%	19%	18%	9%	14%	19%	17%	19%	12%	**	**	**	
10 - Extremely satisfied	(10.0)	690	77	47	60	**	222	227	404	43	41	61	137	135	54	**	**	**	
		26%	21%	22%	19%	**	29%	30%	24%	37%	35%	32%	31%	33%	20%	**	**	**	
														b	b	b	b		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 132

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1H. 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 Netflix? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Netflix in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2718	335	233	310	77	808	752	1723	109	110	196	434	410	214	26	40	30	
Effective Weighted Sample	2220	277	191	258	69	674	627	1395	95	95	160	366	341	205	25	37	28	
Total	2679	361	215	308	94	775	751	1698	116	114	192	440	407	266	17	18	7	
DISSATISFIED (1-4)	77	17	9	10	**	22	22	40	4	2	12	17	10	9	**	**	**	
	3%	5%	4%	3%	**	3%	3%	2%	4%	1%	6%	4%	3%	4%	**	**	**	
											b							
NEUTRAL (5-6)	364	39	38	56	**	125	105	222	24	17	26	70	50	47	**	**	**	
	14%	11%	18%	18%	**	16%	14%	13%	21%	15%	14%	16%	12%	18%	**	**	**	
SATISFIED (7-10)	2238	305	168	243	**	629	624	1436	88	96	154	353	347	209	**	**	**	
	84%	84%	78%	79%	**	81%	83%	85%	76%	84%	80%	80%	85%	79%	**	**	**	
Answered	2679	361	215	308	**	775	751	1698	116	114	192	440	407	266	**	**	**	
Mean score	8.1	8.0	7.8	7.7	**	8.0	8.2	8.1	8.1	8.3	8.0	8.1	8.2	7.7	**	**	**	
Standard deviation	1.70	1.77	1.79	1.73	**	1.80	1.80	1.61	1.90	1.78	2.06	1.90	1.80	1.74	**	**	**	
Standard error	.03	.10	.12	.10	**	.06	.07	.04	.18	.17	.15	.09	.09	.12	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 132

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1H. 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 Netflix? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Netflix in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	~d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total		2718	101	113	117	97	2267	371	83	120	125	43	1106	1477	2473	66	83	149
Effective Weighted Sample		2220	97	108	113	93	1815	336	74	112	113	37	896	1212	2016	54	70	124
Total		2679	126	141	154	112	2185	413	89	141	138	44	1065	1482	2429	69	85	154
1 - Extremely dissatisfied	(1.0)	7 *%	- -%	- -%	- -%	** **	7 *%	* *%	** **	* *%	- -%	** **	2 *%	5 *%	7 *%	** **	** **	- -%
2	(2.0)	7 *%	- -%	- -%	- -%	** **	4 *%	2 *%	** **	- -%	2 1%	** **	3 *%	2 *%	4 *%	** **	** **	1 1%
3	(3.0)	27 1%	3 2%	2 1%	4 3%	** **	20 1%	7 2%	** **	2 2%	3 2%	** **	13 1%	12 1%	23 1%	** **	** **	2 1%
4	(4.0)	36 1%	5 4%	- -%	2 1%	** **	31 1%	5 1%	** **	2 1%	1 1%	** **	19 2%	15 1%	31 1%	** **	** **	5 3%
5	(5.0)	159 6%	11 9%	19 13%	20 13%	** **	126 6%	25 6%	** **	4 3%	6 5%	** **	69 6%	78 5%	137 6%	** **	** **	12 8%
6	(6.0)	205 8%	9 7%	8 6%	8 5%	** **	161 7%	33 8%	** **	5 3%	14 10%	** **	79 7%	115 8%	192 8%	** **	** **	5 3%
7	(7.0)	400 15%	22 17%	21 15%	20 13%	** **	313 14%	69 17%	** **	26 18%	22 16%	** **	151 14%	225 15%	363 15%	** **	** **	19 12%
8	(8.0)	667 25%	46 36%	35 25%	52 34%	** **	546 25%	103 25%	** **	43 31%	35 26%	** **	269 25%	358 24%	602 25%	** **	** **	37 24%
9	(9.0)	481 18%	19 15%	13 9%	18 12%	** **	411 19%	64 16%	** **	23 16%	27 19%	** **	198 19%	266 18%	453 19%	** **	** **	22 14%
10 - Extremely satisfied	(10.0)	690 26%	11 9%	43 30%	29 19%	** **	566 26%	105 26%	** **	36 26%	28 20%	** **	263 25%	405 27%	618 25%	** **	** **	52 34%
			a															
DISSATISFIED (1-4)		77 3%	8 6%	2 1%	7 4%	** **	61 3%	13 3%	** **	5 3%	5 4%	** **	37 3%	34 2%	64 3%	** **	** **	8 5%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 132

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1H. 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 Netflix? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Netflix in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	~d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	2718	101	113	117	97	2267	371	83	120	125	43	1106	1477	2473	66	83	149
Effective Weighted Sample	2220	97	108	113	93	1815	336	74	112	113	37	896	1212	2016	54	70	124
Total	2679	126	141	154	112	2185	413	89	141	138	44	1065	1482	2429	69	85	154
NEUTRAL (5-6)	364	20	27	29	**	287	58	**	9	21	**	148	193	329	**	**	17
	14%	16%	19%	19%	**	13%	14%	**	6%	15%	**	14%	13%	14%	**	**	11%
SATISFIED (7-10)	2238	98	112	119	**	1836	341	**	128	112	**	880	1254	2035	**	**	129
	84%	78%	79%	77%	**	84%	83%	**	90%	81%	**	83%	85%	84%	**	**	84%
Answered	2679	126	141	154	**	2185	413	**	141	138	**	1065	1482	2429	**	**	154
Mean score	8.1	7.5	8.0	7.7	**	8.1	8.0	**	8.2	7.9	**	8.0	8.1	8.1	**	**	8.2
Standard deviation	1.70	1.65	1.79	1.80	**	1.69	1.72	**	1.58	1.74	**	1.73	1.67	1.67	**	**	1.89
Standard error	.03	.16	.17	.17	**	.04	.09	**	.14	.16	**	.05	.04	.03	**	**	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 133

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B11. 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 Amazon Prime Video? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Amazon Prime Video in the past 3 months

		AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total		1843	237	192	253	61	543	552	1132	91	76	160	324	291	164	24	42	23	
Effective Weighted Sample		1488	195	155	208	55	450	459	898	79	66	127	269	244	158	23	40	22	
Total		1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	6	
1 - Extremely dissatisfied	(1.0)	8	-	-	-	**	-	1	5	**	**	*	*	1	-	**	**	**	
		*%	-%	-%	-%	**	-%	*%	*%	**	**	*%	*%	*%	-%	**	**	**	
2	(2.0)	8	2	1	1	**	2	2	6	**	**	1	2	1	1	**	**	**	
		*%	1%	1%	*%	**	*%	*%	1%	**	**	1%	1%	*%	1%	**	**	**	
3	(3.0)	25	3	2	2	**	6	8	12	**	**	3	5	3	1	**	**	**	
		1%	1%	1%	1%	**	1%	1%	1%	**	**	2%	1%	1%	1%	**	**	**	
4	(4.0)	53	7	2	6	**	13	22	23	**	**	8	11	14	6	**	**	**	
		3%	3%	1%	3%	**	3%	4%	2%	**	**	5%	3%	5%	3%	**	**	**	
5	(5.0)	139	22	15	22	**	45	47	84	**	**	13	31	26	19	**	**	**	
		8%	8%	9%	9%	**	8%	8%	8%	**	**	8%	10%	9%	9%	**	**	**	
6	(6.0)	191	28	21	29	**	57	57	116	**	**	15	27	35	26	**	**	**	
		10%	11%	12%	12%	**	11%	10%	10%	**	**	10%	8%	12%	12%	**	**	**	
7	(7.0)	369	52	36	46	**	93	102	233	**	**	26	59	53	41	**	**	**	
		20%	20%	21%	18%	**	18%	18%	21%	**	**	17%	18%	18%	20%	**	**	**	
8	(8.0)	429	81	45	69	**	127	106	286	**	**	28	56	52	55	**	**	**	
		24%	31%	26%	28%	**	24%	19%	26% afg	**	**	18%	17%	18%	26%	**	**	**	
9	(9.0)	257	35	23	32	**	72	84	157	**	**	24	54	32	24	**	**	**	
		14%	13%	13%	13%	**	14%	15%	14%	**	**	16%	17%	11%	11%	**	**	**	
10 - Extremely satisfied	(10.0)	344	32	27	42	**	110	127	190	**	**	36	80	76	36	**	**	**	
		19%	12%	16%	17%	**	21%	23%	17%	**	**	23%	25% b	26% b	17%	**	**	**	
DISSATISFIED (1-4)		94	12	5	9	**	21	33	46	**	**	12	18	19	9	**	**	**	
		5%	4%	3%	4%	**	4%	6%	4%	**	**	8%	6%	6%	4%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B11. 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 Amazon Prime Video? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Amazon Prime Video in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d
Unweighted total	1843	237	192	253	61	543	552	1132	91	76	160	324	291	164	24	42	23
Effective Weighted Sample	1488	195	155	208	55	450	459	898	79	66	127	269	244	158	23	40	22
Total	1823	260	173	249	76	524	555	1112	97	78	154	326	293	210	16	18	6
NEUTRAL (5-6)	330	50	36	51	**	101	104	200	**	**	28	59	60	45	**	**	**
	18%	19%	21%	20%	**	19%	19%	18%	**	**	18%	18%	21%	22%	**	**	**
SATISFIED (7-10)	1398	199	131	189	**	402	418	866	**	**	114	249	214	156	**	**	**
	77%	77%	76%	76%	**	77%	75%	78%	**	**	74%	77%	73%	74%	**	**	**
Answered	1823	260	173	249	**	524	555	1112	**	**	154	326	293	210	**	**	**
Mean score	7.6	7.5	7.6	7.6	**	7.7	7.7	7.6	**	**	7.7	7.8	7.7	7.5	**	**	**
Standard deviation	1.81	1.65	1.67	1.69	**	1.76	1.89	1.74	**	**	1.98	1.91	1.95	1.72	**	**	**
Standard error	.04	.11	.12	.11	**	.08	.08	.05	**	**	.16	.11	.11	.13	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 133

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1I. 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 Amazon Prime Video? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Amazon Prime Video in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total		1843	95	69	108	56	1607	193	48	57	59	29	806	957	1676	47	58	105
Effective Weighted Sample		1488	91	67	104	54	1279	173	42	53	52	26	644	776	1350	37	50	86
Total		1823	120	90	144	66	1562	215	51	67	65	32	787	953	1647	50	62	112
1 - Extremely dissatisfied	(1.0)	8	**	**	-	**	7	-	**	**	**	**	7	1	8	**	**	-
		*%	**	**	-%	**	*%	-%	**	**	**	**	1%	*%	*%	**	**	-%
2	(2.0)	8	**	**	1	**	8	-	**	**	**	**	4	4	6	**	**	2
		*%	**	**	1%	**	*%	-%	**	**	**	**	1%	*%	*%	**	**	1%
3	(3.0)	25	**	**	-	**	18	7	**	**	**	**	13	11	22	**	**	-
		1%	**	**	-%	**	1%	3%	**	**	**	**	2%	1%	1%	**	**	-%
4	(4.0)	53	**	**	6	**	42	7	**	**	**	**	26	23	40	**	**	8
		3%	**	**	4%	**	3%	3%	**	**	**	**	3%	2%	2%	**	**	7%
5	(5.0)	139	**	**	13	**	120	15	**	**	**	**	57	70	125	**	**	6
		8%	**	**	9%	**	8%	7%	**	**	**	**	7%	7%	8%	**	**	6%
6	(6.0)	191	**	**	21	**	163	22	**	**	**	**	91	90	164	**	**	16
		10%	**	**	14%	**	10%	10%	**	**	**	**	12%	9%	10%	**	**	14%
7	(7.0)	369	**	**	26	**	315	44	**	**	**	**	170	183	333	**	**	24
		20%	**	**	18%	**	20%	20%	**	**	**	**	22%	19%	20%	**	**	21%
8	(8.0)	429	**	**	42	**	365	50	**	**	**	**	188	214	400	**	**	18
		24%	**	**	29%	**	23%	23%	**	**	**	**	24%	22%	24%	**	**	16%
9	(9.0)	257	**	**	13	**	221	34	**	**	**	**	90	162	239	**	**	16
		14%	**	**	9%	**	14%	16%	**	**	**	**	11%	17% a	15%	**	**	14%
10 - Extremely satisfied	(10.0)	344	**	**	23	**	304	36	**	**	**	**	143	194	309	**	**	23
		19%	**	**	16%	**	19%	17%	**	**	**	**	18%	20%	19%	**	**	21%
DISSATISFIED (1-4)		94	**	**	7	**	74	14	**	**	**	**	49	40	76	**	**	9
		5%	**	**	5%	**	5%	7%	**	**	**	**	6%	4%	5%	**	**	8%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 133

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1I. 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 Amazon Prime Video? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Amazon Prime Video in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total	1843	95	69	108	56	1607	193	48	57	59	29	806	957	1676	47	58	105
Effective Weighted Sample	1488	91	67	104	54	1279	173	42	53	52	26	644	776	1350	37	50	86
Total	1823	120	90	144	66	1562	215	51	67	65	32	787	953	1647	50	62	112
NEUTRAL (5-6)	330	**	**	33	**	283	37	**	**	**	**	148	160	289	**	**	22
	18%	**	**	23%	**	18%	17%	**	**	**	**	19%	17%	18%	**	**	20%
SATISFIED (7-10)	1398	**	**	104	**	1205	164	**	**	**	**	590	753	1281	**	**	81
	77%	**	**	72%	**	77%	76%	**	**	**	**	75%	79%	78%	**	**	72%
Answered	1823	**	**	144	**	1562	215	**	**	**	**	787	953	1647	**	**	112
Mean score	7.6	**	**	7.5	**	7.7	7.6	**	**	**	**	7.5	7.8	7.7	**	**	7.5
													a				
Standard deviation	1.81	**	**	1.71	**	1.80	1.80	**	**	**	**	1.86	1.75	1.78	**	**	1.91
Standard error	.04	**	**	.16	**	.04	.13	**	**	**	**	.07	.06	.04	**	**	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 134

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1J. 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 YouTube channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched YouTube channels in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		1188	134	83	111	28	346	352	718	57	40	85	190	209	79	11	12	9
Effective Weighted Sample		974	113	70	95	25	294	301	579	50	35	72	163	179	76	11	11	8
Total		1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	2
1 - Extremely dissatisfied	(1.0)	2	1	**	-	**	-	-	1	**	**	**	-	-	**	**	**	**
		*%	1%	**	~%	**	~%	~%	*%	**	**	**	~%	~%	**	**	**	**
2	(2.0)	5	1	**	-	**	*	-	5	**	**	**	-	-	**	**	**	**
		*%	1%	**	~%	**	*%	~%	1%	**	**	**	~%	~%	**	**	**	**
3	(3.0)	12	1	**	1	**	3	5	4	**	**	**	3	2	**	**	**	**
		1%	1%	**	1%	**	1%	1%	1%	**	**	**	1%	1%	**	**	**	**
4	(4.0)	12	3	**	2	**	5	2	10	**	**	**	2	1	**	**	**	**
		1%	2%	**	2%	**	2%	1%	1%	**	**	**	1%	*%	**	**	**	**
5	(5.0)	95	14	**	16	**	41	25	53	**	**	**	13	14	**	**	**	**
		8%	9%	**	14%	**	12%	7%	8%	**	**	**	7%	7%	**	**	**	**
6	(6.0)	94	19	**	10	**	25	31	56	**	**	**	23	12	**	**	**	**
		8%	12%	**	9%	**	8%	9%	8%	**	**	**	12%	5%	**	**	**	**
7	(7.0)	190	36	**	18	**	49	46	134	**	**	**	30	22	**	**	**	**
		16%	24%	**	16%	**	15%	13%	19%	**	**	**	16%	10%	**	**	**	**
8	(8.0)	267	34	**	26	**	70	83	162	**	**	**	44	56	**	**	**	**
		23%	23%	**	23%	**	21%	23%	23%	**	**	**	23%	26%	**	**	**	**
9	(9.0)	204	17	**	16	**	49	77	101	**	**	**	30	44	**	**	**	**
		17%	12%	**	14%	**	15%	21%	15%	**	**	**	16%	21%	**	**	**	**
10 - Extremely satisfied	(10.0)	283	23	**	23	**	88	91	169	**	**	**	45	63	**	**	**	**
		24%	15%	**	20%	**	27%	25%	24%	**	**	**	24%	30%	**	**	**	**
DISSATISFIED (1-4)		31	7	**	3	**	9	7	20	**	**	**	4	3	**	**	**	**
		3%	4%	**	3%	**	3%	2%	3%	**	**	**	2%	1%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1J. 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 YouTube channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched YouTube channels in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	1188	134	83	111	28	346	352	718	57	40	85	190	209	79	11	12	9	
Effective Weighted Sample	974	113	70	95	25	294	301	579	50	35	72	163	179	76	11	11	8	
Total	1165	150	81	112	31	332	359	694	58	39	85	190	215	97	8	5	2	
NEUTRAL (5-6)	190	33	**	26	**	66	56	109	**	**	**	36	26	**	**	**	**	
	16%	22%	**	24%	**	20%	16%	16%	**	**	**	19%	12%	**	**	**	**	
SATISFIED (7-10)	944	111	**	83	**	257	297	565	**	**	**	150	186	**	**	**	**	
	81%	74%	**	74%	**	77%	83%	81%	**	**	**	79%	87%	**	**	**	**	
Answered	1165	150	**	112	**	332	359	694	**	**	**	190	215	**	**	**	**	
Mean score	8.0	7.4	**	7.6	**	7.9	8.1	7.9	**	**	**	7.9	8.3	**	**	**	**	
Standard deviation	1.74	1.81	**	1.80	**	1.82	1.65	1.74	**	**	**	1.69	1.59	**	**	**	**	
Standard error	.05	.16	**	.17	**	.10	.09	.06	**	**	**	.12	.11	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 134

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1J. 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 YouTube channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched YouTube channels in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1188	43	36	42	37	932	225	56	63	78	28	471	662	1062	27	49	76
Effective Weighted Sample	974	41	35	40	36	741	205	51	59	71	25	378	548	869	22	42	64
Total	1165	53	44	55	42	883	247	58	70	88	31	440	666	1037	26	48	75
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	-	**	**	**	1	1	2	**	**	**
		*%	**	**	**	**	*%	-%	**	**	**	*%	*%	*%	**	**	**
2	(2.0)	5	**	**	**	**	3	2	**	**	**	3	2	5	**	**	**
		*%	**	**	**	**	*%	1%	**	**	**	1%	*%	*%	**	**	**
3	(3.0)	12	**	**	**	**	9	3	**	**	**	2	9	9	**	**	**
		1%	**	**	**	**	1%	1%	**	**	**	1%	1%	1%	**	**	**
4	(4.0)	12	**	**	**	**	7	5	**	**	**	5	6	11	**	**	**
		1%	**	**	**	**	1%	2%	**	**	**	1%	1%	1%	**	**	**
5	(5.0)	95	**	**	**	**	76	14	**	**	**	44	44	80	**	**	**
		8%	**	**	**	**	9%	6%	**	**	**	10%	7%	8%	**	**	**
6	(6.0)	94	**	**	**	**	69	24	**	**	**	36	56	87	**	**	**
		8%	**	**	**	**	8%	10%	**	**	**	8%	8%	8%	**	**	**
7	(7.0)	190	**	**	**	**	137	44	**	**	**	69	114	172	**	**	**
		16%	**	**	**	**	16%	18%	**	**	**	16%	17%	17%	**	**	**
8	(8.0)	267	**	**	**	**	210	52	**	**	**	91	169	237	**	**	**
		23%	**	**	**	**	24%	21%	**	**	**	21%	25%	23%	**	**	**
9	(9.0)	204	**	**	**	**	153	43	**	**	**	75	112	179	**	**	**
		17%	**	**	**	**	17%	17%	**	**	**	17%	17%	17%	**	**	**
10 - Extremely satisfied (10.0)		283	**	**	**	**	216	60	**	**	**	114	153	254	**	**	**
		24%	**	**	**	**	24%	24%	**	**	**	26%	23%	25%	**	**	**
DISSATISFIED (1-4)		31	**	**	**	**	21	9	**	**	**	11	18	27	**	**	**
		3%	**	**	**	**	2%	4%	**	**	**	2%	3%	3%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1J. 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 YouTube channels? (Please think about what you have watched in the past 3 months)

Base : Those who have watched YouTube channels in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1188	43	36	42	37	932	225	56	63	78	28	471	662	1062	27	49	76
Effective Weighted Sample	974	41	35	40	36	741	205	51	59	71	25	378	548	869	22	42	64
Total	1165	53	44	55	42	883	247	58	70	88	31	440	666	1037	26	48	75
NEUTRAL (5-6)	190	**	**	**	**	146	38	**	**	**	**	81	101	167	**	**	**
	16%	**	**	**	**	16%	15%	**	**	**	**	18%	15%	16%	**	**	**
SATISFIED (7-10)	944	**	**	**	**	716	200	**	**	**	**	348	547	842	**	**	**
	81%	**	**	**	**	81%	81%	**	**	**	**	79%	82%	81%	**	**	**
Answered	1165	**	**	**	**	883	247	**	**	**	**	440	666	1037	**	**	**
Mean score	8.0	**	**	**	**	8.0	7.9	**	**	**	**	7.9	8.0	8.0	**	**	**
Standard deviation	1.74	**	**	**	**	1.74	1.75	**	**	**	**	1.80	1.70	1.74	**	**	**
Standard error	.05	**	**	**	**	.06	.12	**	**	**	**	.08	.07	.05	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 135

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1K. 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 BritBox? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Britbox in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		109	12	5	7	2	22	42	50	10	11	17	29	23	5	1	1	-
Effective Weighted Sample		94	10	5	6	2	19	37	43	10	10	15	26	21	5	1	1	-
Total		113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	-
2	(2.0)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1K. 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 BritBox? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Britbox in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	109	12	5	7	2	22	42	50	10	11	17	29	23	5	1	1	-	
Effective Weighted Sample	94	10	5	6	2	19	37	43	10	10	15	26	21	5	1	1	-	
Total	113	15	6	9	2	21	39	56	11	11	16	28	22	7	1	1	-	
SATISFIED (7-10)	78	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
69%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	113	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	2.02	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 135

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1K. 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 BritBox? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Britbox in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	109	3	2	4	1	89	16	4	4	5	3	33	71	89	5	10	15
Effective Weighted Sample	94	3	2	4	1	76	15	4	4	5	3	27	63	78	4	8	12
Total	113	5	3	6	1	92	17	5	4	6	3	30	77	94	6	9	14
2	(2.0)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1K. 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 BritBox? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Britbox in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	109	3	2	4	1	89	16	4	4	5	3	33	71	89	5	10	15
Effective Weighted Sample	94	3	2	4	1	76	15	4	4	5	3	27	63	78	4	8	12
Total	113	5	3	6	1	92	17	5	4	6	3	30	77	94	6	9	14
SATISFIED (7-10)	78	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
69%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	113	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	2.02	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 136

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1L. 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 Disney+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Disney+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	~c	~d		a	b	~c	~d	e	f	g	~a	~b	~c	~d
Unweighted total		1233	105	67	81	14	309	405	706	73	49	103	225	245	49	7	18	7
Effective Weighted Sample		998	85	53	65	11	255	332	570	62	39	81	184	202	47	7	16	6
Total		1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	2
1 - Extremely dissatisfied	(1.0)	5	1	**	**	**	-	1	1	**	**	-	-	1	**	**	**	**
		*%	1%	**	**	**	-%	*%	*%	**	**	-%	-%	*%	**	**	**	**
2	(2.0)	4	-	**	**	**	*	2	2	**	**	1	2	2	**	**	**	**
		*%	-%	**	**	**	*%	1%	*%	**	**	1%	1%	1%	**	**	**	**
3	(3.0)	10	1	**	**	**	2	4	6	**	**	2	4	-	**	**	**	**
		1%	1%	**	**	**	1%	1%	1%	**	**	3%	2%	-%	**	**	**	**
4	(4.0)	11	-	**	**	**	2	3	7	**	**	2	2	2	**	**	**	**
		1%	-%	**	**	**	1%	1%	1%	**	**	2%	1%	1%	**	**	**	**
5	(5.0)	66	2	**	**	**	21	25	33	**	**	4	14	19	**	**	**	**
		5%	2%	**	**	**	8%	7%	5%	**	**	4%	6%	8%	**	**	**	**
6	(6.0)	117	19	**	**	**	22	39	66	**	**	7	19	28	**	**	**	**
		10%	17%	**	**	**	8%	10%	9%	**	**	7%	9%	11%	**	**	**	**
7	(7.0)	190	23	**	**	**	41	62	110	**	**	13	31	36	**	**	**	**
		16%	20%	**	**	**	14%	16%	16%	**	**	14%	15%	15%	**	**	**	**
8	(8.0)	269	34	**	**	**	59	79	167	**	**	22	50	46	**	**	**	**
		22%	30%	**	**	**	21%	20%	24%	**	**	24%	23%	19%	**	**	**	**
9	(9.0)	214	21	**	**	**	39	67	135	**	**	15	33	41	**	**	**	**
		18%	19%	**	**	**	14%	17%	19%	**	**	16%	16%	17%	**	**	**	**
10 - Extremely satisfied (10.0)		313	12	**	**	**	97	103	177	**	**	28	58	67	**	**	**	**
		26%	10%	**	**	**	34%	27%	25%	**	**	30%	27%	28%	**	**	**	**
DISSATISFIED (1-4)		30	2	**	**	**	4	11	16	**	**	5	8	5	**	**	**	**
		3%	2%	**	**	**	1%	3%	2%	**	**	5%	4%	2%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1L. 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 Disney+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Disney+ in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	~b	~c	~d		a	b	~c	~d	e	f	g	~a	~b	~c	~d	
Unweighted total	1233	105	67	81	14	309	405	706	73	49	103	225	245	49	7	18	7	
Effective Weighted Sample	998	85	53	65	11	255	332	570	62	39	81	184	202	47	7	16	6	
Total	1199	112	62	75	13	283	387	703	72	43	91	212	241	62	5	7	2	
NEUTRAL (5-6)	183	21	**	**	**	44	64	98	**	**	10	33	46	**	**	**	**	
	15%	19%	**	**	**	15%	17%	14%	**	**	11%	16%	19%	**	**	**	**	
SATISFIED (7-10)	986	89	**	**	**	235	312	589	**	**	77	171	191	**	**	**	**	
	82%	79%	**	**	**	83%	81%	84%	**	**	84%	81%	79%	**	**	**	**	
Answered	1199	112	**	**	**	283	387	703	**	**	91	212	241	**	**	**	**	
Mean score	8.1	7.7	**	**	**	8.2	8.0	8.1	**	**	8.1	8.0	8.0	**	**	**	**	
Standard deviation	1.71	1.47	**	**	**	1.71	1.78	1.63	**	**	1.83	1.83	1.79	**	**	**	**	
Standard error	.05	.14	**	**	**	.10	.09	.06	**	**	.18	.12	.11	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 136

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1L. 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 Disney+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Disney+ in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1233	24	25	29	20	1061	141	36	30	51	24	580	601	1103	35	49	84
Effective Weighted Sample	998	23	24	28	19	844	127	33	28	44	21	472	482	890	27	41	68
Total	1199	30	32	38	24	1018	153	38	34	54	26	566	582	1071	32	49	81
1 - Extremely dissatisfied	(1.0)	5	**	**	**	**	5	-	**	**	**	2	2	5	**	**	**
		%	**	**	**	**	%	-%	**	**	**	%	%	%	**	**	**
2	(2.0)	4	**	**	**	**	4	-	**	**	**	2	3	4	**	**	**
		%	**	**	**	**	%	-%	**	**	**	%	%	%	**	**	**
3	(3.0)	10	**	**	**	**	7	3	**	**	**	4	4	8	**	**	**
		1%	**	**	**	**	1%	2%	**	**	**	1%	1%	1%	**	**	**
4	(4.0)	11	**	**	**	**	9	1	**	**	**	6	4	10	**	**	**
		1%	**	**	**	**	1%	1%	**	**	**	1%	1%	1%	**	**	**
5	(5.0)	66	**	**	**	**	51	11	**	**	**	38	24	56	**	**	**
		5%	**	**	**	**	5%	7%	**	**	**	7%	4%	5%	**	**	**
6	(6.0)	117	**	**	**	**	95	16	**	**	**	58	53	104	**	**	**
		10%	**	**	**	**	9%	10%	**	**	**	10%	9%	10%	**	**	**
7	(7.0)	190	**	**	**	**	158	27	**	**	**	98	85	165	**	**	**
		16%	**	**	**	**	16%	18%	**	**	**	17%	15%	15%	**	**	**
8	(8.0)	269	**	**	**	**	232	30	**	**	**	126	130	241	**	**	**
		22%	**	**	**	**	23%	20%	**	**	**	22%	22%	23%	**	**	**
9	(9.0)	214	**	**	**	**	190	23	**	**	**	99	107	193	**	**	**
		18%	**	**	**	**	19%	15%	**	**	**	18%	18%	18%	**	**	**
10 - Extremely satisfied (10.0)	(10.0)	313	**	**	**	**	268	41	**	**	**	132	168	286	**	**	**
		26%	**	**	**	**	26%	27%	**	**	**	23%	29%	27%	**	**	**
DISSATISFIED (1-4)		30	**	**	**	**	25	4	**	**	**	14	14	26	**	**	**
		3%	**	**	**	**	2%	3%	**	**	**	3%	2%	2%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 136

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1L. 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 Disney+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Disney+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1233	24	25	29	20	1061	141	36	30	51	24	580	601	1103	35	49	84
Effective Weighted Sample	998	23	24	28	19	844	127	33	28	44	21	472	482	890	27	41	68
Total	1199	30	32	38	24	1018	153	38	34	54	26	566	582	1071	32	49	81
NEUTRAL (5-6)	183	**	**	**	**	146	27	**	**	**	**	97	77	160	**	**	**
	15%	**	**	**	**	14%	18%	**	**	**	**	17%	13%	15%	**	**	**
SATISFIED (7-10)	986	**	**	**	**	847	121	**	**	**	**	455	490	885	**	**	**
	82%	**	**	**	**	83%	79%	**	**	**	**	80%	84%	83%	**	**	**
Answered	1199	**	**	**	**	1018	153	**	**	**	**	566	582	1071	**	**	**
Mean score	8.1	**	**	**	**	8.1	7.9	**	**	**	**	7.9	8.2	8.1	**	**	**
Standard deviation	1.71	**	**	**	**	1.70	1.77	**	**	**	**	1.72	1.70	1.71	**	**	**
Standard error	.05	**	**	**	**	.05	.15	**	**	**	**	.07	.07	.05	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1M. 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 Apple TV+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Apple TV+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		334	26	17	23	6	58	105	185	21	17	29	67	60	19	1	1	2
Effective Weighted Sample		282	21	16	20	5	51	90	155	19	15	26	59	51	18	1	1	2
Total		340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	1
1 - Extremely dissatisfied	(1.0)	3	**	**	**	**	**	*	2	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	%	1%	**	**	**	**	**	**	**	**	**
2	(2.0)	4	**	**	**	**	**	1	3	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	1%	1%	**	**	**	**	**	**	**	**	**
3	(3.0)	15	**	**	**	**	**	6	8	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	**	6%	4%	**	**	**	**	**	**	**	**	**
4	(4.0)	6	**	**	**	**	**	1	4	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	**	1%	2%	**	**	**	**	**	**	**	**	**
5	(5.0)	37	**	**	**	**	**	14	17	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	**	14%	9%	**	**	**	**	**	**	**	**	**
6	(6.0)	33	**	**	**	**	**	6	23	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	6%	12%	**	**	**	**	**	**	**	**	**
7	(7.0)	65	**	**	**	**	**	17	41	**	**	**	**	**	**	**	**	**
		19%	**	**	**	**	**	16%	21%	**	**	**	**	**	**	**	**	**
8	(8.0)	67	**	**	**	**	**	21	34	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	20%	18%	**	**	**	**	**	**	**	**	**
9	(9.0)	51	**	**	**	**	**	13	30	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	**	13%	16%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		62	**	**	**	**	**	24	32	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	24%	16%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		27	**	**	**	**	**	8	17	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	7%	9%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 137

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1M. 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 Apple TV+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Apple TV+ in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	334	26	17	23	6	58	105	185	21	17	29	67	60	19	1	1	2	
Effective Weighted Sample	282	21	16	20	5	51	90	155	19	15	26	59	51	18	1	1	2	
Total	340	27	19	25	6	58	103	194	20	15	28	66	59	24	1	1	1	
NEUTRAL (5-6)	69	**	**	**	**	**	21	40	**	**	**	**	**	**	**	**	**	
	20%	**	**	**	**	**	20%	21%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	244	**	**	**	**	**	75	137	**	**	**	**	**	**	**	**	**	
	72%	**	**	**	**	**	73%	71%	**	**	**	**	**	**	**	**	**	
Answered	340	**	**	**	**	**	103	194	**	**	**	**	**	**	**	**	**	
Mean score	7.4	**	**	**	**	**	7.5	7.3	**	**	**	**	**	**	**	**	**	
Standard deviation	2.05	**	**	**	**	**	2.12	2.06	**	**	**	**	**	**	**	**	**	
Standard error	.11	**	**	**	**	**	.21	.15	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1M. 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 Apple TV+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Apple TV+ in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		334	8	11	14	5	245	73	17	20	25	11	119	198	293	9	15	24
Effective Weighted Sample		282	8	10	14	5	204	64	15	18	21	10	99	168	246	8	13	21
Total		340	10	13	18	6	247	76	16	24	23	12	120	200	299	9	15	23
1 - Extremely dissatisfied	(1.0)	3	**	**	**	**	3	**	**	**	**	**	1	1	3	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
2	(2.0)	4	**	**	**	**	3	**	**	**	**	**	2	2	4	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
3	(3.0)	15	**	**	**	**	11	**	**	**	**	**	8	5	13	**	**	**
		4%	**	**	**	**	4%	**	**	**	**	**	6%	3%	4%	**	**	**
4	(4.0)	6	**	**	**	**	4	**	**	**	**	**	4	2	5	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	3%	1%	2%	**	**	**
5	(5.0)	37	**	**	**	**	20	**	**	**	**	**	15	20	32	**	**	**
		11%	**	**	**	**	8%	**	**	**	**	**	12%	10%	11%	**	**	**
6	(6.0)	33	**	**	**	**	26	**	**	**	**	**	15	15	30	**	**	**
		10%	**	**	**	**	10%	**	**	**	**	**	13%	7%	10%	**	**	**
7	(7.0)	65	**	**	**	**	46	**	**	**	**	**	24	35	55	**	**	**
		19%	**	**	**	**	19%	**	**	**	**	**	20%	18%	19%	**	**	**
8	(8.0)	67	**	**	**	**	45	**	**	**	**	**	21	42	57	**	**	**
		20%	**	**	**	**	18%	**	**	**	**	**	17%	21%	19%	**	**	**
9	(9.0)	51	**	**	**	**	43	**	**	**	**	**	14	35	48	**	**	**
		15%	**	**	**	**	17%	**	**	**	**	**	12%	18%	16%	**	**	**
10 - Extremely satisfied	(10.0)	62	**	**	**	**	47	**	**	**	**	**	17	42	51	**	**	**
		18%	**	**	**	**	19%	**	**	**	**	**	14%	21%	17%	**	**	**
DISSATISFIED (1-4)		27	**	**	**	**	21	**	**	**	**	**	14	11	24	**	**	**
		8%	**	**	**	**	8%	**	**	**	**	**	12%	6%	8%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 137

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1M. 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 Apple TV+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Apple TV+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	334	8	11	14	5	245	73	17	20	25	11	119	198	293	9	15	24
Effective Weighted Sample	282	8	10	14	5	204	64	15	18	21	10	99	168	246	8	13	21
Total	340	10	13	18	6	247	76	16	24	23	12	120	200	299	9	15	23
NEUTRAL (5-6)	69	**	**	**	**	45	**	**	**	**	**	30	35	62	**	**	**
	20%	**	**	**	**	18%	**	**	**	**	**	25%	17%	21%	**	**	**
SATISFIED (7-10)	244	**	**	**	**	180	**	**	**	**	**	76	154	212	**	**	**
	72%	**	**	**	**	73%	**	**	**	**	**	63%	77%	71%	**	**	**
Answered	340	**	**	**	**	247	**	**	**	**	**	120	200	299	**	**	**
Mean score	7.4	**	**	**	**	7.5	**	**	**	**	**	7.0	7.7	7.4	**	**	**
													a				
Standard deviation	2.05	**	**	**	**	2.08	**	**	**	**	**	2.15	1.96	2.06	**	**	**
Standard error	.11	**	**	**	**	.13	**	**	**	**	**	.20	.14	.12	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 138

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1N. 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 UKTV channels (e.g. Dave, Really, Yesterday, Drama)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched UKTV channels in the past 3 months

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total		1022	220	215	318	103	479	364	607	43	68	148	239	148	214	38	48	18
Effective Weighted Sample		853	185	180	268	90	407	308	503	38	58	124	205	126	204	37	46	16
Total		1043	243	200	325	124	483	362	630	46	68	144	242	145	272	27	20	5
1 - Extremely dissatisfied	(1.0)	1	1	-	-	-	1	-	1	**	**	-	-	-	-	**	**	**
		*%	*%	-%	-%	-%	*%	-%	*%	**	**	-%	-%	-%	-%	**	**	**
2	(2.0)	6	-	3	3	1	4	1	3	**	**	-	-	-	3	**	**	**
		1%	-%	1%	1%	1%	1%	*%	1%	**	**	-%	-%	-%	1%	**	**	**
3	(3.0)	15	3	4	4	-	5	8	4	**	**	2	5	2	4	**	**	**
		1%	1%	2%	1%	-%	1%	2%	1%	**	**	1%	2%	1%	2%	**	**	**
4	(4.0)	24	4	-	2	2	8	8	14	**	**	6	7	4	1	**	**	**
		2%	2%	-%	1%	2%	2%	2%	2%	**	**	4%	3%	3%	1%	**	**	**
5	(5.0)	102	24	16	33	17	42	37	58	**	**	10	19	21	28	**	**	**
		10%	10%	8%	10%	14%	9%	10%	9%	**	**	7%	8%	14%	10%	**	**	**
6	(6.0)	145	27	38	53	16	71	52	91	**	**	22	39	23	43	**	**	**
		14%	11%	19%	16%	13%	15%	14%	14%	**	**	15%	16%	16%	16%	**	**	**
7	(7.0)	267	69	53	88	35	123	84	171	**	**	31	56	28	74	**	**	**
		26%	28%	26%	27%	28%	25%	23%	27%	**	**	21%	23%	19%	27%	**	**	**
8	(8.0)	240	63	35	66	31	109	72	157	**	**	32	46	28	53	**	**	**
		23%	26%	18%	20%	25%	23%	20%	25%	**	**	22%	19%	19%	19%	**	**	**
9	(9.0)	100	28	20	26	6	46	41	50	**	**	17	27	20	21	**	**	**
		10%	12%	10%	8%	5%	10%	11%	8%	**	**	12%	11%	14%	8%	**	**	**
10 - Extremely satisfied (10.0)		144	24	32	48	17	73	59	81	**	**	26	44	20	45	**	**	**
		14%	10%	16%	15%	13%	15%	16%	13%	**	**	18%	18%	14%	16%	**	**	**
DISSATISFIED (1-4)		47	8	7	10	3	18	17	22	**	**	7	12	6	8	**	**	**
		4%	3%	3%	3%	2%	4%	5%	4%	**	**	5%	5%	4%	3%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 138

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1N. 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 UKTV channels (e.g. Dave, Really, Yesterday, Drama)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched UKTV channels in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1022	220	215	318	103	479	364	607	43	68	148	239	148	214	38	48	18	
Effective Weighted Sample	853	185	180	268	90	407	308	503	38	58	124	205	126	204	37	46	16	
Total	1043	243	200	325	124	483	362	630	46	68	144	242	145	272	27	20	5	
NEUTRAL (5-6)	247	51	54	86	33	114	89	149	**	**	31	58	44	71	**	**	**	
	24%	21%	27%	27%	26%	24%	25%	24%	**	**	22%	24%	30%	26%	**	**	**	
SATISFIED (7-10)	750	184	140	228	89	351	255	459	**	**	105	173	95	193	**	**	**	
	72%	76%	70%	70%	71%	73%	71%	73%	**	**	73%	71%	66%	71%	**	**	**	
Answered	1043	243	200	325	124	483	362	630	**	**	144	242	145	272	**	**	**	
Mean score	7.3	7.3	7.3	7.3	7.3	7.4	7.4	7.3	**	**	7.5	7.5	7.3	7.4	**	**	**	
Standard deviation	1.70	1.58	1.75	1.70	1.61	1.70	1.78	1.62	**	**	1.73	1.77	1.76	1.73	**	**	**	
Standard error	.05	.11	.12	.10	.16	.08	.09	.07	**	**	.14	.11	.14	.12	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 138

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1N. 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 UKTV channels (e.g. Dave, Really, Yesterday, Drama)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched UKTV channels in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			a	~b	c	d	a	~b	~c	~d	~e	~f	a	b		a	~b	~c	~d
Unweighted total		1022	115	99	114	100	939	61	17	21	19	4	383	604		944	24	30	54
Effective Weighted Sample		853	110	94	110	96	779	55	14	20	17	4	313	511		785	21	27	47
Total		1043	148	125	155	117	949	72	19	28	21	5	373	635		957	30	30	60
1 - Extremely dissatisfied	(1.0)	1	-	**	-	-	1	**	**	**	**	**	-	1		1	**	**	**
		*%	-%	**	-%	-%	*%	**	**	**	**	**	-%	*%		*%	**	**	**
2	(2.0)	6	1	**	3	-	5	**	**	**	**	**	2	4		6	**	**	**
		1%	1%	**	2%	-%	1%	**	**	**	**	**	1%	1%		1%	**	**	**
3	(3.0)	15	3	**	3	2	12	**	**	**	**	**	4	8		12	**	**	**
		1%	2%	**	2%	1%	1%	**	**	**	**	**	1%	1%		1%	**	**	**
4	(4.0)	24	1	**	1	-	17	**	**	**	**	**	7	16		21	**	**	**
		2%	1%	**	1%	-%	2%	**	**	**	**	**	2%	3%		2%	**	**	**
5	(5.0)	102	12	**	13	15	88	**	**	**	**	**	40	57		86	**	**	**
		10%	8%	**	8%	13%	9%	**	**	**	**	**	11%	9%		9%	**	**	**
6	(6.0)	145	24	**	26	17	139	**	**	**	**	**	62	79		141	**	**	**
		14%	16%	**	17%	15%	15%	**	**	**	**	**	17%	12%		15%	**	**	**
7	(7.0)	267	43	**	47	27	258	**	**	**	**	**	108	153		247	**	**	**
		26%	29%	**	30%	23%	27%	**	**	**	**	**	29%	24%		26%	**	**	**
8	(8.0)	240	36	**	36	17	211	**	**	**	**	**	82	143		220	**	**	**
		23%	24%	**	23%	14%	22%	**	**	**	**	**	22%	23%		23%	**	**	**
9	(9.0)	100	14	**	10	11	89	**	**	**	**	**	31	68		95	**	**	**
		10%	9%	**	7%	10%	9%	**	**	**	**	**	8%	11%		10%	**	**	**
10 - Extremely satisfied	(10.0)	144	15	**	16	29	130	**	**	**	**	**	37	104		126	**	**	**
		14%	10%	**	10%	25% ac	14%	**	**	**	**	**	10%	16% a		13%	**	**	**
DISSATISFIED (1-4)		47	5	**	7	2	35	**	**	**	**	**	13	30		41	**	**	**
		4%	4%	**	4%	1%	4%	**	**	**	**	**	3%	5%		4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 138

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1N. 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 UKTV channels (e.g. Dave, Really, Yesterday, Drama)? (Please think about what you have watched in the past 3 months)

Base : Those who have watched UKTV channels in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	~b	c	d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1022	115	99	114	100	939	61	17	21	19	4	383	604	944	24	30	54
Effective Weighted Sample	853	110	94	110	96	779	55	14	20	17	4	313	511	785	21	27	47
Total	1043	148	125	155	117	949	72	19	28	21	5	373	635	957	30	30	60
NEUTRAL (5-6)	247	36	**	39	32	227	**	**	**	**	**	102	137	228	**	**	**
	24%	24%	**	25%	27%	24%	**	**	**	**	**	27%	22%	24%	**	**	**
SATISFIED (7-10)	750	107	**	109	84	687	**	**	**	**	**	257	468	689	**	**	**
	72%	72%	**	70%	71%	72%	**	**	**	**	**	69%	74%	72%	**	**	**
Answered	1043	148	**	155	117	949	**	**	**	**	**	373	635	957	**	**	**
Mean score	7.3	7.3	**	7.2	7.6	7.3	**	**	**	**	**	7.2	7.5	7.3	**	**	**
Standard deviation	1.70	1.59	**	1.64	1.81	1.66	**	**	**	**	**	1.58	1.76	1.68	**	**	**
Standard error	.05	.15	**	.15	.18	.05	**	**	**	**	**	.08	.07	.05	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 139

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B10. 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 GB News? (Please think about what you have watched in the past 3 months)

Base : Those who have watched GB News in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		285	66	50	77	27	111	102	155	11	20	32	64	44	46	8	14	9
Effective Weighted Sample		235	57	39	61	24	91	85	126	10	17	28	55	37	44	8	13	8
Total		298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6	3
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	1	2	-	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	1%	2%	-%	**	**	**	**	**	**	**	**	**
2	(2.0)	11	**	**	**	**	5	4	5	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	4%	4%	3%	**	**	**	**	**	**	**	**	**
3	(3.0)	9	**	**	**	**	4	5	3	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	4%	5%	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	11	**	**	**	**	4	6	5	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	4%	6%	3%	**	**	**	**	**	**	**	**	**
5	(5.0)	32	**	**	**	**	12	12	17	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	10%	11%	10%	**	**	**	**	**	**	**	**	**
6	(6.0)	33	**	**	**	**	18	12	17	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	16%	12%	11%	**	**	**	**	**	**	**	**	**
7	(7.0)	50	**	**	**	**	18	10	38	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	16%	9%	23%	**	**	**	**	**	**	**	**	**
8	(8.0)	65	**	**	**	**	20	21	38	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	17%	20%	23%	**	**	**	**	**	**	**	**	**
9	(9.0)	39	**	**	**	**	12	20	13	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	11%	19%	8%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		45	**	**	**	**	17	14	27	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	15%	13%	17%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		33	**	**	**	**	14	17	13	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	13%	16%	8%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B10. 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 GB News? (Please think about what you have watched in the past 3 months)

Base : Those who have watched GB News in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	285	66	50	77	27	111	102	155	11	20	32	64	44	46	8	14	9	
Effective Weighted Sample	235	57	39	61	24	91	85	126	10	17	28	55	37	44	8	13	8	
Total	298	78	40	75	34	112	105	164	13	23	35	68	46	60	6	6	3	
NEUTRAL (5-6)	65	**	**	**	**	30	24	34	**	**	**	**	**	**	**	**	**	
	22%	**	**	**	**	27%	23%	21%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	199	**	**	**	**	67	64	116	**	**	**	**	**	**	**	**	**	
	67%	**	**	**	**	60%	61%	71%	**	**	**	**	**	**	**	**	**	
Answered	298	**	**	**	**	112	105	164	**	**	**	**	**	**	**	**	**	
Mean score	7.1	**	**	**	**	6.9	7.0	7.2	**	**	**	**	**	**	**	**	**	
Standard deviation	2.15	**	**	**	**	2.24	2.36	1.98	**	**	**	**	**	**	**	**	**	
Standard error	.13	**	**	**	**	.21	.23	.16	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 139

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B10. 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 GB News? (Please think about what you have watched in the past 3 months)

Base : Those who have watched GB News in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	285	25	21	24	22	242	36	11	12	12	1	76	200	258	5	12	17
Effective Weighted Sample	235	24	20	23	21	196	32	9	11	11	1	61	165	212	3	11	14
Total	298	34	27	34	26	250	39	11	15	11	2	76	212	270	5	13	18
1 - Extremely dissatisfied	(1.0)	2	**	**	**	2	**	**	**	**	**	**	*	-	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
2	(2.0)	11	**	**	**	10	**	**	**	**	**	**	11	9	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	**	5%	3%	**	**	**
3	(3.0)	9	**	**	**	7	**	**	**	**	**	**	3	7	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	1%	3%	**	**	**
4	(4.0)	11	**	**	**	8	**	**	**	**	**	**	8	8	**	**	**
	4%	**	**	**	**	3%	**	**	**	**	**	**	4%	3%	**	**	**
5	(5.0)	32	**	**	**	21	**	**	**	**	**	**	19	30	**	**	**
	11%	**	**	**	**	8%	**	**	**	**	**	**	9%	11%	**	**	**
6	(6.0)	33	**	**	**	29	**	**	**	**	**	**	24	30	**	**	**
	11%	**	**	**	**	12%	**	**	**	**	**	**	11%	11%	**	**	**
7	(7.0)	50	**	**	**	46	**	**	**	**	**	**	38	48	**	**	**
	17%	**	**	**	**	18%	**	**	**	**	**	**	18%	18%	**	**	**
8	(8.0)	65	**	**	**	56	**	**	**	**	**	**	48	60	**	**	**
	22%	**	**	**	**	22%	**	**	**	**	**	**	23%	22%	**	**	**
9	(9.0)	39	**	**	**	30	**	**	**	**	**	**	28	38	**	**	**
	13%	**	**	**	**	12%	**	**	**	**	**	**	13%	14%	**	**	**
10 - Extremely satisfied (10.0)	45	**	**	**	**	42	**	**	**	**	**	**	33	40	**	**	**
	15%	**	**	**	**	17%	**	**	**	**	**	**	16%	15%	**	**	**
DISSATISFIED (1-4)	33	**	**	**	**	27	**	**	**	**	**	**	22	24	**	**	**
	11%	**	**	**	**	11%	**	**	**	**	**	**	10%	9%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B10. 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 GB News? (Please think about what you have watched in the past 3 months)

Base : Those who have watched GB News in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	285	25	21	24	22	242	36	11	12	12	1	76	200	258	5	12	17
Effective Weighted Sample	235	24	20	23	21	196	32	9	11	11	1	61	165	212	3	11	14
Total	298	34	27	34	26	250	39	11	15	11	2	76	212	270	5	13	18
NEUTRAL (5-6)	65	**	**	**	**	50	**	**	**	**	**	**	43	60	**	**	**
	22%	**	**	**	**	20%	**	**	**	**	**	**	20%	22%	**	**	**
SATISFIED (7-10)	199	**	**	**	**	173	**	**	**	**	**	**	147	186	**	**	**
	67%	**	**	**	**	69%	**	**	**	**	**	**	69%	69%	**	**	**
Answered	298	**	**	**	**	250	**	**	**	**	**	**	212	270	**	**	**
Mean score	7.1	**	**	**	**	7.2	**	**	**	**	**	**	7.2	7.3	**	**	**
Standard deviation	2.15	**	**	**	**	2.15	**	**	**	**	**	**	2.12	2.04	**	**	**
Standard error	.13	**	**	**	**	.14	**	**	**	**	**	**	.15	.13	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1P. 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 Hayu? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Hayu in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		85	5	-	-	-	12	33	38	7	7	10	22	17	-	-	-	-
Effective Weighted Sample		72	4	-	-	-	11	28	32	6	6	9	19	14	-	-	-	-
Total		85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	-
1 - Extremely dissatisfied	(1.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1P. 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 Hayu? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Hayu in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	85	5	-	-	-	12	33	38	7	7	10	22	17	-	-	-	-	
Effective Weighted Sample	72	4	-	-	-	11	28	32	6	6	9	19	14	-	-	-	-	
Total	85	4	-	-	-	11	32	41	7	7	8	21	17	-	-	-	-	
NEUTRAL (5-6)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 140

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1P. 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 Hayu? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Hayu in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b		~a	~b	~c	~d
Unweighted total		85	-	-	-	-	66	15	5	4	5	1	31	48		76	2	4	6
Effective Weighted Sample		72	-	-	-	-	55	14	4	4	5	1	26	41		64	2	4	6
Total		85	-	-	-	-	65	17	5	5	6	1	32	47		76	2	5	7
1 - Extremely dissatisfied	(1.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1P. 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 Hayu? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Hayu in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	85	-	-	-	-	66	15	5	4	5	1	31	48	76	2	4	6
Effective Weighted Sample	72	-	-	-	-	55	14	4	4	5	1	26	41	64	2	4	6
Total	85	-	-	-	-	65	17	5	5	6	1	32	47	76	2	5	7
NEUTRAL (5-6)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1Q. 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 Paramount+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Paramount+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		356	51	29	38	9	100	120	210	14	17	36	77	62	27	1	4	6
Effective Weighted Sample		279	40	24	31	7	80	97	163	12	15	28	64	50	26	1	4	6
Total		335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	2
1 - Extremely dissatisfied	(1.0)	3	**	**	**	**	-	-	2	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	-%	-%	1%	**	**	**	**	**	**	**	**	**
2	(2.0)	6	**	**	**	**	-	2	4	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	-%	2%	2%	**	**	**	**	**	**	**	**	**
3	(3.0)	5	**	**	**	**	1	2	3	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	1%	1%	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	15	**	**	**	**	3	3	9	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	3%	3%	4%	**	**	**	**	**	**	**	**	**
5	(5.0)	35	**	**	**	**	6	8	20	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	7%	7%	10%	**	**	**	**	**	**	**	**	**
6	(6.0)	37	**	**	**	**	9	15	22	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	10%	13%	11%	**	**	**	**	**	**	**	**	**
7	(7.0)	66	**	**	**	**	20	16	47	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	22%	15%	23%	**	**	**	**	**	**	**	**	**
8	(8.0)	65	**	**	**	**	15	20	40	**	**	**	**	**	**	**	**	**
		19%	**	**	**	**	17%	19%	20%	**	**	**	**	**	**	**	**	**
9	(9.0)	39	**	**	**	**	12	18	20	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	13%	17%	10%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		64	**	**	**	**	25	25	37	**	**	**	**	**	**	**	**	**
		19%	**	**	**	**	27%	23%	18%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		29	**	**	**	**	4	7	19	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	5%	7%	9%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 141

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1Q. 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 Paramount+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Paramount+ in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	356	51	29	38	9	100	120	210	14	17	36	77	62	27	1	4	6	
Effective Weighted Sample	279	40	24	31	7	80	97	163	12	15	28	64	50	26	1	4	6	
Total	335	48	26	37	10	92	109	204	13	15	31	69	60	33	1	2	2	
NEUTRAL (5-6)	71	**	**	**	**	15	22	42	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	17%	20%	20%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	234	**	**	**	**	72	79	144	**	**	**	**	**	**	**	**	**	
	70%	**	**	**	**	79%	73%	71%	**	**	**	**	**	**	**	**	**	
Answered	335	**	**	**	**	92	109	204	**	**	**	**	**	**	**	**	**	
Mean score	7.3	**	**	**	**	7.8	7.7	7.3	**	**	**	**	**	**	**	**	**	
Standard deviation	2.06	**	**	**	**	1.82	1.97	2.05	**	**	**	**	**	**	**	**	**	
Standard error	.11	**	**	**	**	.18	.18	.14	**	**	**	**	**	**	**	**	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 141

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1Q. 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 Paramount+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Paramount+ in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	356	15	12	16	11	316	33	7	6	15	5	147	196	317	15	10	25
Effective Weighted Sample	279	14	11	15	11	246	27	6	4	13	4	118	151	248	11	9	21
Total	335	18	15	21	12	294	33	5	5	17	5	142	181	300	12	9	21
1 - Extremely dissatisfied	(1.0)	3	**	**	**	3	**	**	**	**	**	2	1	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	2%	1%	1%	**	**	**
2	(2.0)	6	**	**	**	4	**	**	**	**	**	4	2	5	**	**	**
	2%	**	**	**	**	1%	**	**	**	**	**	3%	1%	2%	**	**	**
3	(3.0)	5	**	**	**	4	**	**	**	**	**	1	4	5	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	2%	2%	**	**	**
4	(4.0)	15	**	**	**	13	**	**	**	**	**	8	8	14	**	**	**
	5%	**	**	**	**	4%	**	**	**	**	**	5%	4%	5%	**	**	**
5	(5.0)	35	**	**	**	29	**	**	**	**	**	16	15	27	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	11%	8%	9%	**	**	**
6	(6.0)	37	**	**	**	35	**	**	**	**	**	17	19	34	**	**	**
	11%	**	**	**	**	12%	**	**	**	**	**	12%	10%	11%	**	**	**
7	(7.0)	66	**	**	**	57	**	**	**	**	**	31	34	58	**	**	**
	20%	**	**	**	**	19%	**	**	**	**	**	22%	19%	19%	**	**	**
8	(8.0)	65	**	**	**	59	**	**	**	**	**	24	39	61	**	**	**
	19%	**	**	**	**	20%	**	**	**	**	**	17%	22%	20%	**	**	**
9	(9.0)	39	**	**	**	35	**	**	**	**	**	15	23	38	**	**	**
	12%	**	**	**	**	12%	**	**	**	**	**	10%	13%	13%	**	**	**
10 - Extremely satisfied (10.0)	64	**	**	**	**	55	**	**	**	**	**	26	36	55	**	**	**
	19%	**	**	**	**	19%	**	**	**	**	**	18%	20%	18%	**	**	**
DISSATISFIED (1-4)	29	**	**	**	**	24	**	**	**	**	**	15	15	27	**	**	**
	9%	**	**	**	**	8%	**	**	**	**	**	10%	8%	9%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 141

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B1Q. 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 Paramount+? (Please think about what you have watched in the past 3 months)

Base : Those who have watched Paramount+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	356	15	12	16	11	316	33	7	6	15	5	147	196	317	15	10	25
Effective Weighted Sample	279	14	11	15	11	246	27	6	4	13	4	118	151	248	11	9	21
Total	335	18	15	21	12	294	33	5	5	17	5	142	181	300	12	9	21
NEUTRAL (5-6)	71	**	**	**	**	64	**	**	**	**	**	32	34	61	**	**	**
	21%	**	**	**	**	22%	**	**	**	**	**	23%	19%	20%	**	**	**
SATISFIED (7-10)	234	**	**	**	**	206	**	**	**	**	**	95	133	212	**	**	**
	70%	**	**	**	**	70%	**	**	**	**	**	67%	73%	71%	**	**	**
Answered	335	**	**	**	**	294	**	**	**	**	**	142	181	300	**	**	**
Mean score	7.3	**	**	**	**	7.4	**	**	**	**	**	7.1	7.5	7.4	**	**	**
Standard deviation	2.06	**	**	**	**	2.03	**	**	**	**	**	2.16	1.99	2.05	**	**	**
Standard error	.11	**	**	**	**	.11	**	**	**	**	**	.18	.14	.11	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 142

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2A. 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 BBC Radio stations? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any BBC Radio stations in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	~b	~c	~d
Unweighted total		2301	342	347	583	236	878	733	1366	110	154	231	488	294	380	56	74	73
Effective Weighted Sample		1891	282	278	478	204	728	608	1113	94	127	186	407	244	363	54	70	63
Total		2293	366	304	571	267	853	720	1367	112	152	219	481	291	478	39	32	21
1 - Extremely dissatisfied	(1.0)	21	6	3	7	5	10	9	9	2	1	1	5	7	6	**	**	**
		1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	**	**	**
2	(2.0)	13	5	3	3	-	6	5	8	1	1	1	3	4	1	**	**	**
		1%	1%	1%	*%	-%	1%	1%	1%	1%	*%	*%	1%	1%	*%	**	**	**
3	(3.0)	49	7	8	9	1	14	21	24	3	2	5	12	7	7	**	**	**
		2%	2%	3%	2%	*%	2%	3%	2%	3%	1%	2%	3%	3%	2%	**	**	**
4	(4.0)	58	6	4	7	3	23	27	18	6	5	7	18	12	6	**	**	**
		3%	2%	1%	1%	1%	3%	4%	1%	6%	3%	3%	4%	4%	1%	**	**	**
								b		b			b	b				
5	(5.0)	192	29	18	29	11	60	67	97	10	6	13	39	33	24	**	**	**
		8%	8%	6%	5%	4%	7%	9%	7%	9%	4%	6%	8%	11%	5%	**	**	**
6	(6.0)	226	36	23	40	16	71	71	131	12	9	19	43	35	34	**	**	**
		10%	10%	8%	7%	6%	8%	10%	10%	11%	6%	9%	9%	12%	7%	**	**	**
7	(7.0)	390	66	47	78	31	134	123	239	28	25	33	82	52	64	**	**	**
		17%	18%	15%	14%	12%	16%	17%	18%	25%	16%	15%	17%	18%	13%	**	**	**
8	(8.0)	496	80	69	129	60	180	132	321	18	24	46	89	52	112	**	**	**
		22%	22%	23%	23%	22%	21%	18%	24%	16%	16%	21%	18%	18%	23%	**	**	**
9	(9.0)	343	60	41	95	54	120	90	224	7	15	33	60	34	82	**	**	**
		15%	16%	13%	17%	20%	14%	12%	16%	7%	10%	15%	12%	12%	17%	**	**	**
10 - Extremely satisfied	(10.0)	504	71	89	176	86	236	176	296	24	64	61	131	55	142	**	**	**
		22%	19%	29%	31%	32%	28%	24%	22%	22%	42%	28%	27%	19%	30%	**	**	**
				a	a	a					abcefg							
DISSATISFIED (1-4)		142	24	17	26	9	53	61	59	12	9	14	37	29	20	**	**	**
		6%	7%	6%	5%	3%	6%	8%	4%	11%	6%	6%	8%	10%	4%	**	**	**
								b		b		b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 142

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2A. 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 BBC Radio stations? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any BBC Radio stations in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2301	342	347	583	236	878	733	1366	110	154	231	488	294	380	56	74	73	
Effective Weighted Sample	1891	282	278	478	204	728	608	1113	94	127	186	407	244	363	54	70	63	
Total	2293	366	304	571	267	853	720	1367	112	152	219	481	291	478	39	32	21	
NEUTRAL (5-6)	418	64	41	68	27	131	138	228	22	16	32	82	68	58	**	**	**	
	18%	18%	14%	12%	10%	15%	19%	17%	19%	10%	15%	17%	23% d	12%	**	**	**	
SATISFIED (7-10)	1733	277	246	477	231	669	521	1080	78	127	173	361	195	400	**	**	**	
	76%	76%	81%	84%	87%	78%	72%	79%	70%	84%	79%	75%	67%	84%	**	**	**	
				a	a			ag		ag	g							
Answered	2293	366	304	571	267	853	720	1367	112	152	219	481	291	478	**	**	**	
Mean score	7.7	7.6	7.9	8.1	8.3	7.8	7.5	7.8	7.2	8.3	7.9	7.7	7.2	8.1	**	**	**	
				a	a			cg		abcf _g	cg	g						
Standard deviation	1.96	2.03	1.98	1.90	1.80	2.00	2.11	1.83	2.12	1.96	1.94	2.08	2.19	1.86	**	**	**	
Standard error	.04	.11	.11	.08	.12	.07	.08	.05	.20	.16	.13	.09	.13	.10	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 142

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2A. 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 BBC Radio stations? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any BBC Radio stations in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	~c	d	~e	~f	a	b	a	~b	~c	d
Unweighted total		2301	208	172	205	175	1930	306	60	112	94	40	774	1426	2087	53	67	120
Effective Weighted Sample		1891	199	164	197	167	1554	278	52	105	86	36	616	1189	1704	46	59	104
Total		2293	259	219	277	201	1877	345	65	132	102	46	741	1450	2062	61	72	134
1 - Extremely dissatisfied	(1.0)	21	4	1	6	-	19	2	**	1	**	**	8	14	20	**	**	-
		1%	2%	1%	2%	-%	1%	1%	**	1%	**	**	1%	1%	1%	**	**	-%
2	(2.0)	13	1	-	1	-	10	3	**	1	**	**	5	7	11	**	**	-
		1%	*%	-%	*%	-%	1%	1%	**	1%	**	**	1%	*%	1%	**	**	-%
3	(3.0)	49	6	1	5	2	40	6	**	3	**	**	20	26	37	**	**	4
		2%	2%	*%	2%	1%	2%	2%	**	2%	**	**	3%	2%	2%	**	**	3%
4	(4.0)	58	5	1	5	1	42	12	**	4	**	**	22	32	47	**	**	10
		3%	2%	1%	2%	*%	2%	4%	**	3%	**	**	3%	2%	2%	**	**	7% a
5	(5.0)	192	12	12	18	6	146	37	**	7	**	**	75	104	167	**	**	11
		8%	5%	6%	6%	3%	8%	11%	**	5%	**	**	10%	7%	8%	**	**	8%
6	(6.0)	226	20	14	15	19	175	40	**	12	**	**	75	143	200	**	**	15
		10%	8%	7%	6%	9%	9%	12%	**	9%	**	**	10%	10%	10%	**	**	11%
7	(7.0)	390	33	31	35	29	317	64	**	24	**	**	139	238	360	**	**	16
		17%	13%	14%	13%	14%	17%	19%	**	18%	**	**	19%	16%	17%	**	**	12%
8	(8.0)	496	59	53	68	44	409	71	**	38	**	**	153	321	451	**	**	27
		22%	23%	24%	24%	22%	22%	21%	**	29%	**	**	21%	22%	22%	**	**	20%
9	(9.0)	343	56	26	49	33	288	47	**	18	**	**	97	227	316	**	**	20
		15%	21%	12%	18%	16%	15%	14%	**	14%	**	**	13%	16%	15%	**	**	15%
10 - Extremely satisfied	(10.0)	504	64	79	75	68	430	62	**	24	**	**	146	339	451	**	**	32
		22%	25%	36%	27%	34%	23%	18%	**	18%	**	**	20%	23%	22%	**	**	24%
DISSATISFIED (1-4)		142	16	4	17	3	111	24	**	9	**	**	55	79	116	**	**	14
		6%	6%	2%	6%	1%	6%	7%	**	7%	**	**	7%	5%	6%	**	**	10%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 142

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2A. 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 BBC Radio stations? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any BBC Radio stations in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	d	~e	~f	a	b	a	~b	~c	d
Unweighted total	2301	208	172	205	175	1930	306	60	112	94	40	774	1426	2087	53	67	120
Effective Weighted Sample	1891	199	164	197	167	1554	278	52	105	86	36	616	1189	1704	46	59	104
Total	2293	259	219	277	201	1877	345	65	132	102	46	741	1450	2062	61	72	134
NEUTRAL (5-6)	418	32	26	33	25	321	76	**	19	**	**	150	247	367	**	**	26
	18%	12%	12%	12%	12%	17%	22%	**	14%	**	**	20%	17%	18%	**	**	20%
SATISFIED (7-10)	1733	211	189	226	174	1444	244	**	104	**	**	536	1125	1579	**	**	94
	76%	81%	86%	82%	86%	77%	71%	**	79%	**	**	72%	78%	77%	**	**	70%
Answered	2293	259	219	277	201	1877	345	**	132	**	**	741	1450	2062	**	**	134
Mean score	7.7	8.0	8.3	7.9	8.4	7.7	7.4	**	7.6	**	**	7.5	7.8	7.7	**	**	7.6
													a				
Standard deviation	1.96	1.98	1.70	2.03	1.58	1.95	1.96	**	1.90	**	**	2.01	1.92	1.93	**	**	2.04
Standard error	.04	.14	.13	.14	.12	.04	.11	**	.18	**	**	.07	.05	.04	**	**	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 143

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2B. 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 talkSPORT or talkSPORT2? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkSPORT or talkSPORT2 in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d
Unweighted total		471	72	49	63	14	129	161	275	25	36	52	106	66	41	3	7	12
Effective Weighted Sample		397	60	38	50	12	107	138	229	24	31	40	89	56	40	3	7	11
Total		486	80	44	60	15	125	166	282	27	37	46	105	69	52	2	3	3
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	-	2	-	**	**	**	-	**	**	**	**	**
		%	**	**	**	**	-%	1%	-%	**	**	**	-%	**	**	**	**	**
2	(2.0)	4	**	**	**	**	-	-	2	**	**	**	-	**	**	**	**	**
		1%	**	**	**	**	-%	-%	1%	**	**	**	-%	**	**	**	**	**
3	(3.0)	4	**	**	**	**	-	2	1	**	**	**	-	**	**	**	**	**
		1%	**	**	**	**	-%	1%	1%	**	**	**	-%	**	**	**	**	**
4	(4.0)	10	**	**	**	**	3	4	5	**	**	**	4	**	**	**	**	**
		2%	**	**	**	**	2%	2%	2%	**	**	**	4%	**	**	**	**	**
5	(5.0)	25	**	**	**	**	9	7	12	**	**	**	4	**	**	**	**	**
		5%	**	**	**	**	8%	4%	4%	**	**	**	4%	**	**	**	**	**
6	(6.0)	42	**	**	**	**	8	23	16	**	**	**	17	**	**	**	**	**
		9%	**	**	**	**	7%	14% b	6%	**	**	**	16% b	**	**	**	**	**
7	(7.0)	94	**	**	**	**	25	28	60	**	**	**	16	**	**	**	**	**
		19%	**	**	**	**	20%	17%	21%	**	**	**	15%	**	**	**	**	**
8	(8.0)	118	**	**	**	**	30	32	76	**	**	**	22	**	**	**	**	**
		24%	**	**	**	**	24%	19%	27%	**	**	**	21%	**	**	**	**	**
9	(9.0)	80	**	**	**	**	13	31	43	**	**	**	16	**	**	**	**	**
		16%	**	**	**	**	10%	18%	15%	**	**	**	15%	**	**	**	**	**
10 - Extremely satisfied (10.0)		108	**	**	**	**	37	38	67	**	**	**	26	**	**	**	**	**
		22%	**	**	**	**	29%	23%	24%	**	**	**	24%	**	**	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	3	8	9	**	**	**	4	**	**	**	**	**
		4%	**	**	**	**	2%	5%	3%	**	**	**	4%	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2B. 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 talkSPORT or talkSPORT2? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkSPORT or talkSPORT2 in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	471	72	49	63	14	129	161	275	25	36	52	106	66	41	3	7	12	
Effective Weighted Sample	397	60	38	50	12	107	138	229	24	31	40	89	56	40	3	7	11	
Total	486	80	44	60	15	125	166	282	27	37	46	105	69	52	2	3	3	
NEUTRAL (5-6)	67	**	**	**	**	18	30	28	**	**	**	22	**	**	**	**	**	
	14%	**	**	**	**	14%	18%	10%	**	**	**	20%	**	**	**	**	**	
SATISFIED (7-10)	400	**	**	**	**	105	129	245	**	**	**	80	**	**	**	**	**	
	82%	**	**	**	**	84%	77%	87%	**	**	**	76%	**	**	**	**	**	
Answered	486	**	**	**	**	125	166	282	**	**	**	105	**	**	**	**	**	
Mean score	7.9	**	**	**	**	8.0	7.8	8.0	**	**	**	7.9	**	**	**	**	**	
Standard deviation	1.74	**	**	**	**	1.68	1.84	1.63	**	**	**	1.71	**	**	**	**	**	
Standard error	.08	**	**	**	**	.15	.15	.10	**	**	**	.17	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 143

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2B. 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 talkSPORT or talkSPORT2? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkSPORT or talkSPORT2 in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		471	30	11	25	16	384	75	16	22	34	3	156	295	434	4	14	18
Effective Weighted Sample		397	29	11	25	16	318	68	15	21	30	3	125	254	363	4	13	16
Total		486	39	13	34	18	392	81	19	25	34	3	151	313	445	5	13	19
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	2	-	2	**	**	**
		%	**	**	**	**	%	**	**	**	**	**	1%	-%	%	**	**	**
2	(2.0)	4	**	**	**	**	1	**	**	**	**	**	2	1	4	**	**	**
		1%	**	**	**	**	%	**	**	**	**	**	2%	%	1%	**	**	**
3	(3.0)	4	**	**	**	**	1	**	**	**	**	**	3	1	4	**	**	**
		1%	**	**	**	**	%	**	**	**	**	**	2%	%	1%	**	**	**
4	(4.0)	10	**	**	**	**	8	**	**	**	**	**	5	3	9	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	3%	1%	2%	**	**	**
5	(5.0)	25	**	**	**	**	18	**	**	**	**	**	10	13	21	**	**	**
		5%	**	**	**	**	5%	**	**	**	**	**	6%	4%	5%	**	**	**
6	(6.0)	42	**	**	**	**	34	**	**	**	**	**	20	22	36	**	**	**
		9%	**	**	**	**	9%	**	**	**	**	**	13%	7%	8%	**	**	**
7	(7.0)	94	**	**	**	**	83	**	**	**	**	**	29	60	84	**	**	**
		19%	**	**	**	**	21%	**	**	**	**	**	19%	19%	19%	**	**	**
8	(8.0)	118	**	**	**	**	92	**	**	**	**	**	33	79	108	**	**	**
		24%	**	**	**	**	23%	**	**	**	**	**	22%	25%	24%	**	**	**
9	(9.0)	80	**	**	**	**	64	**	**	**	**	**	26	51	77	**	**	**
		16%	**	**	**	**	16%	**	**	**	**	**	17%	16%	17%	**	**	**
10 - Extremely satisfied	(10.0)	108	**	**	**	**	89	**	**	**	**	**	21	83	101	**	**	**
		22%	**	**	**	**	23%	**	**	**	**	**	14%	27% a	23%	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	12	**	**	**	**	**	12	5	18	**	**	**
		4%	**	**	**	**	3%	**	**	**	**	**	8% b	2%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 143

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2B. 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 talkSPORT or talkSPORT2? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkSPORT or talkSPORT2 in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	471	30	11	25	16	384	75	16	22	34	3	156	295	434	4	14	18
Effective Weighted Sample	397	29	11	25	16	318	68	15	21	30	3	125	254	363	4	13	16
Total	486	39	13	34	18	392	81	19	25	34	3	151	313	445	5	13	19
NEUTRAL (5-6)	67	**	**	**	**	52	**	**	**	**	**	30	35	57	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	20%	11%	13%	**	**	**
SATISFIED (7-10)	400	**	**	**	**	327	**	**	**	**	**	110	273	370	**	**	**
	82%	**	**	**	**	84%	**	**	**	**	**	73%	87%	83%	**	**	**
													a				
Answered	486	**	**	**	**	392	**	**	**	**	**	151	313	445	**	**	**
Mean score	7.9	**	**	**	**	8.0	**	**	**	**	**	7.4	8.2	7.9	**	**	**
													a				
Standard deviation	1.74	**	**	**	**	1.66	**	**	**	**	**	1.95	1.55	1.74	**	**	**
Standard error	.08	**	**	**	**	.08	**	**	**	**	**	.16	.09	.08	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2C. 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 talkRADIO? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkRADIO in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		166	19	12	18	6	40	68	78	14	11	25	46	25	13	2	3	-
Effective Weighted Sample		146	17	10	16	6	35	60	67	14	10	22	42	21	12	2	3	-
Total		169	23	11	19	8	41	68	80	15	11	25	47	24	16	2	1	-
3	(3.0)	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		35	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		121	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		72%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		169	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2C. 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 talkRADIO? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkRADIO in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	166	19	12	18	6	40	68	78	14	11	25	46	25	13	2	3	-	
Effective Weighted Sample	146	17	10	16	6	35	60	67	14	10	22	42	21	12	2	3	-	
Total	169	23	11	19	8	41	68	80	15	11	25	47	24	16	2	1	-	
Mean score	7.5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.99	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 144

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2C. 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 talkRADIO? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkRADIO in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	166	7	6	9	4	122	40	8	9	19	4	34	124	145	4	8	12
Effective Weighted Sample	146	7	6	9	4	106	37	7	9	17	4	30	109	126	4	7	11
Total	169	10	6	12	4	126	39	8	9	18	4	34	125	147	4	9	13
3	(3.0)	6	**	**	**	4	**	**	**	**	**	**	1	6	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	1%	4%	**	**	**
4	(4.0)	12	**	**	**	9	**	**	**	**	**	**	10	9	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	**	8%	6%	**	**	**
5	(5.0)	15	**	**	**	9	**	**	**	**	**	**	12	11	**	**	**
	9%	**	**	**	**	7%	**	**	**	**	**	**	9%	8%	**	**	**
6	(6.0)	16	**	**	**	13	**	**	**	**	**	**	12	13	**	**	**
	9%	**	**	**	**	10%	**	**	**	**	**	**	9%	9%	**	**	**
7	(7.0)	28	**	**	**	21	**	**	**	**	**	**	17	26	**	**	**
	17%	**	**	**	**	17%	**	**	**	**	**	**	14%	18%	**	**	**
8	(8.0)	39	**	**	**	31	**	**	**	**	**	**	31	32	**	**	**
	23%	**	**	**	**	25%	**	**	**	**	**	**	25%	22%	**	**	**
9	(9.0)	20	**	**	**	16	**	**	**	**	**	**	19	18	**	**	**
	12%	**	**	**	**	12%	**	**	**	**	**	**	15%	13%	**	**	**
10 - Extremely satisfied (10.0)	35	**	**	**	**	24	**	**	**	**	**	**	24	31	**	**	**
	21%	**	**	**	**	19%	**	**	**	**	**	**	19%	21%	**	**	**
DISSATISFIED (1-4)	18	**	**	**	**	13	**	**	**	**	**	**	11	15	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	**	9%	10%	**	**	**
NEUTRAL (5-6)	30	**	**	**	**	22	**	**	**	**	**	**	23	25	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	**	19%	17%	**	**	**
SATISFIED (7-10)	121	**	**	**	**	92	**	**	**	**	**	**	91	108	**	**	**
	72%	**	**	**	**	73%	**	**	**	**	**	**	73%	73%	**	**	**
Answered	169	**	**	**	**	126	**	**	**	**	**	**	125	147	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2C. 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 talkRADIO? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to talkRADIO in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	166	7	6	9	4	122	40	8	9	19	4	34	124	145	4	8	12
Effective Weighted Sample	146	7	6	9	4	106	37	7	9	17	4	30	109	126	4	7	11
Total	169	10	6	12	4	126	39	8	9	18	4	34	125	147	4	9	13
Mean score	7.5	**	**	**	**	7.5	**	**	**	**	**	**	7.6	7.5	**	**	**
Standard deviation	1.99	**	**	**	**	1.93	**	**	**	**	**	**	1.89	1.98	**	**	**
Standard error	.15	**	**	**	**	.17	**	**	**	**	**	**	.17	.16	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 145

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2D. 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 Classic FM? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Classic FM in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	c	~d		a	b	~c	~d	~e	f	~g	a	~b	~c	~d
Unweighted total		543	64	90	146	56	202	203	287	40	52	72	155	83	105	15	14	12
Effective Weighted Sample		465	56	75	126	52	174	174	245	34	48	60	134	70	101	14	13	11
Total		574	81	82	150	68	203	211	305	42	58	74	163	83	130	11	6	3
1 - Extremely dissatisfied	(1.0)	2	**	**	-	**	-	*	*	**	**	**	-	**	-	**	**	**
		%	**	**	-%	**	-%	%	%	**	**	**	-%	**	-%	**	**	**
2	(2.0)	3	**	**	-	**	-	3	-	**	**	**	3	**	-	**	**	**
		1%	**	**	-%	**	-%	2%	-%	**	**	**	2%	**	-%	**	**	**
3	(3.0)	2	**	**	-	**	-	1	-	**	**	**	1	**	-	**	**	**
		%	**	**	-%	**	-%	1%	-%	**	**	**	1%	**	-%	**	**	**
4	(4.0)	19	**	**	2	**	3	14	5	**	**	**	14	**	1	**	**	**
		3%	**	**	1%	**	1%	7%	2%	**	**	**	9%	**	1%	**	**	**
								b				b						
5	(5.0)	42	**	**	2	**	11	13	21	**	**	**	11	**	2	**	**	**
		7%	**	**	2%	**	5%	6%	7%	**	**	**	6%	**	1%	**	**	**
6	(6.0)	57	**	**	11	**	22	24	29	**	**	**	19	**	8	**	**	**
		10%	**	**	7%	**	11%	11%	9%	**	**	**	12%	**	6%	**	**	**
7	(7.0)	79	**	**	21	**	27	24	45	**	**	**	17	**	18	**	**	**
		14%	**	**	14%	**	13%	12%	15%	**	**	**	10%	**	14%	**	**	**
8	(8.0)	140	**	**	32	**	41	50	80	**	**	**	34	**	28	**	**	**
		24%	**	**	21%	**	20%	24%	26%	**	**	**	21%	**	21%	**	**	**
9	(9.0)	88	**	**	30	**	37	31	55	**	**	**	25	**	25	**	**	**
		15%	**	**	20%	**	18%	14%	18%	**	**	**	15%	**	19%	**	**	**
10 - Extremely satisfied	(10.0)	141	**	**	52	**	62	51	71	**	**	**	40	**	47	**	**	**
		25%	**	**	35%	**	31%	24%	23%	**	**	**	25%	**	36%	**	**	**
DISSATISFIED (1-4)		26	**	**	2	**	3	19	5	**	**	**	18	**	1	**	**	**
		5%	**	**	1%	**	1%	9%	2%	**	**	**	11%	**	1%	**	**	**
							b					b						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2D. 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 Classic FM? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Classic FM in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	c	~d		a	b	~c	~d	~e	f	~g	a	~b	~c	~d	
Unweighted total	543	64	90	146	56	202	203	287	40	52	72	155	83	105	15	14	12	
Effective Weighted Sample	465	56	75	126	52	174	174	245	34	48	60	134	70	101	14	13	11	
Total	574	81	82	150	68	203	211	305	42	58	74	163	83	130	11	6	3	
NEUTRAL (5-6)	99	**	**	13	**	33	37	49	**	**	**	29	**	10	**	**	**	
	17%	**	**	9%	**	16%	17%	16%	**	**	**	18%	**	8%	**	**	**	
SATISFIED (7-10)	449	**	**	135	**	167	155	251	**	**	**	115	**	118	**	**	**	
	78%	**	**	90%	**	82%	74%	82%	**	**	**	71%	**	91%	**	**	**	
Answered	574	**	**	150	**	203	211	305	**	**	**	163	**	130	**	**	**	
Mean score	7.9	**	**	8.5	**	8.2	7.7	8.0	**	**	**	7.6	**	8.6	**	**	**	
Standard deviation	1.82	**	**	1.45	**	1.63	2.00	1.60	**	**	**	2.10	**	1.42	**	**	**	
Standard error	.08	**	**	.12	**	.11	.14	.09	**	**	**	.17	**	.14	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 145

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2D. 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 Classic FM? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Classic FM in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		543	56	49	60	45	430	97	20	29	36	12	144	378	482	13	19	32
Effective Weighted Sample		465	54	47	58	43	364	87	18	27	31	11	121	326	411	13	17	29
Total		574	65	64	81	49	452	104	21	33	37	14	148	403	505	18	20	38
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	1	**	**	**	**	**	*	1	2	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	*%	*%	*%	**	**	**
2	(2.0)	3	**	**	**	**	1	**	**	**	**	**	-	3	1	**	**	**
		1%	**	**	**	**	*%	**	**	**	**	**	-%	1%	*%	**	**	**
3	(3.0)	2	**	**	**	**	1	**	**	**	**	**	-	2	1	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	-%	1%	*%	**	**	**
4	(4.0)	19	**	**	**	**	14	**	**	**	**	**	5	12	12	**	**	**
		3%	**	**	**	**	3%	**	**	**	**	**	3%	3%	2%	**	**	**
5	(5.0)	42	**	**	**	**	28	**	**	**	**	**	13	26	37	**	**	**
		7%	**	**	**	**	6%	**	**	**	**	**	9%	7%	7%	**	**	**
6	(6.0)	57	**	**	**	**	43	**	**	**	**	**	16	40	52	**	**	**
		10%	**	**	**	**	9%	**	**	**	**	**	11%	10%	10%	**	**	**
7	(7.0)	79	**	**	**	**	62	**	**	**	**	**	29	45	74	**	**	**
		14%	**	**	**	**	14%	**	**	**	**	**	20%	11%	15%	**	**	**
8	(8.0)	140	**	**	**	**	110	**	**	**	**	**	44	91	122	**	**	**
		24%	**	**	**	**	24%	**	**	**	**	**	30%	23%	24%	**	**	**
9	(9.0)	88	**	**	**	**	77	**	**	**	**	**	15	71	79	**	**	**
		15%	**	**	**	**	17%	**	**	**	**	**	10%	18%	16%	**	**	**
10 - Extremely satisfied	(10.0)	141	**	**	**	**	115	**	**	**	**	**	26	111	125	**	**	**
		25%	**	**	**	**	26%	**	**	**	**	**	18%	28%	25%	**	**	**
DISSATISFIED (1-4)		26	**	**	**	**	17	**	**	**	**	**	5	19	16	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	4%	5%	3%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2D. 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 Classic FM? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Classic FM in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	543	56	49	60	45	430	97	20	29	36	12	144	378	482	13	19	32
Effective Weighted Sample	465	54	47	58	43	364	87	18	27	31	11	121	326	411	13	17	29
Total	574	65	64	81	49	452	104	21	33	37	14	148	403	505	18	20	38
NEUTRAL (5-6)	99	**	**	**	**	71	**	**	**	**	**	29	66	89	**	**	**
	17%	**	**	**	**	16%	**	**	**	**	**	19%	16%	18%	**	**	**
SATISFIED (7-10)	449	**	**	**	**	364	**	**	**	**	**	114	318	400	**	**	**
	78%	**	**	**	**	81%	**	**	**	**	**	77%	79%	79%	**	**	**
Answered	574	**	**	**	**	452	**	**	**	**	**	148	403	505	**	**	**
Mean score	7.9	**	**	**	**	8.0	**	**	**	**	**	7.6	8.0	7.9	**	**	**
Standard deviation	1.82	**	**	**	**	1.73	**	**	**	**	**	1.65	1.86	1.75	**	**	**
Standard error	.08	**	**	**	**	.08	**	**	**	**	**	.14	.10	.08	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 146

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2E. 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 any Absolute Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Absolute Radio in the past 3 months

		AGE					AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total		339	51	30	36	6	82	109	198	18	19	35	72	56	16	11	5	4	
Effective Weighted Sample		277	41	25	30	5	71	92	160	16	17	28	61	47	16	11	5	4	
Total		330	57	26	30	4	75	105	194	19	18	30	70	50	19	8	2	1	
2	(2.0)	1	**	**	**	**	**	-	1	**	**	**	**	**	**	**	**	**	
		*%	**	**	**	**	**	-%	1%	**	**	**	**	**	**	**	**	**	
3	(3.0)	3	**	**	**	**	**	1	-	**	**	**	**	**	**	**	**	**	
		1%	**	**	**	**	**	1%	-%	**	**	**	**	**	**	**	**	**	
4	(4.0)	6	**	**	**	**	**	2	3	**	**	**	**	**	**	**	**	**	
		2%	**	**	**	**	**	2%	2%	**	**	**	**	**	**	**	**	**	
5	(5.0)	29	**	**	**	**	**	12	12	**	**	**	**	**	**	**	**	**	
		9%	**	**	**	**	**	12%	6%	**	**	**	**	**	**	**	**	**	
6	(6.0)	31	**	**	**	**	**	10	18	**	**	**	**	**	**	**	**	**	
		9%	**	**	**	**	**	10%	9%	**	**	**	**	**	**	**	**	**	
7	(7.0)	66	**	**	**	**	**	19	42	**	**	**	**	**	**	**	**	**	
		20%	**	**	**	**	**	18%	22%	**	**	**	**	**	**	**	**	**	
8	(8.0)	74	**	**	**	**	**	23	44	**	**	**	**	**	**	**	**	**	
		23%	**	**	**	**	**	22%	23%	**	**	**	**	**	**	**	**	**	
9	(9.0)	45	**	**	**	**	**	12	31	**	**	**	**	**	**	**	**	**	
		14%	**	**	**	**	**	11%	16%	**	**	**	**	**	**	**	**	**	
10 - Extremely satisfied (10.0)		74	**	**	**	**	**	27	42	**	**	**	**	**	**	**	**	**	
		23%	**	**	**	**	**	25%	21%	**	**	**	**	**	**	**	**	**	
DISSATISFIED (1-4)		10	**	**	**	**	**	3	4	**	**	**	**	**	**	**	**	**	
		3%	**	**	**	**	**	2%	2%	**	**	**	**	**	**	**	**	**	
NEUTRAL (5-6)		60	**	**	**	**	**	22	30	**	**	**	**	**	**	**	**	**	
		18%	**	**	**	**	**	21%	16%	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 146

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2E. 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 any Absolute Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Absolute Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	339	51	30	36	6	82	109	198	18	19	35	72	56	16	11	5	4	
Effective Weighted Sample	277	41	25	30	5	71	92	160	16	17	28	61	47	16	11	5	4	
Total	330	57	26	30	4	75	105	194	19	18	30	70	50	19	8	2	1	
SATISFIED (7-10)	260	**	**	**	**	**	80	159	**	**	**	**	**	**	**	**	**	**
	79%	**	**	**	**	**	76%	82%	**	**	**	**	**	**	**	**	**	**
Answered	330	**	**	**	**	**	105	194	**	**	**	**	**	**	**	**	**	**
Mean score	7.8	**	**	**	**	**	7.8	7.9	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.73	**	**	**	**	**	1.78	1.63	**	**	**	**	**	**	**	**	**	**
Standard error	.09	**	**	**	**	**	.17	.12	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 146

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2E. 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 any Absolute Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Absolute Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		339	14	2	2	14	293	38	7	15	11	5	140	185	308	8	13	21
Effective Weighted Sample		277	14	2	2	14	237	34	6	14	10	5	116	151	249	8	12	19
Total		330	17	2	3	17	281	41	6	18	11	6	136	180	296	8	15	23
2	(2.0)	1	**	**	**	**	1	**	**	**	**	**	-	1	1	**	**	**
		%	**	**	**	**	%	**	**	**	**	**	-%	1%	%	**	**	**
3	(3.0)	3	**	**	**	**	2	**	**	**	**	**	1	1	3	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	%	1%	1%	**	**	**
4	(4.0)	6	**	**	**	**	3	**	**	**	**	**	2	4	4	**	**	**
		2%	**	**	**	**	1%	**	**	**	**	**	2%	2%	1%	**	**	**
5	(5.0)	29	**	**	**	**	23	**	**	**	**	**	10	17	25	**	**	**
		9%	**	**	**	**	8%	**	**	**	**	**	8%	9%	8%	**	**	**
6	(6.0)	31	**	**	**	**	27	**	**	**	**	**	11	19	28	**	**	**
		9%	**	**	**	**	10%	**	**	**	**	**	8%	10%	9%	**	**	**
7	(7.0)	66	**	**	**	**	59	**	**	**	**	**	31	31	57	**	**	**
		20%	**	**	**	**	21%	**	**	**	**	**	22%	17%	19%	**	**	**
8	(8.0)	74	**	**	**	**	64	**	**	**	**	**	32	39	65	**	**	**
		23%	**	**	**	**	23%	**	**	**	**	**	23%	22%	22%	**	**	**
9	(9.0)	45	**	**	**	**	37	**	**	**	**	**	19	26	45	**	**	**
		14%	**	**	**	**	13%	**	**	**	**	**	14%	15%	15%	**	**	**
10 - Extremely satisfied	(10.0)	74	**	**	**	**	66	**	**	**	**	**	31	41	68	**	**	**
		23%	**	**	**	**	23%	**	**	**	**	**	23%	23%	23%	**	**	**
DISSATISFIED (1-4)		10	**	**	**	**	6	**	**	**	**	**	3	6	8	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	2%	3%	3%	**	**	**
NEUTRAL (5-6)		60	**	**	**	**	50	**	**	**	**	**	21	36	53	**	**	**
		18%	**	**	**	**	18%	**	**	**	**	**	16%	20%	18%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 146

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2E. 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 any Absolute Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Absolute Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	339	14	2	2	14	293	38	7	15	11	5	140	185	308	8	13	21
Effective Weighted Sample	277	14	2	2	14	237	34	6	14	10	5	116	151	249	8	12	19
Total	330	17	2	3	17	281	41	6	18	11	6	136	180	296	8	15	23
SATISFIED (7-10)	260	**	**	**	**	225	**	**	**	**	**	113	138	235	**	**	**
	79%	**	**	**	**	80%	**	**	**	**	**	83%	77%	80%	**	**	**
Answered	330	**	**	**	**	281	**	**	**	**	**	136	180	296	**	**	**
Mean score	7.8	**	**	**	**	7.9	**	**	**	**	**	7.9	7.8	7.9	**	**	**
Standard deviation	1.73	**	**	**	**	1.69	**	**	**	**	**	1.63	1.78	1.72	**	**	**
Standard error	.09	**	**	**	**	.10	**	**	**	**	**	.14	.13	.10	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2F. 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 any Capital Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Capital radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		601	50	36	44	8	134	176	374	33	21	41	101	101	31	4	9	-
Effective Weighted Sample		518	43	31	38	7	119	152	322	29	18	36	90	86	30	4	9	-
Total		621	55	33	42	9	135	177	396	34	21	40	103	100	36	2	4	-
3	(3.0)	7	**	**	**	**	1	2	3	**	**	**	1	1	**	**	**	**
		1%	**	**	**	**	1%	1%	1%	**	**	**	1%	1%	**	**	**	**
4	(4.0)	13	**	**	**	**	4	2	9	**	**	**	2	-	**	**	**	**
		2%	**	**	**	**	3%	1%	2%	**	**	**	2%	-%	**	**	**	**
5	(5.0)	33	**	**	**	**	9	11	14	**	**	**	6	7	**	**	**	**
		5%	**	**	**	**	7%	6%	4%	**	**	**	6%	7%	**	**	**	**
6	(6.0)	64	**	**	**	**	12	19	42	**	**	**	14	7	**	**	**	**
		10%	**	**	**	**	9%	11%	11%	**	**	**	13%	7%	**	**	**	**
7	(7.0)	134	**	**	**	**	23	31	95	**	**	**	16	18	**	**	**	**
		22%	**	**	**	**	17%	17%	24%	**	**	**	15%	18%	**	**	**	**
8	(8.0)	165	**	**	**	**	34	49	106	**	**	**	26	31	**	**	**	**
		27%	**	**	**	**	26%	27%	27%	**	**	**	25%	31%	**	**	**	**
9	(9.0)	104	**	**	**	**	19	28	67	**	**	**	15	15	**	**	**	**
		17%	**	**	**	**	14%	16%	17%	**	**	**	15%	15%	**	**	**	**
10 - Extremely satisfied (10.0)		101	**	**	**	**	33	37	60	**	**	**	24	20	**	**	**	**
		16%	**	**	**	**	24%	21%	15%	**	**	**	23%	20%	**	**	**	**
DISSATISFIED (1-4)		20	**	**	**	**	5	4	12	**	**	**	3	1	**	**	**	**
		3%	**	**	**	**	4%	2%	3%	**	**	**	3%	1%	**	**	**	**
NEUTRAL (5-6)		97	**	**	**	**	21	29	56	**	**	**	20	14	**	**	**	**
		16%	**	**	**	**	15%	17%	14%	**	**	**	19%	14%	**	**	**	**
SATISFIED (7-10)		505	**	**	**	**	109	144	328	**	**	**	81	84	**	**	**	**
		81%	**	**	**	**	81%	81%	83%	**	**	**	78%	85%	**	**	**	**
Answered		621	**	**	**	**	135	177	396	**	**	**	103	100	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2F. 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 any Capital Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Capital radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	601	50	36	44	8	134	176	374	33	21	41	101	101	31	4	9	-	
Effective Weighted Sample	518	43	31	38	7	119	152	322	29	18	36	90	86	30	4	9	-	
Total	621	55	33	42	9	135	177	396	34	21	40	103	100	36	2	4	-	
Mean score	7.8	**	**	**	**	7.9	7.9	7.8	**	**	**	7.9	8.0	**	**	**	**	
Standard deviation	1.58	**	**	**	**	1.71	1.61	1.50	**	**	**	1.68	1.54	**	**	**	**	
Standard error	.06	**	**	**	**	.15	.12	.08	**	**	**	.17	.15	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2F. 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 any Capital Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Capital radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		601	14	17	15	16	490	98	13	38	31	16	231	347	551	17	17	34
Effective Weighted Sample		518	13	17	14	16	414	91	13	35	29	15	191	306	473	14	16	30
Total		621	17	19	19	17	492	114	14	46	34	19	223	374	570	17	17	34
3	(3.0)	7	**	**	**	**	2	**	**	**	**	**	1	6	5	**	**	**
		1%	**	**	**	**	%	**	**	**	**	**	%	2%	1%	**	**	**
4	(4.0)	13	**	**	**	**	8	**	**	**	**	**	5	7	8	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	2%	2%	1%	**	**	**
5	(5.0)	33	**	**	**	**	20	**	**	**	**	**	9	20	29	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	4%	5%	5%	**	**	**
6	(6.0)	64	**	**	**	**	46	**	**	**	**	**	25	34	63	**	**	**
		10%	**	**	**	**	9%	**	**	**	**	**	11%	9%	11%	**	**	**
7	(7.0)	134	**	**	**	**	108	**	**	**	**	**	41	87	124	**	**	**
		22%	**	**	**	**	22%	**	**	**	**	**	18%	23%	22%	**	**	**
8	(8.0)	165	**	**	**	**	128	**	**	**	**	**	58	102	149	**	**	**
		27%	**	**	**	**	26%	**	**	**	**	**	26%	27%	26%	**	**	**
9	(9.0)	104	**	**	**	**	91	**	**	**	**	**	35	69	95	**	**	**
		17%	**	**	**	**	19%	**	**	**	**	**	16%	18%	17%	**	**	**
10 - Extremely satisfied	(10.0)	101	**	**	**	**	88	**	**	**	**	**	49	50	98	**	**	**
		16%	**	**	**	**	18%	**	**	**	**	**	22%	13%	17%	**	**	**
DISSATISFIED (1-4)		20	**	**	**	**	10	**	**	**	**	**	6	13	13	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	3%	3%	2%	**	**	**
NEUTRAL (5-6)		97	**	**	**	**	66	**	**	**	**	**	34	54	91	**	**	**
		16%	**	**	**	**	13%	**	**	**	**	**	15%	14%	16%	**	**	**
SATISFIED (7-10)		505	**	**	**	**	416	**	**	**	**	**	183	308	465	**	**	**
		81%	**	**	**	**	84%	**	**	**	**	**	82%	82%	82%	**	**	**
Answered		621	**	**	**	**	492	**	**	**	**	**	223	374	570	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2F. 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 any Capital Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Capital radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	601	14	17	15	16	490	98	13	38	31	16	231	347	551	17	17	34
Effective Weighted Sample	518	13	17	14	16	414	91	13	35	29	15	191	306	473	14	16	30
Total	621	17	19	19	17	492	114	14	46	34	19	223	374	570	17	17	34
Mean score	7.8	**	**	**	**	7.9	**	**	**	**	**	8.0	7.7	7.8	**	**	**
Standard deviation	1.58	**	**	**	**	1.50	**	**	**	**	**	1.58	1.56	1.54	**	**	**
Standard error	.06	**	**	**	**	.07	**	**	**	**	**	.10	.08	.07	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 148

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2G. 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 any Heart Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Heart radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		717	117	80	99	19	212	240	410	38	28	70	149	122	70	11	15	3
Effective Weighted Sample		607	100	68	84	16	183	205	347	34	24	58	127	105	67	11	14	3
Total		760	142	80	100	20	217	246	451	41	30	69	152	123	86	7	6	1
2	(2.0)	1	-	**	**	**	-	-	-	**	**	**	-	-	**	**	**	**
		*%	-%	**	**	**	-%	-%	-%	**	**	**	-%	-%	**	**	**	**
3	(3.0)	5	2	**	**	**	3	4	-	**	**	**	3	1	**	**	**	**
		1%	1%	**	**	**	2%	2%	-%	**	**	**	2% b	1%	**	**	**	**
4	(4.0)	9	*	**	**	**	-	4	4	**	**	**	3	2	**	**	**	**
		1%	*%	**	**	**	-%	1%	1%	**	**	**	2%	2%	**	**	**	**
5	(5.0)	42	5	**	**	**	12	12	22	**	**	**	6	7	**	**	**	**
		6%	4%	**	**	**	6%	5%	5%	**	**	**	4%	5%	**	**	**	**
6	(6.0)	77	15	**	**	**	18	28	45	**	**	**	18	14	**	**	**	**
		10%	11%	**	**	**	8%	11%	10%	**	**	**	12%	11%	**	**	**	**
7	(7.0)	134	31	**	**	**	35	36	85	**	**	**	29	12	**	**	**	**
		18%	22%	**	**	**	16%	15%	19%	**	**	**	19%	10%	**	**	**	**
8	(8.0)	168	31	**	**	**	43	49	108	**	**	**	26	23	**	**	**	**
		22%	22%	**	**	**	20%	20%	24%	**	**	**	17%	19%	**	**	**	**
9	(9.0)	136	29	**	**	**	27	40	85	**	**	**	16	21	**	**	**	**
		18%	21%	**	**	**	13%	16%	19%	**	**	**	11%	17%	**	**	**	**
10 - Extremely satisfied (10.0)		188	28	**	**	**	77	74	102	**	**	**	50	44	**	**	**	**
		25%	20%	**	**	**	36%	30%	23%	**	**	**	33%	35% b	**	**	**	**
DISSATISFIED (1-4)		15	2	**	**	**	3	8	4	**	**	**	6	3	**	**	**	**
		2%	2%	**	**	**	2%	3%	1%	**	**	**	4%	2%	**	**	**	**
NEUTRAL (5-6)		119	21	**	**	**	30	40	67	**	**	**	24	21	**	**	**	**
		16%	15%	**	**	**	14%	16%	15%	**	**	**	16%	17%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2G. 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 any Heart Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Heart radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	717	117	80	99	19	212	240	410	38	28	70	149	122	70	11	15	3	
Effective Weighted Sample	607	100	68	84	16	183	205	347	34	24	58	127	105	67	11	14	3	
Total	760	142	80	100	20	217	246	451	41	30	69	152	123	86	7	6	1	
SATISFIED (7-10)	626	119	**	**	**	183	198	380	**	**	**	122	100	**	**	**	**	
	82%	84%	**	**	**	85%	81%	84%	**	**	**	80%	81%	**	**	**	**	
Answered	760	142	**	**	**	217	246	451	**	**	**	152	123	**	**	**	**	
Mean score	8.0	8.0	**	**	**	8.3	8.1	8.1	**	**	**	8.0	8.3	**	**	**	**	
Standard deviation	1.63	1.55	**	**	**	1.70	1.76	1.51	**	**	**	1.83	1.74	**	**	**	**	
Standard error	.06	.14	**	**	**	.12	.11	.07	**	**	**	.15	.16	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 148

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2G. 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 any Heart Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Heart radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	717	31	39	35	35	629	63	10	23	19	11	298	380	654	19	16	35
Effective Weighted Sample	607	30	37	34	34	526	58	10	22	18	10	245	328	551	17	15	32
Total	760	39	48	46	40	660	76	13	29	19	14	301	423	690	23	18	41
2	(2.0)	1	**	**	**	-	**	**	**	**	**	-	-	-	**	**	**
	%	**	**	**	**	-%	**	**	**	**	**	-%	-%	-%	**	**	**
3	(3.0)	5	**	**	**	4	**	**	**	**	**	-	4	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	-%	1%	%	**	**	**
4	(4.0)	9	**	**	**	9	**	**	**	**	**	4	5	9	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
5	(5.0)	42	**	**	**	32	**	**	**	**	**	18	19	37	**	**	**
	6%	**	**	**	**	5%	**	**	**	**	**	6%	5%	5%	**	**	**
6	(6.0)	77	**	**	**	68	**	**	**	**	**	40	35	70	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	13%	8%	10%	**	**	**
7	(7.0)	134	**	**	**	111	**	**	**	**	**	48	78	120	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	16%	18%	17%	**	**	**
8	(8.0)	168	**	**	**	146	**	**	**	**	**	72	85	150	**	**	**
	22%	**	**	**	**	22%	**	**	**	**	**	24%	20%	22%	**	**	**
9	(9.0)	136	**	**	**	120	**	**	**	**	**	42	91	132	**	**	**
	18%	**	**	**	**	18%	**	**	**	**	**	14%	21%	19%	**	**	**
10 - Extremely satisfied (10.0)	188	**	**	**	**	169	**	**	**	**	**	77	105	169	**	**	**
	25%	**	**	**	**	26%	**	**	**	**	**	26%	25%	25%	**	**	**
DISSATISFIED (1-4)	15	**	**	**	**	13	**	**	**	**	**	4	10	12	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	1%	2%	2%	**	**	**
NEUTRAL (5-6)	119	**	**	**	**	100	**	**	**	**	**	58	55	107	**	**	**
	16%	**	**	**	**	15%	**	**	**	**	**	19%	13%	16%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2G. 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 any Heart Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Heart radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	717	31	39	35	35	629	63	10	23	19	11	298	380	654	19	16	35
Effective Weighted Sample	607	30	37	34	34	526	58	10	22	18	10	245	328	551	17	15	32
Total	760	39	48	46	40	660	76	13	29	19	14	301	423	690	23	18	41
SATISFIED (7-10)	626	**	**	**	**	547	**	**	**	**	**	239	359	571	**	**	**
	82%	**	**	**	**	83%	**	**	**	**	**	79%	85%	83%	**	**	**
Answered	760	**	**	**	**	660	**	**	**	**	**	301	423	690	**	**	**
Mean score	8.0	**	**	**	**	8.1	**	**	**	**	**	8.0	8.1	8.1	**	**	**
Standard deviation	1.63	**	**	**	**	1.61	**	**	**	**	**	1.62	1.61	1.59	**	**	**
Standard error	.06	**	**	**	**	.06	**	**	**	**	**	.09	.08	.06	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2H. 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 any Smooth Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Smooth Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		429	83	69	99	30	171	148	248	22	32	50	99	62	76	9	9	5
Effective Weighted Sample		369	75	59	86	27	150	128	216	21	27	42	86	54	73	9	9	5
Total		460	101	68	107	39	184	153	276	26	30	49	103	64	96	6	3	1
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	-	-	-	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	-%	-%	-%	**	**	**	**	**	**	**	**	**
2	(2.0)	3	**	**	**	**	-	1	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	-%	1%	1%	**	**	**	**	**	**	**	**	**
3	(3.0)	2	**	**	**	**	-	1	-	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	-%	*%	-%	**	**	**	**	**	**	**	**	**
4	(4.0)	13	**	**	**	**	4	5	7	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	2%	3%	2%	**	**	**	**	**	**	**	**	**
5	(5.0)	21	**	**	**	**	9	4	13	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	5%	3%	5%	**	**	**	**	**	**	**	**	**
6	(6.0)	44	**	**	**	**	18	13	30	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	10%	9%	11%	**	**	**	**	**	**	**	**	**
7	(7.0)	69	**	**	**	**	23	20	42	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	13%	13%	15%	**	**	**	**	**	**	**	**	**
8	(8.0)	105	**	**	**	**	43	40	60	**	**	**	**	**	**	**	**	**
		23%	**	**	**	**	24%	26%	22%	**	**	**	**	**	**	**	**	**
9	(9.0)	75	**	**	**	**	25	25	48	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	13%	16%	17%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	125	**	**	**	**	61	44	75	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	33%	29%	27%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	4	7	8	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	2%	5%	3%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2H. 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 any Smooth Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Smooth Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	429	83	69	99	30	171	148	248	22	32	50	99	62	76	9	9	5	
Effective Weighted Sample	369	75	59	86	27	150	128	216	21	27	42	86	54	73	9	9	5	
Total	460	101	68	107	39	184	153	276	26	30	49	103	64	96	6	3	1	
NEUTRAL (5-6)	66	**	**	**	**	27	17	43	**	**	**	**	**	**	**	**	**	
	14%	**	**	**	**	15%	11%	16%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	375	**	**	**	**	153	129	224	**	**	**	**	**	**	**	**	**	
	82%	**	**	**	**	83%	84%	81%	**	**	**	**	**	**	**	**	**	
Answered	460	**	**	**	**	184	153	276	**	**	**	**	**	**	**	**	**	
Mean score	8.0	**	**	**	**	8.3	8.2	8.1	**	**	**	**	**	**	**	**	**	
Standard deviation	1.77	**	**	**	**	1.65	1.73	1.69	**	**	**	**	**	**	**	**	**	
Standard error	.09	**	**	**	**	.13	.14	.11	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 149

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2H. 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 any Smooth Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Smooth Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		429	37	39	34	42	371	46	8	19	15	4	127	284	394	11	13	24
Effective Weighted Sample		369	36	38	33	41	317	42	7	18	14	4	106	247	340	9	11	21
Total		460	48	48	49	47	392	56	9	23	17	6	127	315	424	12	14	25
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	-	**	**	**	**	**	-	1	1	**	**	**
		*%	**	**	**	**	-%	**	**	**	**	**	-%	*%	*%	**	**	**
2	(2.0)	3	**	**	**	**	1	**	**	**	**	**	-	3	3	**	**	**
		1%	**	**	**	**	*%	**	**	**	**	**	-%	1%	1%	**	**	**
3	(3.0)	2	**	**	**	**	1	**	**	**	**	**	1	1	2	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	*%	*%	*%	**	**	**
4	(4.0)	13	**	**	**	**	8	**	**	**	**	**	3	11	11	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	2%	3%	3%	**	**	**
5	(5.0)	21	**	**	**	**	17	**	**	**	**	**	5	15	21	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	4%	5%	5%	**	**	**
6	(6.0)	44	**	**	**	**	41	**	**	**	**	**	14	30	41	**	**	**
		10%	**	**	**	**	10%	**	**	**	**	**	11%	9%	10%	**	**	**
7	(7.0)	69	**	**	**	**	60	**	**	**	**	**	24	41	63	**	**	**
		15%	**	**	**	**	15%	**	**	**	**	**	19%	13%	15%	**	**	**
8	(8.0)	105	**	**	**	**	91	**	**	**	**	**	30	70	95	**	**	**
		23%	**	**	**	**	23%	**	**	**	**	**	24%	22%	22%	**	**	**
9	(9.0)	75	**	**	**	**	67	**	**	**	**	**	20	53	67	**	**	**
		16%	**	**	**	**	17%	**	**	**	**	**	16%	17%	16%	**	**	**
10 - Extremely satisfied	(10.0)	125	**	**	**	**	105	**	**	**	**	**	31	91	119	**	**	**
		27%	**	**	**	**	27%	**	**	**	**	**	24%	29%	28%	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	11	**	**	**	**	**	3	16	17	**	**	**
		4%	**	**	**	**	3%	**	**	**	**	**	3%	5%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2H. 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 any Smooth Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Smooth Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	429	37	39	34	42	371	46	8	19	15	4	127	284	394	11	13	24
Effective Weighted Sample	369	36	38	33	41	317	42	7	18	14	4	106	247	340	9	11	21
Total	460	48	48	49	47	392	56	9	23	17	6	127	315	424	12	14	25
NEUTRAL (5-6)	66	**	**	**	**	58	**	**	**	**	**	19	45	63	**	**	**
	14%	**	**	**	**	15%	**	**	**	**	**	15%	14%	15%	**	**	**
SATISFIED (7-10)	375	**	**	**	**	323	**	**	**	**	**	105	254	344	**	**	**
	82%	**	**	**	**	82%	**	**	**	**	**	83%	81%	81%	**	**	**
Answered	460	**	**	**	**	392	**	**	**	**	**	127	315	424	**	**	**
Mean score	8.0	**	**	**	**	8.1	**	**	**	**	**	8.0	8.0	8.0	**	**	**
Standard deviation	1.77	**	**	**	**	1.66	**	**	**	**	**	1.60	1.85	1.79	**	**	**
Standard error	.09	**	**	**	**	.09	**	**	**	**	**	.14	.11	.09	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2I. 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 any Kiss Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Kiss radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		352	12	10	12	2	73	122	201	24	15	21	64	83	5	1	4	2
Effective Weighted Sample		288	10	8	9	2	61	101	162	20	13	19	54	69	5	1	4	2
Total		332	12	6	8	2	60	115	188	21	12	21	59	80	5	1	2	*
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	-	1	**	**	**	**	**	**	**	**	**
		%	**	**	**	**	**	-%	1%	**	**	**	**	**	**	**	**	**
2	(2.0)	1	**	**	**	**	**	-	1	**	**	**	**	**	**	**	**	**
		%	**	**	**	**	**	-%	%	**	**	**	**	**	**	**	**	**
3	(3.0)	4	**	**	**	**	**	-	3	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	-%	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	10	**	**	**	**	**	5	5	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	4%	3%	**	**	**	**	**	**	**	**	**
5	(5.0)	24	**	**	**	**	**	7	14	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	6%	8%	**	**	**	**	**	**	**	**	**
6	(6.0)	47	**	**	**	**	**	13	27	**	**	**	**	**	**	**	**	**
		14%	**	**	**	**	**	12%	15%	**	**	**	**	**	**	**	**	**
7	(7.0)	59	**	**	**	**	**	19	36	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	16%	19%	**	**	**	**	**	**	**	**	**
8	(8.0)	75	**	**	**	**	**	28	39	**	**	**	**	**	**	**	**	**
		23%	**	**	**	**	**	25%	21%	**	**	**	**	**	**	**	**	**
9	(9.0)	46	**	**	**	**	**	18	27	**	**	**	**	**	**	**	**	**
		14%	**	**	**	**	**	16%	14%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		66	**	**	**	**	**	25	35	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	21%	18%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		16	**	**	**	**	**	5	10	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	4%	5%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2I. 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 any Kiss Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Kiss radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	352	12	10	12	2	73	122	201	24	15	21	64	83	5	1	4	2	
Effective Weighted Sample	288	10	8	9	2	61	101	162	20	13	19	54	69	5	1	4	2	
Total	332	12	6	8	2	60	115	188	21	12	21	59	80	5	1	2	*	
NEUTRAL (5-6)	71	**	**	**	**	**	20	42	**	**	**	**	**	**	**	**	**	
	21%	**	**	**	**	**	18%	22%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	245	**	**	**	**	**	90	136	**	**	**	**	**	**	**	**	**	
	74%	**	**	**	**	**	78%	73%	**	**	**	**	**	**	**	**	**	
Answered	332	**	**	**	**	**	115	188	**	**	**	**	**	**	**	**	**	
Mean score	7.6	**	**	**	**	**	7.8	7.6	**	**	**	**	**	**	**	**	**	
Standard deviation	1.79	**	**	**	**	**	1.68	1.84	**	**	**	**	**	**	**	**	**	
Standard error	.10	**	**	**	**	**	.15	.13	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 150

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2I. 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 any Kiss Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Kiss radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	352	4	1	3	2	282	54	11	17	21	5	150	181	314	10	17	27
Effective Weighted Sample	288	4	1	3	2	224	49	10	15	19	5	120	150	254	9	15	24
Total	332	4	1	3	2	256	57	11	20	21	5	134	177	292	11	17	28
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	1	**	**	**	**	1	-	1	**	**	**
	%	**	**	**	**	%	**	**	**	**	**	1%	-%	%	**	**	**
2	(2.0)	1	**	**	**	**	1	**	**	**	**	1	-	-	**	**	**
	%	**	**	**	**	%	**	**	**	**	**	1%	-%	-%	**	**	**
3	(3.0)	4	**	**	**	**	4	**	**	**	**	1	3	4	**	**	**
	1%	**	**	**	**	2%	**	**	**	**	**	1%	2%	1%	**	**	**
4	(4.0)	10	**	**	**	**	7	**	**	**	**	3	6	8	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	3%	4%	3%	**	**	**
5	(5.0)	24	**	**	**	**	19	**	**	**	**	11	9	20	**	**	**
	7%	**	**	**	**	7%	**	**	**	**	**	8%	5%	7%	**	**	**
6	(6.0)	47	**	**	**	**	34	**	**	**	**	13	31	37	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	9%	17%	13%	**	**	**
7	(7.0)	59	**	**	**	**	44	**	**	**	**	22	32	53	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	16%	18%	18%	**	**	**
8	(8.0)	75	**	**	**	**	59	**	**	**	**	30	42	65	**	**	**
	23%	**	**	**	**	23%	**	**	**	**	**	22%	24%	22%	**	**	**
9	(9.0)	46	**	**	**	**	38	**	**	**	**	24	20	42	**	**	**
	14%	**	**	**	**	15%	**	**	**	**	**	18%	12%	14%	**	**	**
10 - Extremely satisfied (10.0)	66	**	**	**	**	50	**	**	**	**	**	29	34	60	**	**	**
	20%	**	**	**	**	19%	**	**	**	**	**	21%	19%	21%	**	**	**
DISSATISFIED (1-4)	16	**	**	**	**	13	**	**	**	**	**	6	9	13	**	**	**
	5%	**	**	**	**	5%	**	**	**	**	**	5%	5%	5%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2I. 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 any Kiss Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Kiss radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	352	4	1	3	2	282	54	11	17	21	5	150	181	314	10	17	27
Effective Weighted Sample	288	4	1	3	2	224	49	10	15	19	5	120	150	254	9	15	24
Total	332	4	1	3	2	256	57	11	20	21	5	134	177	292	11	17	28
NEUTRAL (5-6)	71	**	**	**	**	52	**	**	**	**	**	24	40	58	**	**	**
	21%	**	**	**	**	20%	**	**	**	**	**	18%	22%	20%	**	**	**
SATISFIED (7-10)	245	**	**	**	**	191	**	**	**	**	**	104	128	220	**	**	**
	74%	**	**	**	**	75%	**	**	**	**	**	78%	72%	76%	**	**	**
Answered	332	**	**	**	**	256	**	**	**	**	**	134	177	292	**	**	**
Mean score	7.6	**	**	**	**	7.7	**	**	**	**	**	7.8	7.6	7.7	**	**	**
Standard deviation	1.79	**	**	**	**	1.82	**	**	**	**	**	1.87	1.74	1.79	**	**	**
Standard error	.10	**	**	**	**	.11	**	**	**	**	**	.15	.13	.10	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2J. 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 any Magic Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Magic Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		236	42	25	39	14	84	88	129	14	13	28	54	46	26	3	5	5
Effective Weighted Sample		191	34	20	31	12	69	73	104	12	11	22	44	39	25	3	5	4
Total		229	42	21	38	17	80	87	124	15	13	25	53	45	33	2	2	1
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
4	(4.0)	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
5	(5.0)	14	**	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
6	(6.0)	21	**	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**
7	(7.0)	28	**	**	**	**	**	**	19	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	15%	**	**	**	**	**	**	**	**	**
8	(8.0)	68	**	**	**	**	**	**	39	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	31%	**	**	**	**	**	**	**	**	**
9	(9.0)	30	**	**	**	**	**	**	17	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		67	**	**	**	**	**	**	35	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	28%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		2	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		34	**	**	**	**	**	**	15	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	12%	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		192	**	**	**	**	**	**	110	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	88%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2J. 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 any Magic Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Magic Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	236	42	25	39	14	84	88	129	14	13	28	54	46	26	3	5	5	
Effective Weighted Sample	191	34	20	31	12	69	73	104	12	11	22	44	39	25	3	5	4	
Total	229	42	21	38	17	80	87	124	15	13	25	53	45	33	2	2	1	
Answered	229	**	**	**	**	**	**	124	**	**	**	**	**	**	**	**	**	**
Mean score	8.2	**	**	**	**	**	**	8.3	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.57	**	**	**	**	**	**	1.46	**	**	**	**	**	**	**	**	**	**
Standard error	.10	**	**	**	**	**	**	.13	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2J. 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 any Magic Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Magic Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		236	12	14	17	9	201	28	8	8	7	5	85	143	220	3	9	12
Effective Weighted Sample		191	11	13	16	8	159	26	7	8	6	5	69	115	176	3	9	11
Total		229	16	17	22	11	189	32	9	10	8	6	81	140	212	3	10	13
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	*	**	**	**	**	**	**	*	-	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	**	*%	-%	**	**	**
4	(4.0)	2	**	**	**	**	1	**	**	**	**	**	**	1	2	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	*%	1%	**	**	**
5	(5.0)	14	**	**	**	**	12	**	**	**	**	**	**	9	13	**	**	**
		6%	**	**	**	**	6%	**	**	**	**	**	**	6%	6%	**	**	**
6	(6.0)	21	**	**	**	**	15	**	**	**	**	**	**	14	20	**	**	**
		9%	**	**	**	**	8%	**	**	**	**	**	**	10%	9%	**	**	**
7	(7.0)	28	**	**	**	**	21	**	**	**	**	**	**	17	27	**	**	**
		12%	**	**	**	**	11%	**	**	**	**	**	**	12%	13%	**	**	**
8	(8.0)	68	**	**	**	**	56	**	**	**	**	**	**	42	60	**	**	**
		30%	**	**	**	**	30%	**	**	**	**	**	**	30%	28%	**	**	**
9	(9.0)	30	**	**	**	**	24	**	**	**	**	**	**	19	30	**	**	**
		13%	**	**	**	**	13%	**	**	**	**	**	**	14%	14%	**	**	**
10 - Extremely satisfied	(10.0)	67	**	**	**	**	60	**	**	**	**	**	**	38	61	**	**	**
		29%	**	**	**	**	32%	**	**	**	**	**	**	27%	29%	**	**	**
DISSATISFIED (1-4)		2	**	**	**	**	1	**	**	**	**	**	**	1	2	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
NEUTRAL (5-6)		34	**	**	**	**	27	**	**	**	**	**	**	22	32	**	**	**
		15%	**	**	**	**	14%	**	**	**	**	**	**	16%	15%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2J. 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 any Magic Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any Magic Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	236	12	14	17	9	201	28	8	8	7	5	85	143	220	3	9	12
Effective Weighted Sample	191	11	13	16	8	159	26	7	8	6	5	69	115	176	3	9	11
Total	229	16	17	22	11	189	32	9	10	8	6	81	140	212	3	10	13
SATISFIED (7-10)	192	**	**	**	**	161	**	**	**	**	**	**	117	178	**	**	**
	84%	**	**	**	**	85%	**	**	**	**	**	**	83%	84%	**	**	**
Answered	229	**	**	**	**	189	**	**	**	**	**	**	140	212	**	**	**
Mean score	8.2	**	**	**	**	8.3	**	**	**	**	**	**	8.1	8.2	**	**	**
Standard deviation	1.57	**	**	**	**	1.58	**	**	**	**	**	**	1.56	1.56	**	**	**
Standard error	.10	**	**	**	**	.11	**	**	**	**	**	**	.13	.11	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2K. 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 Virgin Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Virgin Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		172	22	15	23	8	36	64	92	12	10	15	35	41	14	1	8	-
Effective Weighted Sample		143	19	12	19	7	30	53	77	11	9	12	29	34	14	1	8	-
Total		177	28	12	22	10	33	61	98	11	10	11	31	42	18	1	3	-
3	(3.0)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	48	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		141	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		177	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2K. 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 Virgin Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Virgin Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	172	22	15	23	8	36	64	92	12	10	15	35	41	14	1	8	-	
Effective Weighted Sample	143	19	12	19	7	30	53	77	11	9	12	29	34	14	1	8	-	
Total	177	28	12	22	10	33	61	98	11	10	11	31	42	18	1	3	-	
Mean score	7.6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.63	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 152

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2K. 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 Virgin Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Virgin Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	172	11	3	8	6	136	33	10	6	13	4	55	113	150	4	11	15
Effective Weighted Sample	143	11	3	8	6	113	28	8	5	12	4	47	93	123	4	10	14
Total	177	14	3	10	7	142	31	7	7	13	4	55	117	152	5	13	18
3	(3.0)	2	**	**	**	1	**	**	**	**	**	**	2	-	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	**	2%	-%	**	**	**
4	(4.0)	6	**	**	**	6	**	**	**	**	**	**	2	6	**	**	**
	3%	**	**	**	**	4%	**	**	**	**	**	**	2%	4%	**	**	**
5	(5.0)	15	**	**	**	9	**	**	**	**	**	**	5	11	**	**	**
	9%	**	**	**	**	6%	**	**	**	**	**	**	5%	7%	**	**	**
6	(6.0)	13	**	**	**	11	**	**	**	**	**	**	11	13	**	**	**
	7%	**	**	**	**	8%	**	**	**	**	**	**	10%	8%	**	**	**
7	(7.0)	48	**	**	**	39	**	**	**	**	**	**	27	41	**	**	**
	27%	**	**	**	**	28%	**	**	**	**	**	**	23%	27%	**	**	**
8	(8.0)	39	**	**	**	33	**	**	**	**	**	**	28	35	**	**	**
	22%	**	**	**	**	23%	**	**	**	**	**	**	24%	23%	**	**	**
9	(9.0)	31	**	**	**	24	**	**	**	**	**	**	23	29	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	**	20%	19%	**	**	**
10 - Extremely satisfied (10.0)	24	**	**	**	**	20	**	**	**	**	**	**	18	18	**	**	**
	13%	**	**	**	**	14%	**	**	**	**	**	**	16%	12%	**	**	**
DISSATISFIED (1-4)	7	**	**	**	**	7	**	**	**	**	**	**	4	6	**	**	**
	4%	**	**	**	**	5%	**	**	**	**	**	**	3%	4%	**	**	**
NEUTRAL (5-6)	28	**	**	**	**	20	**	**	**	**	**	**	17	24	**	**	**
	16%	**	**	**	**	14%	**	**	**	**	**	**	14%	16%	**	**	**
SATISFIED (7-10)	141	**	**	**	**	116	**	**	**	**	**	**	97	122	**	**	**
	80%	**	**	**	**	81%	**	**	**	**	**	**	82%	81%	**	**	**
Answered	177	**	**	**	**	142	**	**	**	**	**	**	117	152	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2K. 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 Virgin Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Virgin Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	172	11	3	8	6	136	33	10	6	13	4	55	113	150	4	11	15
Effective Weighted Sample	143	11	3	8	6	113	28	8	5	12	4	47	93	123	4	10	14
Total	177	14	3	10	7	142	31	7	7	13	4	55	117	152	5	13	18
Mean score	7.6	**	**	**	**	7.6	**	**	**	**	**	**	7.8	7.6	**	**	**
Standard deviation	1.63	**	**	**	**	1.61	**	**	**	**	**	**	1.59	1.54	**	**	**
Standard error	.12	**	**	**	**	.14	**	**	**	**	**	**	.15	.13	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2L. 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 any LBC Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any LBC Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		132	29	19	33	14	45	47	77	6	8	14	29	19	27	3	3	-
Effective Weighted Sample		115	25	17	30	13	41	40	69	5	6	11	24	17	26	3	3	-
Total		143	32	20	37	17	49	48	87	7	6	10	26	21	33	2	1	-
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	13	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	40	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		28%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2L. 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 any LBC Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any LBC Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	132	29	19	33	14	45	47	77	6	8	14	29	19	27	3	3	-	
Effective Weighted Sample	115	25	17	30	13	41	40	69	5	6	11	24	17	26	3	3	-	
Total	143	32	20	37	17	49	48	87	7	6	10	26	21	33	2	1	-	
SATISFIED (7-10)	105	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
73%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	143	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.87	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 153

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2L. 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 any LBC Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any LBC Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	132	14	13	14	13	104	27	5	6	14	2	44	83	120	2	6	8
Effective Weighted Sample	115	13	13	14	13	88	26	5	6	13	2	36	74	106	2	5	6
Total	143	17	16	19	14	109	32	6	7	17	2	46	91	133	1	5	6
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	-	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	-%	**	**	**	**	**	**	**	1%	**	**	**
3	(3.0)	4	**	**	**	**	3	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	**	**	2%	**	**	**
4	(4.0)	5	**	**	**	**	1	**	**	**	**	**	**	5	**	**	**
	3%	**	**	**	**	1%	**	**	**	**	**	**	**	4%	**	**	**
5	(5.0)	13	**	**	**	**	7	**	**	**	**	**	**	12	**	**	**
	9%	**	**	**	**	6%	**	**	**	**	**	**	**	9%	**	**	**
6	(6.0)	16	**	**	**	**	15	**	**	**	**	**	**	16	**	**	**
	11%	**	**	**	**	13%	**	**	**	**	**	**	**	12%	**	**	**
7	(7.0)	24	**	**	**	**	19	**	**	**	**	**	**	23	**	**	**
	17%	**	**	**	**	17%	**	**	**	**	**	**	**	17%	**	**	**
8	(8.0)	40	**	**	**	**	31	**	**	**	**	**	**	35	**	**	**
	28%	**	**	**	**	28%	**	**	**	**	**	**	**	26%	**	**	**
9	(9.0)	19	**	**	**	**	13	**	**	**	**	**	**	18	**	**	**
	13%	**	**	**	**	12%	**	**	**	**	**	**	**	14%	**	**	**
10 - Extremely satisfied	(10.0)	23	**	**	**	**	22	**	**	**	**	**	**	22	**	**	**
	16%	**	**	**	**	20%	**	**	**	**	**	**	**	16%	**	**	**
DISSATISFIED (1-4)	10	**	**	**	**	4	**	**	**	**	**	**	**	8	**	**	**
	7%	**	**	**	**	3%	**	**	**	**	**	**	**	6%	**	**	**
NEUTRAL (5-6)	29	**	**	**	**	22	**	**	**	**	**	**	**	27	**	**	**
	20%	**	**	**	**	20%	**	**	**	**	**	**	**	20%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2L. 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 any LBC Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to any LBC Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	132	14	13	14	13	104	27	5	6	14	2	44	83	120	2	6	8
Effective Weighted Sample	115	13	13	14	13	88	26	5	6	13	2	36	74	106	2	5	6
Total	143	17	16	19	14	109	32	6	7	17	2	46	91	133	1	5	6
SATISFIED (7-10)	105	**	**	**	**	84	**	**	**	**	**	**	**	98	**	**	**
	73%	**	**	**	**	77%	**	**	**	**	**	**	**	73%	**	**	**
Answered	143	**	**	**	**	109	**	**	**	**	**	**	**	133	**	**	**
Mean score	7.5	**	**	**	**	7.7	**	**	**	**	**	**	**	7.5	**	**	**
Standard deviation	1.87	**	**	**	**	1.71	**	**	**	**	**	**	**	1.86	**	**	**
Standard error	.16	**	**	**	**	.17	**	**	**	**	**	**	**	.17	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2M. 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 Times Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Times Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		86	4	8	12	4	18	27	49	2	6	8	16	12	7	2	1	2
Effective Weighted Sample		75	4	6	10	4	16	25	42	2	6	7	15	11	7	2	1	2
Total		88	6	7	11	4	18	29	49	2	6	9	18	13	9	2	*	*
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2M. 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 Times Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Times Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	86	4	8	12	4	18	27	49	2	6	8	16	12	7	2	1	2	
Effective Weighted Sample	75	4	6	10	4	16	25	42	2	6	7	15	11	7	2	1	2	
Total	88	6	7	11	4	18	29	49	2	6	9	18	13	9	2	*	*	
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 154

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2M. 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 Times Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Times Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	86	3	4	4	3	55	28	2	8	13	5	22	59	76	1	6	7
Effective Weighted Sample	75	3	4	4	3	48	25	2	8	11	5	19	52	66	1	5	6
Total	88	4	5	5	4	57	27	1	9	12	5	21	60	79	1	6	7
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2M. 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 Times Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to Times Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	86	3	4	4	3	55	28	2	8	13	5	22	59	76	1	6	7
Effective Weighted Sample	75	3	4	4	3	48	25	2	8	11	5	19	52	66	1	5	6
Total	88	4	5	5	4	57	27	1	9	12	5	21	60	79	1	6	7
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 155

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2N. 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 GB News Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to GB News Radio in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		97	9	12	21	9	30	38	42	7	5	12	22	18	12	2	5	2
Effective Weighted Sample		83	9	8	17	9	25	33	35	6	4	10	18	15	12	2	5	2
Total		108	13	9	21	12	32	41	46	7	4	12	21	20	17	2	2	*
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2N. 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 GB News Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to GB News Radio in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	97	9	12	21	9	30	38	42	7	5	12	22	18	12	2	5	2	
Effective Weighted Sample	83	9	8	17	9	25	33	35	6	4	10	18	15	12	2	5	2	
Total	108	13	9	21	12	32	41	46	7	4	12	21	20	17	2	2	*	
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 155

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2N. 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 GB News Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to GB News Radio in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b		~a	~b	~c	~d
Unweighted total		97	7	5	9	3	74	19	5	6	5	3	16	75		77	4	8	12
Effective Weighted Sample		83	7	5	9	3	62	17	5	6	4	3	13	63		65	3	7	11
Total		108	11	6	13	4	81	21	6	8	3	4	16	83		84	4	8	12
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																			

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B2N. 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 GB News Radio? (Please think about what you have listened to in the past 3 months)

Base : Those who have listened to GB News Radio in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	97	7	5	9	3	74	19	5	6	5	3	16	75	77	4	8	12
Effective Weighted Sample	83	7	5	9	3	62	17	5	6	4	3	13	63	65	3	7	11
Total	108	11	6	13	4	81	21	6	8	3	4	16	83	84	4	8	12
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 156

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3A. 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 BBC Sounds?

Base : Those who have used BBC Sounds in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d
Unweighted total		574	115	75	100	25	155	178	363	32	37	59	118	67	61	9	20	10
Effective Weighted Sample		476	94	60	81	22	128	149	297	30	32	47	99	56	59	9	19	10
Total		588	125	69	97	28	150	179	370	34	36	58	116	68	79	7	9	2
1 - Extremely dissatisfied	(1.0)	2	-	**	2	**	2	-	2	**	**	**	-	**	**	**	**	**
		*%	-%	**	2%	**	1%	-%	*%	**	**	**	-%	**	**	**	**	**
2	(2.0)	4	-	**	1	**	1	3	-	**	**	**	2	**	**	**	**	**
		1%	-%	**	1%	**	*%	2%	-%	**	**	**	2%	**	**	**	**	**
3	(3.0)	9	4	**	-	**	-	2	6	**	**	**	1	**	**	**	**	**
		2%	4%	**	-%	**	-%	1%	2%	**	**	**	1%	**	**	**	**	**
4	(4.0)	5	-	**	-	**	1	3	2	**	**	**	3	**	**	**	**	**
		1%	-%	**	-%	**	1%	2%	*%	**	**	**	3%	**	**	**	**	**
5	(5.0)	31	6	**	1	**	6	15	12	**	**	**	12	**	**	**	**	**
		5%	5%	**	1%	**	4%	8%	3%	**	**	**	10%	**	**	**	**	**
6	(6.0)	52	9	**	8	**	15	16	31	**	**	**	11	**	**	**	**	**
		9%	7%	**	9%	**	10%	9%	9%	**	**	**	9%	**	**	**	**	**
7	(7.0)	90	20	**	10	**	19	28	51	**	**	**	17	**	**	**	**	**
		15%	16%	**	10%	**	13%	16%	14%	**	**	**	15%	**	**	**	**	**
8	(8.0)	126	20	**	26	**	39	33	83	**	**	**	20	**	**	**	**	**
		21%	16%	**	27%	**	26%	19%	22%	**	**	**	18%	**	**	**	**	**
9	(9.0)	115	30	**	20	**	32	31	78	**	**	**	17	**	**	**	**	**
		19%	24%	**	21%	**	21%	17%	21%	**	**	**	15%	**	**	**	**	**
10 - Extremely satisfied (10.0)		152	33	**	29	**	35	46	104	**	**	**	32	**	**	**	**	**
		26%	27%	**	30%	**	23%	26%	28%	**	**	**	27%	**	**	**	**	**
DISSATISFIED (1-4)		19	4	**	2	**	3	9	9	**	**	**	6	**	**	**	**	**
		3%	4%	**	2%	**	2%	5%	3%	**	**	**	6%	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3A. 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 BBC Sounds?

Base : Those who have used BBC Sounds in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	574	115	75	100	25	155	178	363	32	37	59	118	67	61	9	20	10	
Effective Weighted Sample	476	94	60	81	22	128	149	297	30	32	47	99	56	59	9	19	10	
Total	588	125	69	97	28	150	179	370	34	36	58	116	68	79	7	9	2	
NEUTRAL (5-6)	83	15	**	9	**	21	32	43	**	**	**	23	**	**	**	**	**	
	14%	12%	**	9%	**	14%	18%	12%	**	**	**	20%	**	**	**	**	**	
SATISFIED (7-10)	483	104	**	86	**	125	139	315	**	**	**	86	**	**	**	**	**	
	82%	83%	**	88%	**	83%	77%	85%	**	**	**	75%	**	**	**	**	**	
Answered	586	123	**	97	**	150	179	368	**	**	**	116	**	**	**	**	**	
Mean score	8.1	8.2	**	8.4	**	8.1	7.8	8.2	**	**	**	7.8	**	**	**	**	**	
Standard deviation	1.76	1.77	**	1.70	**	1.68	1.93	1.65	**	**	**	2.01	**	**	**	**	**	
Standard error	.07	.17	**	.17	**	.14	.15	.09	**	**	**	.19	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 156

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3A. 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 BBC Sounds?

Base : Those who have used BBC Sounds in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		574	38	23	45	16	486	75	21	27	20	7	230	327	518	14	25	39
Effective Weighted Sample		476	37	22	44	15	396	69	19	26	18	7	186	275	429	13	20	32
Total		588	50	28	60	19	488	85	24	34	20	7	224	342	529	17	22	39
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	-	2	2	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	-%	*%	*%	**	**	**
2	(2.0)	4	**	**	**	**	3	**	**	**	**	**	2	2	3	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	*%	1%	**	**	**
3	(3.0)	9	**	**	**	**	8	**	**	**	**	**	6	3	8	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	3%	1%	2%	**	**	**
4	(4.0)	5	**	**	**	**	2	**	**	**	**	**	3	2	4	**	**	**
		1%	**	**	**	**	*%	**	**	**	**	**	1%	1%	1%	**	**	**
5	(5.0)	31	**	**	**	**	18	**	**	**	**	**	10	19	26	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	4%	5%	5%	**	**	**
6	(6.0)	52	**	**	**	**	46	**	**	**	**	**	20	30	49	**	**	**
		9%	**	**	**	**	9%	**	**	**	**	**	9%	9%	9%	**	**	**
7	(7.0)	90	**	**	**	**	79	**	**	**	**	**	42	44	83	**	**	**
		15%	**	**	**	**	16%	**	**	**	**	**	19%	13%	16%	**	**	**
8	(8.0)	126	**	**	**	**	109	**	**	**	**	**	51	68	106	**	**	**
		21%	**	**	**	**	22%	**	**	**	**	**	23%	20%	20%	**	**	**
9	(9.0)	115	**	**	**	**	98	**	**	**	**	**	39	73	110	**	**	**
		19%	**	**	**	**	20%	**	**	**	**	**	18%	21%	21%	**	**	**
10 - Extremely satisfied	(10.0)	152	**	**	**	**	123	**	**	**	**	**	51	101	136	**	**	**
		26%	**	**	**	**	25%	**	**	**	**	**	23%	29%	26%	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	14	**	**	**	**	**	11	8	17	**	**	**
		3%	**	**	**	**	3%	**	**	**	**	**	5%	2%	3%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3A. 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 BBC Sounds?

Base : Those who have used BBC Sounds in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	574	38	23	45	16	486	75	21	27	20	7	230	327	518	14	25	39
Effective Weighted Sample	476	37	22	44	15	396	69	19	26	18	7	186	275	429	13	20	32
Total	588	50	28	60	19	488	85	24	34	20	7	224	342	529	17	22	39
NEUTRAL (5-6)	83	**	**	**	**	64	**	**	**	**	**	29	48	75	**	**	**
	14%	**	**	**	**	13%	**	**	**	**	**	13%	14%	14%	**	**	**
SATISFIED (7-10)	483	**	**	**	**	408	**	**	**	**	**	184	286	435	**	**	**
	82%	**	**	**	**	84%	**	**	**	**	**	82%	83%	82%	**	**	**
Answered	586	**	**	**	**	486	**	**	**	**	**	224	342	527	**	**	**
Mean score	8.1	**	**	**	**	8.1	**	**	**	**	**	7.9	8.2	8.1	**	**	**
Standard deviation	1.76	**	**	**	**	1.71	**	**	**	**	**	1.81	1.74	1.76	**	**	**
Standard error	.07	**	**	**	**	.08	**	**	**	**	**	.12	.10	.08	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3B. 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 Apple Music or Apple Podcasts?

Base : Those who have used Apple Music or Apple Podcasts in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		460	36	14	16	2	66	147	263	33	23	31	86	82	13	1	1	1
Effective Weighted Sample		390	31	12	14	2	58	125	221	29	20	26	75	69	13	1	1	1
Total		475	42	14	17	2	65	153	272	35	22	29	87	89	16	1	*	*
2	(2.0)	1	**	**	**	**	**	-	1	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	**	-%	*%	**	**	**	**	**	**	**	**	**
3	(3.0)	9	**	**	**	**	**	1	5	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	**	1%	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	5	**	**	**	**	**	3	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	2%	*%	**	**	**	**	**	**	**	**	**
5	(5.0)	15	**	**	**	**	**	4	5	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	2%	2%	**	**	**	**	**	**	**	**	**
6	(6.0)	36	**	**	**	**	**	18	18	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	12%	7%	**	**	**	**	**	**	**	**	**
7	(7.0)	73	**	**	**	**	**	29	40	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	**	19%	15%	**	**	**	**	**	**	**	**	**
8	(8.0)	122	**	**	**	**	**	29	81	**	**	**	**	**	**	**	**	**
		26%	**	**	**	**	**	19%	30%	**	**	**	**	**	**	**	**	**
9	(9.0)	83	**	**	**	**	**	26	47	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	17%	17%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		129	**	**	**	**	**	41	74	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	**	27%	27%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		15	**	**	**	**	**	4	7	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	3%	2%	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		50	**	**	**	**	**	21	23	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	**	14%	9%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3B. 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 Apple Music or Apple Podcasts?

Base : Those who have used Apple Music or Apple Podcasts in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	460	36	14	16	2	66	147	263	33	23	31	86	82	13	1	1	1	
Effective Weighted Sample	390	31	12	14	2	58	125	221	29	20	26	75	69	13	1	1	1	
Total	475	42	14	17	2	65	153	272	35	22	29	87	89	16	1	*	*	
SATISFIED (7-10)	408	**	**	**	**	**	126	243	**	**	**	**	**	**	**	**	**	
	86%	**	**	**	**	**	82%	89%	**	**	**	**	**	**	**	**	**	
Answered	473	**	**	**	**	**	151	272	**	**	**	**	**	**	**	**	**	
Mean score	8.2	**	**	**	**	**	8.1	8.3	**	**	**	**	**	**	**	**	**	
Standard deviation	1.64	**	**	**	**	**	1.63	1.56	**	**	**	**	**	**	**	**	**	
Standard error	.08	**	**	**	**	**	.13	.10	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3B. 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 Apple Music or Apple Podcasts?

Base : Those who have used Apple Music or Apple Podcasts in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b		a	~b	~c	~d
Unweighted total		460	5	8	7	6	356	94	17	26	34	17	191	252		410	12	18	30
Effective Weighted Sample		390	5	8	7	6	298	83	15	24	29	15	159	217		345	11	16	27
Total		475	6	9	9	7	365	99	17	31	32	19	195	263		420	14	21	35
2	(2.0)	1	**	**	**	**	-	**	**	**	**	**	1	-		1	**	**	**
		*%	**	**	**	**	-%	**	**	**	**	**	1%	-%		*%	**	**	**
3	(3.0)	9	**	**	**	**	5	**	**	**	**	**	4	3		7	**	**	**
		2%	**	**	**	**	1%	**	**	**	**	**	2%	1%		2%	**	**	**
4	(4.0)	5	**	**	**	**	5	**	**	**	**	**	2	3		4	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	1%		1%	**	**	**
5	(5.0)	15	**	**	**	**	10	**	**	**	**	**	9	4		15	**	**	**
		3%	**	**	**	**	3%	**	**	**	**	**	5%	2%		4%	**	**	**
6	(6.0)	36	**	**	**	**	34	**	**	**	**	**	14	22		31	**	**	**
		8%	**	**	**	**	9%	**	**	**	**	**	7%	8%		7%	**	**	**
7	(7.0)	73	**	**	**	**	51	**	**	**	**	**	29	42		68	**	**	**
		15%	**	**	**	**	14%	**	**	**	**	**	15%	16%		16%	**	**	**
8	(8.0)	122	**	**	**	**	87	**	**	**	**	**	52	67		116	**	**	**
		26%	**	**	**	**	24%	**	**	**	**	**	26%	26%		28%	**	**	**
9	(9.0)	83	**	**	**	**	69	**	**	**	**	**	30	49		72	**	**	**
		18%	**	**	**	**	19%	**	**	**	**	**	16%	19%		17%	**	**	**
10 - Extremely satisfied (10.0)		129	**	**	**	**	103	**	**	**	**	**	55	70		104	**	**	**
		27%	**	**	**	**	28%	**	**	**	**	**	28%	27%		25%	**	**	**
DISSATISFIED (1-4)		15	**	**	**	**	10	**	**	**	**	**	7	6		12	**	**	**
		3%	**	**	**	**	3%	**	**	**	**	**	4%	2%		3%	**	**	**
NEUTRAL (5-6)		50	**	**	**	**	44	**	**	**	**	**	23	26		46	**	**	**
		11%	**	**	**	**	12%	**	**	**	**	**	12%	10%		11%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3B. 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 Apple Music or Apple Podcasts?

Base : Those who have used Apple Music or Apple Podcasts in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	460	5	8	7	6	356	94	17	26	34	17	191	252	410	12	18	30
Effective Weighted Sample	390	5	8	7	6	298	83	15	24	29	15	159	217	345	11	16	27
Total	475	6	9	9	7	365	99	17	31	32	19	195	263	420	14	21	35
SATISFIED (7-10)	408	**	**	**	**	310	**	**	**	**	**	165	229	360	**	**	**
	86%	**	**	**	**	85%	**	**	**	**	**	85%	87%	86%	**	**	**
Answered	473	**	**	**	**	364	**	**	**	**	**	195	261	418	**	**	**
Mean score	8.2	**	**	**	**	8.2	**	**	**	**	**	8.1	8.2	8.1	**	**	**
Standard deviation	1.64	**	**	**	**	1.61	**	**	**	**	**	1.73	1.53	1.62	**	**	**
Standard error	.08	**	**	**	**	.09	**	**	**	**	**	.13	.10	.08	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3C. 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 Google Play Music or Google Podcasts?

Base : Those who have used Google Play Music or Google Podcasts in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		218	17	9	11	2	39	87	111	18	19	26	59	44	8	3	-	-
Effective Weighted Sample		194	15	8	10	2	35	79	99	17	18	23	54	39	8	3	-	-
Total		233	21	10	12	2	40	91	123	18	19	26	60	47	10	2	-	-
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
3	(3.0)	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
4	(4.0)	6	**	**	**	**	**	**	3	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	**	**
5	(5.0)	15	**	**	**	**	**	**	6	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	**	**
6	(6.0)	25	**	**	**	**	**	**	16	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
7	(7.0)	33	**	**	**	**	**	**	15	**	**	**	**	**	**	**	**	**
		14%	**	**	**	**	**	**	12%	**	**	**	**	**	**	**	**	**
8	(8.0)	60	**	**	**	**	**	**	40	**	**	**	**	**	**	**	**	**
		26%	**	**	**	**	**	**	32%	**	**	**	**	**	**	**	**	**
9	(9.0)	38	**	**	**	**	**	**	16	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	49	**	**	**	**	**	**	24	**	**	**	**	**	**	**	**	**
		21%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		11	**	**	**	**	**	**	5	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	**	4%	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		40	**	**	**	**	**	**	22	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	**	**	18%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3C. 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 Google Play Music or Google Podcasts?

Base : Those who have used Google Play Music or Google Podcasts in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	218	17	9	11	2	39	87	111	18	19	26	59	44	8	3	-	-	
Effective Weighted Sample	194	15	8	10	2	35	79	99	17	18	23	54	39	8	3	-	-	
Total	233	21	10	12	2	40	91	123	18	19	26	60	47	10	2	-	-	
SATISFIED (7-10)	180	**	**	**	**	**	**	94	**	**	**	**	**	**	**	**	**	
	77%	**	**	**	**	**	**	76%	**	**	**	**	**	**	**	**	**	
Answered	230	**	**	**	**	**	**	122	**	**	**	**	**	**	**	**	**	
Mean score	7.8	**	**	**	**	**	**	7.8	**	**	**	**	**	**	**	**	**	
Standard deviation	1.80	**	**	**	**	**	**	1.78	**	**	**	**	**	**	**	**	**	
Standard error	.12	**	**	**	**	**	**	.17	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3C. 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 Google Play Music or Google Podcasts?

Base : Those who have used Google Play Music or Google Podcasts in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		218	1	7	2	6	159	49	6	15	20	8	67	140	191	4	14	18
Effective Weighted Sample		194	1	7	2	6	140	45	5	14	18	7	59	125	169	4	14	17
Total		233	2	8	3	7	169	54	6	18	21	9	72	150	204	3	16	19
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	**	-	-	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	-%	-%	**	**	**
3	(3.0)	3	**	**	**	**	1	**	**	**	**	**	**	2	3	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	1%	2%	**	**	**
4	(4.0)	6	**	**	**	**	2	**	**	**	**	**	**	5	3	**	**	**
		3%	**	**	**	**	1%	**	**	**	**	**	**	3%	1%	**	**	**
5	(5.0)	15	**	**	**	**	12	**	**	**	**	**	**	7	10	**	**	**
		7%	**	**	**	**	7%	**	**	**	**	**	**	5%	5%	**	**	**
6	(6.0)	25	**	**	**	**	21	**	**	**	**	**	**	16	25	**	**	**
		11%	**	**	**	**	12%	**	**	**	**	**	**	10%	12%	**	**	**
7	(7.0)	33	**	**	**	**	23	**	**	**	**	**	**	21	28	**	**	**
		14%	**	**	**	**	13%	**	**	**	**	**	**	14%	14%	**	**	**
8	(8.0)	60	**	**	**	**	36	**	**	**	**	**	**	42	54	**	**	**
		26%	**	**	**	**	21%	**	**	**	**	**	**	28%	26%	**	**	**
9	(9.0)	38	**	**	**	**	32	**	**	**	**	**	**	28	33	**	**	**
		16%	**	**	**	**	19%	**	**	**	**	**	**	18%	16%	**	**	**
10 - Extremely satisfied	(10.0)	49	**	**	**	**	38	**	**	**	**	**	**	30	45	**	**	**
		21%	**	**	**	**	23%	**	**	**	**	**	**	20%	22%	**	**	**
DISSATISFIED (1-4)		11	**	**	**	**	4	**	**	**	**	**	**	7	6	**	**	**
		5%	**	**	**	**	3%	**	**	**	**	**	**	5%	3%	**	**	**
NEUTRAL (5-6)		40	**	**	**	**	33	**	**	**	**	**	**	23	35	**	**	**
		17%	**	**	**	**	19%	**	**	**	**	**	**	15%	17%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3C. 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 Google Play Music or Google Podcasts?

Base : Those who have used Google Play Music or Google Podcasts in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	218	1	7	2	6	159	49	6	15	20	8	67	140	191	4	14	18
Effective Weighted Sample	194	1	7	2	6	140	45	5	14	18	7	59	125	169	4	14	17
Total	233	2	8	3	7	169	54	6	18	21	9	72	150	204	3	16	19
SATISFIED (7-10)	180	**	**	**	**	129	**	**	**	**	**	**	120	161	**	**	**
	77%	**	**	**	**	76%	**	**	**	**	**	**	80%	79%	**	**	**
Answered	230	**	**	**	**	166	**	**	**	**	**	**	150	201	**	**	**
Mean score	7.8	**	**	**	**	7.9	**	**	**	**	**	**	7.9	7.9	**	**	**
Standard deviation	1.80	**	**	**	**	1.79	**	**	**	**	**	**	1.69	1.67	**	**	**
Standard error	.12	**	**	**	**	.14	**	**	**	**	**	**	.14	.12	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3D. 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 GlobalPlayer?

Base : Those who have used GlobalPlayer in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		159	17	8	14	6	35	63	81	13	12	26	46	30	9	3	2	-
Effective Weighted Sample		136	13	7	12	6	32	55	69	12	10	22	39	27	9	3	2	-
Total		165	19	8	15	7	37	65	88	13	12	24	45	35	12	2	1	-
2	(2.0)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		15%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		44	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		19%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		127	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		77%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3D. 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 GlobalPlayer?

Base : Those who have used GlobalPlayer in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	159	17	8	14	6	35	63	81	13	12	26	46	30	9	3	2	-	
Effective Weighted Sample	136	13	7	12	6	32	55	69	12	10	22	39	27	9	3	2	-	
Total	165	19	8	15	7	37	65	88	13	12	24	45	35	12	2	1	-	
Answered	165	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.85	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 159

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3D. 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 GlobalPlayer?

Base : Those who have used GlobalPlayer in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total		159	5	4	7	2	129	22	6	7	7	2	62	91	140	6	7	13
Effective Weighted Sample		136	5	4	7	2	109	20	6	6	6	2	54	78	120	5	6	11
Total		165	7	5	10	2	135	23	6	7	7	2	69	90	148	5	7	13
2	(2.0)	*	**	**	**	**	*	**	**	**	**	**	**	**	*	**	**	**
		%	**	**	**	**	%	**	**	**	**	**	**	**	%	**	**	**
3	(3.0)	1	**	**	**	**	-	**	**	**	**	**	**	**	1	**	**	**
		1%	**	**	**	**	-%	**	**	**	**	**	**	**	1%	**	**	**
4	(4.0)	6	**	**	**	**	5	**	**	**	**	**	**	**	6	**	**	**
		4%	**	**	**	**	4%	**	**	**	**	**	**	**	4%	**	**	**
5	(5.0)	16	**	**	**	**	10	**	**	**	**	**	**	**	14	**	**	**
		10%	**	**	**	**	7%	**	**	**	**	**	**	**	10%	**	**	**
6	(6.0)	14	**	**	**	**	12	**	**	**	**	**	**	**	9	**	**	**
		9%	**	**	**	**	9%	**	**	**	**	**	**	**	6%	**	**	**
7	(7.0)	21	**	**	**	**	19	**	**	**	**	**	**	**	20	**	**	**
		13%	**	**	**	**	14%	**	**	**	**	**	**	**	14%	**	**	**
8	(8.0)	37	**	**	**	**	29	**	**	**	**	**	**	**	34	**	**	**
		22%	**	**	**	**	22%	**	**	**	**	**	**	**	23%	**	**	**
9	(9.0)	25	**	**	**	**	22	**	**	**	**	**	**	**	23	**	**	**
		15%	**	**	**	**	16%	**	**	**	**	**	**	**	15%	**	**	**
10 - Extremely satisfied (10.0)		44	**	**	**	**	37	**	**	**	**	**	**	**	40	**	**	**
		27%	**	**	**	**	27%	**	**	**	**	**	**	**	27%	**	**	**
DISSATISFIED (1-4)		8	**	**	**	**	6	**	**	**	**	**	**	**	8	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	**	**	5%	**	**	**
NEUTRAL (5-6)		31	**	**	**	**	22	**	**	**	**	**	**	**	23	**	**	**
		19%	**	**	**	**	16%	**	**	**	**	**	**	**	16%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3D. 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 GlobalPlayer?

Base : Those who have used GlobalPlayer in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	159	5	4	7	2	129	22	6	7	7	2	62	91	140	6	7	13
Effective Weighted Sample	136	5	4	7	2	109	20	6	6	6	2	54	78	120	5	6	11
Total	165	7	5	10	2	135	23	6	7	7	2	69	90	148	5	7	13
SATISFIED (7-10)	127	**	**	**	**	107	**	**	**	**	**	**	**	117	**	**	**
	77%	**	**	**	**	79%	**	**	**	**	**	**	**	79%	**	**	**
Answered	165	**	**	**	**	135	**	**	**	**	**	**	**	148	**	**	**
Mean score	7.9	**	**	**	**	8.0	**	**	**	**	**	**	**	7.9	**	**	**
Standard deviation	1.85	**	**	**	**	1.77	**	**	**	**	**	**	**	1.86	**	**	**
Standard error	.15	**	**	**	**	.16	**	**	**	**	**	**	**	.16	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3E. 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 RadioPlayer?

Base : Those who have used RadioPlayer in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		137	15	10	12	2	26	52	69	12	8	17	31	27	6	3	1	2
Effective Weighted Sample		118	13	7	9	2	22	44	59	11	7	15	28	23	6	3	1	2
Total		139	17	8	11	3	24	49	72	12	7	14	30	27	8	2	*	*
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	(2.0)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3E. 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 RadioPlayer?

Base : Those who have used RadioPlayer in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	137	15	10	12	2	26	52	69	12	8	17	31	27	6	3	1	2	
Effective Weighted Sample	118	13	7	9	2	22	44	59	11	7	15	28	23	6	3	1	2	
Total	139	17	8	11	3	24	49	72	12	7	14	30	27	8	2	*	*	
NEUTRAL (5-6)	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	106	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	76%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Answered	139	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Mean score	7.7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Standard deviation	1.92	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Standard error	.16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3E. 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 RadioPlayer?

Base : Those who have used RadioPlayer in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	137	3	3	6	-	97	35	11	11	12	1	40	88	126	-	5	5
Effective Weighted Sample	118	3	3	6	-	81	32	10	10	11	1	34	75	107	-	5	5
Total	139	4	4	8	-	98	36	11	12	12	1	42	87	127	-	6	6
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**
2	(2.0)	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	2%	**	**	**
3	(3.0)	1	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	1%	**	**	**
4	(4.0)	4	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**
5	(5.0)	8	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**
6	(6.0)	17	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	12%	**	**	**
7	(7.0)	29	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	18%	**	**	**
8	(8.0)	25	**	**	**	**	**	**	**	**	**	**	**	25	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	20%	**	**	**
9	(9.0)	24	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	18%	**	**	**
10 - Extremely satisfied (10.0)	29	**	**	**	**	**	**	**	**	**	**	**	**	26	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	21%	**	**	**
DISSATISFIED (1-4)	8	**	**	**	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3E. 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 RadioPlayer?

Base : Those who have used RadioPlayer in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	137	3	3	6	-	97	35	11	11	12	1	40	88	126	-	5	5
Effective Weighted Sample	118	3	3	6	-	81	32	10	10	11	1	34	75	107	-	5	5
Total	139	4	4	8	-	98	36	11	12	12	1	42	87	127	-	6	6
NEUTRAL (5-6)	24	**	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	18%	**	**	**
SATISFIED (7-10)	106	**	**	**	**	**	**	**	**	**	**	**	**	96	**	**	**
	76%	**	**	**	**	**	**	**	**	**	**	**	**	76%	**	**	**
Answered	139	**	**	**	**	**	**	**	**	**	**	**	**	127	**	**	**
Mean score	7.7	**	**	**	**	**	**	**	**	**	**	**	**	7.7	**	**	**
Standard deviation	1.92	**	**	**	**	**	**	**	**	**	**	**	**	1.93	**	**	**
Standard error	.16	**	**	**	**	**	**	**	**	**	**	**	**	.17	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3F. 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 Spotify?

Base : Those who have used Spotify in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		1181	112	78	98	20	318	390	671	59	44	72	190	260	59	9	15	15
Effective Weighted Sample		956	92	60	78	18	265	324	537	49	37	57	159	216	57	9	14	15
Total		1151	121	67	89	22	294	382	658	57	43	65	185	257	73	6	7	3
1 - Extremely dissatisfied	(1.0)	1	-	**	**	**	-	-	-	**	**	**	-	-	**	**	**	**
		*%	-%	**	**	**	-%	-%	-%	**	**	**	-%	-%	**	**	**	**
3	(3.0)	12	-	**	**	**	1	5	4	**	**	**	4	2	**	**	**	**
		1%	-%	**	**	**	*%	1%	1%	**	**	**	2%	1%	**	**	**	**
4	(4.0)	14	3	**	**	**	6	4	9	**	**	**	4	4	**	**	**	**
		1%	2%	**	**	**	2%	1%	1%	**	**	**	2%	1%	**	**	**	**
5	(5.0)	33	1	**	**	**	13	9	19	**	**	**	6	7	**	**	**	**
		3%	1%	**	**	**	4%	2%	3%	**	**	**	3%	3%	**	**	**	**
6	(6.0)	72	11	**	**	**	23	26	39	**	**	**	16	18	**	**	**	**
		6%	9%	**	**	**	8%	7%	6%	**	**	**	9%	7%	**	**	**	**
7	(7.0)	129	20	**	**	**	44	45	72	**	**	**	26	28	**	**	**	**
		11%	16%	**	**	**	15%	12%	11%	**	**	**	14%	11%	**	**	**	**
8	(8.0)	253	28	**	**	**	61	77	152	**	**	**	38	55	**	**	**	**
		22%	23%	**	**	**	21%	20%	23%	**	**	**	20%	22%	**	**	**	**
9	(9.0)	207	23	**	**	**	38	62	126	**	**	**	17	44	**	**	**	**
		18%	19%	**	**	**	13%	16%	19%	**	**	**	9%	17%	**	**	**	**
									f									
10 - Extremely satisfied (10.0)		427	35	**	**	**	108	154	235	**	**	**	75	99	**	**	**	**
		37%	29%	**	**	**	37%	40%	36%	**	**	**	41%	39%	**	**	**	**
DISSATISFIED (1-4)		27	3	**	**	**	7	9	13	**	**	**	8	6	**	**	**	**
		2%	2%	**	**	**	2%	2%	2%	**	**	**	4%	2%	**	**	**	**
NEUTRAL (5-6)		105	12	**	**	**	36	36	58	**	**	**	21	25	**	**	**	**
		9%	10%	**	**	**	12%	9%	9%	**	**	**	12%	10%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3F. 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 Spotify?

Base : Those who have used Spotify in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	1181	112	78	98	20	318	390	671	59	44	72	190	260	59	9	15	15	
Effective Weighted Sample	956	92	60	78	18	265	324	537	49	37	57	159	216	57	9	14	15	
Total	1151	121	67	89	22	294	382	658	57	43	65	185	257	73	6	7	3	
SATISFIED (7-10)	1015	107	**	**	**	250	338	585	**	**	**	156	226	**	**	**	**	
	88%	88%	**	**	**	85%	88%	89%	**	**	**	84%	88%	**	**	**	**	
Answered	1147	121	**	**	**	293	382	656	**	**	**	185	257	**	**	**	**	
Mean score	8.5	8.3	**	**	**	8.3	8.5	8.5	**	**	**	8.3	8.5	**	**	**	**	
Standard deviation	1.59	1.48	**	**	**	1.66	1.61	1.53	**	**	**	1.81	1.59	**	**	**	**	
Standard error	.05	.14	**	**	**	.09	.08	.06	**	**	**	.13	.10	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3F. 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 Spotify?

Base : Those who have used Spotify in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		1181	35	24	36	23	1002	152	40	43	49	20	528	597	1043	34	59	93
Effective Weighted Sample		956	34	23	35	22	801	132	35	39	41	18	428	482	842	28	51	78
Total		1151	43	30	46	27	965	158	40	49	51	18	510	585	1006	38	63	101
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	-	1	**	**	**	**	1	-	1	**	**	**
		*%	**	**	**	**	-%	1%	**	**	**	**	*%	-%	*%	**	**	**
3	(3.0)	12	**	**	**	**	4	7	**	**	**	**	4	5	5	**	**	**
		1%	**	**	**	**	*%	4%	**	**	**	**	1%	1%	*%	**	**	**
								a										
4	(4.0)	14	**	**	**	**	13	1	**	**	**	**	9	4	12	**	**	**
		1%	**	**	**	**	1%	1%	**	**	**	**	2%	1%	1%	**	**	**
5	(5.0)	33	**	**	**	**	25	6	**	**	**	**	17	13	32	**	**	**
		3%	**	**	**	**	3%	4%	**	**	**	**	3%	2%	3%	**	**	**
6	(6.0)	72	**	**	**	**	58	11	**	**	**	**	29	40	64	**	**	**
		6%	**	**	**	**	6%	7%	**	**	**	**	6%	7%	6%	**	**	**
7	(7.0)	129	**	**	**	**	107	21	**	**	**	**	56	69	116	**	**	**
		11%	**	**	**	**	11%	13%	**	**	**	**	11%	12%	12%	**	**	**
8	(8.0)	253	**	**	**	**	207	34	**	**	**	**	109	123	222	**	**	**
		22%	**	**	**	**	21%	21%	**	**	**	**	21%	21%	22%	**	**	**
9	(9.0)	207	**	**	**	**	171	34	**	**	**	**	88	113	180	**	**	**
		18%	**	**	**	**	18%	21%	**	**	**	**	17%	19%	18%	**	**	**
10 - Extremely satisfied	(10.0)	427	**	**	**	**	376	43	**	**	**	**	195	216	371	**	**	**
		37%	**	**	**	**	39%	27%	**	**	**	**	38%	37%	37%	**	**	**
							b											
DISSATISFIED (1-4)		27	**	**	**	**	18	9	**	**	**	**	14	10	18	**	**	**
		2%	**	**	**	**	2%	6%	**	**	**	**	3%	2%	2%	**	**	**
							a											

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3F. 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 Spotify?

Base : Those who have used Spotify in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1181	35	24	36	23	1002	152	40	43	49	20	528	597	1043	34	59	93
Effective Weighted Sample	956	34	23	35	22	801	132	35	39	41	18	428	482	842	28	51	78
Total	1151	43	30	46	27	965	158	40	49	51	18	510	585	1006	38	63	101
NEUTRAL (5-6)	105	**	**	**	**	84	17	**	**	**	**	46	53	96	**	**	**
	9%	**	**	**	**	9%	11%	**	**	**	**	9%	9%	10%	**	**	**
SATISFIED (7-10)	1015	**	**	**	**	861	131	**	**	**	**	449	520	889	**	**	**
	88%	**	**	**	**	89%	83%	**	**	**	**	88%	89%	88%	**	**	**
Answered	1147	**	**	**	**	962	157	**	**	**	**	509	582	1002	**	**	**
Mean score	8.5	**	**	**	**	8.6	8.1	**	**	**	**	8.5	8.5	8.5	**	**	**
						b											
Standard deviation	1.59	**	**	**	**	1.53	1.88	**	**	**	**	1.63	1.53	1.56	**	**	**
Standard error	.05	**	**	**	**	.05	.15	**	**	**	**	.07	.06	.05	**	**	**
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																	

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3G. 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 Deezer?

Base : Those who have used Deezer in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		128	5	4	4	-	20	42	66	14	12	17	35	17	2	1	1	-
Effective Weighted Sample		101	4	3	3	-	17	36	50	12	10	15	31	15	2	1	1	-
Total		112	6	3	3	-	17	41	54	13	10	16	34	18	2	1	*	-
3	(3.0)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		82	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		73%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		110	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score		7.7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation		2.02	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3G. 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 Deezer?

Base : Those who have used Deezer in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	128	5	4	4	-	20	42	66	14	12	17	35	17	2	1	1	-	
Effective Weighted Sample	101	4	3	3	-	17	36	50	12	10	15	31	15	2	1	1	-	
Total	112	6	3	3	-	17	41	54	13	10	16	34	18	2	1	*	-	
Standard error	.18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3G. 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 Deezer?

Base : Those who have used Deezer in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total		128	1	1	2	-	93	29	8	9	10	2	34	89	110	4	7	11
Effective Weighted Sample		101	1	1	2	-	70	26	7	9	9	2	25	72	85	3	6	10
Total		112	1	1	2	-	77	29	7	11	8	3	27	80	94	4	7	10
3	(3.0)	4	**	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**
		4%	**	**	**	**	**	**	**	**	**	**	**	**	5%	**	**	**
4	(4.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**
5	(5.0)	12	**	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**
		11%	**	**	**	**	**	**	**	**	**	**	**	**	10%	**	**	**
6	(6.0)	8	**	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**
		8%	**	**	**	**	**	**	**	**	**	**	**	**	6%	**	**	**
7	(7.0)	15	**	**	**	**	**	**	**	**	**	**	**	**	12	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	13%	**	**	**
8	(8.0)	22	**	**	**	**	**	**	**	**	**	**	**	**	18	**	**	**
		20%	**	**	**	**	**	**	**	**	**	**	**	**	19%	**	**	**
9	(9.0)	14	**	**	**	**	**	**	**	**	**	**	**	**	11	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	11%	**	**	**
10 - Extremely satisfied (10.0)		30	**	**	**	**	**	**	**	**	**	**	**	**	29	**	**	**
		27%	**	**	**	**	**	**	**	**	**	**	**	**	31%	**	**	**
DISSATISFIED (1-4)		8	**	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**
		7%	**	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**
NEUTRAL (5-6)		20	**	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	16%	**	**	**
SATISFIED (7-10)		82	**	**	**	**	**	**	**	**	**	**	**	**	69	**	**	**
		73%	**	**	**	**	**	**	**	**	**	**	**	**	73%	**	**	**
Answered		110	**	**	**	**	**	**	**	**	**	**	**	**	92	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3G. 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 Deezer?

Base : Those who have used Deezer in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	a	~b	~c	~d
Unweighted total	128	1	1	2	-	93	29	8	9	10	2	34	89	110	4	7	11
Effective Weighted Sample	101	1	1	2	-	70	26	7	9	9	2	25	72	85	3	6	10
Total	112	1	1	2	-	77	29	7	11	8	3	27	80	94	4	7	10
Mean score	7.7	**	**	**	**	**	**	**	**	**	**	**	**	7.8	**	**	**
Standard deviation	2.02	**	**	**	**	**	**	**	**	**	**	**	**	2.10	**	**	**
Standard error	.18	**	**	**	**	**	**	**	**	**	**	**	**	.21	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3H. 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 Amazon Music?

Base : Those who have used Amazon Music in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		702	97	83	103	20	208	233	419	40	30	68	140	128	59	18	15	11
Effective Weighted Sample		569	79	65	82	18	171	190	337	36	26	54	117	101	57	17	15	11
Total		683	103	73	97	24	194	229	405	44	31	63	139	125	77	12	6	3
1 - Extremely dissatisfied	(1.0)	2	**	**	-	**	*	*	2	**	**	**	*	*	**	**	**	**
		*%	**	**	-%	**	*%	*%	1%	**	**	**	*%	*%	**	**	**	**
2	(2.0)	1	**	**	-	**	-	-	-	**	**	**	-	-	**	**	**	**
		*%	**	**	-%	**	-%	-%	-%	**	**	**	-%	-%	**	**	**	**
3	(3.0)	7	**	**	2	**	2	3	4	**	**	**	3	2	**	**	**	**
		1%	**	**	2%	**	1%	1%	1%	**	**	**	2%	2%	**	**	**	**
4	(4.0)	14	**	**	2	**	7	7	6	**	**	**	3	5	**	**	**	**
		2%	**	**	2%	**	4%	3%	1%	**	**	**	2%	4%	**	**	**	**
5	(5.0)	28	**	**	2	**	12	8	15	**	**	**	4	7	**	**	**	**
		4%	**	**	2%	**	6%	4%	4%	**	**	**	3%	6%	**	**	**	**
6	(6.0)	43	**	**	7	**	15	19	21	**	**	**	12	9	**	**	**	**
		6%	**	**	7%	**	8%	8%	5%	**	**	**	9%	7%	**	**	**	**
7	(7.0)	109	**	**	15	**	33	29	70	**	**	**	19	14	**	**	**	**
		16%	**	**	16%	**	17%	13%	17%	**	**	**	14%	11%	**	**	**	**
8	(8.0)	167	**	**	25	**	44	50	106	**	**	**	34	27	**	**	**	**
		24%	**	**	25%	**	22%	22%	26%	**	**	**	24%	22%	**	**	**	**
9	(9.0)	128	**	**	21	**	31	39	80	**	**	**	15	22	**	**	**	**
		19%	**	**	22%	**	16%	17%	20%	**	**	**	11%	18%	**	**	**	**
10 - Extremely satisfied (10.0)		181	**	**	22	**	49	73	99	**	**	**	49	36	**	**	**	**
		26%	**	**	23%	**	25%	32%	25%	**	**	**	35%	29%	**	**	**	**
DISSATISFIED (1-4)		25	**	**	4	**	10	10	12	**	**	**	6	8	**	**	**	**
		4%	**	**	5%	**	5%	4%	3%	**	**	**	4%	6%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3H. 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 Amazon Music?

Base : Those who have used Amazon Music in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		~a	~b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	702	97	83	103	20	208	233	419	40	30	68	140	128	59	18	15	11
Effective Weighted Sample	569	79	65	82	18	171	190	337	36	26	54	117	101	57	17	15	11
Total	683	103	73	97	24	194	229	405	44	31	63	139	125	77	12	6	3
NEUTRAL (5-6)	71	**	**	10	**	27	27	36	**	**	**	16	16	**	**	**	**
	10%	**	**	10%	**	14%	12%	9%	**	**	**	12%	13%	**	**	**	**
SATISFIED (7-10)	585	**	**	83	**	157	190	356	**	**	**	117	99	**	**	**	**
	86%	**	**	86%	**	81%	83%	88%	**	**	**	84%	80%	**	**	**	**
Answered	681	**	**	97	**	194	227	404	**	**	**	139	123	**	**	**	**
Mean score	8.1	**	**	8.1	**	7.9	8.2	8.2	**	**	**	8.2	8.1	**	**	**	**
Standard deviation	1.69	**	**	1.66	**	1.78	1.74	1.62	**	**	**	1.77	1.88	**	**	**	**
Standard error	.06	**	**	.16	**	.12	.11	.08	**	**	**	.15	.17	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3H. 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 Amazon Music?

Base : Those who have used Amazon Music in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	702	31	28	38	21	597	85	20	23	32	10	253	408	645	18	15	33
Effective Weighted Sample	569	30	27	37	20	474	78	18	21	29	9	204	330	520	16	13	29
Total	683	41	36	51	25	570	93	23	26	33	11	250	394	621	21	16	38
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	-	2	2	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	-%	1%	*%	**	**	**
2	(2.0)	1	**	**	**	-	**	**	**	**	**	-	1	1	**	**	**
	*%	**	**	**	**	-%	**	**	**	**	**	-%	*%	*%	**	**	**
3	(3.0)	7	**	**	**	5	**	**	**	**	**	6	1	7	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	2%	*%	1%	**	**	**
4	(4.0)	14	**	**	**	11	**	**	**	**	**	7	6	12	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	3%	1%	2%	**	**	**
5	(5.0)	28	**	**	**	23	**	**	**	**	**	10	14	25	**	**	**
	4%	**	**	**	**	4%	**	**	**	**	**	4%	4%	4%	**	**	**
6	(6.0)	43	**	**	**	35	**	**	**	**	**	14	25	35	**	**	**
	6%	**	**	**	**	6%	**	**	**	**	**	6%	6%	6%	**	**	**
7	(7.0)	109	**	**	**	91	**	**	**	**	**	39	58	103	**	**	**
	16%	**	**	**	**	16%	**	**	**	**	**	16%	15%	17%	**	**	**
8	(8.0)	167	**	**	**	141	**	**	**	**	**	55	101	153	**	**	**
	24%	**	**	**	**	25%	**	**	**	**	**	22%	26%	25%	**	**	**
9	(9.0)	128	**	**	**	103	**	**	**	**	**	40	83	114	**	**	**
	19%	**	**	**	**	18%	**	**	**	**	**	16%	21%	18%	**	**	**
10 - Extremely satisfied (10.0)	181	**	**	**	**	158	**	**	**	**	**	76	101	165	**	**	**
	26%	**	**	**	**	28%	**	**	**	**	**	30%	26%	27%	**	**	**
DISSATISFIED (1-4)	25	**	**	**	**	17	**	**	**	**	**	13	11	22	**	**	**
	4%	**	**	**	**	3%	**	**	**	**	**	5%	3%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3H. 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 Amazon Music?

Base : Those who have used Amazon Music in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	702	31	28	38	21	597	85	20	23	32	10	253	408	645	18	15	33
Effective Weighted Sample	569	30	27	37	20	474	78	18	21	29	9	204	330	520	16	13	29
Total	683	41	36	51	25	570	93	23	26	33	11	250	394	621	21	16	38
NEUTRAL (5-6)	71	**	**	**	**	58	**	**	**	**	**	25	39	61	**	**	**
	10%	**	**	**	**	10%	**	**	**	**	**	10%	10%	10%	**	**	**
SATISFIED (7-10)	585	**	**	**	**	493	**	**	**	**	**	210	344	536	**	**	**
	86%	**	**	**	**	86%	**	**	**	**	**	84%	87%	86%	**	**	**
Answered	681	**	**	**	**	568	**	**	**	**	**	248	394	618	**	**	**
Mean score	8.1	**	**	**	**	8.2	**	**	**	**	**	8.1	8.2	8.1	**	**	**
Standard deviation	1.69	**	**	**	**	1.64	**	**	**	**	**	1.78	1.63	1.68	**	**	**
Standard error	.06	**	**	**	**	.07	**	**	**	**	**	.11	.08	.07	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3I. 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 Tuneln?

Base : Those who have used Tuneln in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		72	5	6	10	4	20	28	34	5	9	11	20	17	3	4	3	-
Effective Weighted Sample		60	4	5	8	4	17	25	28	5	8	10	18	15	3	4	3	-
Total		68	5	4	8	4	18	28	32	5	7	11	18	18	4	3	1	-
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3I. 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 TuneIn?

Base : Those who have used TuneIn in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	72	5	6	10	4	20	28	34	5	9	11	20	17	3	4	3	-	
Effective Weighted Sample	60	4	5	8	4	17	25	28	5	8	10	18	15	3	4	3	-	
Total	68	5	4	8	4	18	28	32	5	7	11	18	18	4	3	1	-	
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3I. 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 Tuneln?

Base : Those who have used Tuneln in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b		~a	~b	~c	~d
Unweighted total		72	1	2	2	1	54	15	4	3	7	1	18	52		65	-	6	6
Effective Weighted Sample		60	1	2	2	1	46	12	3	3	6	1	14	44		54	-	5	5
Total		68	1	3	3	1	51	14	3	2	8	1	16	49		61	-	6	6
2	(2.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3I. 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 Tuneln?

Base : Those who have used Tuneln in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total	72	1	2	2	1	54	15	4	3	7	1	18	52	65	-	6	6
Effective Weighted Sample	60	1	2	2	1	46	12	3	3	6	1	14	44	54	-	5	5
Total	68	1	3	3	1	51	14	3	2	8	1	16	49	61	-	6	6
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3J. 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 Audible?

Base : Those who have used Audible in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		134	14	7	9	2	18	44	77	9	8	13	21	26	8	1	-	-
Effective Weighted Sample		113	12	7	8	2	16	37	65	8	7	11	18	23	8	1	-	-
Total		144	15	8	12	4	20	46	86	8	8	13	20	29	11	1	-	-
4	(4.0)	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		14%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		44	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		31%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		25	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		115	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered		144	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score		8.0	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation		1.78	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error		.15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3J. 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 Audible?

Base : Those who have used Audible in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	~b		a	~b	~c	~d
Unweighted total		134	4	4	6	2	110	17	2	6	8	1	55	71		115	7	5	12
Effective Weighted Sample		113	4	4	6	2	90	16	2	6	8	1	45	61		97	6	4	10
Total		144	6	6	9	3	118	20	2	7	9	2	57	79		122	10	5	15
4	(4.0)	4	**	**	**	**	2	**	**	**	**	**	**	**		2	**	**	**
		3%	**	**	**	**	1%	**	**	**	**	**	**	**		2%	**	**	**
5	(5.0)	15	**	**	**	**	8	**	**	**	**	**	**	**		13	**	**	**
		10%	**	**	**	**	7%	**	**	**	**	**	**	**		11%	**	**	**
6	(6.0)	11	**	**	**	**	8	**	**	**	**	**	**	**		8	**	**	**
		8%	**	**	**	**	7%	**	**	**	**	**	**	**		7%	**	**	**
7	(7.0)	20	**	**	**	**	14	**	**	**	**	**	**	**		17	**	**	**
		14%	**	**	**	**	12%	**	**	**	**	**	**	**		14%	**	**	**
8	(8.0)	32	**	**	**	**	30	**	**	**	**	**	**	**		27	**	**	**
		22%	**	**	**	**	25%	**	**	**	**	**	**	**		22%	**	**	**
9	(9.0)	18	**	**	**	**	15	**	**	**	**	**	**	**		13	**	**	**
		13%	**	**	**	**	13%	**	**	**	**	**	**	**		11%	**	**	**
10 - Extremely satisfied (10.0)		44	**	**	**	**	42	**	**	**	**	**	**	**		41	**	**	**
		31%	**	**	**	**	36%	**	**	**	**	**	**	**		33%	**	**	**
DISSATISFIED (1-4)		4	**	**	**	**	2	**	**	**	**	**	**	**		2	**	**	**
		3%	**	**	**	**	1%	**	**	**	**	**	**	**		2%	**	**	**
NEUTRAL (5-6)		25	**	**	**	**	16	**	**	**	**	**	**	**		21	**	**	**
		18%	**	**	**	**	13%	**	**	**	**	**	**	**		17%	**	**	**
SATISFIED (7-10)		115	**	**	**	**	101	**	**	**	**	**	**	**		99	**	**	**
		80%	**	**	**	**	85%	**	**	**	**	**	**	**		81%	**	**	**
Answered		144	**	**	**	**	118	**	**	**	**	**	**	**		122	**	**	**
Mean score		8.0	**	**	**	**	8.3	**	**	**	**	**	**	**		8.1	**	**	**
Standard deviation		1.78	**	**	**	**	1.63	**	**	**	**	**	**	**		1.77	**	**	**
Standard error		.15	**	**	**	**	.16	**	**	**	**	**	**	**		.17	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3K. 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 YouTube Music?

Base : Those who have used YouTube Music in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		805	78	61	75	14	249	271	461	44	30	59	137	169	57	7	5	6
Effective Weighted Sample		684	68	52	65	13	217	230	392	38	26	53	120	141	55	7	5	6
Total		826	90	59	77	18	250	268	481	42	29	63	137	166	70	4	2	1
3	(3.0)	3	**	**	**	**	2	-	1	**	**	**	-	-	**	**	**	**
		*%	**	**	**	**	1%	-%	*%	**	**	**	-%	-%	**	**	**	**
4	(4.0)	10	**	**	**	**	4	*	7	**	**	**	-	*	**	**	**	**
		1%	**	**	**	**	2%	*%	1%	**	**	**	-%	*%	**	**	**	**
5	(5.0)	43	**	**	**	**	9	15	23	**	**	**	8	12	**	**	**	**
		5%	**	**	**	**	4%	6%	5%	**	**	**	6%	7%	**	**	**	**
6	(6.0)	78	**	**	**	**	23	15	59	**	**	**	6	10	**	**	**	**
		9%	**	**	**	**	9%	6%	12%	**	**	**	5%	6%	**	**	**	**
7	(7.0)	137	**	**	**	**	32	35	97	**	**	**	19	23	**	**	**	**
		17%	**	**	**	**	13%	13%	20%	**	**	**	14%	14%	**	**	**	**
8	(8.0)	169	**	**	**	**	47	49	96	**	**	**	28	31	**	**	**	**
		20%	**	**	**	**	19%	18%	20%	**	**	**	20%	19%	**	**	**	**
9	(9.0)	164	**	**	**	**	53	58	89	**	**	**	33	30	**	**	**	**
		20%	**	**	**	**	21%	21%	19%	**	**	**	24%	18%	**	**	**	**
10 - Extremely satisfied (10.0)		222	**	**	**	**	80	95	109	**	**	**	43	61	**	**	**	**
		27%	**	**	**	**	32%	36%	23%	**	**	**	32%	37%	**	**	**	**
								b						b				
DISSATISFIED (1-4)		14	**	**	**	**	6	*	8	**	**	**	-	*	**	**	**	**
		2%	**	**	**	**	2%	*%	2%	**	**	**	-%	*%	**	**	**	**
NEUTRAL (5-6)		121	**	**	**	**	32	30	81	**	**	**	14	21	**	**	**	**
		15%	**	**	**	**	13%	11%	17%	**	**	**	11%	13%	**	**	**	**
SATISFIED (7-10)		691	**	**	**	**	212	237	391	**	**	**	123	145	**	**	**	**
		84%	**	**	**	**	85%	89%	81%	**	**	**	89%	87%	**	**	**	**
Answered		826	**	**	**	**	250	268	481	**	**	**	137	166	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3K. 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 YouTube Music?

Base : Those who have used YouTube Music in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	805	78	61	75	14	249	271	461	44	30	59	137	169	57	7	5	6	
Effective Weighted Sample	684	68	52	65	13	217	230	392	38	26	53	120	141	55	7	5	6	
Total	826	90	59	77	18	250	268	481	42	29	63	137	166	70	4	2	1	
Mean score	8.2	**	**	**	**	8.3	8.5	8.0	**	**	**	8.5	8.4	**	**	**	**	
							b					b	b					
Standard deviation	1.60	**	**	**	**	1.63	1.51	1.58	**	**	**	1.47	1.58	**	**	**	**	
Standard error	.06	**	**	**	**	.10	.09	.07	**	**	**	.13	.12	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3K. 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 YouTube Music?

Base : Those who have used YouTube Music in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b		a	~b	~c	~d
Unweighted total		805	23	34	28	29	611	173	42	41	74	16	291	483		728	18	33	51
Effective Weighted Sample		684	22	33	27	28	510	154	37	37	66	13	248	409		617	15	30	45
Total		826	29	41	36	34	614	187	43	45	81	17	293	500		744	19	35	54
3	(3.0)	3	**	**	**	**	1	1	**	**	**	**	2	-		3	**	**	**
		%	**	**	**	**	%	1%	**	**	**	**	1%	-%		%	**	**	**
4	(4.0)	10	**	**	**	**	5	5	**	**	**	**	3	6		9	**	**	**
		1%	**	**	**	**	1%	3%	**	**	**	**	1%	1%		1%	**	**	**
5	(5.0)	43	**	**	**	**	25	15	**	**	**	**	15	25		37	**	**	**
		5%	**	**	**	**	4%	8%	**	**	**	**	5%	5%		5%	**	**	**
6	(6.0)	78	**	**	**	**	53	22	**	**	**	**	29	46		74	**	**	**
		9%	**	**	**	**	9%	12%	**	**	**	**	10%	9%		10%	**	**	**
7	(7.0)	137	**	**	**	**	98	36	**	**	**	**	45	90		124	**	**	**
		17%	**	**	**	**	16%	19%	**	**	**	**	15%	18%		17%	**	**	**
8	(8.0)	169	**	**	**	**	134	28	**	**	**	**	67	87		143	**	**	**
		20%	**	**	**	**	22%	15%	**	**	**	**	23%	17%		19%	**	**	**
9	(9.0)	164	**	**	**	**	118	43	**	**	**	**	51	110		154	**	**	**
		20%	**	**	**	**	19%	23%	**	**	**	**	17%	22%		21%	**	**	**
10 - Extremely satisfied	(10.0)	222	**	**	**	**	180	37	**	**	**	**	81	135		200	**	**	**
		27%	**	**	**	**	29%	20%	**	**	**	**	28%	27%		27%	**	**	**
DISSATISFIED (1-4)		14	**	**	**	**	6	6	**	**	**	**	5	6		13	**	**	**
		2%	**	**	**	**	1%	3%	**	**	**	**	2%	1%		2%	**	**	**
NEUTRAL (5-6)		121	**	**	**	**	78	37	**	**	**	**	44	71		111	**	**	**
		15%	**	**	**	**	13%	20%	**	**	**	**	15%	14%		15%	**	**	**
SATISFIED (7-10)		691	**	**	**	**	530	144	**	**	**	**	243	422		620	**	**	**
		84%	**	**	**	**	86% b	77%	**	**	**	**	83%	84%		83%	**	**	**
Answered		826	**	**	**	**	614	187	**	**	**	**	293	500		744	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3K. 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 YouTube Music?

Base : Those who have used YouTube Music in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	805	23	34	28	29	611	173	42	41	74	16	291	483	728	18	33	51
Effective Weighted Sample	684	22	33	27	28	510	154	37	37	66	13	248	409	617	15	30	45
Total	826	29	41	36	34	614	187	43	45	81	17	293	500	744	19	35	54
Mean score	8.2	**	**	**	**	8.3	7.8	**	**	**	**	8.1	8.2	8.2	**	**	**
						b											
Standard deviation	1.60	**	**	**	**	1.53	1.72	**	**	**	**	1.62	1.57	1.61	**	**	**
Standard error	.06	**	**	**	**	.06	.13	**	**	**	**	.10	.07	.06	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3L. 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 SoundCloud?

Base : Those who have used SoundCloud in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		192	15	5	5	-	40	79	97	14	9	14	36	56	-	1	1	3
Effective Weighted Sample		156	13	4	4	-	33	66	76	12	8	12	30	47	-	1	1	3
Total		184	17	2	2	-	35	77	90	12	7	14	33	57	-	1	*	1
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	16	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	30	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		53	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		39	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3L. 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 SoundCloud?

Base : Those who have used SoundCloud in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	192	15	5	5	-	40	79	97	14	9	14	36	56	-	1	1	3	
Effective Weighted Sample	156	13	4	4	-	33	66	76	12	8	12	30	47	-	1	1	3	
Total	184	17	2	2	-	35	77	90	12	7	14	33	57	-	1	*	1	
SATISFIED (7-10)	139	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
76%		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	184	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	7.9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.90	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	.14	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 167

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3L. 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 SoundCloud?

Base : Those who have used SoundCloud in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		192	-	-	-	-	143	44	15	13	12	4	81	104	160	9	12	21
Effective Weighted Sample		156	-	-	-	-	111	40	14	12	11	4	66	84	129	7	10	17
Total		184	-	-	-	-	129	50	19	14	13	4	78	98	153	8	12	19
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	*	**	**	**	**	**	**	*	*	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	**	*%	*%	**	**	**
3	(3.0)	3	**	**	**	**	1	**	**	**	**	**	**	-	3	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	-%	2%	**	**	**
4	(4.0)	3	**	**	**	**	-	**	**	**	**	**	**	2	2	**	**	**
		1%	**	**	**	**	-%	**	**	**	**	**	**	2%	2%	**	**	**
5	(5.0)	23	**	**	**	**	13	**	**	**	**	**	**	10	19	**	**	**
		12%	**	**	**	**	10%	**	**	**	**	**	**	10%	13%	**	**	**
6	(6.0)	16	**	**	**	**	8	**	**	**	**	**	**	14	12	**	**	**
		9%	**	**	**	**	6%	**	**	**	**	**	**	14%	8%	**	**	**
7	(7.0)	23	**	**	**	**	18	**	**	**	**	**	**	9	18	**	**	**
		13%	**	**	**	**	14%	**	**	**	**	**	**	9%	12%	**	**	**
8	(8.0)	30	**	**	**	**	25	**	**	**	**	**	**	19	25	**	**	**
		17%	**	**	**	**	20%	**	**	**	**	**	**	19%	16%	**	**	**
9	(9.0)	33	**	**	**	**	22	**	**	**	**	**	**	20	29	**	**	**
		18%	**	**	**	**	17%	**	**	**	**	**	**	21%	19%	**	**	**
10 - Extremely satisfied	(10.0)	53	**	**	**	**	41	**	**	**	**	**	**	24	44	**	**	**
		29%	**	**	**	**	32%	**	**	**	**	**	**	25%	29%	**	**	**
DISSATISFIED (1-4)		6	**	**	**	**	1	**	**	**	**	**	**	2	5	**	**	**
		3%	**	**	**	**	1%	**	**	**	**	**	**	2%	3%	**	**	**
NEUTRAL (5-6)		39	**	**	**	**	21	**	**	**	**	**	**	24	32	**	**	**
		21%	**	**	**	**	16%	**	**	**	**	**	**	24%	21%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B3L. 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 SoundCloud?

Base : Those who have used SoundCloud in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	192	-	-	-	-	143	44	15	13	12	4	81	104	160	9	12	21
Effective Weighted Sample	156	-	-	-	-	111	40	14	12	11	4	66	84	129	7	10	17
Total	184	-	-	-	-	129	50	19	14	13	4	78	98	153	8	12	19
SATISFIED (7-10)	139	**	**	**	**	107	**	**	**	**	**	**	72	116	**	**	**
	76%	**	**	**	**	83%	**	**	**	**	**	**	74%	76%	**	**	**
Answered	184	**	**	**	**	129	**	**	**	**	**	**	98	153	**	**	**
Mean score	7.9	**	**	**	**	8.2	**	**	**	**	**	**	7.9	7.9	**	**	**
Standard deviation	1.90	**	**	**	**	1.76	**	**	**	**	**	**	1.80	1.93	**	**	**
Standard error	.14	**	**	**	**	.15	**	**	**	**	**	**	.18	.15	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 168

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4A. 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 your experience of using BBC iPlayer? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used BBC iPlayer in the past 3 months

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total		2164	378	300	439	139	754	619	1378	85	116	184	382	282	303	46	56	34
Effective Weighted Sample		1796	317	251	372	124	637	518	1141	76	101	150	323	236	290	45	52	29
Total		2215	420	287	456	169	765	626	1422	95	126	181	393	281	388	34	25	9
1 - Extremely dissatisfied	(1.0)	8 *%	1 *%	2 1%	2 *%	- -%	4 1%	4 1%	4 *%	** **	- -%	2 1%	3 1%	1 *%	2 *%	** **	** **	** **
2	(2.0)	2 *%	1 *%	- -%	- -%	- -%	1 *%	2 *%	- -%	** **	1 1%	1 1%	2 1%	1 *%	- -%	** **	** **	** **
3	(3.0)	23 1%	4 1%	1 1%	2 1%	1 1%	6 1%	8 1%	11 1%	** **	2 1%	1 1%	5 1%	2 1%	2 1%	** **	** **	** **
4	(4.0)	42 2%	12 3%	3 1%	6 1%	3 2%	19 3%	17 3%	22 2%	** **	4 3%	9 5%	13 3%	6 2%	4 1%	** **	** **	** **
5	(5.0)	164 7%	23 6%	18 6%	34 7%	16 9%	59 8%	55 9%	89 6%	** **	14 11%	16 9%	39 10%	26 9%	29 8%	** **	** **	** **
6	(6.0)	191 9%	31 7%	19 7%	31 7%	12 7%	61 8%	54 9%	120 8%	** **	7 5%	11 6%	33 8%	31 11%	26 7%	** **	** **	** **
7	(7.0)	408 18%	70 17%	34 12%	58 13%	24 14%	97 13%	97 15%	282 20%	** **	17 13%	28 15%	52 13%	51 18%	53 14%	** **	** **	** **
8	(8.0)	565 26%	129 31%	73 26%	117 26%	44 26%	189 25%	154 25%	373 26%	** **	28 22%	42 23%	95 24%	66 24%	104 27%	** **	** **	** **
9	(9.0)	328 15%	50 12%	53 19%	79 17%	25 15%	122 16%	75 12%	227 16%	** **	15 12%	21 11%	44 11%	29 10%	63 16%	** **	** **	** **
10 - Extremely satisfied	(10.0)	483 22%	97 23%	83 29%	127 28%	44 26%	205 27%	161 26%	293 21%	** **	39 31%	51 28%	107 27%	68 24%	105 27%	** **	** **	** **

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 168

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4A. 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 your experience of using BBC iPlayer? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used BBC iPlayer in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2164	378	300	439	139	754	619	1378	85	116	184	382	282	303	46	56	34	
Effective Weighted Sample	1796	317	251	372	124	637	518	1141	76	101	150	323	236	290	45	52	29	
Total	2215	420	287	456	169	765	626	1422	95	126	181	393	281	388	34	25	9	
DISSATISFIED (1-4)	75 3%	18 4%	6 2%	10 2%	4 2%	31 4%	31 5%	37 3%	** **	6 5%	13 7%	23 6%	11 4%	8 2%	** **	** **	** **	
											b	b						
NEUTRAL (5-6)	356 16%	55 13%	38 13%	65 14%	28 16%	120 16%	109 17%	209 15%	** **	21 17%	27 15%	72 18%	56 20%	56 14%	** **	** **	** **	
SATISFIED (7-10)	1784 81%	347 83%	243 85%	380 83%	137 81%	613 80%	486 78%	1175 83%	** **	99 78%	141 78%	298 76%	214 76%	325 84%	** **	** **	** **	
								f										
Answered	2215	420	287	456	169	765	626	1422	**	126	181	393	281	388	**	**	**	
Mean score	7.8	7.9	8.2	8.1	8.0	8.0	7.8	7.9	**	7.9	7.8	7.8	7.7	8.1	**	**	**	
Standard deviation	1.73	1.71	1.68	1.69	1.71	1.82	1.90	1.63	**	1.96	2.00	1.98	1.84	1.68	**	**	**	
Standard error	.04	.09	.10	.08	.14	.07	.08	.04	**	.18	.15	.10	.11	.10	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 168

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4A. 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 your experience of using BBC iPlayer? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used BBC iPlayer in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total		2164	150	153	186	117	1918	209	50	73	62	24	889	1197	1985	48	64	112
Effective Weighted Sample		1796	144	146	180	112	1573	192	45	68	57	22	727	1002	1642	41	55	95
Total		2215	192	196	251	137	1932	241	57	85	73	26	874	1256	2016	57	64	121
1 - Extremely dissatisfied	(1.0)	8	-	2	2	-	8	-	**	**	**	**	8	*	8	**	**	-
		*%	-%	1%	1%	-%	*%	-%	**	**	**	**	1% b	*%	*%	**	**	-%
2	(2.0)	2	-	-	-	-	2	-	**	**	**	**	1	1	2	**	**	-
		*%	-%	-%	-%	-%	*%	-%	**	**	**	**	*%	*%	*%	**	**	-%
3	(3.0)	23	1	1	1	1	18	4	**	**	**	**	7	12	17	**	**	3
		1%	1%	*%	*%	1%	1%	2%	**	**	**	**	1%	1%	1%	**	**	3%
4	(4.0)	42	4	-	4	-	35	7	**	**	**	**	18	23	36	**	**	6
		2%	2%	-%	2%	-%	2%	3%	**	**	**	**	2%	2%	2%	**	**	5%
5	(5.0)	164	14	15	15	14	135	23	**	**	**	**	75	77	140	**	**	8
		7%	7%	8%	6%	10%	7%	9%	**	**	**	**	9%	6%	7%	**	**	6%
6	(6.0)	191	16	11	14	12	162	24	**	**	**	**	74	110	175	**	**	9
		9%	8%	5%	6%	9%	8%	10%	**	**	**	**	9%	9%	9%	**	**	8%
7	(7.0)	408	30	23	37	16	333	64	**	**	**	**	163	231	378	**	**	17
		18%	16%	12%	15%	12%	17%	27% a	**	**	**	**	19%	18%	19%	**	**	14%
8	(8.0)	565	61	43	73	30	508	50	**	**	**	**	227	317	528	**	**	27
		26%	32%	22%	29%	22%	26%	21%	**	**	**	**	26%	25%	26%	**	**	22%
9	(9.0)	328	39	24	40	23	292	27	**	**	**	**	131	183	304	**	**	15
		15%	20%	12%	16%	17%	15%	11%	**	**	**	**	15%	15%	15%	**	**	12%
10 - Extremely satisfied	(10.0)	483	27	78	64	41	438	41	**	**	**	**	168	302	427	**	**	35
		22%	14%	40% ac	25%	30% a	23%	17%	**	**	**	**	19%	24%	21%	**	**	29%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4A. 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 your experience of using BBC iPlayer? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used BBC iPlayer in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	d
Unweighted total	2164	150	153	186	117	1918	209	50	73	62	24	889	1197	1985	48	64	112
Effective Weighted Sample	1796	144	146	180	112	1573	192	45	68	57	22	727	1002	1642	41	55	95
Total	2215	192	196	251	137	1932	241	57	85	73	26	874	1256	2016	57	64	121
DISSATISFIED (1-4)	75 3%	5 3%	2 1%	7 3%	1 1%	64 3%	11 4%	** **	** **	** **	** **	35 4%	36 3%	64 3%	** **	** **	9 7%
NEUTRAL (5-6)	356 16%	30 16%	26 13%	29 12%	26 19%	297 15%	47 19%	** **	** **	** **	** **	149 17%	187 15%	316 16%	** **	** **	17 14%
SATISFIED (7-10)	1784 81%	157 82%	168 86%	215 85%	110 80%	1571 81%	183 76%	** **	** **	** **	** **	690 79%	1033 82%	1637 81%	** **	** **	95 78%
Answered	2215	192	196	251	137	1932	241	**	**	**	**	874	1256	2016	**	**	121
Mean score	7.8	7.8	8.4 a	8.1	8.1	7.9 b	7.5	**	**	**	**	7.7	8.0 a	7.9	**	**	7.9
Standard deviation	1.73	1.55	1.77	1.67	1.71	1.72	1.72	**	**	**	**	1.79	1.66	1.70	**	**	1.95
Standard error	.04	.13	.14	.12	.16	.04	.12	**	**	**	**	.06	.05	.04	**	**	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 169

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4B. 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 your experience of using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d
Unweighted total		1362	248	195	279	84	497	441	836	62	72	132	264	220	190	22	46	21
Effective Weighted Sample		1121	208	162	234	74	418	367	682	56	64	108	224	182	182	21	43	19
Total		1413	283	184	285	101	505	452	870	73	82	133	278	223	243	15	21	5
1 - Extremely dissatisfied	(1.0)	11	2	2	3	**	3	1	9	**	**	-	-	-	3	**	**	**
		1%	1%	1%	1%	**	1%	*%	1%	**	**	-%	-%	-%	1%	**	**	**
2	(2.0)	13	2	2	2	**	3	4	8	**	**	-	-	4	2	**	**	**
		1%	1%	1%	1%	**	1%	1%	1%	**	**	-%	-%	2%	1%	**	**	**
3	(3.0)	21	3	3	5	**	9	10	11	**	**	6	8	3	5	**	**	**
		1%	1%	2%	2%	**	2%	2%	1%	**	**	5%	3%	1%	2%	**	**	**
4	(4.0)	42	6	7	10	**	14	13	26	**	**	3	8	6	9	**	**	**
		3%	2%	4%	3%	**	3%	3%	3%	**	**	2%	3%	3%	4%	**	**	**
5	(5.0)	112	32	13	20	**	35	36	61	**	**	17	27	16	18	**	**	**
		8%	11%	7%	7%	**	7%	8%	7%	**	**	12%	10%	7%	8%	**	**	**
6	(6.0)	136	20	21	27	**	50	40	88	**	**	9	21	24	23	**	**	**
		10%	7%	11%	9%	**	10%	9%	10%	**	**	7%	7%	11%	10%	**	**	**
7	(7.0)	293	59	34	52	**	103	81	191	**	**	26	44	46	44	**	**	**
		21%	21%	19%	18%	**	20%	18%	22%	**	**	19%	16%	21%	18%	**	**	**
8	(8.0)	334	68	47	78	**	120	100	220	**	**	31	64	43	66	**	**	**
		24%	24%	26%	27%	**	24%	22%	25%	**	**	23%	23%	20%	27%	**	**	**
9	(9.0)	171	38	15	27	**	52	58	103	**	**	15	39	23	22	**	**	**
		12%	14%	8%	9%	**	10%	13%	12%	**	**	11%	14%	10%	9%	**	**	**
10 - Extremely satisfied	(10.0)	280	53	38	62	**	116	108	152	**	**	27	68	57	51	**	**	**
		20%	19%	21%	22%	**	23%	24%	18%	**	**	20%	25%	25%	21%	**	**	**
DISSATISFIED (1-4)		87	13	15	21	**	30	28	55	**	**	9	16	14	18	**	**	**
		6%	5%	8%	7%	**	6%	6%	6%	**	**	7%	6%	6%	7%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 169

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4B. 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 your experience of using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	1362	248	195	279	84	497	441	836	62	72	132	264	220	190	22	46	21	
Effective Weighted Sample	1121	208	162	234	74	418	367	682	56	64	108	224	182	182	21	43	19	
Total	1413	283	184	285	101	505	452	870	73	82	133	278	223	243	15	21	5	
NEUTRAL (5-6)	248	52	34	46	**	84	76	149	**	**	25	47	40	42	**	**	**	
	18%	18%	19%	16%	**	17%	17%	17%	**	**	19%	17%	18%	17%	**	**	**	
SATISFIED (7-10)	1078	218	135	218	**	391	348	666	**	**	99	215	168	184	**	**	**	
	76%	77%	73%	77%	**	77%	77%	77%	**	**	74%	77%	76%	75%	**	**	**	
Answered	1413	283	184	285	**	505	452	870	**	**	133	278	223	243	**	**	**	
Mean score	7.6	7.6	7.5	7.6	**	7.7	7.7	7.5	**	**	7.5	7.8	7.7	7.6	**	**	**	
Standard deviation	1.90	1.85	2.00	1.96	**	1.89	1.94	1.87	**	**	1.94	1.90	1.96	1.96	**	**	**	
Standard error	.05	.12	.14	.12	**	.08	.09	.06	**	**	.17	.12	.13	.14	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4B. 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 your experience of using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	b	c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		1362	84	106	115	75	1250	95	28	30	27	10	572	753	1262	30	42	72
Effective Weighted Sample		1121	81	101	111	72	1020	86	26	27	25	9	471	618	1033	27	36	63
Total		1413	110	134	157	87	1284	108	33	33	31	11	591	780	1293	38	46	84
1 - Extremely dissatisfied	(1.0)	11	**	1	3	**	11	**	**	**	**	**	5	5	9	**	**	**
		1%	**	1%	2%	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
2	(2.0)	13	**	-	2	**	10	**	**	**	**	**	9	5	11	**	**	**
		1%	**	-%	1%	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
3	(3.0)	21	**	1	5	**	18	**	**	**	**	**	15	6	16	**	**	**
		1%	**	1%	3%	**	1%	**	**	**	**	**	3%	1%	1%	**	**	**
4	(4.0)	42	**	2	4	**	38	**	**	**	**	**	20	20	41	**	**	**
		3%	**	2%	3%	**	3%	**	**	**	**	**	3%	3%	3%	**	**	**
5	(5.0)	112	**	10	12	**	98	**	**	**	**	**	50	50	101	**	**	**
		8%	**	7%	8%	**	8%	**	**	**	**	**	8%	6%	8%	**	**	**
6	(6.0)	136	**	8	18	**	126	**	**	**	**	**	66	67	121	**	**	**
		10%	**	6%	12%	**	10%	**	**	**	**	**	11%	9%	9%	**	**	**
7	(7.0)	293	**	19	32	**	256	**	**	**	**	**	130	148	261	**	**	**
		21%	**	14%	20%	**	20%	**	**	**	**	**	22%	19%	20%	**	**	**
8	(8.0)	334	**	39	42	**	308	**	**	**	**	**	136	192	320	**	**	**
		24%	**	29%	27%	**	24%	**	**	**	**	**	23%	25%	25%	**	**	**
9	(9.0)	171	**	9	13	**	158	**	**	**	**	**	68	101	158	**	**	**
		12%	**	7%	8%	**	12%	**	**	**	**	**	12%	13%	12%	**	**	**
10 - Extremely satisfied	(10.0)	280	**	44	26	**	262	**	**	**	**	**	91	186	257	**	**	**
		20%	**	33%	17%	**	20%	**	**	**	**	**	15%	24%	20%	**	**	**
				c										a				
DISSATISFIED (1-4)		87	**	5	13	**	77	**	**	**	**	**	49	37	76	**	**	**
		6%	**	4%	8%	**	6%	**	**	**	**	**	8%	5%	6%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4B. 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 your experience of using ITVX or ITVX Premium (previously ITV Hub or ITV Hub+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used ITVX or ITVX Premium (previously ITV Hub or ITV Hub+) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	b	c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1362	84	106	115	75	1250	95	28	30	27	10	572	753	1262	30	42	72
Effective Weighted Sample	1121	81	101	111	72	1020	86	26	27	25	9	471	618	1033	27	36	63
Total	1413	110	134	157	87	1284	108	33	33	31	11	591	780	1293	38	46	84
NEUTRAL (5-6)	248	**	18	31	**	224	**	**	**	**	**	116	117	222	**	**	**
	18%	**	13%	19%	**	17%	**	**	**	**	**	20%	15%	17%	**	**	**
SATISFIED (7-10)	1078	**	111	113	**	984	**	**	**	**	**	426	627	996	**	**	**
	76%	**	83%	72%	**	77%	**	**	**	**	**	72%	80% a	77%	**	**	**
Answered	1413	**	134	157	**	1284	**	**	**	**	**	591	780	1293	**	**	**
Mean score	7.6	**	8.1	7.3	**	7.6	**	**	**	**	**	7.3	7.8 a	7.6	**	**	**
Standard deviation	1.90	**	1.84 c	2.01	**	1.89	**	**	**	**	**	1.96	1.83	1.87	**	**	**
Standard error	.05	**	.18	.19	**	.05	**	**	**	**	**	.08	.07	.05	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4C. 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 your experience of using STV Player/ STV Player VIP (Scotland)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used STV Player/ STV Player VIP (Scotland) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		245	40	22	32	10	68	78	148	16	9	27	55	36	8	23	-	1
Effective Weighted Sample		211	35	18	27	9	59	68	125	15	8	24	49	31	8	22	-	1
Total		215	38	19	28	9	60	72	124	15	8	24	49	35	12	16	-	*
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**	**	**
2	(2.0)	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
3	(3.0)	4	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**	**	**
4	(4.0)	12	**	**	**	**	**	**	6	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	**	5%	**	**	**	**	**	**	**	**	**
5	(5.0)	12	**	**	**	**	**	**	8	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**
6	(6.0)	16	**	**	**	**	**	**	9	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**
7	(7.0)	35	**	**	**	**	**	**	24	**	**	**	**	**	**	**	**	**
		16%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**	**	**
8	(8.0)	59	**	**	**	**	**	**	34	**	**	**	**	**	**	**	**	**
		27%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**
9	(9.0)	28	**	**	**	**	**	**	16	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	**	**	13%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		48	**	**	**	**	**	**	27	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	**	**	7	**	**	**	**	**	**	**	**	**
		9%	**	**	**	**	**	**	6%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4C. 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 your experience of using STV Player/ STV Player VIP (Scotland)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used STV Player/ STV Player VIP (Scotland) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	245	40	22	32	10	68	78	148	16	9	27	55	36	8	23	-	1	
Effective Weighted Sample	211	35	18	27	9	59	68	125	15	8	24	49	31	8	22	-	1	
Total	215	38	19	28	9	60	72	124	15	8	24	49	35	12	16	-	*	
NEUTRAL (5-6)	28	**	**	**	**	**	**	17	**	**	**	**	**	**	**	**	**	
	13%	**	**	**	**	**	**	14%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	169	**	**	**	**	**	**	100	**	**	**	**	**	**	**	**	**	
	79%	**	**	**	**	**	**	81%	**	**	**	**	**	**	**	**	**	
Answered	215	**	**	**	**	**	**	124	**	**	**	**	**	**	**	**	**	
Mean score	7.7	**	**	**	**	**	**	7.8	**	**	**	**	**	**	**	**	**	
Standard deviation	1.95	**	**	**	**	**	**	1.74	**	**	**	**	**	**	**	**	**	
Standard error	.12	**	**	**	**	**	**	.14	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4C. 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 your experience of using STV Player/ STV Player VIP (Scotland)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used STV Player/ STV Player VIP (Scotland) in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		245	4	4	6	2	206	29	4	15	10	-	94	142	225	12	7	19
Effective Weighted Sample		211	4	4	6	2	175	27	4	14	9	-	82	121	194	10	6	16
Total		215	6	6	9	3	176	29	4	16	10	-	79	128	198	10	7	16
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	1	**	**	**	**	**	**	-	1	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	-%	1%	**	**	**
2	(2.0)	2	**	**	**	**	*	**	**	**	**	**	**	2	1	**	**	**
		1%	**	**	**	**	%	**	**	**	**	**	**	1%	1%	**	**	**
3	(3.0)	4	**	**	**	**	3	**	**	**	**	**	**	2	3	**	**	**
		2%	**	**	**	**	1%	**	**	**	**	**	**	2%	2%	**	**	**
4	(4.0)	12	**	**	**	**	8	**	**	**	**	**	**	6	10	**	**	**
		5%	**	**	**	**	5%	**	**	**	**	**	**	5%	5%	**	**	**
5	(5.0)	12	**	**	**	**	10	**	**	**	**	**	**	6	12	**	**	**
		5%	**	**	**	**	6%	**	**	**	**	**	**	5%	6%	**	**	**
6	(6.0)	16	**	**	**	**	13	**	**	**	**	**	**	11	14	**	**	**
		7%	**	**	**	**	8%	**	**	**	**	**	**	9%	7%	**	**	**
7	(7.0)	35	**	**	**	**	32	**	**	**	**	**	**	21	33	**	**	**
		16%	**	**	**	**	18%	**	**	**	**	**	**	16%	17%	**	**	**
8	(8.0)	59	**	**	**	**	50	**	**	**	**	**	**	35	53	**	**	**
		27%	**	**	**	**	28%	**	**	**	**	**	**	27%	27%	**	**	**
9	(9.0)	28	**	**	**	**	19	**	**	**	**	**	**	20	27	**	**	**
		13%	**	**	**	**	11%	**	**	**	**	**	**	16%	13%	**	**	**
10 - Extremely satisfied	(10.0)	48	**	**	**	**	40	**	**	**	**	**	**	24	43	**	**	**
		22%	**	**	**	**	23%	**	**	**	**	**	**	19%	22%	**	**	**
DISSATISFIED (1-4)		19	**	**	**	**	12	**	**	**	**	**	**	10	16	**	**	**
		9%	**	**	**	**	7%	**	**	**	**	**	**	8%	8%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4C. 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 your experience of using STV Player/ STV Player VIP (Scotland)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used STV Player/ STV Player VIP (Scotland) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	245	4	4	6	2	206	29	4	15	10	-	94	142	225	12	7	19
Effective Weighted Sample	211	4	4	6	2	175	27	4	14	9	-	82	121	194	10	6	16
Total	215	6	6	9	3	176	29	4	16	10	-	79	128	198	10	7	16
NEUTRAL (5-6)	28	**	**	**	**	23	**	**	**	**	**	**	17	25	**	**	**
	13%	**	**	**	**	13%	**	**	**	**	**	**	14%	13%	**	**	**
SATISFIED (7-10)	169	**	**	**	**	141	**	**	**	**	**	**	101	156	**	**	**
	79%	**	**	**	**	80%	**	**	**	**	**	**	79%	79%	**	**	**
Answered	215	**	**	**	**	176	**	**	**	**	**	**	128	198	**	**	**
Mean score	7.7	**	**	**	**	7.7	**	**	**	**	**	**	7.7	7.7	**	**	**
Standard deviation	1.95	**	**	**	**	1.87	**	**	**	**	**	**	1.85	1.92	**	**	**
Standard error	.12	**	**	**	**	.13	**	**	**	**	**	**	.16	.13	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4D. 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 your experience of using S4C Clic (Welsh language)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used S4C Clic (Welsh language) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		90	4	4	5	1	10	34	45	4	7	14	21	21	1	2	2	-
Effective Weighted Sample		75	4	3	4	1	8	30	37	4	6	12	19	18	1	2	2	-
Total		84	4	3	4	1	8	32	38	4	7	13	21	19	2	1	1	-
1 - Extremely dissatisfied	(1.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4D. 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 your experience of using S4C Clic (Welsh language)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used S4C Clic (Welsh language) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	~b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	90	4	4	5	1	10	34	45	4	7	14	21	21	1	2	2	-	
Effective Weighted Sample	75	4	3	4	1	8	30	37	4	6	12	19	18	1	2	2	-	
Total	84	4	3	4	1	8	32	38	4	7	13	21	19	2	1	1	-	
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4D. 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 your experience of using S4C Clic (Welsh language)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used S4C Clic (Welsh language) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b	~a	~b	~c	~d
Unweighted total		90	-	1	-	1	70	18	5	3	4	6	31	58	77	2	8	10
Effective Weighted Sample		75	-	1	-	1	57	17	5	3	4	6	25	51	64	2	7	9
Total		84	-	2	-	2	59	22	6	3	5	8	22	61	72	2	8	9
1 - Extremely dissatisfied	(1.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	(3.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	(4.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5	(5.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
6	(6.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
7	(7.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
8	(8.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
9	(9.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied	(10.0)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
		**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4D. 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 your experience of using S4C Clic (Welsh language)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used S4C Clic (Welsh language) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY				
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%		~a	~b	~c	~d	~a	~b	~c	~d	~e	~f	~a	~b		~a	~b	~c	~d
Unweighted total	90	-	1	-	1	70	18	5	3	4	6	31	58		77	2	8	10
Effective Weighted Sample	75	-	1	-	1	57	17	5	3	4	6	25	51		64	2	7	9
Total	84	-	2	-	2	59	22	6	3	5	8	22	61		72	2	8	9
SATISFIED (7-10)	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean score	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 172

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4E. 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 your experience of using Channel 4/ Channel 4+ (previously All4/ All4+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Channel/ Channel 4+ (previously All4/ All4+) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d
Unweighted total		989	178	130	184	54	336	354	570	55	49	107	211	180	115	26	27	16
Effective Weighted Sample		812	146	107	153	47	281	291	464	48	41	87	176	148	110	25	25	15
Total		1001	195	120	181	61	330	349	581	58	48	102	208	182	146	19	12	4
2	(2.0)	3	-	-	-	**	-	2	-	**	**	-	1	1	-	**	**	**
		*%	-%	-%	-%	**	-%	*%	-%	**	**	-%	*%	1%	-%	**	**	**
3	(3.0)	12	2	*	*	**	9	6	5	**	**	4	4	2	-	**	**	**
		1%	1%	*%	*%	**	3%	2%	1%	**	**	4%	2%	1%	-%	**	**	**
4	(4.0)	23	4	*	1	**	1	5	16	**	**	2	3	2	1	**	**	**
		2%	2%	*%	1%	**	*%	2%	3%	**	**	2%	1%	1%	1%	**	**	**
5	(5.0)	82	14	9	14	**	23	33	44	**	**	13	23	16	12	**	**	**
		8%	7%	7%	8%	**	7%	10%	8%	**	**	12%	11%	9%	8%	**	**	**
6	(6.0)	115	22	9	20	**	34	44	61	**	**	12	22	28	15	**	**	**
		11%	11%	7%	11%	**	10%	13%	11%	**	**	12%	11%	15%	10%	**	**	**
7	(7.0)	226	49	27	39	**	72	81	127	**	**	16	50	37	33	**	**	**
		23%	25%	23%	22%	**	22%	23%	22%	**	**	16%	24%	20%	23%	**	**	**
8	(8.0)	260	52	36	47	**	79	78	169	**	**	23	42	40	38	**	**	**
		26%	27%	30%	26%	**	24%	22%	29%	**	**	23%	20%	22%	26%	**	**	**
9	(9.0)	123	17	18	25	**	47	36	75	**	**	9	20	21	20	**	**	**
		12%	9%	15%	14%	**	14%	10%	13%	**	**	9%	10%	12%	14%	**	**	**
10 - Extremely satisfied (10.0)		158	34	21	35	**	64	64	83	**	**	24	44	34	27	**	**	**
		16%	17%	18%	19%	**	19%	18%	14%	**	**	23%	21%	19%	18%	**	**	**
DISSATISFIED (1-4)		38	7	1	2	**	11	13	21	**	**	6	7	6	1	**	**	**
		4%	4%	*%	1%	**	3%	4%	4%	**	**	6%	4%	3%	1%	**	**	**
NEUTRAL (5-6)		197	36	18	34	**	57	77	105	**	**	25	45	44	27	**	**	**
		20%	19%	15%	18%	**	17%	22%	18%	**	**	24%	22%	24%	18%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 172

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4E. 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 your experience of using Channel 4/ Channel 4+ (previously All4/ All4+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Channel/ Channel 4+ (previously All4/ All4+) in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	e	f	g	a	~b	~c	~d	
Unweighted total	989	178	130	184	54	336	354	570	55	49	107	211	180	115	26	27	16	
Effective Weighted Sample	812	146	107	153	47	281	291	464	48	41	87	176	148	110	25	25	15	
Total	1001	195	120	181	61	330	349	581	58	48	102	208	182	146	19	12	4	
SATISFIED (7-10)	766	152	102	146	**	262	259	455	**	**	72	155	133	118	**	**	**	
	77%	78%	85%	80%	**	79%	74%	78%	**	**	70%	75%	73%	81%	**	**	**	
Answered	1001	195	120	181	**	330	349	581	**	**	102	208	182	146	**	**	**	
Mean score	7.6	7.6	7.9	7.8	**	7.7	7.5	7.6	**	**	7.5	7.6	7.6	7.8	**	**	**	
Standard deviation	1.66	1.63	1.46	1.55	**	1.70	1.74	1.59	**	**	1.95	1.80	1.73	1.53	**	**	**	
Standard error	.05	.12	.13	.11	**	.09	.09	.07	**	**	.19	.12	.13	.14	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 172

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4E. 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 your experience of using Channel 4/ Channel 4+ (previously All4/ All4+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Channel/ Channel 4+ (previously All4/ All4+) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		989	54	61	63	52	899	73	19	17	26	11	431	534	889	34	38	72
Effective Weighted Sample		812	52	58	61	50	732	67	17	15	24	10	354	438	726	28	34	62
Total		1001	69	78	87	59	904	80	23	17	28	13	432	541	887	39	41	79
2	(2.0)	3	**	**	**	**	-	**	**	**	**	**	1	2	2	**	**	**
		%	**	**	**	**	-%	**	**	**	**	**	%	%	%	**	**	**
3	(3.0)	12	**	**	**	**	11	**	**	**	**	**	7	5	11	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	2%	1%	1%	**	**	**
4	(4.0)	23	**	**	**	**	18	**	**	**	**	**	8	13	22	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	2%	2%	3%	**	**	**
5	(5.0)	82	**	**	**	**	67	**	**	**	**	**	44	36	69	**	**	**
		8%	**	**	**	**	7%	**	**	**	**	**	10%	7%	8%	**	**	**
6	(6.0)	115	**	**	**	**	103	**	**	**	**	**	58	52	93	**	**	**
		11%	**	**	**	**	11%	**	**	**	**	**	13%	10%	10%	**	**	**
7	(7.0)	226	**	**	**	**	206	**	**	**	**	**	99	121	198	**	**	**
		23%	**	**	**	**	23%	**	**	**	**	**	23%	22%	22%	**	**	**
8	(8.0)	260	**	**	**	**	242	**	**	**	**	**	111	145	231	**	**	**
		26%	**	**	**	**	27%	**	**	**	**	**	26%	27%	26%	**	**	**
9	(9.0)	123	**	**	**	**	115	**	**	**	**	**	47	69	115	**	**	**
		12%	**	**	**	**	13%	**	**	**	**	**	11%	13%	13%	**	**	**
10 - Extremely satisfied (10.0)		158	**	**	**	**	141	**	**	**	**	**	57	97	147	**	**	**
		16%	**	**	**	**	16%	**	**	**	**	**	13%	18%	17%	**	**	**
DISSATISFIED (1-4)		38	**	**	**	**	29	**	**	**	**	**	16	20	35	**	**	**
		4%	**	**	**	**	3%	**	**	**	**	**	4%	4%	4%	**	**	**
NEUTRAL (5-6)		197	**	**	**	**	170	**	**	**	**	**	102	88	162	**	**	**
		20%	**	**	**	**	19%	**	**	**	**	**	24%	16%	18%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 172

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4E. 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 your experience of using Channel 4/ Channel 4+ (previously All4/ All4+)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Channel/ Channel 4+ (previously All4/ All4+) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	989	54	61	63	52	899	73	19	17	26	11	431	534	889	34	38	72
Effective Weighted Sample	812	52	58	61	50	732	67	17	15	24	10	354	438	726	28	34	62
Total	1001	69	78	87	59	904	80	23	17	28	13	432	541	887	39	41	79
SATISFIED (7-10)	766	**	**	**	**	705	**	**	**	**	**	314	433	690	**	**	**
	77%	**	**	**	**	78%	**	**	**	**	**	73%	80%	78%	**	**	**
Answered	1001	**	**	**	**	904	**	**	**	**	**	432	541	887	**	**	**
Mean score	7.6	**	**	**	**	7.6	**	**	**	**	**	7.4	7.7	7.6	**	**	**
													a				
Standard deviation	1.66	**	**	**	**	1.61	**	**	**	**	**	1.66	1.65	1.66	**	**	**
Standard error	.05	**	**	**	**	.05	**	**	**	**	**	.08	.07	.06	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 173

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4F. 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 your experience of using My5 (previously Demand 5)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used My5 (previously Demand 5) in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total		622	127	114	157	43	253	220	352	29	35	87	155	101	98	22	23	14
Effective Weighted Sample		512	104	92	130	38	211	184	289	25	32	71	130	86	94	21	22	13
Total		615	135	106	157	51	252	214	354	30	36	82	151	99	128	15	10	4
1 - Extremely dissatisfied	(1.0)	2	*	-	-	**	-	2	*	**	**	**	2	-	**	**	**	**
		*%	*%	-%	-%	**	-%	1%	*%	**	**	**	1%	-%	**	**	**	**
2	(2.0)	2	-	-	-	**	-	2	-	**	**	**	2	1	**	**	**	**
		*%	-%	-%	-%	**	-%	1%	-%	**	**	**	2%	1%	**	**	**	**
3	(3.0)	6	2	-	2	**	4	3	2	**	**	**	2	1	**	**	**	**
		1%	1%	-%	1%	**	2%	1%	*%	**	**	**	1%	1%	**	**	**	**
4	(4.0)	27	6	4	7	**	10	7	18	**	**	**	7	2	**	**	**	**
		4%	4%	4%	5%	**	4%	3%	5%	**	**	**	5%	2%	**	**	**	**
5	(5.0)	65	20	14	18	**	24	23	31	**	**	**	18	9	**	**	**	**
		10%	15%	13%	11%	**	10%	11%	9%	**	**	**	12%	9%	**	**	**	**
6	(6.0)	90	19	11	18	**	36	35	46	**	**	**	25	14	**	**	**	**
		15%	14%	10%	12%	**	14%	16%	13%	**	**	**	16%	14%	**	**	**	**
7	(7.0)	125	27	23	30	**	45	28	89	**	**	**	16	15	**	**	**	**
		20%	20%	22%	19%	**	18%	13%	25%	**	**	**	11%	15%	**	**	**	**
									af									
8	(8.0)	136	27	34	46	**	62	52	79	**	**	**	38	22	**	**	**	**
		22%	20%	32%	29%	**	25%	24%	22%	**	**	**	25%	22%	**	**	**	**
9	(9.0)	56	12	5	8	**	21	21	31	**	**	**	12	11	**	**	**	**
		9%	9%	5%	5%	**	8%	10%	9%	**	**	**	8%	11%	**	**	**	**
10 - Extremely satisfied (10.0)		107	22	15	28	**	50	41	57	**	**	**	29	24	**	**	**	**
		17%	17%	14%	18%	**	20%	19%	16%	**	**	**	19%	24%	**	**	**	**
DISSATISFIED (1-4)		37	8	4	9	**	14	14	20	**	**	**	13	5	**	**	**	**
		6%	6%	4%	6%	**	5%	7%	6%	**	**	**	8%	5%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 173

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4F. 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 your experience of using My5 (previously Demand 5)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used My5 (previously Demand 5) in the past 3 months

	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d	
Unweighted total	622	127	114	157	43	253	220	352	29	35	87	155	101	98	22	23	14	
Effective Weighted Sample	512	104	92	130	38	211	184	289	25	32	71	130	86	94	21	22	13	
Total	615	135	106	157	51	252	214	354	30	36	82	151	99	128	15	10	4	
NEUTRAL (5-6)	155	39	25	36	**	61	58	77	**	**	**	43	23	**	**	**	**	
	25%	29%	23%	23%	**	24%	27%	22%	**	**	**	28%	23%	**	**	**	**	
SATISFIED (7-10)	423	88	77	112	**	177	142	257	**	**	**	96	72	**	**	**	**	
	69%	66%	73%	71%	**	71%	66%	73%	**	**	**	63%	72%	**	**	**	**	
Answered	615	135	106	157	**	252	214	354	**	**	**	151	99	**	**	**	**	
Mean score	7.4	7.3	7.3	7.4	**	7.5	7.4	7.4	**	**	**	7.3	7.7	**	**	**	**	
Standard deviation	1.83	1.84	1.63	1.76	**	1.81	1.98	1.72	**	**	**	2.07	1.89	**	**	**	**	
Standard error	.07	.16	.15	.14	**	.11	.13	.09	**	**	**	.17	.19	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4F. 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 your experience of using My5 (previously Demand 5)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used My5 (previously Demand 5) in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		622	44	54	57	41	571	40	8	15	12	5	238	363	578	16	14	30
Effective Weighted Sample		512	42	52	55	39	467	36	6	14	11	5	191	302	473	14	12	26
Total		615	57	71	79	50	560	44	7	18	13	6	222	372	565	18	15	33
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	2	*	2	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	1%	*%	*%	**	**	**
2	(2.0)	2	**	**	**	**	-	**	**	**	**	**	-	2	2	**	**	**
		*%	**	**	**	**	-%	**	**	**	**	**	-%	1%	*%	**	**	**
3	(3.0)	6	**	**	**	**	5	**	**	**	**	**	4	2	6	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	2%	*%	1%	**	**	**
4	(4.0)	27	**	**	**	**	24	**	**	**	**	**	14	13	22	**	**	**
		4%	**	**	**	**	4%	**	**	**	**	**	6%	3%	4%	**	**	**
5	(5.0)	65	**	**	**	**	56	**	**	**	**	**	29	31	55	**	**	**
		10%	**	**	**	**	10%	**	**	**	**	**	13%	8%	10%	**	**	**
6	(6.0)	90	**	**	**	**	82	**	**	**	**	**	27	57	80	**	**	**
		15%	**	**	**	**	15%	**	**	**	**	**	12%	15%	14%	**	**	**
7	(7.0)	125	**	**	**	**	116	**	**	**	**	**	45	77	114	**	**	**
		20%	**	**	**	**	21%	**	**	**	**	**	20%	21%	20%	**	**	**
8	(8.0)	136	**	**	**	**	123	**	**	**	**	**	41	87	125	**	**	**
		22%	**	**	**	**	22%	**	**	**	**	**	18%	23%	22%	**	**	**
9	(9.0)	56	**	**	**	**	53	**	**	**	**	**	17	39	54	**	**	**
		9%	**	**	**	**	10%	**	**	**	**	**	8%	10%	9%	**	**	**
10 - Extremely satisfied	(10.0)	107	**	**	**	**	99	**	**	**	**	**	42	64	104	**	**	**
		17%	**	**	**	**	18%	**	**	**	**	**	19%	17%	18%	**	**	**
DISSATISFIED (1-4)		37	**	**	**	**	31	**	**	**	**	**	20	17	32	**	**	**
		6%	**	**	**	**	6%	**	**	**	**	**	9%	5%	6%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4F. 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 your experience of using My5 (previously Demand 5)? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used My5 (previously Demand 5) in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	622	44	54	57	41	571	40	8	15	12	5	238	363	578	16	14	30
Effective Weighted Sample	512	42	52	55	39	467	36	6	14	11	5	191	302	473	14	12	26
Total	615	57	71	79	50	560	44	7	18	13	6	222	372	565	18	15	33
NEUTRAL (5-6)	155	**	**	**	**	137	**	**	**	**	**	57	88	135	**	**	**
	25%	**	**	**	**	25%	**	**	**	**	**	26%	24%	24%	**	**	**
SATISFIED (7-10)	423	**	**	**	**	391	**	**	**	**	**	145	266	398	**	**	**
	69%	**	**	**	**	70%	**	**	**	**	**	65%	72%	70%	**	**	**
Answered	615	**	**	**	**	560	**	**	**	**	**	222	372	565	**	**	**
Mean score	7.4	**	**	**	**	7.4	**	**	**	**	**	7.2	7.5	7.4	**	**	**
Standard deviation	1.83	**	**	**	**	1.80	**	**	**	**	**	2.00	1.74	1.84	**	**	**
Standard error	.07	**	**	**	**	.08	**	**	**	**	**	.13	.09	.08	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 174

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4G. 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 your experience of using Sky On Demand or Sky Go? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Sky On Demand or Sky Go in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d
Unweighted total		684	95	56	91	35	180	189	442	25	31	69	121	89	55	10	17	9
Effective Weighted Sample		562	79	45	74	29	149	159	359	22	27	56	103	75	53	10	16	8
Total		666	98	51	88	37	170	185	424	24	29	67	120	87	70	7	9	2
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	-	*	1	**	**	**	-	**	**	**	**	**
		*%	**	**	**	**	-%	*%	*%	**	**	**	-%	**	**	**	**	**
2	(2.0)	3	**	**	**	**	-	3	*	**	**	**	3	**	**	**	**	**
		*%	**	**	**	**	-%	1%	*%	**	**	**	2%	**	**	**	**	**
3	(3.0)	4	**	**	**	**	1	3	-	**	**	**	2	**	**	**	**	**
		1%	**	**	**	**	1%	2%	-%	**	**	**	2%	**	**	**	**	**
4	(4.0)	8	**	**	**	**	3	3	5	**	**	**	3	**	**	**	**	**
		1%	**	**	**	**	2%	1%	1%	**	**	**	2%	**	**	**	**	**
5	(5.0)	34	**	**	**	**	11	6	21	**	**	**	1	**	**	**	**	**
		5%	**	**	**	**	6%	3%	5%	**	**	**	1%	**	**	**	**	**
6	(6.0)	48	**	**	**	**	8	11	31	**	**	**	8	**	**	**	**	**
		7%	**	**	**	**	5%	6%	7%	**	**	**	7%	**	**	**	**	**
7	(7.0)	127	**	**	**	**	40	36	75	**	**	**	25	**	**	**	**	**
		19%	**	**	**	**	24%	20%	18%	**	**	**	21%	**	**	**	**	**
8	(8.0)	185	**	**	**	**	45	48	128	**	**	**	29	**	**	**	**	**
		28%	**	**	**	**	26%	26%	30%	**	**	**	24%	**	**	**	**	**
9	(9.0)	109	**	**	**	**	28	27	75	**	**	**	19	**	**	**	**	**
		16%	**	**	**	**	16%	15%	18%	**	**	**	16%	**	**	**	**	**
10 - Extremely satisfied (10.0)		145	**	**	**	**	35	48	88	**	**	**	31	**	**	**	**	**
		22%	**	**	**	**	20%	26%	21%	**	**	**	25%	**	**	**	**	**
DISSATISFIED (1-4)		17	**	**	**	**	4	8	7	**	**	**	7	**	**	**	**	**
		3%	**	**	**	**	2%	5%	2%	**	**	**	6%	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 174

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4G. 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 your experience of using Sky On Demand or Sky Go? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Sky On Demand or Sky Go in the past 3 months

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	684	95	56	91	35	180	189	442	25	31	69	121	89	55	10	17	9	
Effective Weighted Sample	562	79	45	74	29	149	159	359	22	27	56	103	75	53	10	16	8	
Total	666	98	51	88	37	170	185	424	24	29	67	120	87	70	7	9	2	
NEUTRAL (5-6)	83	**	**	**	**	19	17	52	**	**	**	9	**	**	**	**	**	**
	12%	**	**	**	**	11%	9%	12%	**	**	**	8%	**	**	**	**	**	**
SATISFIED (7-10)	566	**	**	**	**	147	160	366	**	**	**	104	**	**	**	**	**	**
	85%	**	**	**	**	86%	86%	86%	**	**	**	87%	**	**	**	**	**	**
Answered	666	**	**	**	**	170	185	424	**	**	**	120	**	**	**	**	**	**
Mean score	8.0	**	**	**	**	8.0	8.0	8.0	**	**	**	8.0	**	**	**	**	**	**
Standard deviation	1.62	**	**	**	**	1.55	1.77	1.51	**	**	**	1.81	**	**	**	**	**	**
Standard error	.06	**	**	**	**	.12	.13	.07	**	**	**	.16	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4G. 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 your experience of using Sky On Demand or Sky Go? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Sky On Demand or Sky Go in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		684	31	24	39	16	578	93	18	30	38	7	277	384	639	11	19	30
Effective Weighted Sample		562	30	23	38	15	469	82	15	27	34	6	225	318	523	10	18	27
Total		666	40	31	51	19	553	100	17	32	42	7	261	383	617	14	19	33
1 - Extremely dissatisfied	(1.0)	2	**	**	**	**	2	**	**	**	**	**	1	*	*	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	*%	*%	*%	**	**	**
2	(2.0)	3	**	**	**	**	2	**	**	**	**	**	2	1	2	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	1%	*%	*%	**	**	**
3	(3.0)	4	**	**	**	**	2	**	**	**	**	**	1	3	3	**	**	**
		1%	**	**	**	**	*%	**	**	**	**	**	*%	1%	*%	**	**	**
4	(4.0)	8	**	**	**	**	7	**	**	**	**	**	4	4	7	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	2%	1%	1%	**	**	**
5	(5.0)	34	**	**	**	**	22	**	**	**	**	**	14	18	31	**	**	**
		5%	**	**	**	**	4%	**	**	**	**	**	5%	5%	5%	**	**	**
6	(6.0)	48	**	**	**	**	36	**	**	**	**	**	17	30	44	**	**	**
		7%	**	**	**	**	7%	**	**	**	**	**	6%	8%	7%	**	**	**
7	(7.0)	127	**	**	**	**	104	**	**	**	**	**	53	71	115	**	**	**
		19%	**	**	**	**	19%	**	**	**	**	**	20%	19%	19%	**	**	**
8	(8.0)	185	**	**	**	**	159	**	**	**	**	**	69	104	178	**	**	**
		28%	**	**	**	**	29%	**	**	**	**	**	26%	27%	29%	**	**	**
9	(9.0)	109	**	**	**	**	96	**	**	**	**	**	40	67	101	**	**	**
		16%	**	**	**	**	17%	**	**	**	**	**	15%	17%	16%	**	**	**
10 - Extremely satisfied	(10.0)	145	**	**	**	**	124	**	**	**	**	**	60	83	137	**	**	**
		22%	**	**	**	**	22%	**	**	**	**	**	23%	22%	22%	**	**	**
DISSATISFIED (1-4)		17	**	**	**	**	13	**	**	**	**	**	8	9	12	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	3%	2%	2%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4G. 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 your experience of using Sky On Demand or Sky Go? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Sky On Demand or Sky Go in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	684	31	24	39	16	578	93	18	30	38	7	277	384	639	11	19	30
Effective Weighted Sample	562	30	23	38	15	469	82	15	27	34	6	225	318	523	10	18	27
Total	666	40	31	51	19	553	100	17	32	42	7	261	383	617	14	19	33
NEUTRAL (5-6)	83	**	**	**	**	58	**	**	**	**	**	31	49	75	**	**	**
	12%	**	**	**	**	10%	**	**	**	**	**	12%	13%	12%	**	**	**
SATISFIED (7-10)	566	**	**	**	**	483	**	**	**	**	**	222	325	530	**	**	**
	85%	**	**	**	**	87%	**	**	**	**	**	85%	85%	86%	**	**	**
Answered	666	**	**	**	**	553	**	**	**	**	**	261	383	617	**	**	**
Mean score	8.0	**	**	**	**	8.1	**	**	**	**	**	8.0	8.0	8.0	**	**	**
Standard deviation	1.62	**	**	**	**	1.56	**	**	**	**	**	1.69	1.59	1.55	**	**	**
Standard error	.06	**	**	**	**	.06	**	**	**	**	**	.10	.08	.06	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4H. 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 your experience of using UKTV Play? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used UKTV Play in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		253	47	49	62	13	101	97	139	13	22	42	64	43	37	9	11	5
Effective Weighted Sample		214	42	41	52	11	86	85	115	12	20	36	56	38	36	9	10	5
Total		252	54	45	58	14	97	104	130	15	23	44	69	45	46	6	5	1
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	-	**	-	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	-%	**	-%	**	**	**	**	**	**	**	**	**
3	(3.0)	6	**	**	**	**	4	**	3	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	4%	**	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	7	**	**	**	**	2	**	4	**	**	**	**	**	**	**	**	**
		3%	**	**	**	**	2%	**	3%	**	**	**	**	**	**	**	**	**
5	(5.0)	33	**	**	**	**	8	**	18	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	9%	**	14%	**	**	**	**	**	**	**	**	**
6	(6.0)	34	**	**	**	**	14	**	15	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	15%	**	11%	**	**	**	**	**	**	**	**	**
7	(7.0)	50	**	**	**	**	19	**	22	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	19%	**	17%	**	**	**	**	**	**	**	**	**
8	(8.0)	46	**	**	**	**	19	**	27	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	20%	**	20%	**	**	**	**	**	**	**	**	**
9	(9.0)	34	**	**	**	**	13	**	18	**	**	**	**	**	**	**	**	**
		13%	**	**	**	**	13%	**	14%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		42	**	**	**	**	18	**	24	**	**	**	**	**	**	**	**	**
		17%	**	**	**	**	18%	**	18%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		13	**	**	**	**	6	**	7	**	**	**	**	**	**	**	**	**
		5%	**	**	**	**	6%	**	5%	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		66	**	**	**	**	23	**	32	**	**	**	**	**	**	**	**	**
		26%	**	**	**	**	23%	**	25%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4H. 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 your experience of using UKTV Play? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used UKTV Play in the past 3 months

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	253	47	49	62	13	101	97	139	13	22	42	64	43	37	9	11	5	
Effective Weighted Sample	214	42	41	52	11	86	85	115	12	20	36	56	38	36	9	10	5	
Total	252	54	45	58	14	97	104	130	15	23	44	69	45	46	6	5	1	
SATISFIED (7-10)	173	**	**	**	**	68	**	91	**	**	**	**	**	**	**	**	**	**
	69%	**	**	**	**	71%	**	70%	**	**	**	**	**	**	**	**	**	**
Answered	252	**	**	**	**	97	**	130	**	**	**	**	**	**	**	**	**	**
Mean score	7.4	**	**	**	**	7.5	**	7.5	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.84	**	**	**	**	1.89	**	1.87	**	**	**	**	**	**	**	**	**	**
Standard error	.12	**	**	**	**	.19	**	.16	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4H. 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 your experience of using UKTV Play? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used UKTV Play in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		253	19	18	19	18	230	22	6	5	7	4	85	165	236	4	7	11
Effective Weighted Sample		214	18	18	19	17	193	20	4	5	7	4	71	140	199	4	6	10
Total		252	23	22	24	22	227	23	4	6	8	5	80	167	233	4	8	12
1 - Extremely dissatisfied	(1.0)	*	**	**	**	**	*	**	**	**	**	**	**	*	-	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	**	*%	-%	**	**	**
3	(3.0)	6	**	**	**	**	6	**	**	**	**	**	**	3	6	**	**	**
		2%	**	**	**	**	3%	**	**	**	**	**	**	2%	2%	**	**	**
4	(4.0)	7	**	**	**	**	6	**	**	**	**	**	**	5	7	**	**	**
		3%	**	**	**	**	2%	**	**	**	**	**	**	3%	3%	**	**	**
5	(5.0)	33	**	**	**	**	25	**	**	**	**	**	**	19	28	**	**	**
		13%	**	**	**	**	11%	**	**	**	**	**	**	11%	12%	**	**	**
6	(6.0)	34	**	**	**	**	31	**	**	**	**	**	**	19	32	**	**	**
		13%	**	**	**	**	14%	**	**	**	**	**	**	12%	14%	**	**	**
7	(7.0)	50	**	**	**	**	49	**	**	**	**	**	**	34	47	**	**	**
		20%	**	**	**	**	22%	**	**	**	**	**	**	20%	20%	**	**	**
8	(8.0)	46	**	**	**	**	41	**	**	**	**	**	**	34	44	**	**	**
		18%	**	**	**	**	18%	**	**	**	**	**	**	20%	19%	**	**	**
9	(9.0)	34	**	**	**	**	32	**	**	**	**	**	**	26	30	**	**	**
		13%	**	**	**	**	14%	**	**	**	**	**	**	16%	13%	**	**	**
10 - Extremely satisfied	(10.0)	42	**	**	**	**	38	**	**	**	**	**	**	26	40	**	**	**
		17%	**	**	**	**	17%	**	**	**	**	**	**	16%	17%	**	**	**
DISSATISFIED (1-4)		13	**	**	**	**	12	**	**	**	**	**	**	9	13	**	**	**
		5%	**	**	**	**	5%	**	**	**	**	**	**	5%	5%	**	**	**
NEUTRAL (5-6)		66	**	**	**	**	57	**	**	**	**	**	**	38	59	**	**	**
		26%	**	**	**	**	25%	**	**	**	**	**	**	23%	26%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4H. 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 your experience of using UKTV Play? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used UKTV Play in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	253	19	18	19	18	230	22	6	5	7	4	85	165	236	4	7	11
Effective Weighted Sample	214	18	18	19	17	193	20	4	5	7	4	71	140	199	4	6	10
Total	252	23	22	24	22	227	23	4	6	8	5	80	167	233	4	8	12
SATISFIED (7-10)	173	**	**	**	**	159	**	**	**	**	**	**	120	161	**	**	**
	69%	**	**	**	**	70%	**	**	**	**	**	**	72%	69%	**	**	**
Answered	252	**	**	**	**	227	**	**	**	**	**	**	167	233	**	**	**
Mean score	7.4	**	**	**	**	7.4	**	**	**	**	**	**	7.5	7.4	**	**	**
Standard deviation	1.84	**	**	**	**	1.82	**	**	**	**	**	**	1.81	1.84	**	**	**
Standard error	.12	**	**	**	**	.12	**	**	**	**	**	**	.14	.12	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4I. 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 your experience of using Discovery+? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Discovery+ in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		353	44	30	41	11	97	122	213	15	23	45	74	64	23	3	6	9
Effective Weighted Sample		292	33	21	30	9	78	97	180	13	20	34	60	52	22	3	6	9
Total		351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	2
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	**	-	-	**	**	**	**	**	**	**	**	**
		*%	**	**	**	**	**	-%	-%	**	**	**	**	**	**	**	**	**
2	(2.0)	2	**	**	**	**	**	1	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	1%	*%	**	**	**	**	**	**	**	**	**
3	(3.0)	4	**	**	**	**	**	-	4	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	-%	2%	**	**	**	**	**	**	**	**	**
4	(4.0)	8	**	**	**	**	**	3	5	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	**	3%	2%	**	**	**	**	**	**	**	**	**
5	(5.0)	25	**	**	**	**	**	4	15	**	**	**	**	**	**	**	**	**
		7%	**	**	**	**	**	4%	7%	**	**	**	**	**	**	**	**	**
6	(6.0)	37	**	**	**	**	**	9	25	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	8%	11%	**	**	**	**	**	**	**	**	**
7	(7.0)	62	**	**	**	**	**	17	42	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	15%	19%	**	**	**	**	**	**	**	**	**
8	(8.0)	79	**	**	**	**	**	23	54	**	**	**	**	**	**	**	**	**
		22%	**	**	**	**	**	20%	25%	**	**	**	**	**	**	**	**	**
9	(9.0)	62	**	**	**	**	**	30	32	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	26%	15%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		71	**	**	**	**	**	26	44	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	23%	20%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		15	**	**	**	**	**	4	9	**	**	**	**	**	**	**	**	**
		4%	**	**	**	**	**	4%	4%	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 176

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4I. 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 your experience of using Discovery+? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Discovery+ in the past 3 months

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	353	44	30	41	11	97	122	213	15	23	45	74	64	23	3	6	9	
Effective Weighted Sample	292	33	21	30	9	78	97	180	13	20	34	60	52	22	3	6	9	
Total	351	40	24	36	13	90	114	221	12	22	37	66	63	30	2	2	2	
NEUTRAL (5-6)	62	**	**	**	**	**	14	40	**	**	**	**	**	**	**	**	**	
	18%	**	**	**	**	**	12%	18%	**	**	**	**	**	**	**	**	**	
SATISFIED (7-10)	274	**	**	**	**	**	96	172	**	**	**	**	**	**	**	**	**	
	78%	**	**	**	**	**	84%	78%	**	**	**	**	**	**	**	**	**	
Answered	351	**	**	**	**	**	114	221	**	**	**	**	**	**	**	**	**	
Mean score	7.8	**	**	**	**	**	8.1	7.7	**	**	**	**	**	**	**	**	**	
Standard deviation	1.79	**	**	**	**	**	1.69	1.73	**	**	**	**	**	**	**	**	**	
Standard error	.10	**	**	**	**	**	.15	.12	**	**	**	**	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 176

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4I. 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 your experience of using Discovery+? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Discovery+ in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total		353	14	9	13	10	282	64	12	16	30	6	123	222	326	12	9	21
Effective Weighted Sample		292	13	9	12	10	228	58	11	15	27	5	101	184	268	11	8	19
Total		351	18	12	18	12	275	69	13	18	32	6	118	224	321	13	10	23
1 - Extremely dissatisfied	(1.0)	1	**	**	**	**	1	**	**	**	**	**	1	-	1	**	**	**
		*%	**	**	**	**	*%	**	**	**	**	**	1%	-%	*%	**	**	**
2	(2.0)	2	**	**	**	**	1	**	**	**	**	**	1	1	2	**	**	**
		1%	**	**	**	**	*%	**	**	**	**	**	1%	*%	1%	**	**	**
3	(3.0)	4	**	**	**	**	3	**	**	**	**	**	1	3	4	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	1%	1%	1%	**	**	**
4	(4.0)	8	**	**	**	**	6	**	**	**	**	**	2	6	5	**	**	**
		2%	**	**	**	**	2%	**	**	**	**	**	2%	2%	2%	**	**	**
5	(5.0)	25	**	**	**	**	17	**	**	**	**	**	9	13	22	**	**	**
		7%	**	**	**	**	6%	**	**	**	**	**	7%	6%	7%	**	**	**
6	(6.0)	37	**	**	**	**	30	**	**	**	**	**	13	22	34	**	**	**
		10%	**	**	**	**	11%	**	**	**	**	**	11%	10%	10%	**	**	**
7	(7.0)	62	**	**	**	**	47	**	**	**	**	**	21	38	59	**	**	**
		18%	**	**	**	**	17%	**	**	**	**	**	18%	17%	18%	**	**	**
8	(8.0)	79	**	**	**	**	59	**	**	**	**	**	29	49	74	**	**	**
		22%	**	**	**	**	21%	**	**	**	**	**	25%	22%	23%	**	**	**
9	(9.0)	62	**	**	**	**	53	**	**	**	**	**	13	50	55	**	**	**
		18%	**	**	**	**	19%	**	**	**	**	**	11%	22%	17%	**	**	**
10 - Extremely satisfied	(10.0)	71	**	**	**	**	57	**	**	**	**	**	27	42	65	**	**	**
		20%	**	**	**	**	21%	**	**	**	**	**	23%	19%	20%	**	**	**
DISSATISFIED (1-4)		15	**	**	**	**	11	**	**	**	**	**	6	10	13	**	**	**
		4%	**	**	**	**	4%	**	**	**	**	**	5%	4%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4I. 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 your experience of using Discovery+? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Discovery+ in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	353	14	9	13	10	282	64	12	16	30	6	123	222	326	12	9	21
Effective Weighted Sample	292	13	9	12	10	228	58	11	15	27	5	101	184	268	11	8	19
Total	351	18	12	18	12	275	69	13	18	32	6	118	224	321	13	10	23
NEUTRAL (5-6)	62	**	**	**	**	47	**	**	**	**	**	22	36	56	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	19%	16%	17%	**	**	**
SATISFIED (7-10)	274	**	**	**	**	216	**	**	**	**	**	90	179	252	**	**	**
	78%	**	**	**	**	79%	**	**	**	**	**	77%	80%	79%	**	**	**
Answered	351	**	**	**	**	275	**	**	**	**	**	118	224	321	**	**	**
Mean score	7.8	**	**	**	**	7.8	**	**	**	**	**	7.7	7.9	7.8	**	**	**
Standard deviation	1.79	**	**	**	**	1.78	**	**	**	**	**	1.90	1.72	1.77	**	**	**
Standard error	.10	**	**	**	**	.11	**	**	**	**	**	.17	.12	.10	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4J. 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 your experience of using Virgin TV On Demand or Virgin Media Anywhere? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d
Unweighted total		217	35	27	33	6	60	75	126	12	13	25	44	38	21	5	4	3
Effective Weighted Sample		182	29	22	28	5	50	59	108	11	12	18	34	31	20	5	4	3
Total		224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	1
3	(3.0)	2	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
4	(4.0)	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**	**	**
		1%	**	**	**	**	**	**	1%	**	**	**	**	**	**	**	**	**
5	(5.0)	13	**	**	**	**	**	**	4	**	**	**	**	**	**	**	**	**
		6%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**	**	**
6	(6.0)	27	**	**	**	**	**	**	21	**	**	**	**	**	**	**	**	**
		12%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**	**	**
7	(7.0)	54	**	**	**	**	**	**	33	**	**	**	**	**	**	**	**	**
		24%	**	**	**	**	**	**	24%	**	**	**	**	**	**	**	**	**
8	(8.0)	57	**	**	**	**	**	**	37	**	**	**	**	**	**	**	**	**
		25%	**	**	**	**	**	**	27%	**	**	**	**	**	**	**	**	**
9	(9.0)	23	**	**	**	**	**	**	9	**	**	**	**	**	**	**	**	**
		10%	**	**	**	**	**	**	7%	**	**	**	**	**	**	**	**	**
10 - Extremely satisfied (10.0)		45	**	**	**	**	**	**	29	**	**	**	**	**	**	**	**	**
		20%	**	**	**	**	**	**	21%	**	**	**	**	**	**	**	**	**
DISSATISFIED (1-4)		5	**	**	**	**	**	**	2	**	**	**	**	**	**	**	**	**
		2%	**	**	**	**	**	**	2%	**	**	**	**	**	**	**	**	**
NEUTRAL (5-6)		40	**	**	**	**	**	**	26	**	**	**	**	**	**	**	**	**
		18%	**	**	**	**	**	**	19%	**	**	**	**	**	**	**	**	**
SATISFIED (7-10)		179	**	**	**	**	**	**	109	**	**	**	**	**	**	**	**	**
		80%	**	**	**	**	**	**	80%	**	**	**	**	**	**	**	**	**
Answered		224	**	**	**	**	**	**	137	**	**	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4J. 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 your experience of using Virgin TV On Demand or Virgin Media Anywhere? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	~c	~d		~a	b	~c	~d	~e	~f	~g	~a	~b	~c	~d	
Unweighted total	217	35	27	33	6	60	75	126	12	13	25	44	38	21	5	4	3	
Effective Weighted Sample	182	29	22	28	5	50	59	108	11	12	18	34	31	20	5	4	3	
Total	224	37	26	34	8	57	70	137	14	14	19	40	39	28	4	2	1	
Mean score	7.7	**	**	**	**	**	**	7.8	**	**	**	**	**	**	**	**	**	**
Standard deviation	1.60	**	**	**	**	**	**	1.54	**	**	**	**	**	**	**	**	**	**
Standard error	.11	**	**	**	**	**	**	.14	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4J. 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 your experience of using Virgin TV On Demand or Virgin Media Anywhere? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total		217	12	9	8	13	185	27	5	13	7	2	60	147	203	4	6	10
Effective Weighted Sample		182	12	9	8	13	152	25	4	12	7	2	51	122	169	3	6	9
Total		224	16	11	12	16	187	31	5	15	8	3	65	146	207	4	8	12
3	(3.0)	2	**	**	**	**	2	**	**	**	**	**	**	1	2	**	**	**
		1%	**	**	**	**	1%	**	**	**	**	**	**	1%	1%	**	**	**
4	(4.0)	3	**	**	**	**	3	**	**	**	**	**	**	1	2	**	**	**
		1%	**	**	**	**	2%	**	**	**	**	**	**	1%	1%	**	**	**
5	(5.0)	13	**	**	**	**	10	**	**	**	**	**	**	7	12	**	**	**
		6%	**	**	**	**	5%	**	**	**	**	**	**	5%	6%	**	**	**
6	(6.0)	27	**	**	**	**	23	**	**	**	**	**	**	14	23	**	**	**
		12%	**	**	**	**	13%	**	**	**	**	**	**	9%	11%	**	**	**
7	(7.0)	54	**	**	**	**	46	**	**	**	**	**	**	36	54	**	**	**
		24%	**	**	**	**	24%	**	**	**	**	**	**	25%	26%	**	**	**
8	(8.0)	57	**	**	**	**	46	**	**	**	**	**	**	37	52	**	**	**
		25%	**	**	**	**	25%	**	**	**	**	**	**	25%	25%	**	**	**
9	(9.0)	23	**	**	**	**	18	**	**	**	**	**	**	16	19	**	**	**
		10%	**	**	**	**	10%	**	**	**	**	**	**	11%	9%	**	**	**
10 - Extremely satisfied (10.0)		45	**	**	**	**	38	**	**	**	**	**	**	34	44	**	**	**
		20%	**	**	**	**	20%	**	**	**	**	**	**	23%	21%	**	**	**
DISSATISFIED (1-4)		5	**	**	**	**	5	**	**	**	**	**	**	2	4	**	**	**
		2%	**	**	**	**	3%	**	**	**	**	**	**	2%	2%	**	**	**
NEUTRAL (5-6)		40	**	**	**	**	33	**	**	**	**	**	**	21	34	**	**	**
		18%	**	**	**	**	18%	**	**	**	**	**	**	14%	17%	**	**	**
SATISFIED (7-10)		179	**	**	**	**	148	**	**	**	**	**	**	123	169	**	**	**
		80%	**	**	**	**	79%	**	**	**	**	**	**	84%	81%	**	**	**
Answered		224	**	**	**	**	187	**	**	**	**	**	**	146	207	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B4J. 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 your experience of using Virgin TV On Demand or Virgin Media Anywhere? (Please think about your experience of using the service rather than what you have watched in the past 3 months)

Base : Those who have used Virgin TV On Demand or Virgin Media Anywhere in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	~a	b	a	~b	~c	~d
Unweighted total	217	12	9	8	13	185	27	5	13	7	2	60	147	203	4	6	10
Effective Weighted Sample	182	12	9	8	13	152	25	4	12	7	2	51	122	169	3	6	9
Total	224	16	11	12	16	187	31	5	15	8	3	65	146	207	4	8	12
Mean score	7.7	**	**	**	**	7.7	**	**	**	**	**	**	7.9	7.8	**	**	**
Standard deviation	1.60	**	**	**	**	1.62	**	**	**	**	**	**	1.56	1.59	**	**	**
Standard error	.11	**	**	**	**	.12	**	**	**	**	**	**	.13	.11	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 178

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B5. 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 your experience of the BBC websites or apps you have used in the past 3 months?

Base : Those who have used any of the ten listed BBC websites or apps in the past 3 months

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	~d		a	b	~c	d	e	f	g	a	~b	~c	~d
Unweighted total		2166	307	250	337	87	629	599	1375	84	103	169	370	282	215	38	45	39
Effective Weighted Sample		1801	255	203	277	75	528	501	1141	75	87	136	311	238	206	37	43	33
Total		2201	341	228	329	101	616	590	1422	90	104	156	360	283	273	26	20	11
1 - Extremely dissatisfied	(1.0)	4	-	2	2	**	3	1	3	**	*	*	1	-	2	**	**	**
		*%	-%	1%	1%	**	1%	*%	*%	**	*%	*%	*%	-%	1%	**	**	**
2	(2.0)	12	3	-	-	**	2	4	5	**	2	-	2	2	-	**	**	**
		1%	1%	-%	-%	**	*%	1%	*%	**	2%	-%	*%	1%	-%	**	**	**
3	(3.0)	19	*	5	6	**	10	9	8	**	1	3	5	4	5	**	**	**
		1%	*%	2%	2%	**	2%	1%	1%	**	1%	2%	1%	1%	2%	**	**	**
4	(4.0)	37	4	*	1	**	5	12	15	**	-	5	9	3	1	**	**	**
		2%	1%	*%	*%	**	1%	2%	1%	**	-%	3%	2%	1%	*%	**	**	**
5	(5.0)	151	22	12	17	**	43	38	95	**	1	14	26	19	13	**	**	**
		7%	6%	5%	5%	**	7%	6%	7%	**	1%	9%	7%	7%	5%	**	**	**
6	(6.0)	268	36	21	29	**	73	73	165	**	12	15	47	34	25	**	**	**
		12%	10%	9%	9%	**	12%	12%	12%	**	12%	9%	13%	12%	9%	**	**	**
7	(7.0)	488	92	42	62	**	124	129	321	**	16	31	69	67	55	**	**	**
		22%	27%	19%	19%	**	20%	22%	23%	**	16%	20%	19%	24%	20%	**	**	**
8	(8.0)	548	74	60	86	**	149	131	379	**	20	31	78	67	73	**	**	**
		25%	22%	26%	26%	**	24%	22%	27%	**	19%	20%	22%	24%	27%	**	**	**
9	(9.0)	312	49	34	56	**	83	76	211	**	16	24	48	32	46	**	**	**
		14%	14%	15%	17%	**	14%	13%	15%	**	15%	16%	13%	11%	17%	**	**	**
10 - Extremely satisfied	(10.0)	362	62	53	69	**	124	118	218	**	35	34	76	55	52	**	**	**
		16%	18%	23%	21%	**	20%	20%	15%	**	34%	22%	21%	19%	19%	**	**	**
		abg																
DISSATISFIED (1-4)		72	7	7	10	**	20	25	32	**	3	8	16	9	8	**	**	**
		3%	2%	3%	3%	**	3%	4%	2%	**	3%	5%	4%	3%	3%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 178

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B5. 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 your experience of the BBC websites or apps you have used in the past 3 months?

Base : Those who have used any of the ten listed BBC websites or apps in the past 3 months

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	~d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	2166	307	250	337	87	629	599	1375	84	103	169	370	282	215	38	45	39	
Effective Weighted Sample	1801	255	203	277	75	528	501	1141	75	87	136	311	238	206	37	43	33	
Total	2201	341	228	329	101	616	590	1422	90	104	156	360	283	273	26	20	11	
NEUTRAL (5-6)	419	58	33	46	**	115	110	260	**	14	28	73	53	39	**	**	**	
	19%	17%	14%	14%	**	19%	19%	18%	**	13%	18%	20%	19%	14%	**	**	**	
SATISFIED (7-10)	1710	276	188	273	**	481	454	1130	**	87	120	271	220	226	**	**	**	
	78%	81%	83%	83%	**	78%	77%	79%	**	84%	77%	75%	78%	83%	**	**	**	
Answered	2201	341	228	329	**	616	590	1422	**	104	156	360	283	273	**	**	**	
Mean score	7.6	7.7	7.9	7.9	**	7.7	7.7	7.7	**	8.2	7.7	7.7	7.7	7.9	**	**	**	
Standard deviation	1.67	1.61	1.74	1.70	**	1.75	1.76	1.59	**	abg	1.83	1.79	1.70	1.66	**	**	**	
Standard error	.04	.09	.11	.09	**	.07	.07	.04	**	.18	.14	.09	.10	.11	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 178

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B5. 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 your experience of the BBC websites or apps you have used in the past 3 months?

Base : Those who have used any of the ten listed BBC websites or apps in the past 3 months

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	~b	c	~d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total		2166	119	96	141	74	1765	338	82	113	103	40	786	1300	1962	55	69	124
Effective Weighted Sample		1801	115	91	136	71	1435	310	73	106	94	37	637	1095	1626	47	61	108
Total		2201	152	121	187	86	1755	381	87	134	114	46	770	1351	1983	64	72	136
1 - Extremely dissatisfied	(1.0)	4	2	**	2	**	4	-	**	-	-	**	2	2	2	**	**	-
		*%	1%	**	1%	**	*%	-%	**	-%	-%	**	*%	*%	*%	**	**	-%
2	(2.0)	12	-	**	-	**	9	-	**	-	-	**	6	6	9	**	**	2
		1%	-%	**	-%	**	1%	-%	**	-%	-%	**	1%	*%	*%	**	**	1%
3	(3.0)	19	2	**	3	**	14	5	**	-	2	**	13	5	17	**	**	2
		1%	1%	**	2%	**	1%	1%	**	-%	2%	**	2%	*%	1%	**	**	2%
4	(4.0)	37	1	**	1	**	28	5	**	2	2	**	13	19	28	**	**	2
		2%	1%	**	1%	**	2%	1%	**	2%	2%	**	2%	1%	1%	**	**	2%
5	(5.0)	151	5	**	6	**	103	39	**	9	9	**	61	79	135	**	**	11
		7%	3%	**	3%	**	6%	10%	**	7%	8%	**	8%	6%	7%	**	**	8%
6	(6.0)	268	19	**	19	**	198	56	**	14	21	**	97	157	237	**	**	12
		12%	12%	**	10%	**	11%	15%	**	10%	18%	**	13%	12%	12%	**	**	9%
7	(7.0)	488	32	**	36	**	374	98	**	40	34	**	159	312	454	**	**	22
		22%	21%	**	19%	**	21%	26%	**	30%	30%	**	21%	23%	23%	**	**	16%
8	(8.0)	548	42	**	53	**	449	89	**	34	29	**	187	346	497	**	**	34
		25%	28%	**	29%	**	26%	23%	**	25%	26%	**	24%	26%	25%	**	**	25%
9	(9.0)	312	26	**	32	**	264	38	**	12	11	**	116	186	286	**	**	20
		14%	17%	**	17%	**	15%	10%	**	9%	9%	**	15%	14%	14%	**	**	14%
10 - Extremely satisfied	(10.0)	362	24	**	34	**	311	49	**	22	7	**	116	240	318	**	**	31
		16%	16%	**	18%	**	18%	13%	**	17%	6%	**	15%	18%	16%	**	**	23%

e

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 178

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

B5. 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 your experience of the BBC websites or apps you have used in the past 3 months?

Base : Those who have used any of the ten listed BBC websites or apps in the past 3 months

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	~b	c	~d	a	b	~c	d	e	~f	a	b	a	~b	~c	d
Unweighted total	2166	119	96	141	74	1765	338	82	113	103	40	786	1300	1962	55	69	124
Effective Weighted Sample	1801	115	91	136	71	1435	310	73	106	94	37	637	1095	1626	47	61	108
Total	2201	152	121	187	86	1755	381	87	134	114	46	770	1351	1983	64	72	136
DISSATISFIED (1-4)	72	5	**	6	**	55	10	**	2	4	**	33	31	56	**	**	6
	3%	3%	**	3%	**	3%	3%	**	2%	3%	**	4%	2%	3%	**	**	5%
NEUTRAL (5-6)	419	23	**	25	**	301	96	**	23	29	**	158	236	372	**	**	23
	19%	15%	**	13%	**	17%	25%	**	17%	25%	**	21%	17%	19%	**	**	17%
						a											
SATISFIED (7-10)	1710	124	**	156	**	1399	274	**	109	81	**	579	1084	1555	**	**	107
	78%	81%	**	83%	**	80%	72%	**	81%	71%	**	75%	80%	78%	**	**	79%
						b											
Answered	2201	152	**	187	**	1755	381	**	134	114	**	770	1351	1983	**	**	136
Mean score	7.6	7.8	**	7.9	**	7.7	7.4	**	7.7	7.2	**	7.5	7.7	7.7	**	**	7.8
						be											
Standard deviation	1.67	1.65	**	1.66	**	1.65	1.60	**	1.49	1.44	**	1.75	1.60	1.63	**	**	1.84
Standard error	.04	.15	**	.14	**	.04	.09	**	.14	.14	**	.06	.04	.04	**	**	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1. OVERALL IMPRESSION OF THE BBC. On a scale of 1 to 10, where 1 means extremely unfavourable and 10 means extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Extremely unfavourable	(1.0)	284	62	52	72	20	153	129	131	14	15	55	82	63	63	4	3	**
		6%	9% d	9% d	7%	4%	8%	10% b	5%	7%	6%	12% b	9% b	11% b	7%	5%	6%	**
2	(2.0)	91	14	8	10	2	34	34	45	4	3	13	20	21	7	2	1	**
		2%	2%	1%	1%	*%	2%	3%	2%	2%	1%	3%	2%	3%	1%	3%	1%	**
3	(3.0)	139	28	21	41	20	70	42	87	9	8	20	34	12	33	4	3	**
		3%	4%	4%	4%	4%	4%	3%	3%	5%	3%	4%	4%	2%	4%	5%	6%	**
4	(4.0)	150	23	11	26	15	62	66	68	9	13	16	43	28	19	5	1	**
		3%	3%	2%	3%	3%	3%	5% b	3%	5%	5%	3%	5% b	5% b	2%	6%	2%	**
5	(5.0)	539	69	52	93	41	219	154	319	26	16	48	93	83	82	7	4	**
		12%	10%	9%	9%	9%	12%	11%	12%	14%	7%	11%	11%	14% d	9%	8%	6%	**
6	(6.0)	525	71	54	90	36	190	129	337	23	22	38	75	60	76	9	4	**
		12%	10%	10%	9%	7%	10%	9%	13% af	12%	9%	8%	9%	10%	9%	11%	7%	**
7	(7.0)	780	117	94	166	72	300	205	493	26	33	62	129	96	155	2	6	**
		18%	17%	17%	16%	15%	16%	15%	19% a	14%	13%	14%	15%	16%	18% b	3%	11%	**
8	(8.0)	872	145	113	222	109	332	258	538	35	46	86	168	111	182	22	14	**
		20%	21%	20%	21%	23%	18%	19%	21%	19%	19%	19%	19%	19%	21%	27%	26%	**
9	(9.0)	453	74	54	127	74	181	128	297	17	21	49	87	48	107	11	6	**
		10%	11%	10%	12%	15% b	10%	9%	11%	9%	9%	11%	10%	8%	12%	14%	11%	**
10 - Extremely favourable	(10.0)	567	101	96	185	90	280	209	308	25	70	70	153	74	148	14	13	**
		13%	14%	17%	18%	19%	15%	15% b	12%	13%	28% abcefg	15%	17% b	12%	17%	17%	25%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 179

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1. OVERALL IMPRESSION OF THE BBC. On a scale of 1 to 10, where 1 means extremely unfavourable and 10 means 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	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
UNFAVOURABLE (1-4)	664	127	92	149	58	318	272	330	36	39	104	179	125	123	15	8	**	
	15%	18%	17%	14%	12%	17%	20%	13%	19%	16%	23%	20%	21%	14%	19%	14%	**	
							b				b	b	b					
NEUTRAL (5-6)	1065	140	106	183	77	408	283	656	49	38	86	168	143	157	16	7	**	
	24%	20%	19%	18%	16%	22%	21%	25%	26%	15%	19%	19%	24%	18%	20%	14%	**	
								ade										
FAVOURABLE (7-10)	2672	438	357	701	345	1093	800	1637	103	169	267	537	329	592	50	39	**	
	61%	62%	64%	68%	72%	60%	59%	62%	55%	69%	58%	61%	55%	68%	62%	72%	**	
					a			g		acg								
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean score	6.7	6.7	6.8	7.0	7.3	6.6	6.5	6.8	6.5	7.3	6.4	6.6	6.3	7.0	7.0	7.3	**	
					ab			aeg		abcefg								
Standard deviation	2.44	2.62	2.67	2.53	2.33	2.61	2.70	2.30	2.57	2.63	2.88	2.73	2.69	2.51	2.57	2.58	**	
Standard error	.04	.10	.11	.08	.11	.06	.07	.05	.19	.17	.13	.09	.11	.10	.24	.23	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 179

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1. OVERALL IMPRESSION OF THE BBC. On a scale of 1 to 10, where 1 means extremely unfavourable and 10 means extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?

Base : All respondents

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Extremely unfavourable	(1.0)	284	35	28	42	21	258	17	5	4	6	**	124	148	252	10	3	13
		6%	8%	6%	9%	5%	7% bd	3%	4%	2%	3%	**	8%	6%	6%	8%	3%	6%
2	(2.0)	91	5	2	2	5	80	9	3	2	3	**	42	46	81	3	-	3
		2%	1%	*%	*%	1%	2%	1%	2%	1%	1%	**	3%	2%	2%	2%	-%	1%
3	(3.0)	139	16	17	16	17	122	13	4	7	2	**	64	68	117	8	3	11
		3%	4%	4%	4%	4%	3%	2%	3%	3%	1%	**	4%	3%	3%	6%	3%	5%
4	(4.0)	150	8	12	10	9	124	20	5	7	5	**	57	82	139	1	4	4
		3%	2%	3%	2%	2%	3%	3%	3%	3%	3%	**	4%	3%	3%	*%	3%	2%
5	(5.0)	539	33	49	29	52	409	110	25	34	29	**	196	304	466	19	19	38
		12%	8%	11%	6%	13% c	11%	17% a	18%	15%	15%	**	12%	12%	12%	16%	17%	16%
6	(6.0)	525	32	44	40	35	399	104	21	32	38	**	181	308	481	7	18	26
		12%	8%	10%	9%	8%	11%	16% a	15%	14%	20% a	**	12%	12%	12%	6%	16%	11%
7	(7.0)	780	75	80	87	68	634	122	21	42	44	**	270	468	713	20	20	40
		18%	18%	18%	19%	16%	17%	19%	15%	18%	23%	**	17%	18%	18%	16%	18%	17%
8	(8.0)	872	98	83	104	77	741	108	17	51	30	**	321	506	799	30	18	48
		20%	23%	19%	23%	19%	20%	17%	13%	23%	16%	**	20%	19%	20%	25%	16%	21%
9	(9.0)	453	65	42	55	53	393	54	14	19	19	**	145	290	423	10	5	15
		10%	15%	9%	12%	13%	11%	8%	10%	8%	10%	**	9%	11%	11%	8%	5%	7%
10 - Extremely favourable	(10.0)	567	60	88	68	80	476	77	22	28	14	**	170	378	510	13	23	36
		13%	14%	20%	15%	19%	13%	12%	16%	13%	7%	**	11%	15% a	13%	11%	20%	15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 179

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1. OVERALL IMPRESSION OF THE BBC. On a scale of 1 to 10, where 1 means extremely unfavourable and 10 means extremely favourable, thinking about everything the BBC does across TV, radio and online, what is your overall impression of the BBC?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
UNFAVOURABLE (1-4)	664 15%	63 15%	59 13%	70 15%	53 13%	583 16% bd	59 9%	17 12%	19 9%	16 9%	** **	286 18% b	344 13%	589 15%	21 17%	10 9%	31 13%
NEUTRAL (5-6)	1065 24%	65 15%	92 21%	70 15%	88 21%	808 22%	214 34% a	46 34% a	66 29%	67 35% a	** **	377 24%	612 24%	948 24%	26 22%	37 33%	64 27%
FAVOURABLE (7-10)	2672 61%	298 70%	294 66%	314 69%	277 66%	2244 62%	361 57%	74 54%	141 62%	107 56%	** **	906 58%	1641 63% a	2444 61%	73 61%	66 58%	139 59%
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean score	6.7	7.0	7.0	6.9	7.1	6.7	6.8	6.7	7.0	6.7	**	6.5	6.9 a	6.7	6.5	7.0	6.7
Standard deviation	2.44	2.55	2.48	2.57	2.45	2.50	2.09	2.35	2.02	1.98	**	2.52	2.39	2.42	2.58	2.20	2.41
Standard error	.04	.14	.13	.14	.13	.04	.09	.21	.14	.15	**	.06	.05	.04	.25	.21	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 180

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	~a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	504	89	88	122	34	262	196	260	25	24	89	133	96	80	14	15	13	
Effective Weighted Sample	407	75	71	101	31	216	159	209	21	21	68	105	79	77	13	14	12	
Total	504	103	81	123	42	254	199	261	27	23	87	130	95	103	10	7	3	
BBC seen to have political/ social bias/ agenda-based/ woke	123	**	**	46	**	65	36	76	**	**	**	27	**	**	**	**	**	
	24%	**	**	38%	**	26%	18%	29%	**	**	**	20%	**	**	**	**	**	
Poor image of BBC (disreputable staff, corruption, not trusted)	93	**	**	24	**	50	46	40	**	**	**	23	**	**	**	**	**	
	18%	**	**	19%	**	20%	23%	15%	**	**	**	18%	**	**	**	**	**	
Poor programming/ little of interest/ boring/ repetitive material (general)	93	**	**	20	**	46	40	50	**	**	**	29	**	**	**	**	**	
	18%	**	**	17%	**	18%	20%	19%	**	**	**	22%	**	**	**	**	**	
Negative view of TV licence (general)	86	**	**	9	**	32	44	38	**	**	**	24	**	**	**	**	**	
	17%	**	**	7%	**	13%	22%	15%	**	**	**	18%	**	**	**	**	**	
Poor value for money/ not worth the licence fee	54	**	**	13	**	27	24	24	**	**	**	16	**	**	**	**	**	
	11%	**	**	11%	**	10%	12%	9%	**	**	**	13%	**	**	**	**	**	
Do not watch/ listen to BBC/ use the BBC only a little	44	**	**	8	**	20	9	29	**	**	**	4	**	**	**	**	**	
	9%	**	**	7%	**	8%	5%	11%	**	**	**	3%	**	**	**	**	**	
Repeats/ nothing new	43	**	**	18	**	31	22	19	**	**	**	16	**	**	**	**	**	
	9%	**	**	15%	**	12%	11%	7%	**	**	**	12%	**	**	**	**	**	
Poor quality programming	26	**	**	4	**	9	10	15	**	**	**	9	**	**	**	**	**	
	5%	**	**	3%	**	4%	5%	6%	**	**	**	7%	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 180

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
		~a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Significance Level: 99%																		
Unweighted total	504	89	88	122	34	262	196	260	25	24	89	133	96	80	14	15	13	
Effective Weighted Sample	407	75	71	101	31	216	159	209	21	21	68	105	79	77	13	14	12	
Total	504	103	81	123	42	254	199	261	27	23	87	130	95	103	10	7	3	
Old fashioned/ outdated	17	**	**	1	**	5	6	5	**	**	**	1	**	**	**	**	**	**
	3%	**	**	*%	**	2%	3%	2%	**	**	**	1%	**	**	**	**	**	**
Preference for other channels/ other providers seen as better	14	**	**	*	**	6	8	5	**	**	**	5	**	**	**	**	**	**
	3%	**	**	*%	**	2%	4%	2%	**	**	**	4%	**	**	**	**	**	**
Over-paid presenters/ unfair staff pay scales	10	**	**	5	**	7	3	7	**	**	**	1	**	**	**	**	**	**
	2%	**	**	4%	**	3%	1%	3%	**	**	**	1%	**	**	**	**	**	**
Poor quality of broadcasting staff	8	**	**	4	**	4	5	1	**	**	**	3	**	**	**	**	**	**
	2%	**	**	3%	**	2%	3%	1%	**	**	**	3%	**	**	**	**	**	**
Poor view of senior management team	6	**	**	4	**	5	4	2	**	**	**	3	**	**	**	**	**	**
	1%	**	**	3%	**	2%	2%	1%	**	**	**	2%	**	**	**	**	**	**
Would rather have the option to pay to watch BBC/ opt out of paying the TV licence	3	**	**	-	**	-	2	2	**	**	**	-	**	**	**	**	**	**
	1%	**	**	-%	**	-%	1%	1%	**	**	**	-%	**	**	**	**	**	**
Poor news reporting/ mentions of fake news	2	**	**	-	**	2	2	*	**	**	**	*	**	**	**	**	**	**
	*%	**	**	-%	**	1%	1%	*%	**	**	**	*%	**	**	**	**	**	**
Dissatisfied with radio programming	2	**	**	1	**	1	-	2	**	**	**	-	**	**	**	**	**	**
	*%	**	**	1%	**	1%	-%	1%	**	**	**	-%	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		~a	~b	c	~d		a	b	~c	~d	~e	f	~g	~a	~b	~c	~d	
Unweighted total	504	89	88	122	34	262	196	260	25	24	89	133	96	80	14	15	13	
Effective Weighted Sample	407	75	71	101	31	216	159	209	21	21	68	105	79	77	13	14	12	
Total	504	103	81	123	42	254	199	261	27	23	87	130	95	103	10	7	3	
Poor view of the elderly being charged the TV licence fee	1	**	**	1	**	1	*	1	**	**	**	*	**	**	**	**	**	
	*%	**	**	1%	**	*%	*%	*%	**	**	**	*%	**	**	**	**	**	
BBC seen as not representative/ out of touch (general)	1	**	**	-	**	*	*	*	**	**	**	*	**	**	**	**	**	
	*%	**	**	-%	**	*%	*%	*%	**	**	**	*%	**	**	**	**	**	
Poor representation of Scotland	1	**	**	-	**	-	-	1	**	**	**	-	**	**	**	**	**	
	*%	**	**	-%	**	-%	-%	*%	**	**	**	-%	**	**	**	**	**	
Negative impressions (general)	43	**	**	8	**	25	13	25	**	**	**	8	**	**	**	**	**	
	8%	**	**	6%	**	10%	7%	9%	**	**	**	6%	**	**	**	**	**	
Other	5	**	**	*	**	1	4	*	**	**	**	3	**	**	**	**	**	
	1%	**	**	*%	**	*%	2%	*%	**	**	**	2%	**	**	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	504	42	38	42	38	447	42	14	13	12	3	228	254	444	16	8	24
Effective Weighted Sample	407	40	37	41	37	360	36	12	12	10	2	184	205	358	14	6	19
Total	504	56	47	60	43	452	38	12	13	10	3	223	258	443	19	6	25
BBC seen to have political/ social bias/ agenda-based/ woke	123	**	**	**	**	109	**	**	**	**	**	62	57	110	**	**	**
	24%	**	**	**	**	24%	**	**	**	**	**	28%	22%	25%	**	**	**
Poor image of BBC (disreputable staff, corruption, not trusted)	93	**	**	**	**	86	**	**	**	**	**	50	39	86	**	**	**
	18%	**	**	**	**	19%	**	**	**	**	**	22%	15%	19%	**	**	**
Poor programming/ little of interest/ boring/ repetitive material (general)	93	**	**	**	**	78	**	**	**	**	**	42	48	84	**	**	**
	18%	**	**	**	**	17%	**	**	**	**	**	19%	18%	19%	**	**	**
Negative view of TV licence (general)	86	**	**	**	**	78	**	**	**	**	**	43	39	75	**	**	**
	17%	**	**	**	**	17%	**	**	**	**	**	19%	15%	17%	**	**	**
Poor value for money/ not worth the licence fee	54	**	**	**	**	49	**	**	**	**	**	18	33	47	**	**	**
	11%	**	**	**	**	11%	**	**	**	**	**	8%	13%	11%	**	**	**
Do not watch/ listen to BBC/ use the BBC only a little	44	**	**	**	**	39	**	**	**	**	**	21	19	37	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	10%	7%	8%	**	**	**
Repeats/ nothing new	43	**	**	**	**	42	**	**	**	**	**	15	27	43	**	**	**
	9%	**	**	**	**	9%	**	**	**	**	**	7%	10%	10%	**	**	**
Poor quality programming	26	**	**	**	**	26	**	**	**	**	**	11	15	24	**	**	**
	5%	**	**	**	**	6%	**	**	**	**	**	5%	6%	5%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 180

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC ~b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	504	42	38	42	38	447	42	14	13	12	3	228	254	444	16	8	24
Effective Weighted Sample	407	40	37	41	37	360	36	12	12	10	2	184	205	358	14	6	19
Total	504	56	47	60	43	452	38	12	13	10	3	223	258	443	19	6	25
Old fashioned/ outdated	17	**	**	**	**	15	**	**	**	**	**	9	5	12	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	4%	2%	3%	**	**	**
Preference for other channels/ other providers seen as better	14	**	**	**	**	14	**	**	**	**	**	5	9	13	**	**	**
	3%	**	**	**	**	3%	**	**	**	**	**	2%	3%	3%	**	**	**
Over-paid presenters/ unfair staff pay scales	10	**	**	**	**	10	**	**	**	**	**	4	6	10	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	2%	2%	2%	**	**	**
Poor quality of broadcasting staff	8	**	**	**	**	8	**	**	**	**	**	4	3	5	**	**	**
	2%	**	**	**	**	2%	**	**	**	**	**	2%	1%	1%	**	**	**
Poor view of senior management team	6	**	**	**	**	6	**	**	**	**	**	2	4	6	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	1%	2%	1%	**	**	**
Would rather have the option to pay to watch BBC/ opt out of paying the TV licence	3	**	**	**	**	3	**	**	**	**	**	-	3	3	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	-%	1%	1%	**	**	**
Poor news reporting/ mentions of fake news	2	**	**	**	**	2	**	**	**	**	**	2	-	2	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	1%	-%	*%	**	**	**
Dissatisfied with radio programming	2	**	**	**	**	2	**	**	**	**	**	-	2	2	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	-%	1%	*%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1A. Could you tell me why you gave that score (1-3 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 1-3 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		~a	~b	~c	~d	a	~b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	504	42	38	42	38	447	42	14	13	12	3	228	254	444	16	8	24
Effective Weighted Sample	407	40	37	41	37	360	36	12	12	10	2	184	205	358	14	6	19
Total	504	56	47	60	43	452	38	12	13	10	3	223	258	443	19	6	25
Poor view of the elderly being charged the TV licence fee	1	**	**	**	**	1	**	**	**	**	**	*	1	1	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	*%	*%	*%	**	**	**
BBC seen as not representative/ out of touch (general)	1	**	**	**	**	1	**	**	**	**	**	1	-	*	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	*%	-%	*%	**	**	**
Poor representation of Scotland	1	**	**	**	**	1	**	**	**	**	**	1	-	1	**	**	**
	*%	**	**	**	**	*%	**	**	**	**	**	*%	-%	*%	**	**	**
Negative impressions (general)	43	**	**	**	**	39	**	**	**	**	**	22	19	36	**	**	**
	8%	**	**	**	**	9%	**	**	**	**	**	10%	7%	8%	**	**	**
Other	5	**	**	**	**	4	**	**	**	**	**	*	4	4	**	**	**
	1%	**	**	**	**	1%	**	**	**	**	**	*%	2%	1%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 181

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Unweighted total	1855	301	297	536	239	797	600	1110	79	133	212	409	225	338	65	74	59	
Effective Weighted Sample	1522	245	239	442	206	661	499	905	67	111	174	343	191	322	63	71	50	
Total	1839	315	258	524	266	768	578	1118	74	132	194	393	226	427	47	33	17	
Good range of programmes/ variety	302	62	55	86	31	122	88	194	**	18	26	57	38	72	**	**	**	
	16%	20%	21%	16%	11%	16%	15%	17%	**	13%	13%	15%	17%	17%	**	**	**	
Good quality content (general)	215	49	24	52	29	86	68	138	**	10	21	41	36	40	**	**	**	
	12%	15%	9%	10%	11%	11%	12%	12%	**	7%	11%	11%	16%	9%	**	**	**	
Programmes of interest	204	49	31	69	38	108	78	116	**	20	31	51	27	56	**	**	**	
	11%	15%	12%	13%	14%	14%	13%	10%	**	16%	16%	13%	12%	13%	**	**	**	
Impartial/ trustworthy content/ reliable	181	32	28	59	31	79	52	123	**	14	21	39	12	51	**	**	**	
	10%	10%	11%	11%	12%	10%	9%	11%	**	11%	11%	10%	5%	12%	**	**	**	
Good quality news coverage	146	23	25	61	36	77	46	84	**	8	18	30	13	44	**	**	**	
	8%	7%	10%	12%	13%	10%	8%	8%	**	6%	9%	8%	6%	10%	**	**	**	
Good quality non-factual/ drama/ entertainment/ music content	128	25	23	49	26	70	47	67	**	9	14	29	23	37	**	**	**	
	7%	8%	9%	9%	10%	9%	8%	6%	**	7%	7%	7%	10%	9%	**	**	**	
Good quality factual/ informative/ educational content	86	7	15	30	15	36	21	60	**	6	10	14	6	23	**	**	**	
	5%	2%	6%	6%	6%	5%	4%	5%	**	4%	5%	4%	3%	5%	**	**	**	
No advertising	82	18	22	32	10	42	29	50	**	3	12	20	10	28	**	**	**	
	4%	6%	9%	6%	4%	5%	5%	4%	**	2%	6%	5%	4%	7%	**	**	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 181

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C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
		a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d	
Significance Level: 99%																		
Unweighted total	1855	301	297	536	239	797	600	1110	79	133	212	409	225	338	65	74	59	
Effective Weighted Sample	1522	245	239	442	206	661	499	905	67	111	174	343	191	322	63	71	50	
Total	1839	315	258	524	266	768	578	1118	74	132	194	393	226	427	47	33	17	
Positive impressions but room for improvement/ prefer other channels	71 4%	8 3%	9 4%	26 5%	17 6%	31 4%	26 5%	39 3%	** **	6 5%	7 4%	18 5%	13 6%	25 6%	** **	** **	** **	
Accessible range of content/ services/ iPlayer/ apps	70 4%	13 4% bc	1 *%	4 1%	3 1%	13 2%	20 3%	47 4%	** **	3 2%	5 2%	8 2%	13 6%	- -%	** **	** **	** **	
Good quality radio/ enjoy listening	70 4%	17 5%	10 4%	28 5%	18 7%	34 4%	27 5%	37 3%	** **	6 5%	11 6%	17 4%	10 4%	19 5%	** **	** **	** **	
The BBC provides a good service (general)	65 4%	6 2%	13 5%	19 4%	5 2%	21 3%	11 2%	51 5% a	** **	4 3%	2 1%	9 2%	6 2%	17 4%	** **	** **	** **	
Mentions of having to pay licence fee/ cost (negative)	41 2%	3 1%	7 3%	7 1%	- -%	16 2%	13 2%	23 2%	** **	3 2%	4 2%	7 2%	7 3%	7 2%	** **	** **	** **	
Positive impressions but mentions of bias	36 2%	6 2%	9 3%	12 2%	3 1%	13 2%	4 1%	30 3%	** **	- -%	1 *%	2 1%	1 1%	11 2%	** **	** **	** **	
Good presenters/ broadcasters	34 2%	9 3%	9 3%	10 2%	1 1%	13 2%	9 2%	23 2%	** **	3 2%	4 2%	7 2%	3 1%	10 2%	** **	** **	** **	
Good value for money/ satisfied with cost	28 2%	13 4% cd	3 1%	3 1%	* *%	4 1%	6 1%	22 2%	** **	1 *%	4 2%	6 2%	1 1%	2 1%	** **	** **	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	a	b	c	d		a	b	~c	d	e	f	g	a	~b	~c	~d
Unweighted total	1855	301	297	536	239	797	600	1110	79	133	212	409	225	338	65	74	59
Effective Weighted Sample	1522	245	239	442	206	661	499	905	67	111	174	343	191	322	63	71	50
Total	1839	315	258	524	266	768	578	1118	74	132	194	393	226	427	47	33	17
Good quantity of content/ volume	27	9	4	11	7	16	10	16	**	3	4	9	3	9	**	**	**
	1%	3%	2%	2%	3%	2%	2%	1%	**	2%	2%	2%	1%	2%	**	**	**
Good sports coverage	25	4	1	8	7	12	10	12	**	4	5	8	2	6	**	**	**
	1%	1%	*%	2%	3%	2%	2%	1%	**	3%	2%	2%	1%	1%	**	**	**
Positive impressions but not enough variety	24	1	7	9	2	12	7	17	**	*	3	5	2	6	**	**	**
	1%	*%	3%	2%	1%	2%	1%	2%	**	*%	1%	1%	1%	1%	**	**	**
National institution/ global reputation/ source of national pride	17	*	4	8	4	8	7	6	**	2	1	4	1	7	**	**	**
	1%	*%	1%	1%	1%	1%	1%	1%	**	2%	1%	1%	1%	2%	**	**	**
Positive impressions (general)	354	46	39	82	43	126	122	198	**	34	34	90	45	67	**	**	**
	19%	15%	15%	16%	16%	16%	21%	18%	**	26%	18%	23%	20%	16%	**	**	**
Other	92	12	7	22	14	34	25	57	**	5	10	18	9	18	**	**	**
	5%	4%	3%	4%	5%	4%	4%	5%	**	4%	5%	5%	4%	4%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 181

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C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1855	175	163	162	176	1606	213	51	84	59	19	624	1152	1714	43	40	83
Effective Weighted Sample	1522	167	156	156	169	1302	189	43	77	51	18	510	949	1404	36	36	72
Total	1839	219	208	222	204	1568	234	53	97	61	23	617	1146	1687	51	43	94
Good range of programmes/ variety	302 16%	32 15%	40 19%	41 18%	31 15%	272 17%	28 12%	** **	** **	** **	** **	133 22% b	161 14%	276 16%	** **	** **	** **
Good quality content (general)	215 12%	23 10%	18 8%	22 10%	18 9%	189 12%	25 11%	** **	** **	** **	** **	81 13%	131 11%	191 11%	** **	** **	** **
Programmes of interest	204 11%	29 13%	27 13%	23 10%	34 16%	179 11%	19 8%	** **	** **	** **	** **	68 11%	128 11%	193 11%	** **	** **	** **
Impartial/ trustworthy content/ reliable	181 10%	29 13%	22 11%	29 13%	22 11%	154 10%	24 10%	** **	** **	** **	** **	55 9%	122 11%	171 10%	** **	** **	** **
Good quality news coverage	146 8%	24 11%	20 10%	20 9%	24 12%	126 8%	19 8%	** **	** **	** **	** **	46 7%	94 8%	142 8%	** **	** **	** **
Good quality non-factual/ drama/ entertainment/ music content	128 7%	15 7%	23 11%	17 8%	21 10%	121 8% b	5 2%	** **	** **	** **	** **	52 8%	68 6%	115 7%	** **	** **	** **
Good quality factual/ informative/ educational content	86 5%	4 2%	18 9% a	11 5%	12 6%	73 5%	11 5%	** **	** **	** **	** **	32 5%	50 4%	79 5%	** **	** **	** **
No advertising	82 4%	11 5%	17 8%	17 8%	11 5%	78 5%	4 2%	** **	** **	** **	** **	31 5%	46 4%	78 5%	** **	** **	** **

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 181

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C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	~c	~d	~e	~f	a	b	a	~b	~c	~d
Unweighted total	1855	175	163	162	176	1606	213	51	84	59	19	624	1152	1714	43	40	83
Effective Weighted Sample	1522	167	156	156	169	1302	189	43	77	51	18	510	949	1404	36	36	72
Total	1839	219	208	222	204	1568	234	53	97	61	23	617	1146	1687	51	43	94
Positive impressions but room for improvement/ prefer other channels	71 4%	14 7%	10 5%	19 8%	6 3%	63 4%	6 3%	** **	** **	** **	** **	19 3%	49 4%	67 4%	** **	** **	** **
Accessible range of content/ services/ iPlayer/ apps	70 4%	- -%	- -%	- -%	- -%	64 4%	5 2%	** **	** **	** **	** **	36 6% b	34 3%	63 4%	** **	** **	** **
Good quality radio/ enjoy listening	70 4%	5 2%	14 7%	9 4%	10 5%	64 4%	3 1%	** **	** **	** **	** **	29 5%	37 3%	64 4%	** **	** **	** **
The BBC provides a good service (general)	65 4%	14 6%	3 2%	8 3%	9 5%	56 4%	9 4%	** **	** **	** **	** **	15 2%	49 4%	60 4%	** **	** **	** **
Mentions of having to pay licence fee/ cost (negative)	41 2%	3 1%	4 2%	1 1%	5 3%	38 2%	3 1%	** **	** **	** **	** **	21 3%	18 2%	33 2%	** **	** **	** **
Positive impressions but mentions of bias	36 2%	6 3%	5 2%	8 3%	3 1%	31 2%	3 1%	** **	** **	** **	** **	14 2%	21 2%	31 2%	** **	** **	** **
Good presenters/ broadcasters	34 2%	9 4%	1 *%	6 2%	4 2%	27 2%	7 3%	** **	** **	** **	** **	10 2%	22 2%	33 2%	** **	** **	** **
Good value for money/ satisfied with cost	28 2%	2 1%	- -%	1 1%	1 1%	26 2%	2 1%	** **	** **	** **	** **	8 1%	20 2%	26 2%	** **	** **	** **

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C1B. Could you tell me why you gave that score (8-10 OUT OF 10) for your overall impression of the BBC?

Base : Those awarding a score of 8-10 out of 10 for their overall impression of the BBC (who gave a reason for their score)

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1855	175	163	162	176	1606	213	51	84	59	19	624	1152	1714	43	40	83
Effective Weighted Sample	1522	167	156	156	169	1302	189	43	77	51	18	510	949	1404	36	36	72
Total	1839	219	208	222	204	1568	234	53	97	61	23	617	1146	1687	51	43	94
Good quantity of content/ volume	27	8	1	4	5	20	5	**	**	**	**	8	18	23	**	**	**
	1%	4%	1%	2%	2%	1%	2%	**	**	**	**	1%	2%	1%	**	**	**
Good sports coverage	25	6	-	1	5	23	2	**	**	**	**	6	14	25	**	**	**
	1%	3%	0%	1%	3%	1%	1%	**	**	**	**	1%	1%	1%	**	**	**
Positive impressions but not enough variety	24	1	5	4	2	22	2	**	**	**	**	16	8	24	**	**	**
	1%	1%	3%	2%	1%	1%	1%	**	**	**	**	3%	1%	1%	**	**	**
National institution/ global reputation/ source of national pride	17	3	4	4	3	14	1	**	**	**	**	5	10	17	**	**	**
	1%	1%	2%	2%	2%	1%	1%	**	**	**	**	1%	1%	1%	**	**	**
Positive impressions (general)	354	35	33	33	35	276	68	**	**	**	**	92	248	317	**	**	**
	19%	16%	16%	15%	17%	18%	29%	**	**	**	**	15%	22%	19%	**	**	**
							a						a				
Other	92	10	8	9	10	74	15	**	**	**	**	26	62	86	**	**	**
	5%	5%	4%	4%	5%	5%	7%	**	**	**	**	4%	5%	5%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Table 182

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C2A. PERFORMANCE AGAINST PURPOSE 1 STATEMENT 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 provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	160	30	26	37	11	81	70	74	11	4	29	43	38	33	3	1	**
		4%	4%	5%	4%	2%	4%	5% b	3%	6%	2%	6% bd	5% b	6% bd	4%	3%	2%	**
2	(2.0)	52	10	5	12	7	23	20	27	-	4	8	14	4	10	1	1	**
		1%	1%	1%	1%	1%	1%	1%	1%	-%	2%	2%	2%	1%	1%	2%	1%	**
3	(3.0)	108	15	11	18	7	38	35	56	4	7	14	20	21	14	2	2	**
		2%	2%	2%	2%	1%	2%	3%	2%	2%	3%	3%	2%	3%	2%	2%	4%	**
4	(4.0)	114	13	19	31	11	56	30	70	7	4	14	23	13	27	2	1	**
		3%	2%	4%	3%	2%	3%	2%	3%	4%	2%	3%	3%	2%	3%	2%	2%	**
5	(5.0)	338	50	43	69	26	139	105	197	19	17	36	68	46	60	4	4	**
		8%	7%	8%	7%	5%	8%	8%	8%	10%	7%	8%	8%	8%	7%	6%	8%	**
6	(6.0)	406	73	25	53	28	146	113	253	16	12	30	64	52	47	3	2	**
		9%	10% bc	4%	5%	6%	8%	8%	10%	8%	5%	6%	7%	9%	5%	3%	3%	**
7	(7.0)	641	100	74	132	59	247	168	405	29	26	49	105	83	120	4	6	**
		15%	14%	13%	13%	12%	14%	12%	15%	16%	10%	11%	12%	14%	14%	5%	11%	**
8	(8.0)	960	145	127	229	102	380	281	600	45	49	96	185	122	194	18	11	**
		22%	21%	23%	22%	21%	21%	21%	23%	24%	20%	21%	21%	20%	22%	22%	20%	**
9	(9.0)	595	95	71	157	86	231	158	371	18	27	46	98	63	126	17	9	**
		14%	14%	13%	15%	18%	13%	12%	14%	10%	11%	10%	11%	11%	14%	22%	17%	**
10 - Extremely well	(10.0)	834	150	130	265	135	387	298	479	34	89	107	220	114	217	22	15	**
		19%	21%	23%	26%	28%	21%	22%	18%	18%	36% abcefg	23%	25% b	19%	25%	27%	29%	**
Don't know		193	23	23	31	9	93	75	91	6	7	28	44	41	24	5	2	**
		4%	3%	4%	3%	2%	5%	6% b	3%	3%	3%	6%	5%	7% b	3%	6%	3%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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C2A. PERFORMANCE AGAINST PURPOSE 1 STATEMENT 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 provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	434	67	62	98	36	198	156	228	21	19	65	100	76	84	7	5	**	
	10%	10%	11%	9%	8%	11%	12% b	9%	11%	8%	14% b	11%	13% b	10%	9%	9%	**	
NEUTRAL (5-6)	744	123	68	122	54	285	218	450	34	29	66	133	98	107	7	6	**	
	17%	18% c	12%	12%	11%	16%	16%	17%	18%	12%	14%	15%	16%	12%	9%	11%	**	
POSITIVE VIEW (7-10)	3029	490	403	783	381	1244	906	1854	126	191	298	608	382	657	61	42	**	
	69%	70%	73%	76%	79% a	68%	67%	71% g	67%	78% aeg	65%	69%	64%	75%	76%	77%	**	
MOST NEGATIVE (1-2)	212	39	32	49	18	103	90	102	11	8	37	57	42	43	4	2	**	
	5%	6%	6%	5%	4%	6%	7% b	4%	6%	3%	8% b	6% b	7% b	5%	5%	3%	**	
MOST POSITIVE (9-10)	1429	245	201	422	220	618	456	850	52	117	153	318	177	343	39	25	**	
	32%	35%	36%	41%	46% ab	34%	34%	32%	28%	47% abcefg	34%	36%	30%	39%	49%	46%	**	
Answered	4207	681	532	1003	471	1727	1279	2532	181	239	429	840	556	848	76	53	**	
Mean score	7.4	7.4	7.5	7.7	7.9 ab	7.4	7.3	7.4 g	7.2	8.0 abcefg	7.2	7.4	7.1	7.6	7.9	7.8	**	
Standard deviation	2.28	2.33	2.40	2.30	2.15	2.39	2.48	2.16	2.36	2.23	2.64	2.48	2.52	2.30	2.34	2.31	**	
Standard error	.04	.09	.10	.07	.11	.06	.07	.04	.18	.14	.13	.08	.11	.09	.23	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 182

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2A. PERFORMANCE AGAINST PURPOSE 1 STATEMENT 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 provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	160 4%	20 5%	13 3%	27 6% d	6 1%	143 4%	12 2%	3 2%	5 2%	1 1%	** **	76 5% b	77 3%	145 4%	3 3%	1 1%	4 2%
2	(2.0)	52 1%	6 1%	4 1%	7 2%	3 1%	37 1%	8 1%	2 1%	3 1%	2 1%	** **	17 1%	29 1%	39 1%	1 1%	4 3%	5 2%
3	(3.0)	108 2%	9 2%	5 1%	6 1%	8 2%	98 3%	7 1%	3 2%	4 2%	- -%	** **	52 3% b	49 2%	99 2%	4 4%	- -%	4 2%
4	(4.0)	114 3%	14 3%	13 3%	18 4%	10 2%	95 3%	12 2%	4 3%	5 2%	3 2%	** **	40 3%	66 3%	98 2%	5 4%	2 2%	7 3%
5	(5.0)	338 8%	30 7%	30 7%	24 5%	36 9%	257 7%	65 10%	20 15% a	23 10%	16 8%	** **	117 7%	201 8%	294 7%	16 14%	8 7%	24 10%
6	(6.0)	406 9%	23 5%	24 5%	19 4%	28 7%	306 8%	84 13% a	24 17% a	25 11%	24 13%	** **	141 9%	236 9%	362 9%	11 9%	12 11%	24 10%
7	(7.0)	641 15%	60 14%	60 13%	62 14%	57 14%	528 15%	91 14%	14 11%	24 11%	39 20%	** **	256 16%	348 13%	580 15%	13 11%	19 17%	32 14%
8	(8.0)	960 22%	88 21%	106 24%	96 21%	98 24%	802 22%	137 22%	24 18%	52 23%	45 24%	** **	364 23%	547 21%	887 22%	25 21%	22 19%	47 20%
9	(9.0)	595 14%	69 16%	57 13%	81 18% d	45 11%	497 14%	82 13%	9 6%	38 17% c	24 12%	** **	167 11%	396 15% a	551 14%	13 10%	16 14%	28 12%
10 - Extremely well	(10.0)	834 19%	101 24%	115 26%	107 23%	110 26%	709 20%	108 17%	29 21%	40 18%	30 16%	** **	252 16%	555 21% a	759 19%	22 18%	26 23%	49 21%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 182

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C2A. PERFORMANCE AGAINST PURPOSE 1 STATEMENT 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 provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	193 4%	6 1%	18 4%	7 2%	17 4%	162 4%	27 4%	5 3%	9 4%	7 4%	** **	87 6% b	92 4%	167 4%	6 5%	4 3%	10 4%
NEGATIVE VIEW (1-4)	434 10%	49 12%	35 8%	57 13% d	27 6%	373 10% be	40 6%	12 9%	16 7%	6 3%	** **	185 12% b	222 9%	381 10%	14 11%	7 6%	20 9%
NEUTRAL (5-6)	744 17%	54 13%	53 12%	43 10%	64 15%	563 15%	149 24% a	44 32% a	48 21%	40 21%	** **	259 16%	437 17%	656 16%	28 23%	20 18%	48 20%
POSITIVE VIEW (7-10)	3029 69%	318 75%	338 76%	346 76%	310 74%	2537 70% c	419 66%	77 56%	154 68%	137 72% c	** **	1038 66%	1846 71% a	2777 70%	74 61%	83 73%	157 67%
MOST NEGATIVE (1-2)	212 5%	26 6% d	17 4%	34 7% d	9 2%	180 5%	20 3%	5 4%	7 3%	3 2%	** **	93 6%	107 4%	184 5%	4 4%	5 4%	9 4%
MOST POSITIVE (9-10)	1429 32%	171 40%	172 39%	188 41%	155 37%	1206 33%	191 30%	38 28%	77 34%	53 28%	** **	418 27%	952 37% a	1310 33%	35 29%	42 37%	77 33%
Answered	4207	421	427	447	401	3473	608	133	218	184	**	1482	2505	3814	115	110	225
Mean score	7.4	7.5	7.8	7.5	7.8	7.4	7.4	7.1	7.5	7.5	**	7.1	7.5 a	7.4	7.1	7.7	7.4
Standard deviation	2.28	2.42	2.18	2.49	2.07	2.31	2.05	2.25	2.11	1.76	**	2.36	2.22	2.26	2.30	2.06	2.20
Standard error	.04	.13	.12	.14	.11	.04	.09	.20	.15	.14	**	.06	.04	.04	.23	.20	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 183

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2B. PERFORMANCE AGAINST PURPOSE 2 STATEMENT 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 provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	139	28	23	35	12	81	65	58	9	8	29	43	34	32	3	*	**
		3%	4%	4%	3%	3%	4%	5% b	2%	5%	3%	6% b	5% b	6% b	4%	3%	1%	**
2	(2.0)	47	8	9	15	7	29	18	26	-	*	12	15	4	14	1	1	**
		1%	1%	2%	1%	1%	2%	1%	1%	-%	*%	3% b	2%	1%	2%	1%	1%	**
3	(3.0)	98	14	16	21	5	44	43	48	5	3	18	28	18	15	4	2	**
		2%	2%	3%	2%	1%	2%	3%	2%	3%	1%	4%	3%	3%	2%	5%	4%	**
4	(4.0)	140	34	10	26	16	57	60	64	16	14	22	43	26	21	2	2	**
		3%	5% b	2%	3%	3%	3%	4% b	2%	8% b	6% b	5% b	5% b	4%	2%	2%	4%	**
5	(5.0)	418	51	43	83	40	180	112	258	11	14	36	67	59	67	7	8	**
		9%	7%	8%	8%	8%	10%	8%	10%	6%	6%	8%	8%	10%	8%	9%	15% a	**
6	(6.0)	508	82	56	91	36	180	109	337	12	11	30	67	50	79	5	5	**
		12%	12%	10%	9%	7%	10%	8%	13% ade fg	7%	5%	7%	8%	8%	9%	6%	8%	**
7	(7.0)	734	115	92	172	80	277	194	460	40	36	60	128	84	147	13	8	**
		17%	16%	17%	17%	17%	15%	14%	18%	21%	15%	13%	15%	14%	17%	16%	14%	**
8	(8.0)	931	144	139	245	106	372	287	575	37	62	89	183	116	217	13	10	**
		21%	20%	25%	24%	22%	20%	21%	22%	20%	25%	19%	21%	20%	25%	16%	19%	**
9	(9.0)	443	71	53	113	60	169	123	290	13	22	39	82	47	93	8	6	**
		10%	10%	10%	11%	13%	9%	9%	11%	7%	9%	8%	9%	8%	11%	10%	11%	**
10 - Extremely well	(10.0)	577	99	68	150	82	249	208	317	31	58	71	148	90	120	16	7	**
		13%	14%	12%	15%	17%	14%	15% b	12%	16%	23% abg	16%	17% b	15%	14%	19%	13%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 183

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C2B. PERFORMANCE AGAINST PURPOSE 2 STATEMENT 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 provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	367	58	47	83	36	182	135	188	14	17	51	82	70	67	9	5	**	
	8%	8%	8%	8%	7%	10%	10%	7%	7%	7%	11%	9%	12%	8%	11%	9%	**	
							b				b		b					
NEGATIVE VIEW (1-4)	424	84	58	98	40	211	187	196	29	25	81	128	81	82	9	5	**	
	10%	12%	10%	9%	8%	12%	14%	7%	16%	10%	18%	15%	14%	9%	11%	10%	**	
							b		b		b	b	b					
NEUTRAL (5-6)	926	133	98	174	76	360	221	596	24	26	66	133	109	146	12	13	**	
	21%	19%	18%	17%	16%	20%	16%	23%	13%	10%	15%	15%	18%	17%	15%	23%	**	
								acdef										
POSITIVE VIEW (7-10)	2684	429	351	680	328	1066	811	1643	120	178	259	540	337	577	50	32	**	
	61%	61%	63%	66%	68%	59%	60%	63%	64%	72%	57%	61%	56%	66%	62%	58%	**	
										abefg								
MOST NEGATIVE (1-2)	186	36	32	51	19	110	84	84	9	8	41	58	37	46	3	1	**	
	4%	5%	6%	5%	4%	6%	6%	3%	5%	3%	9%	7%	6%	5%	4%	2%	**	
							b				bd	b	b					
MOST POSITIVE (9-10)	1019	169	121	263	142	418	331	608	43	80	110	229	137	213	24	14	**	
	23%	24%	22%	25%	30%	23%	24%	23%	23%	32%	24%	26%	23%	24%	30%	25%	**	
					b					bg								
Answered	4033	646	508	952	444	1638	1220	2435	174	229	406	802	526	805	72	49	**	
Mean score	7.1	7.0	7.1	7.2	7.4	7.0	7.0	7.2	7.0	7.6	6.8	7.0	6.9	7.2	7.2	7.1	**	
								e		abefg								
Standard deviation	2.17	2.28	2.26	2.21	2.15	2.35	2.44	2.02	2.35	2.21	2.67	2.48	2.47	2.20	2.41	2.12	**	
Standard error	.03	.09	.10	.07	.11	.06	.07	.04	.18	.15	.13	.09	.11	.09	.24	.20	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 183

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	139	22	10	25	7	123	9	3	2	3	**	59	71	121	4	3	7
		3%	5%	2%	5% d	2%	3%	1%	2%	1%	1%	**	4%	3%	3%	3%	3%	3%
2	(2.0)	47	9	5	12	2	42	4	1	2	1	**	17	28	39	1	-	1
		1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	*%	**	1%	1%	1%	1%	-%
3	(3.0)	98	10	5	9	6	87	11	3	5	2	**	45	49	91	2	3	5
		2%	2%	1%	2%	1%	2%	2%	2%	2%	2%	1%	**	3%	2%	2%	2%	2%
4	(4.0)	140	11	11	11	10	116	16	5	4	5	**	53	77	121	7	8	15
		3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	2%	**	3%	3%	3%	6%	7%
5	(5.0)	418	30	37	29	38	331	62	18	21	16	**	165	220	372	15	8	24
		9%	7%	8%	6%	9%	9%	10%	13%	9%	9%	9%	**	11%	8%	9%	13%	7%
6	(6.0)	508	39	40	35	45	397	96	17	29	36	**	174	303	450	13	12	25
		12%	9%	9%	8%	11%	11%	15% a	13%	13%	19% a	**	11%	12%	11%	11%	11%	11%
7	(7.0)	734	71	76	89	58	597	113	24	44	35	**	278	403	684	17	14	31
		17%	17%	17%	20%	14%	16%	18%	17%	19%	19%	**	18%	16%	17%	14%	13%	13%
8	(8.0)	931	107	110	115	102	786	123	22	41	41	**	311	584	857	24	21	45
		21%	25%	25%	25%	24%	22%	19%	16%	18%	22%	**	20%	22%	22%	20%	19%	19%
9	(9.0)	443	52	41	45	48	365	70	14	26	21	**	134	296	409	7	12	19
		10%	12%	9%	10%	11%	10%	11%	10%	11%	11%	**	9%	11% a	10%	6%	11%	8%
10 - Extremely well	(10.0)	577	53	67	58	62	475	88	22	36	22	**	171	385	515	22	22	44
		13%	13%	15%	13%	15%	13%	14%	16%	16%	12%	**	11%	15% a	13%	18%	20%	19%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 183

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Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	367 8%	23 5%	44 10%	27 6%	40 10%	316 9%	43 7%	10 7%	16 7%	8 4%	** **	161 10% b	181 7%	322 8%	9 8%	9 8%	18 8%
NEGATIVE VIEW (1-4)	424 10%	51 12% d	31 7%	57 13% d	24 6%	368 10% b	40 6%	11 8%	14 6%	10 5%	** **	174 11%	226 9%	372 9%	14 11%	14 12%	28 12%
NEUTRAL (5-6)	926 21%	69 16%	77 17%	64 14%	82 20%	728 20%	158 25%	35 26%	50 22%	52 28%	** **	339 22%	523 20%	822 21%	29 24%	21 18%	49 21%
POSITIVE VIEW (7-10)	2684 61%	283 66%	294 66%	306 67%	271 65%	2223 61%	394 62%	81 59%	146 65%	120 63%	** **	895 57%	1667 64% a	2465 62%	69 57%	70 62%	139 59%
MOST NEGATIVE (1-2)	186 4%	31 7% d	15 3%	37 8% bd	9 2%	165 5% b	13 2%	4 3%	5 2%	3 2%	** **	76 5%	99 4%	160 4%	5 4%	3 3%	8 3%
MOST POSITIVE (9-10)	1019 23%	105 25%	108 24%	103 23%	110 26%	840 23%	158 25%	35 26%	61 27%	43 23%	** **	306 19%	680 26% a	924 23%	28 24%	35 31%	63 27%
Answered	4033	403	402	427	377	3319	592	128	210	182	**	1408	2416	3659	111	105	216
Mean score	7.1	7.1	7.4	7.0	7.4	7.1	7.2	7.1	7.3	7.2	**	6.9	7.2 a	7.1	7.0	7.3	7.1
Standard deviation	2.17	2.35	2.04	2.38	1.97	2.21	1.95	2.11	1.98	1.83	**	2.22	2.13	2.15	2.29	2.27	2.28
Standard error	.03	.13	.11	.13	.11	.04	.08	.19	.15	.14	**	.06	.04	.04	.23	.22	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 184

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2C. PERFORMANCE AGAINST PURPOSE 3 STATEMENT 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 provides: "High quality and creative content"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	177 4%	39 6%	29 5%	45 4%	16 3%	100 6%	84 6% b	77 3%	9 5%	13 5%	39 9% b	58 7% b	40 7% b	41 5%	3 3%	* 1%	** **
2	(2.0)	64 1%	12 2%	6 1%	9 1%	3 1%	24 1%	25 2%	33 1%	2 1%	- -%	11 2%	17 2%	12 2%	7 1%	1 1%	1 2%	** **
3	(3.0)	121 3%	26 4%	14 2%	25 2%	11 2%	60 3%	37 3%	75 3%	5 3%	4 2%	14 3%	21 2%	16 3%	19 2%	4 5%	1 2%	** **
4	(4.0)	127 3%	25 4%	17 3%	27 3%	10 2%	50 3%	41 3%	71 3%	7 4%	8 3%	20 4%	29 3%	16 3%	24 3%	1 1%	2 4%	** **
5	(5.0)	410 9%	51 7%	47 8%	81 8%	35 7%	166 9%	127 9%	233 9%	20 10%	15 6%	37 8%	80 9%	61 10%	66 8%	7 9%	6 12%	** **
6	(6.0)	457 10%	75 11%	38 7%	73 7%	35 7%	170 9%	124 9%	292 11%	22 12%	16 7%	37 8%	79 9%	53 9%	61 7%	6 8%	4 7%	** **
7	(7.0)	781 18%	112 16%	90 16%	171 17%	81 17%	307 17%	206 15%	505 19% aef	28 15%	40 16%	55 12%	123 14%	106 18%	157 18% b	5 6%	7 13%	** **
8	(8.0)	841 19%	142 20%	126 23%	232 22%	106 22%	348 19%	245 18%	503 19%	37 20%	46 19%	82 18%	154 17%	100 17%	198 23%	19 24%	11 20%	** **
9	(9.0)	584 13%	93 13%	74 13%	144 14%	70 15%	209 11%	164 12%	372 14%	20 11%	31 13%	48 10%	109 12%	62 10%	114 13%	14 18%	6 12%	** **
10 - Extremely well	(10.0)	621 14%	100 14%	94 17%	187 18%	93 19%	278 15%	231 17% b	340 13%	31 17%	65 26% abg	86 19% b	173 20% b	91 15%	154 18%	15 18%	13 24%	** **
Don't know		219 5%	29 4%	20 4%	39 4%	19 4%	107 6%	71 5%	122 5%	7 4%	9 4%	26 6%	42 5%	39 7%	30 3%	6 7%	2 3%	** **

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 184

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2C. PERFORMANCE AGAINST PURPOSE 3 STATEMENT 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 provides: "High quality and creative content"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	488	102	66	107	41	235	187	256	23	24	85	124	84	91	9	4	**	
	11%	15%	12%	10%	9%	13%	14%	10%	12%	10%	19%	14%	14%	10%	11%	8%	**	
		d					b				bd	b	b					
NEUTRAL (5-6)	867	126	85	155	70	336	251	525	42	31	74	159	115	128	14	10	**	
	20%	18%	15%	15%	15%	18%	19%	20%	22%	13%	16%	18%	19%	15%	17%	19%	**	
POSITIVE VIEW (7-10)	2827	447	385	734	349	1142	846	1720	116	182	271	559	358	623	53	38	**	
	64%	64%	69%	71%	73%	63%	62%	66%	62%	74%	59%	63%	60%	71%	66%	69%	**	
				a	a					ae	fg							
MOST NEGATIVE (1-2)	240	51	35	54	19	124	109	110	11	13	50	75	52	49	4	1	**	
	5%	7%	6%	5%	4%	7%	8%	4%	6%	5%	11%	8%	9%	6%	5%	2%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	1205	193	168	330	162	488	395	712	51	96	134	281	152	268	29	19	**	
	27%	27%	30%	32%	34%	27%	29%	27%	27%	39%	29%	32%	26%	31%	36%	36%	**	
										abg								
Answered	4181	675	535	996	461	1713	1284	2501	180	237	430	842	557	842	75	52	**	
Mean score	7.1	7.0	7.2	7.3	7.5	7.0	7.0	7.1	7.0	7.6	6.8	7.1	6.8	7.3	7.4	7.5	**	
				a	a			eg		abefg								
Standard deviation	2.29	2.45	2.38	2.30	2.20	2.44	2.53	2.16	2.38	2.37	2.78	2.59	2.54	2.30	2.41	2.16	**	
Standard error	.04	.10	.10	.07	.11	.06	.07	.04	.18	.15	.13	.09	.11	.09	.24	.20	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 184

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2C. PERFORMANCE AGAINST PURPOSE 3 STATEMENT 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 provides: "High quality and creative content"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	177	25	17	32	9	164	8	5	1	3	**	74	92	161	3	2	6
		4%	6%	4%	7% d	2%	4% b	1%	3%	1%	1%	**	5%	4%	4%	3%	2%	2%
2	(2.0)	64	3	4	4	3	56	5	-	2	3	**	25	37	58	-	*	*
		1%	1%	1%	1%	1%	2%	1%	-%	1%	2%	**	2%	1%	1%	-%	*%	*%
3	(3.0)	121	13	5	13	6	100	17	7	7	3	**	54	59	105	5	2	7
		3%	3%	1%	3%	1%	3%	3%	5%	3%	2%	**	3%	2%	3%	4%	2%	3%
4	(4.0)	127	11	13	8	16	109	10	2	2	3	**	53	67	110	1	8	9
		3%	3%	3%	2%	4%	3%	2%	1%	1%	2%	**	3%	3%	3%	1%	7%	4%
5	(5.0)	410	21	45	25	41	319	67	16	29	10	**	153	220	353	16	18	34
		9%	5%	10%	5%	10%	9%	11%	12%	13%	5%	**	10%	8%	9%	13%	16%	14%
6	(6.0)	457	33	29	33	29	355	90	24	23	36	**	177	260	406	21	11	32
		10%	8%	6%	7%	7%	10%	14% a	17%	10%	19% a	**	11%	10%	10%	17%	10%	14%
7	(7.0)	781	86	71	81	76	644	114	18	40	44	**	296	444	726	15	17	32
		18%	20%	16%	18%	18%	18%	18%	13%	18%	23%	**	19%	17%	18%	12%	15%	14%
8	(8.0)	841	89	109	104	95	703	118	19	41	43	**	277	517	777	20	15	34
		19%	21%	25%	23%	23%	19%	19%	14%	18%	23%	**	18%	20%	20%	16%	13%	15%
9	(9.0)	584	57	57	60	54	484	88	13	42	20	**	173	391	533	15	13	29
		13%	13%	13%	13%	13%	13%	14%	9%	18%	10%	**	11%	15% a	13%	13%	12%	12%
10 - Extremely well	(10.0)	621	73	81	81	73	518	88	33	31	16	**	187	408	561	17	22	39
		14%	17%	18%	18%	18%	14%	14%	24% abe	14%	8%	**	12%	16% a	14%	14%	20%	17%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 184

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2C. PERFORMANCE AGAINST PURPOSE 3 STATEMENT 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 provides: "High quality and creative content"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	219 5%	15 4%	15 3%	14 3%	16 4%	183 5%	29 5%	3 2%	7 3%	10 5%	** **	100 6% b	101 4%	191 5%	8 7%	5 4%	13 6%
NEGATIVE VIEW (1-4)	488 11%	53 12%	39 9%	57 13%	34 8%	429 12% bd	40 6%	13 9%	12 5%	12 6%	** **	207 13% b	256 10%	434 11%	10 8%	12 10%	22 9%
NEUTRAL (5-6)	867 20%	54 13%	74 17%	58 13%	70 17%	674 19%	157 25% a	39 29% a	53 23%	46 24%	** **	330 21%	480 18%	759 19%	36 30% a	29 26%	65 28% a
POSITIVE VIEW (7-10)	2827 64%	305 71%	318 71%	326 72%	297 71%	2350 65%	409 64%	82 59%	154 68%	123 64%	** **	933 59%	1761 68% a	2597 65%	66 55%	68 60%	134 57%
MOST NEGATIVE (1-2)	240 5%	28 7%	21 5%	36 8% d	12 3%	220 6% bd	13 2%	5 3%	3 1%	6 3%	** **	100 6%	129 5%	219 6%	3 3%	3 2%	6 3%
MOST POSITIVE (9-10)	1205 27%	130 31%	138 31%	141 31%	127 30%	1003 28%	176 28%	45 33% e	72 32% e	35 19%	** **	360 23%	800 31% a	1094 27%	32 27%	35 31%	68 29%
Answered	4181	411	431	441	401	3453	605	134	219	181	**	1470	2496	3790	113	109	221
Mean score	7.1	7.2	7.4	7.2	7.4	7.1	7.3	7.2	7.4	7.1	**	6.8	7.3 a	7.1	7.0	7.2	7.1
Standard deviation	2.29	2.40	2.21	2.49	2.09	2.33	1.98	2.35	1.93	1.80	**	2.34	2.24	2.28	2.18	2.22	2.20
Standard error	.04	.13	.12	.14	.11	.04	.08	.21	.14	.14	**	.06	.05	.04	.22	.21	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 185

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2D. PERFORMANCE AGAINST PURPOSE 4 STATEMENT 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 provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	193	41	30	44	14	100	86	82	9	9	36	53	42	39	3	2	**
		4%	6%	5%	4%	3%	5%	6% b	3%	5%	4%	8% b	6% b	7% b	4%	4%	4%	**
2	(2.0)	79	14	10	17	7	34	29	45	1	2	11	18	12	14	1	1	**
		2%	2%	2%	2%	1%	2%	2%	2%	*%	1%	2%	2%	2%	2%	2%	2%	**
3	(3.0)	116	24	14	30	16	52	34	72	2	7	21	26	14	23	4	3	**
		3%	3%	3%	3%	3%	3%	3%	3%	1%	3%	5%	3%	2%	3%	4%	5%	**
4	(4.0)	146	26	20	30	9	56	55	82	10	8	20	34	21	22	4	2	**
		3%	4%	4%	3%	2%	3%	4%	3%	6%	3%	4%	4%	3%	3%	5%	4%	**
5	(5.0)	441	65	66	106	39	200	129	270	24	15	40	89	59	91	7	6	**
		10%	9%	12%	10%	8%	11%	10%	10%	13%	6%	9%	10%	10%	10%	9%	11%	**
6	(6.0)	506	79	52	88	37	193	137	322	22	29	38	90	59	77	5	5	**
		11%	11%	9%	9%	8%	11%	10%	12%	12%	12%	8%	10%	10%	9%	6%	9%	**
7	(7.0)	752	119	89	158	70	285	189	478	24	32	59	117	92	141	8	5	**
		17%	17%	16%	15%	15%	16%	14%	18% af	13%	13%	13%	13%	15%	16%	10%	10%	**
8	(8.0)	855	125	111	233	122	328	233	531	38	44	68	143	104	196	19	12	**
		19%	18%	20%	23%	25% a	18%	17%	20%	20%	18%	15%	16%	17%	22%	24%	22%	**
9	(9.0)	464	79	50	109	59	179	154	277	16	30	62	98	61	85	11	8	**
		11%	11%	9%	10%	12%	10%	11%	11%	8%	12%	14%	11%	10%	10%	13%	14%	**
10 - Extremely well	(10.0)	537	81	76	152	76	241	191	301	27	57	62	145	68	128	12	8	**
		12%	12%	14%	15%	16%	13%	14%	11%	15%	23% abeg	13%	16% b	11%	15%	15%	14%	**
Don't know		313	50	35	67	32	153	116	165	13	12	40	72	66	56	7	3	**
		7%	7%	6%	6%	7%	8%	9%	6%	7%	5%	9%	8%	11% b	6%	8%	5%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 185

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2D. PERFORMANCE AGAINST PURPOSE 4 STATEMENT 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 provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	534	105	75	121	46	241	205	280	23	26	88	130	88	98	12	8	**	
	12%	15%	13%	12%	10%	13%	15% b	11%	12%	11%	19% bd	15% b	15% b	11%	15%	16%	**	
NEUTRAL (5-6)	947	144	118	194	76	393	267	592	46	44	79	179	117	168	12	10	**	
	22%	20%	21%	19%	16%	22%	20%	23%	25%	18%	17%	20%	20%	19%	15%	19%	**	
POSITIVE VIEW (7-10)	2607	405	326	652	325	1033	767	1586	105	164	251	503	325	550	50	32	**	
	59%	57%	59%	63%	68% ab	57%	57%	60%	56%	66% aeg	55%	57%	54%	63%	62%	60%	**	
MOST NEGATIVE (1-2)	272	55	40	61	21	133	115	127	10	11	47	71	54	52	4	3	**	
	6%	8%	7%	6%	4%	7%	8% b	5%	5%	5%	10% b	8% b	9% b	6%	6%	6%	**	
MOST POSITIVE (9-10)	1001	161	126	260	134	421	346	577	43	88	124	243	129	213	23	15	**	
	23%	23%	23%	25%	28%	23%	26%	22%	23%	36% abcg	27%	28% b	22%	24%	28%	28%	**	
Answered Mean score	4088 6.9	654 6.7	519 6.8	967 7.0	448 7.3 ab	1667 6.8	1239 6.8	2458 6.9	174 6.9	234 7.4 abefg	417 6.6	812 6.9	530 6.7	816 7.0	74 7.1	51 6.9	**	
Standard deviation	2.31	2.45	2.42	2.34	2.23	2.44	2.55	2.18	2.34	2.36	2.73	2.57	2.54	2.33	2.46	2.49	**	
Standard error	.04	.10	.10	.08	.11	.06	.07	.04	.18	.15	.13	.09	.11	.09	.24	.23	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 185

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2D. PERFORMANCE AGAINST PURPOSE 4 STATEMENT 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 provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	193	26	13	28	10	174	11	5	1	3	**	85	95	171	6	1	7
		4%	6%	3%	6%	2%	5% bd	2%	3%	1%	2%	**	5%	4%	4%	5%	1%	3%
2	(2.0)	79	7	7	8	5	73	4	2	1	-	**	33	40	70	1	4	5
		2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	0%	**	2%	2%	2%	1%	3%
3	(3.0)	116	14	10	14	9	105	10	5	4	1	**	59	54	104	4	4	8
		3%	3%	2%	3%	2%	3%	2%	4%	2%	1%	**	4%	2%	3%	3%	4%	3%
4	(4.0)	146	14	8	15	8	127	14	3	4	7	**	68	74	125	5	7	12
		3%	3%	2%	3%	2%	3%	2%	2%	2%	4%	**	4%	3%	3%	4%	6%	5%
5	(5.0)	441	42	49	40	51	355	71	17	19	26	**	174	240	388	17	17	34
		10%	10%	11%	9%	12%	10%	11%	12%	8%	13%	**	11%	9%	10%	14%	15%	15%
6	(6.0)	506	36	41	37	40	400	85	22	34	18	**	174	297	464	12	12	24
		11%	8%	9%	8%	10%	11%	13%	16%	15%	10%	**	11%	11%	12%	10%	10%	10%
7	(7.0)	752	64	77	73	69	599	128	23	48	46	**	261	441	682	24	15	39
		17%	15%	17%	16%	17%	16%	20%	16%	21%	24%	**	17%	17%	17%	20%	13%	17%
8	(8.0)	855	104	92	106	90	713	115	13	47	37	**	271	538	782	19	20	39
		19%	24%	21%	23%	22%	20% c	18%	10%	21%	19%	**	17%	21%	20%	15%	18%	17%
9	(9.0)	464	41	44	40	45	383	77	14	28	26	**	156	298	430	6	15	21
		11%	10%	10%	9%	11%	11%	12%	10%	12%	13%	**	10%	11%	11%	5%	13%	9%
10 - Extremely well	(10.0)	537	57	71	67	61	442	78	23	28	18	**	145	370	487	18	17	34
		12%	13%	16%	15%	15%	12%	12%	17%	13%	10%	**	9%	14% a	12%	15%	15%	15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 185

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C2D. PERFORMANCE AGAINST PURPOSE 4 STATEMENT 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 provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	313 7%	23 5%	33 7%	27 6%	29 7%	264 7%	40 6%	10 7%	11 5%	8 4%	** **	142 9% b	151 6%	277 7%	9 7%	2 2%	11 5%
NEGATIVE VIEW (1-4)	534 12%	60 14% d	38 8%	66 14% d	32 8%	478 13% bde	40 6%	15 11%	10 5%	12 6%	** **	246 16% b	263 10%	470 12%	16 13%	16 14%	32 14%
NEUTRAL (5-6)	947 22%	77 18%	91 20%	77 17%	91 22%	755 21%	156 25%	39 28%	53 23%	44 23%	** **	348 22%	536 21%	851 21%	29 24%	29 25%	58 25%
POSITIVE VIEW (7-10)	2607 59%	266 62%	284 64%	285 63%	265 64%	2138 59%	398 63%	73 53%	152 67%	127 67%	** **	833 53%	1646 63% a	2382 60%	67 56%	66 58%	133 57%
MOST NEGATIVE (1-2)	272 6%	33 8%	19 4%	37 8%	16 4%	246 7% bd	16 2%	7 5%	2 1%	3 2%	** **	118 8% b	135 5%	241 6%	7 6%	5 5%	12 5%
MOST POSITIVE (9-10)	1001 23%	98 23%	115 26%	107 24%	106 25%	826 23%	156 25%	37 27%	57 25%	44 23%	** **	301 19%	667 26% a	917 23%	24 20%	32 28%	56 24%
Answered	4088	404	412	427	389	3371	594	127	215	182	**	1427	2446	3704	112	111	223
Mean score	6.9	6.9	7.2	6.9	7.2	6.8	7.2 a	6.9	7.4 a	7.1	**	6.6	7.1 a	6.9	6.7	6.9	6.8
Standard deviation	2.31	2.45	2.20	2.49	2.14	2.37	1.96	2.36	1.77	1.86	**	2.41	2.24	2.30	2.36	2.29	2.33
Standard error	.04	.14	.12	.14	.12	.04	.08	.21	.13	.15	**	.06	.05	.04	.24	.22	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 186

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3A. IMPORTANCE TO SOCIETY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	130	29	12	21	8	59	60	60	10	8	18	38	33	14	4	1	**
		3%	4%	2%	2%	2%	3%	4% b	2%	5%	3%	4%	4% b	6% b	2%	5%	1%	**
2	(2.0)	38	7	4	7	3	12	14	19	1	2	5	10	4	6	1	*	**
		1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	**
3	(3.0)	53	6	6	10	4	17	22	24	2	3	9	13	11	8	1	-	**
		1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%	2%	-%	**
4	(4.0)	90	11	9	14	6	33	35	45	6	7	13	26	17	12	1	*	**
		2%	2%	2%	1%	1%	2%	3%	2%	3%	3%	3%	3%	3%	1%	1%	1%	**
5	(5.0)	297	42	33	50	17	122	102	154	16	14	34	60	61	46	1	3	**
		7%	6%	6%	5%	4%	7%	8%	6%	8%	6%	7%	7%	10% b	5%	1%	6%	**
6	(6.0)	376	43	48	68	20	141	95	233	15	8	27	66	40	57	5	3	**
		9%	6%	9% d	7%	4%	8%	7%	9% d	8%	3%	6%	7%	7%	7%	6%	6%	**
7	(7.0)	529	85	49	91	42	181	152	330	33	20	36	93	75	78	6	5	**
		12%	12%	9%	9%	9%	10%	11%	13% e	17% de	8%	8%	10%	13%	9%	8%	10%	**
8	(8.0)	824	129	92	188	95	329	219	513	33	42	61	145	88	166	11	7	**
		19%	18%	17%	18%	20%	18%	16%	20% e	17%	17%	13%	16%	15%	19%	14%	13%	**
9	(9.0)	646	115	90	171	80	276	176	416	19	26	61	105	76	143	14	8	**
		15%	16%	16%	17%	17%	15%	13%	16% f	10%	11%	13%	12%	13%	16%	18%	14%	**
10 - Extremely important	(10.0)	1283	222	195	389	194	585	442	761	51	111	176	301	168	319	34	25	**
		29%	32%	35%	38%	40% a	32%	33%	29%	27%	45% abcfg	39% bg	34% b	28%	37%	42%	47%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 186

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C3A. IMPORTANCE TO SOCIETY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	134 3%	16 2%	15 3%	25 2%	10 2%	65 4%	38 3%	69 3%	3 1%	4 2%	17 4%	26 3%	25 4%	22 3%	2 2%	1 1%	** **	
NOT IMPORTANT (1-4)	311 7%	52 7%	31 6%	52 5%	21 4%	121 7%	131 10% b	148 6%	20 10%	20 8%	46 10% b	88 10% b	64 11% b	40 5%	7 9%	1 3%	** **	
NEUTRAL (5-6)	673 15%	85 12%	82 15% d	118 11%	37 8%	262 14%	197 15%	388 15%	30 16%	22 9%	61 13%	126 14%	101 17% d	103 12%	6 8%	7 13%	** **	
IMPORTANT (7-10)	3282 75%	551 78%	427 77%	839 81%	412 86% ab	1371 75%	988 73%	2019 77% g	135 72%	200 81% g	333 73%	644 73%	407 68%	707 81%	65 81%	45 83%	** **	
MOST NEGATIVE (1-2)	169 4%	36 5%	16 3%	28 3%	11 2%	71 4%	74 5% b	79 3%	11 6%	11 4%	23 5%	48 5% b	37 6% b	20 2%	4 5%	1 2%	** **	
MOST POSITIVE (9-10)	1929 44%	337 48%	286 51%	560 54%	274 57% a	861 47%	617 46%	1176 45%	69 37%	137 56% abcg	237 52% cg	406 46%	244 41%	462 53%	48 59%	33 61%	** **	
Answered	4267	688	540	1009	469	1755	1317	2554	185	242	440	858	572	850	79	53	**	
Mean score	7.8	7.9	8.1	8.3	8.5 a	8.0 a	7.7	7.9 cg	7.5	8.2 acg	7.9 g	7.8	7.5	8.3	8.2	8.5	**	
Standard deviation	2.21	2.29	2.13	2.04	1.92	2.23	2.44	2.08	2.42	2.33	2.49	2.45	2.53	1.99	2.39	1.94	**	
Standard error	.03	.09	.09	.06	.10	.05	.07	.04	.18	.15	.12	.08	.11	.08	.23	.18	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 186

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	130	9	5	11	2	118	9	3	2	2	**	59	65	112	7	2	8
		3%	2%	1%	2%	1%	3%	1%	2%	1%	1%	**	4%	3%	3%	5%	2%	4%
2	(2.0)	38	5	1	6	-	34	3	-	2	1	**	16	20	33	*	1	1
		1%	1%	*%	1%	-%	1%	*%	-%	1%	1%	**	1%	1%	1%	*%	1%	1%
3	(3.0)	53	5	4	3	6	48	3	2	1	-	**	28	23	43	-	7	7
		1%	1%	1%	1%	1%	1%	1%	2%	*%	-%	**	2%	1%	1%	-%	6% a	3%
4	(4.0)	90	2	10	7	5	71	16	3	8	5	**	41	45	68	9	6	15
		2%	1%	2%	2%	1%	2%	3%	2%	3%	2%	**	3%	2%	2%	8% a	5%	6% a
5	(5.0)	297	23	23	19	27	238	48	12	18	14	**	114	166	266	9	7	16
		7%	5%	5%	4%	6%	7%	8%	9%	8%	7%	**	7%	6%	7%	8%	6%	7%
6	(6.0)	376	30	27	25	32	284	75	20	27	18	**	114	237	340	10	10	20
		9%	7%	6%	6%	8%	8%	12% a	14%	12%	9%	**	7%	9%	9%	8%	9%	9%
7	(7.0)	529	40	38	39	39	410	103	23	28	42	**	214	288	484	12	12	24
		12%	9%	9%	9%	9%	11%	16% a	16%	12%	22% a	**	14%	11%	12%	10%	10%	10%
8	(8.0)	824	80	86	81	85	663	135	17	53	49	**	260	513	753	26	16	42
		19%	19%	19%	18%	20%	18%	21%	12%	23%	26% c	**	17%	20%	19%	21%	14%	18%
9	(9.0)	646	78	66	84	59	540	91	13	40	26	**	229	381	599	10	18	28
		15%	18%	15%	19%	14%	15%	14%	9%	18%	14%	**	15%	15%	15%	8%	16%	12%
10 - Extremely important	(10.0)	1283	144	175	174	145	1126	128	41	40	30	**	439	796	1165	34	33	67
		29%	34%	39%	38%	35%	31% bde	20%	30% e	18%	16%	**	28%	31%	29%	28%	29%	28%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	134 3%	12 3%	10 2%	5 1%	17 4%	104 3%	23 4%	4 3%	8 3%	4 2%	** **	55 3%	62 2%	118 3%	4 3%	2 2%	6 2%
NOT IMPORTANT (1-4)	311 7%	20 5%	20 4%	27 6%	13 3%	270 7%	31 5%	8 6%	12 5%	8 4%	** **	144 9% b	153 6%	257 6%	16 13%	16 14% a	32 13% a
NEUTRAL (5-6)	673 15%	53 12%	50 11%	44 10%	59 14%	522 14%	123 19% a	32 23% a	45 20%	32 17%	** **	228 15%	403 16%	606 15%	19 16%	17 15%	37 16%
IMPORTANT (7-10)	3282 75%	341 80%	365 82%	378 83%	329 79%	2739 75%	457 72%	93 68%	161 71%	147 77%	** **	1142 73%	1979 76%	3000 75%	81 67%	79 69%	160 68%
MOST NEGATIVE (1-2)	169 4%	13 3%	6 1%	17 4% d	2 1%	151 4%	12 2%	3 2%	4 2%	3 2%	** **	75 5%	85 3%	145 4%	7 6%	3 3%	10 4%
MOST POSITIVE (9-10)	1929 44%	222 52%	241 54%	258 57%	204 49%	1667 46% bde	218 34%	53 39%	80 36%	56 29%	** **	668 43%	1177 45%	1763 44%	43 36%	51 45%	94 40%
Answered	4267	414	435	449	401	3532	611	133	219	186	**	1514	2535	3863	117	112	228
Mean score	7.8	8.2	8.4	8.3	8.3	7.9	7.7	7.6	7.7	7.6	**	7.7	7.9 a	7.9	7.4	7.6	7.5
Standard deviation	2.21	2.06	1.92	2.11	1.84	2.26	1.92	2.17	1.89	1.76	**	2.35	2.13	2.18	2.49	2.42	2.45
Standard error	.03	.11	.10	.12	.10	.04	.08	.19	.14	.14	**	.06	.04	.03	.24	.23	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 187

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3B. IMPORTANCE TO SOCIETY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
Total		55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	118	24	10	23	13	60	48	57	8	6	16	30	24	15	4	1	**
		3%	3%	2%	2%	3%	3%	4%	2%	4%	3%	4%	3%	4%	2%	4%	3%	**
2	(2.0)	38	6	7	12	6	16	11	22	1	3	4	9	4	10	3	-	**
		1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	3%	-%	**
3	(3.0)	80	12	16	23	7	38	28	41	3	5	16	21	8	18	3	1	**
		2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	4% b	2%	1%	2%	4%	3%	**
4	(4.0)	100	12	10	18	8	38	46	40	8	5	13	27	29	13	1	3	**
		2%	2%	2%	2%	2%	2%	3% b	2%	4% b	2%	3% b	3% b	5% b	1%	1%	5%	**
5	(5.0)	362	55	38	56	18	136	122	192	18	14	36	70	68	44	7	3	**
		8%	8%	7%	5%	4%	7%	9%	7%	10%	5%	8%	8%	11% b	5%	9%	6%	**
6	(6.0)	436	51	53	89	36	175	113	279	19	24	31	74	51	77	5	4	**
		10%	7%	10%	9%	7%	10%	8%	11%	10%	10%	7%	8%	9%	9%	7%	7%	**
7	(7.0)	632	103	70	130	59	244	162	407	27	16	43	103	71	111	8	7	**
		14%	15%	13%	13%	12%	13%	12%	16% adef	14%	6%	9%	12%	12%	13%	9%	13%	**
8	(8.0)	994	161	128	257	128	400	288	612	43	46	94	196	119	222	18	12	**
		23%	23%	23%	25%	27%	22%	21%	23%	23%	19%	21%	22%	20%	25%	22%	22%	**
9	(9.0)	539	93	74	132	57	199	154	351	12	27	40	87	73	115	8	4	**
		12%	13%	13%	13%	12%	11%	11%	13%	6%	11%	9%	10%	12%	13%	10%	8%	**
10 - Extremely important	(10.0)	936	163	126	253	128	425	321	549	42	88	136	225	118	208	22	17	**
		21%	23%	23%	25%	27%	23%	24%	21%	22%	36% abcfg	30% bg	25%	20%	24%	27%	32%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 187

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Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	165 4%	24 3%	22 4%	42 4%	21 4%	89 5%	62 5% b	73 3%	7 4%	13 5%	27 6% b	43 5% b	31 5% b	39 4%	1 2%	1 3%	** **	
NOT IMPORTANT (1-4)	336 8%	54 8%	43 8%	75 7%	33 7%	152 8%	133 10% b	160 6%	20 11%	19 8%	50 11% b	86 10% b	65 11% b	56 6%	11 13%	6 10%	** **	
NEUTRAL (5-6)	798 18%	106 15%	91 16%	145 14%	54 11%	311 17%	236 17%	471 18%	37 20%	37 15%	67 15%	144 16%	120 20%	122 14%	13 16%	7 13%	** **	
IMPORTANT (7-10)	3101 70%	520 74%	399 72%	771 75%	373 78%	1268 70%	925 68%	1920 73% ag	123 66%	177 72%	313 69%	611 69%	381 64%	655 75%	56 70%	40 74%	** **	
MOST NEGATIVE (1-2)	155 4%	31 4%	17 3%	35 3%	18 4%	76 4%	59 4%	79 3%	9 5%	9 4%	20 4%	38 4%	28 5%	25 3%	6 8%	1 3%	** **	
MOST POSITIVE (9-10)	1475 34%	256 36%	200 36%	385 37%	185 39%	624 34%	475 35%	901 34%	54 29%	115 47% abcfg	176 39%	312 35%	191 32%	322 37%	30 38%	22 40%	** **	
Answered	4235	680	533	992	459	1731	1293	2551	180	233	429	841	566	833	79	53	**	
Mean score	7.5	7.6	7.6	7.7	7.9	7.5	7.5	7.6	7.3	8.0	7.6	7.5	7.3	7.8	7.4	7.7	**	
Standard deviation	2.16	2.22	2.14	2.13	2.11	2.25	2.32	2.05	2.34	2.30	2.44	2.33	2.35	2.05	2.60	2.29	**	
Standard error	.03	.09	.09	.07	.11	.05	.06	.04	.17	.15	.12	.08	.10	.08	.25	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 187

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C3B. IMPORTANCE TO SOCIETY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	118 3%	11 3%	4 1%	14 3% d	1 *%	107 3% b	6 1%	4 3%	* *%	1 1%	** **	59 4% b	52 2%	102 3%	5 4%	1 1%	5 2%
2	(2.0)	38 1%	9 2% d	1 *%	10 2% d	- -%	33 1%	* *%	- -%	* *%	- -%	** **	13 1%	24 1%	31 1%	5 4% a	1 1%	6 3%
3	(3.0)	80 2%	11 3%	7 2%	9 2%	9 2%	69 2%	10 2%	2 2%	5 2%	3 2%	** **	33 2%	44 2%	72 2%	2 1%	3 3%	5 2%
4	(4.0)	100 2%	5 1%	8 2%	9 2%	4 1%	85 2%	14 2%	3 3%	2 1%	5 3%	** **	48 3%	48 2%	79 2%	8 6% a	4 4%	12 5% a
5	(5.0)	362 8%	17 4%	27 6%	12 3%	32 8% c	291 8%	60 9%	12 8%	24 11%	15 8%	** **	140 9%	205 8%	327 8%	9 8%	13 12%	23 10%
6	(6.0)	436 10%	34 8%	44 10%	40 9%	38 9%	335 9%	77 12%	16 12%	30 13%	21 11%	** **	145 9%	258 10%	385 10%	12 10%	15 13%	27 11%
7	(7.0)	632 14%	59 14%	52 12%	57 13%	53 13%	504 14%	112 18%	18 13%	42 19%	43 23% a	** **	217 14%	382 15%	582 15%	14 12%	16 14%	30 13%
8	(8.0)	994 23%	106 25%	116 26%	125 27%	98 23%	805 22%	154 24%	31 23%	50 22%	51 27%	** **	336 21%	594 23%	909 23%	25 20%	22 19%	47 20%
9	(9.0)	539 12%	57 13%	58 13%	64 14%	50 12%	460 13%	72 11%	12 9%	31 14%	22 12%	** **	181 12%	343 13%	488 12%	14 11%	16 14%	30 13%
10 - Extremely important	(10.0)	936 21%	94 22%	114 25%	102 22%	106 25%	809 22% be	105 17%	32 24%	34 15%	24 13%	** **	330 21%	570 22%	860 22%	25 21%	21 19%	46 20%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 187

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C3B. IMPORTANCE TO SOCIETY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	165 4%	25 6%	14 3%	13 3%	26 6%	136 4%	23 4%	7 5%	7 3%	3 2%	** **	67 4%	78 3%	145 4%	4 3%	* *%	4 2%
NOT IMPORTANT (1-4)	336 8%	35 8%	21 5%	42 9%	14 3%	295 8%	30 5%	10 7%	8 4%	9 5%	** **	152 10%	167 6%	285 7%	18 15%	10 9%	28 12%
		d		d		b						b			a		
NEUTRAL (5-6)	798 18%	51 12%	71 16%	52 11%	70 17%	627 17%	137 22%	28 20%	54 24%	37 19%	** **	286 18%	464 18%	712 18%	21 17%	28 25%	49 21%
IMPORTANT (7-10)	3101 70%	316 74%	339 76%	348 77%	307 74%	2578 71%	444 70%	93 68%	157 69%	141 74%	** **	1064 68%	1888 73%	2839 71%	77 64%	75 66%	152 65%
													a				
MOST NEGATIVE (1-2)	155 4%	20 5%	5 1%	24 5%	1 *%	140 4%	6 1%	4 3%	1 *%	1 1%	** **	71 5%	76 3%	133 3%	9 8%	2 2%	12 5%
		bd		bd		b											
MOST POSITIVE (9-10)	1475 34%	151 35%	171 38%	166 37%	156 37%	1270 35%	178 28%	44 32%	65 29%	47 24%	** **	511 33%	913 35%	1348 34%	39 32%	37 33%	76 32%
						be											
Answered	4235	402	431	442	391	3500	611	131	219	187	**	1502	2519	3836	117	113	230
Mean score	7.5	7.7	7.9	7.7	7.9	7.5	7.5	7.5	7.5	7.4	**	7.4	7.6	7.6	7.1	7.3	7.2
													a				
Standard deviation	2.16	2.20	1.89	2.21	1.84	2.20	1.84	2.17	1.77	1.71	**	2.30	2.07	2.13	2.50	2.09	2.31
Standard error	.03	.12	.10	.12	.10	.04	.08	.20	.13	.13	**	.06	.04	.03	.24	.20	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 188

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C3C. IMPORTANCE TO SOCIETY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "High quality and creative content"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	106	18	12	21	9	55	50	47	9	7	18	33	23	14	4	*	**
		2%	2%	2%	2%	2%	3%	4% b	2%	5% b	3%	4% b	4% b	4% b	2%	5%	1%	**
2	(2.0)	34	5	3	7	4	11	8	22	*	2	3	4	6	4	2	*	**
		1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	*%	2%	1%	**
3	(3.0)	66	8	8	14	6	29	23	40	6	4	9	18	11	9	4	*	**
		1%	1%	1%	1%	1%	2%	2%	2%	3%	2%	2%	2%	2%	1%	5% a	1%	**
4	(4.0)	90	19	13	20	7	37	34	42	8	4	9	21	15	16	1	1	**
		2%	3%	2%	2%	1%	2%	2%	2%	4%	2%	2%	2%	2%	2%	1%	2%	**
5	(5.0)	332	42	25	41	16	115	112	176	16	13	36	67	58	35	1	4	**
		8%	6%	4%	4%	3%	6%	8%	7%	8%	5%	8%	8%	10%	4%	2%	7%	**
6	(6.0)	376	47	46	63	17	130	88	241	23	11	17	57	40	55	4	3	**
		9%	7%	8% d	6%	4%	7%	7%	9% ae	12% adef	4%	4%	6%	7%	6%	6%	5%	**
7	(7.0)	630	102	68	131	63	246	166	408	20	31	52	106	76	115	8	6	**
		14%	14%	12%	13%	13%	14%	12%	16%	11%	12%	11%	12%	13%	13%	10%	10%	**
8	(8.0)	975	180	127	238	111	392	305	573	37	42	94	189	134	206	17	12	**
		22%	26%	23%	23%	23%	22%	23%	22%	20%	17%	21%	21%	22%	24%	21%	21%	**
9	(9.0)	614	82	86	170	84	255	164	405	15	37	58	110	63	148	10	5	**
		14%	12%	16%	16%	18%	14%	12%	15% ag	8%	15%	13%	12%	11%	17%	13%	9%	**
10 - Extremely important	(10.0)	1024	185	148	296	148	467	355	597	46	85	141	246	141	240	26	22	**
		23%	26%	27%	29%	31%	26%	26%	23%	24%	35% bg	31% b	28% b	24%	28%	32%	41% a	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 188

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C3C. IMPORTANCE TO SOCIETY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "High quality and creative content"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	154 3%	17 2%	19 3%	33 3%	14 3%	84 5%	51 4%	72 3%	7 4%	10 4%	21 5%	32 4%	29 5%	29 3%	2 3%	1 2%	** **	
NOT IMPORTANT (1-4)	297 7%	49 7%	36 6%	61 6%	25 5%	131 7%	114 8% b	151 6%	23 12% b	16 7%	38 8%	76 9% b	55 9% b	44 5%	11 14% a	3 5%	** **	
NEUTRAL (5-6)	708 16%	90 13% d	71 13% d	104 10%	33 7%	245 13%	201 15%	418 16%	39 21% de	24 10%	53 12%	124 14%	98 16%	90 10%	6 7%	6 12%	** **	
IMPORTANT (7-10)	3242 74%	549 78%	429 77%	836 81%	407 85% b	1360 75%	990 73%	1983 76% cg	118 63%	195 79% cg	345 75% c	652 74% c	414 69%	709 81%	61 76%	44 82%	** **	
MOST NEGATIVE (1-2)	140 3%	22 3%	15 3%	28 3%	13 3%	66 4%	58 4%	70 3%	10 5%	9 3%	21 5%	38 4%	29 5% b	18 2%	6 8% a	1 1%	** **	
MOST POSITIVE (9-10)	1638 37%	267 38%	234 42%	466 45% a	232 48% a	722 40%	519 38%	1002 38%	61 32%	122 50% abcg	199 44% g	357 40%	205 34%	388 44%	36 45%	27 50%	** **	
Answered	4247	687	536	1001	465	1736	1304	2552	180	236	436	851	567	842	78	53	**	
Mean score	7.7	7.8	7.9	8.0	8.2 a	7.8	7.7	7.7 cg	7.3	8.1 cg	7.8	7.7	7.5	8.1	7.7	8.3	**	
Standard deviation	2.11	2.09	2.05	2.01	1.95	2.18	2.28	2.02	2.46	2.19	2.34	2.31	2.34	1.92	2.63	1.98	**	
Standard error	.03	.08	.08	.06	.10	.05	.06	.04	.18	.14	.11	.08	.10	.07	.25	.18	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 188

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3C. IMPORTANCE TO SOCIETY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "High quality and creative content"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	106 2%	10 2%	4 1%	12 3%	2 1%	99 3% b	3 *%	3 2%	- -%	- -%	** **	47 3%	52 2%	89 2%	5 4%	1 1%	5 2%
2	(2.0)	34 1%	3 1%	1 *%	4 1%	- -%	28 1%	4 1%	- -%	- -%	2 1%	** **	10 1%	23 1%	34 1%	* *%	- -%	* *%
3	(3.0)	66 1%	6 1%	4 1%	5 1%	5 1%	60 2%	5 1%	- -%	* *%	2 1%	** **	27 2%	36 1%	57 1%	3 2%	4 3%	7 3%
4	(4.0)	90 2%	6 1%	10 2%	7 2%	9 2%	75 2%	14 2%	5 4%	5 2%	2 1%	** **	39 2%	47 2%	78 2%	4 4%	5 5%	10 4%
5	(5.0)	332 8%	15 4%	20 5%	12 3%	23 5%	257 7%	58 9%	11 8%	28 12% a	12 6%	** **	143 9% b	166 6%	291 7%	12 10%	13 11%	25 11%
6	(6.0)	376 9%	29 7%	25 6%	24 5%	31 7%	279 8%	79 13% a	19 14%	14 6%	37 20% ad	** **	124 8%	229 9%	341 9%	11 9%	8 7%	19 8%
7	(7.0)	630 14%	58 14%	57 13%	48 11%	67 16%	517 14%	95 15%	23 17%	26 11%	33 17%	** **	226 14%	373 14%	569 14%	16 13%	19 17%	35 15%
8	(8.0)	975 22%	97 23%	109 24%	112 25%	94 23%	789 22%	156 25%	27 20%	69 30% a	48 25%	** **	347 22%	558 21%	883 22%	24 20%	24 21%	48 21%
9	(9.0)	614 14%	73 17%	74 17%	96 21% d	52 12%	518 14%	86 14%	12 8%	36 16%	28 15%	** **	198 13%	401 15%	572 14%	14 12%	15 13%	29 12%
10 - Extremely important	(10.0)	1024 23%	112 26%	128 29%	124 27%	116 28%	893 25% be	107 17%	29 21%	42 18%	21 11%	** **	340 22%	646 25%	934 23%	28 23%	23 20%	51 22%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 188

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3C. IMPORTANCE TO SOCIETY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "High quality and creative content"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	154 3%	17 4%	13 3%	9 2%	20 5%	121 3%	26 4%	9 6%	7 3%	5 2%	** **	67 4% b	67 3%	131 3%	4 3%	2 2%	6 3%
NOT IMPORTANT (1-4)	297 7%	25 6%	19 4%	28 6%	16 4%	261 7%	26 4%	8 6%	6 2%	7 4%	** **	123 8%	158 6%	258 6%	12 10%	10 9%	22 9%
NEUTRAL (5-6)	708 16%	44 10%	46 10%	36 8%	53 13%	536 15%	138 22% a	30 22%	41 18%	50 26% a	** **	268 17%	395 15%	632 16%	23 19%	21 18%	44 19%
IMPORTANT (7-10)	3242 74%	341 80%	368 83%	380 84%	328 79%	2717 75%	444 70%	91 66%	172 76%	130 68%	** **	1111 71%	1977 76% a	2959 74%	82 68%	81 71%	163 69%
MOST NEGATIVE (1-2)	140 3%	13 3%	5 1%	16 4% d	2 1%	127 3% b	7 1%	3 2%	- -%	2 1%	** **	57 4%	75 3%	123 3%	5 4%	1 1%	6 2%
MOST POSITIVE (9-10)	1638 37%	185 43%	202 45%	220 48%	167 40%	1411 39% be	193 30%	41 30%	78 34%	49 26%	** **	538 34%	1047 40% a	1506 38%	42 35%	37 33%	79 34%
Answered	4247	410	432	445	397	3514	608	128	219	186	**	1502	2530	3849	117	112	228
Mean score	7.7	8.0	8.2	8.1	8.0	7.7	7.6	7.5	7.8	7.4	**	7.5	7.8 a	7.7	7.4	7.5	7.4
Standard deviation	2.11	2.03	1.80	2.02	1.79	2.15	1.81	2.02	1.68	1.68	**	2.19	2.05	2.09	2.32	2.06	2.19
Standard error	.03	.11	.10	.11	.10	.04	.08	.18	.12	.13	**	.06	.04	.03	.23	.20	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 189

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3D. IMPORTANCE TO SOCIETY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	130	31	16	26	10	63	53	64	8	8	21	35	26	19	4	1	**
		3%	4%	3%	3%	2%	3%	4%	2%	4%	3%	5%	4%	4%	2%	5%	1%	**
2	(2.0)	31	4	4	8	4	11	12	15	3	1	2	7	7	5	2	-	**
		1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*%	1%	1%	1%	3%	-%	**
3	(3.0)	56	11	7	10	3	19	21	29	1	5	12	17	9	6	2	2	**
		1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	3%	2%	1%	1%	2%	4%	**
4	(4.0)	114	21	17	25	8	45	45	54	10	3	15	27	21	20	3	2	**
		3%	3%	3%	2%	2%	2%	3%	2%	6%	1%	3%	3%	4%	2%	3%	3%	**
5	(5.0)	365	36	42	66	25	152	115	200	22	18	30	72	56	57	4	3	**
		8%	5%	8%	6%	5%	8%	8%	8%	12%	7%	7%	8%	9%	7%	6%	6%	**
6	(6.0)	457	78	52	78	26	170	113	299	14	17	28	65	59	69	4	3	**
		10%	11%	9%	8%	5%	9%	8%	11%	8%	7%	6%	7%	10%	8%	5%	6%	**
7	(7.0)	640	104	85	145	60	256	164	413	31	29	50	110	62	126	9	5	**
		15%	15%	15%	14%	13%	14%	12%	16%	17%	12%	11%	12%	10%	15%	12%	10%	**
8	(8.0)	852	120	109	233	124	355	259	516	30	36	86	172	106	194	19	14	**
		19%	17%	20%	23%	26%	19%	19%	20%	16%	15%	19%	19%	18%	22%	24%	25%	**
9	(9.0)	584	108	67	131	64	210	172	367	21	41	52	105	78	113	9	5	**
		13%	15%	12%	13%	13%	12%	13%	14%	11%	16%	11%	12%	13%	13%	11%	9%	**
10 - Extremely important	(10.0)	1006	172	139	271	132	450	350	587	38	79	136	235	146	225	22	17	**
		23%	24%	25%	26%	27%	25%	26%	22%	20%	32%	30%	27%	24%	26%	27%	31%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 189

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3D. IMPORTANCE TO SOCIETY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	165 4%	19 3%	17 3%	40 4%	23 5%	88 5%	52 4%	80 3%	8 4%	10 4%	25 5%	38 4%	27 5%	35 4%	2 2%	2 4%	** **	
NOT IMPORTANT (1-4)	332 8%	67 10%	44 8%	69 7%	25 5%	139 8%	131 10% b	162 6%	23 12% b	17 7%	50 11% b	86 10% b	63 11% b	51 6%	11 13% a	4 8%	** **	
NEUTRAL (5-6)	822 19%	113 16%	94 17% d	145 14%	51 11%	322 18%	228 17%	499 19% e	37 19%	34 14%	58 13%	138 16%	114 19% e	126 14%	8 10%	7 12%	** **	
IMPORTANT (7-10)	3082 70%	504 72%	400 72%	780 75%	380 79%	1271 70%	944 70%	1883 72% g	120 64%	185 75%	325 71%	622 70%	392 66%	659 76%	60 74%	41 76%	** **	
MOST NEGATIVE (1-2)	162 4%	35 5%	20 4%	34 3%	14 3%	75 4%	65 5% b	78 3%	11 6%	10 4%	23 5%	42 5%	33 6% b	25 3%	6 8% a	1 1%	** **	
MOST POSITIVE (9-10)	1590 36%	280 40%	206 37%	402 39%	196 41%	660 36%	522 39%	954 36%	59 31%	120 49% abcfg	188 41%	340 38%	224 38%	339 39%	31 38%	22 40%	** **	
Answered	4235	685	538	994	456	1732	1302	2544	179	236	432	845	569	836	79	52	**	
Mean score	7.6	7.6	7.6	7.8	8.0 ab	7.6	7.5	7.6 c	7.1	7.9 c	7.7	7.6	7.4	7.8	7.5	7.9	**	
Standard deviation	2.19	2.32	2.19	2.12	2.01	2.24	2.36	2.08	2.41	2.28	2.46	2.37	2.43	2.05	2.56	2.12	**	
Standard error	.03	.09	.09	.07	.10	.05	.06	.04	.18	.15	.12	.08	.10	.08	.24	.19	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 189

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3D. IMPORTANCE TO SOCIETY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	130	14	6	15	4	122	6	3	1	1	**	62	63	109	8	1	9
		3%	3%	1%	3%	1%	3% b	1%	2%	1%	1%	**	4%	2%	3%	6%	1%	4%
2	(2.0)	31	4	1	4	1	24	6	-	2	3	**	11	20	26	1	3	4
		1%	1%	*%	1%	*%	1%	1%	-%	1%	2%	**	1%	1%	1%	1%	2%	2%
3	(3.0)	56	2	4	4	2	49	5	1	2	1	**	25	27	48	2	2	4
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	**	2%	1%	1%	1%	2%	2%
4	(4.0)	114	7	14	12	8	98	14	2	5	3	**	48	61	101	8	2	10
		3%	2%	3%	3%	2%	3%	2%	2%	2%	2%	**	3%	2%	3%	7%	2%	4%
5	(5.0)	365	30	27	29	28	286	64	13	23	20	**	144	207	323	13	16	29
		8%	7%	6%	6%	7%	8%	10%	10%	10%	11%	**	9%	8%	8%	10%	14%	12%
6	(6.0)	457	33	37	28	42	344	89	18	35	27	**	156	269	413	10	11	21
		10%	8%	8%	6%	10%	9%	14% a	13%	16% a	14%	**	10%	10%	10%	8%	10%	9%
7	(7.0)	640	56	70	66	61	512	110	23	30	39	**	219	385	581	11	14	25
		15%	13%	16%	14%	15%	14%	17%	17%	13%	20%	**	14%	15%	15%	9%	13%	11%
8	(8.0)	852	102	91	104	89	720	109	19	40	37	**	304	493	788	25	15	40
		19%	24%	20%	23%	21%	20%	17%	14%	18%	20%	**	19%	19%	20%	21%	13%	17%
9	(9.0)	584	50	63	60	53	485	91	15	42	27	**	182	377	540	13	17	31
		13%	12%	14%	13%	13%	13%	14%	11%	18%	14%	**	12%	15%	14%	11%	15%	13%
10 - Extremely important	(10.0)	1006	111	114	118	107	866	114	32	41	27	**	345	622	911	27	30	57
		23%	26%	26%	26%	26%	24% be	18%	23%	18%	14%	**	22%	24%	23%	23%	26%	24%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 189

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C3D. IMPORTANCE TO SOCIETY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	165 4%	17 4%	18 4%	13 3%	23 5%	130 4%	28 4%	11 8%	7 3%	4 2%	** **	73 5% b	72 3%	141 4%	4 3%	2 1%	5 2%
NOT IMPORTANT (1-4)	332 8%	27 6%	25 6%	36 8%	15 4%	293 8% b	30 5%	7 5%	10 4%	9 5%	** **	145 9% b	171 7%	284 7%	18 15% a	8 7%	26 11%
NEUTRAL (5-6)	822 19%	63 15%	64 14%	57 13%	69 17%	630 17%	153 24% a	31 23%	58 26% a	47 25%	** **	300 19%	476 18%	735 18%	22 18%	28 24%	50 21%
IMPORTANT (7-10)	3082 70%	320 75%	339 76%	349 77%	310 74%	2583 71%	423 67%	88 64%	152 67%	130 68%	** **	1051 67%	1877 72% a	2820 71%	76 63%	77 67%	153 65%
MOST NEGATIVE (1-2)	162 4%	18 4%	7 2%	19 4%	5 1%	146 4%	11 2%	3 2%	3 1%	4 2%	** **	72 5%	83 3%	135 3%	9 7%	4 3%	12 5%
MOST POSITIVE (9-10)	1590 36%	161 38%	178 40%	178 39%	160 38%	1351 37%	205 32%	47 34%	82 36%	54 28%	** **	527 34%	999 38% a	1450 36%	40 34%	47 41%	87 37%
Answered	4235	409	427	442	395	3506	607	126	219	186	**	1496	2525	3840	117	112	229
Mean score	7.6	7.8	7.9	7.7	7.9	7.6	7.5	7.6	7.6	7.4	**	7.4	7.7 a	7.6	7.1	7.5	7.3
Standard deviation	2.19	2.16	1.95	2.20	1.87	2.23	1.93	2.09	1.91	1.86	**	2.31	2.12	2.15	2.60	2.23	2.43
Standard error	.03	.12	.11	.12	.10	.04	.08	.19	.14	.14	**	.06	.04	.03	.25	.21	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 190

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4A. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N	
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
1 - Not at all important	(1.0)	232	38	24	43	19	109	89	116	12	8	31	51	48	34	5	2	**	
		5%	5%	4%	4%	4%	6%	7% b	4%	6%	3%	7%	6%	8% b	4%	6%	3%	**	
2	(2.0)	54	8	5	8	3	18	11	38	1	2	6	10	3	7	-	*	**	
		1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	-%	1%	**	
3	(3.0)	69	8	10	12	2	30	29	36	4	5	12	21	15	10	1	*	**	
		2%	1%	2%	1%	*%	2%	2%	1%	2%	2%	3%	2%	2%	1%	2%	1%	**	
4	(4.0)	73	9	5	9	4	26	30	33	3	5	13	19	19	7	1	1	**	
		2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	3%	2%	3% b	1%	1%	1%	**	
5	(5.0)	322	38	28	53	25	145	109	167	20	12	31	67	59	47	2	3	**	
		7%	5%	5%	5%	5%	8%	8%	6%	11%	5%	7%	8%	10% b	5%	3%	5%	**	
6	(6.0)	388	57	44	64	20	135	99	253	20	15	29	70	36	56	4	3	**	
		9%	8%	8%	6%	4%	7%	7%	10%	11%	6%	6%	8%	6%	6%	5%	5%	**	
7	(7.0)	521	68	64	102	39	185	150	307	27	18	35	94	74	88	7	5	**	
		12%	10%	11%	10%	8%	10%	11%	12%	14%	7%	8%	11%	12%	10%	9%	10%	**	
8	(8.0)	796	139	93	170	77	303	225	490	28	33	57	124	114	144	15	7	**	
		18%	20%	17%	16%	16%	17%	17%	19% ef	15%	13%	13%	14%	19% e	16%	19%	13%	**	
9	(9.0)	608	109	73	155	82	230	155	406	16	32	54	102	56	129	13	6	**	
		14%	15%	13%	15%	17%	13%	11%	15% afg	8%	13%	12%	12%	9%	15%	16%	11%	**	
10 - Extremely important	(10.0)	1241	216	198	404	206	594	426	734	53	112	173	306	156	338	30	26	**	
		28%	31%	36%	39% a	43% a	33%	31%	28%	28%	46% abcfg	38% bg	35% bg	26%	39%	37%	49%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 190

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4A. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	96 2%	17 2%	11 2%	15 1%	4 1%	45 2%	32 2%	43 2%	5 3%	4 2%	15 3%	21 2%	18 3%	11 1%	2 3%	* 1%	** **	
NOT IMPORTANT (1-4)	429 10%	62 9%	44 8%	72 7%	28 6%	183 10%	159 12% b	223 8%	19 10%	20 8%	62 14% b	100 11%	85 14% b	58 7%	7 8%	3 6%	** **	
NEUTRAL (5-6)	710 16%	94 13%	72 13%	117 11%	44 9%	281 15%	208 15%	420 16%	40 21% d	27 11%	61 13%	137 16%	95 16%	103 12%	7 8%	6 11%	** **	
IMPORTANT (7-10)	3166 72%	531 75%	427 77%	831 80%	404 84% ab	1312 72%	956 71%	1937 74% g	124 66%	195 79% cg	319 70%	626 71%	399 67%	699 80%	65 81%	45 83%	** **	
MOST NEGATIVE (1-2)	286 7%	46 7%	29 5%	51 5%	21 4%	127 7%	101 7%	154 6%	13 7%	10 4%	37 8%	60 7%	51 9%	41 5%	5 6%	2 3%	** **	
MOST POSITIVE (9-10)	1849 42%	324 46%	270 49%	559 54% a	289 60% ab	824 45%	581 43% g	1140 43% g	68 37%	144 58% abcfg	227 50% cg	408 46% g	211 35%	467 54%	43 54%	32 59%	** **	
Answered	4305	687	543	1019	476	1775	1323	2580	182	242	442	863	579	860	78	54	**	
Mean score	7.6	7.8	7.9	8.1	8.4 ab	7.7	7.5	7.7 g	7.3	8.3 g	7.6	7.6 g	7.2	8.1	8.1	8.4	**	
Standard deviation	2.46	2.43	2.37	2.31	2.21	2.55	2.62	2.36	2.55	2.33 abcefg	2.77	2.60 g	2.70	2.29	2.41	2.20	**	
Standard error	.04	.10	.10	.07	.11	.06	.07	.05	.19	.15	.13	.09	.11	.09	.23	.20	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 190

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4A. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	232	20	14	23	10	206	18	9	4	3	**	109	108	195	13	5	18
		5%	5%	3%	5%	2%	6% b	3%	6%	2%	2%	**	7% b	4%	5%	11%	4%	8%
2	(2.0)	54	5	2	5	2	49	5	-	2	2	**	24	26	46	2	2	4
		1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	**	2%	1%	1%	1%	2%	2%
3	(3.0)	69	4	6	4	6	56	11	3	3	4	**	28	36	59	2	3	6
		2%	1%	1%	1%	1%	2%	2%	3%	1%	2%	**	2%	1%	1%	2%	3%	2%
4	(4.0)	73	5	1	1	6	60	11	4	6	1	**	28	43	65	4	3	7
		2%	1%	*%	*%	1%	2%	2%	3%	3%	1%	**	2%	2%	2%	3%	3%	3%
5	(5.0)	322	26	21	19	29	255	54	9	21	16	**	130	170	282	11	11	22
		7%	6%	5%	4%	7%	7%	8%	7%	9%	8%	**	8%	7%	7%	9%	10%	9%
6	(6.0)	388	23	33	23	33	283	87	28	17	30	**	141	226	358	8	9	17
		9%	5%	7%	5%	8%	8%	14% a	21% ad	8%	16% a	**	9%	9%	9%	7%	8%	7%
7	(7.0)	521	46	42	44	44	407	99	18	31	34	**	179	311	471	12	16	28
		12%	11%	10%	10%	11%	11%	16% a	13%	14%	18%	**	11%	12%	12%	10%	14%	12%
8	(8.0)	796	74	69	69	75	648	123	15	50	46	**	292	467	725	17	23	40
		18%	17%	16%	15%	18%	18%	19%	11%	22%	24% c	**	19%	18%	18%	14%	20%	17%
9	(9.0)	608	63	66	74	56	510	89	14	42	29	**	193	386	571	13	11	24
		14%	15%	15%	16%	13%	14%	14%	10%	18%	15%	**	12%	15%	14%	11%	10%	10%
10 - Extremely important	(10.0)	1241	154	184	190	148	1089	122	34	47	25	**	403	786	1125	37	30	67
		28%	36%	41%	42%	35%	30% bde	19%	25%	21%	13%	**	26%	30% a	28%	30%	27%	29%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 190

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4A. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 1 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "News and information to help people understand what is going on in the UK and the world"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	96 2%	5 1%	6 1%	2 *%	10 2%	73 2%	16 3%	3 2%	4 2%	1 *%	** **	42 3%	38 1%	83 2%	1 1%	- -%	1 **%
NOT IMPORTANT (1-4)	429 10%	35 8%	23 5%	34 8%	24 6%	371 10%	45 7%	16 11%	15 7%	10 5%	** **	189 12% b	213 8%	365 9%	21 18% a	14 12%	35 15% a
NEUTRAL (5-6)	710 16%	49 11%	54 12%	41 9%	61 15%	537 15%	141 22% a	38 27% a	38 17%	46 24% a	** **	271 17%	396 15%	640 16%	19 16%	20 17%	39 17%
IMPORTANT (7-10)	3166 72%	337 79%	362 81%	377 83%	322 77%	2654 73% c	433 68%	81 59%	169 75% c	134 70%	** **	1067 68%	1950 75% a	2892 73%	79 66%	80 71%	160 68%
MOST NEGATIVE (1-2)	286 7%	25 6%	16 4%	29 6%	13 3%	255 7% b	23 4%	9 6%	6 3%	5 3%	** **	133 8% b	134 5%	241 6%	15 12%	7 6%	22 9%
MOST POSITIVE (9-10)	1849 42%	217 51%	250 56%	264 58%	203 49%	1599 44% be	210 33%	48 35%	88 39%	54 28%	** **	596 38%	1171 45% a	1696 43%	49 41%	41 36%	91 39%
Answered	4305	421	439	453	408	3562	618	135	222	190	**	1527	2558	3897	120	114	233
Mean score	7.6	8.0	8.3	8.2	8.0	7.6	7.4	7.2	7.7	7.4	**	7.3	7.8 a	7.6	7.1	7.4	7.2
Standard deviation	2.46	2.40	2.17	2.39	2.17	2.51	2.13	2.50	2.05	1.91	**	2.61	2.34	2.42	2.95	2.48	2.73
Standard error	.04	.13	.12	.13	.12	.04	.09	.22	.15	.15	**	.07	.05	.04	.28	.23	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4B. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
Total		55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	266	48	32	57	25	135	103	134	16	12	39	65	50	45	7	2	**
		6%	7%	6%	5%	5%	7%	8% b	5%	9%	5%	9%	7%	8% b	5%	8%	3%	**
2	(2.0)	49	8	4	9	4	16	16	27	1	2	6	10	7	6	1	2	**
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	**
3	(3.0)	125	29	14	20	6	45	46	68	6	4	23	29	25	15	3	2	**
		3%	4%	3%	2%	1%	2%	3%	3%	3%	2%	5% b	3%	4%	2%	3%	3%	**
4	(4.0)	96	14	12	22	10	36	28	59	4	4	5	13	16	16	2	2	**
		2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	3%	4%	**
5	(5.0)	412	65	47	84	36	186	125	248	19	16	34	79	65	68	9	5	**
		9%	9%	9%	8%	8%	10%	9%	9%	10%	6%	8%	9%	11%	8%	12%	10%	**
6	(6.0)	481	57	60	106	45	189	118	311	17	18	32	78	44	90	8	5	**
		11%	8%	11%	10%	9%	10%	9%	12% aeg	9%	7%	7%	9%	7%	10%	10%	10%	**
7	(7.0)	608	89	76	129	53	223	174	385	29	25	48	120	74	106	10	9	**
		14%	13%	14%	12%	11%	12%	13%	15%	15%	10%	11%	14%	12%	12%	12%	17%	**
8	(8.0)	854	144	114	207	93	326	233	520	33	41	70	140	113	181	13	8	**
		19%	20%	21%	20%	19%	18%	17%	20%	18%	17%	15%	16%	19%	21%	16%	15%	**
9	(9.0)	504	88	55	121	66	189	159	316	14	29	57	98	62	99	12	4	**
		11%	12%	10%	12%	14%	10%	12%	12%	7%	12%	12%	11%	10%	11%	15%	7%	**
10 - Extremely important	(10.0)	889	143	125	258	133	417	312	503	43	87	124	224	118	225	13	14	**
		20%	20%	23%	25%	28%	23%	23%	19%	23%	36% abcfg	27% b	25% b	20%	26%	17%	26%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 191

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C4B. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	117 3%	20 3%	14 3%	23 2%	9 2%	57 3%	42 3%	52 2%	5 3%	6 3%	18 4%	29 3%	22 4%	20 2%	2 2%	* 1%	** **	
NOT IMPORTANT (1-4)	536 12%	99 14%	62 11%	107 10%	44 9%	232 13%	193 14% b	288 11%	28 15%	23 9%	74 16% b	118 13%	99 17% b	83 9%	13 16%	7 13%	** **	
NEUTRAL (5-6)	893 20%	121 17%	108 19%	190 18%	82 17%	375 21%	243 18%	559 21% e	36 19%	34 14%	67 15%	156 18%	108 18%	158 18%	18 22%	11 20%	** **	
IMPORTANT (7-10)	2855 65%	464 66%	370 67%	715 69%	344 72%	1155 63%	877 65%	1725 66%	119 63%	183 74% ag	299 65%	581 66%	367 62%	611 70%	48 60%	36 66%	** **	
MOST NEGATIVE (1-2)	315 7%	56 8%	36 6%	65 6%	29 6%	151 8%	119 9% b	161 6%	17 9%	14 6%	45 10% b	75 8%	57 10% b	51 6%	8 10%	3 6%	** **	
MOST POSITIVE (9-10)	1393 32%	231 33%	180 32%	379 37%	198 41% ab	606 33%	470 35%	820 31%	56 30%	116 47% abcfg	180 39% bg	321 36%	180 30%	323 37%	25 31%	18 34%	** **	
Answered	4284	684	540	1011	471	1763	1313	2572	182	240	439	855	575	851	79	54	**	
Mean score	7.1	7.1	7.3	7.4	7.6 a	7.1	7.1	7.2	7.0	7.8 abcefg	7.2	7.2	6.9	7.5 b	6.8	7.2	**	
Standard deviation	2.49	2.60	2.46	2.45	2.42	2.62	2.67	2.39	2.70	2.47	2.84	2.67	2.72	2.40	2.68	2.49	**	
Standard error	.04	.10	.10	.08	.12	.06	.07	.05	.20	.16	.13	.09	.11	.09	.26	.22	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 191

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4B. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	266	24	21	29	16	240	19	9	4	4	**	123	129	223	14	5	19
		6%	6%	5%	6%	4%	7% bd	3%	7%	2%	2%	**	8% b	5%	6%	12%	5%	8%
2	(2.0)	49	4	2	3	3	39	8	-	2	3	**	15	33	43	2	2	3
		1%	1%	*%	1%	1%	1%	1%	-%	1%	2%	**	1%	1%	1%	2%	1%	1%
3	(3.0)	125	7	8	9	6	107	12	1	5	4	**	62	53	112	4	3	7
		3%	2%	2%	2%	2%	3%	2%	1%	2%	2%	**	4% b	2%	3%	3%	3%	3%
4	(4.0)	96	7	10	8	8	88	5	1	1	2	**	42	50	84	3	3	6
		2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	**	3%	2%	2%	3%	2%	2%
5	(5.0)	412	37	31	32	36	333	64	17	18	16	**	164	220	369	16	13	29
		9%	9%	7%	7%	9%	9%	10%	12%	8%	8%	**	10%	8%	9%	14%	11%	13%
6	(6.0)	481	40	50	40	50	366	96	18	31	36	**	171	292	440	12	6	17
		11%	9%	11%	9%	12%	10%	15% a	13%	14%	19% a	**	11%	11%	11%	10%	5%	7%
7	(7.0)	608	54	52	47	59	489	105	25	37	32	**	193	377	560	13	14	27
		14%	13%	12%	10%	14%	13%	17%	18%	17%	17%	**	12%	15%	14%	11%	12%	12%
8	(8.0)	854	99	83	108	74	710	113	17	47	40	**	314	492	766	24	31	55
		19%	23%	19%	24%	18%	20%	18%	12%	21%	21%	**	20%	19%	19%	20%	27%	23%
9	(9.0)	504	36	63	55	43	428	75	14	29	25	**	166	323	471	13	8	21
		11%	8%	14%	12%	10%	12%	12%	10%	13%	13%	**	11%	12%	12%	11%	7%	9%
10 - Extremely important	(10.0)	889	111	114	119	106	745	117	33	43	26	**	268	581	811	19	27	46
		20%	26%	26%	26%	25%	20%	18%	24%	19%	14%	**	17%	22% a	20%	15%	24%	20%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 191

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4B. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 2 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "Programmes and content that help people to learn about new things"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	117 3%	9 2%	12 3%	5 1%	16 4%	90 2%	21 3%	3 2%	9 4%	2 1%	** **	52 3% b	46 2%	101 3%	* *%	2 2%	3 1%
NOT IMPORTANT (1-4)	536 12%	42 10%	40 9%	49 11%	34 8%	474 13% bd	44 7%	12 9%	12 5%	14 8%	** **	242 15% b	265 10%	462 12%	23 19%	13 11%	36 15%
NEUTRAL (5-6)	893 20%	77 18%	81 18%	72 16%	86 21%	699 19%	160 25% a	35 25%	49 22%	52 27%	** **	335 21%	513 20%	809 20%	28 23%	19 17%	47 20%
IMPORTANT (7-10)	2855 65%	299 70%	312 70%	329 72%	282 68%	2372 65%	410 65%	88 64%	157 69%	123 64%	** **	940 60%	1773 68% a	2609 66%	69 58%	80 70%	149 64%
MOST NEGATIVE (1-2)	315 7%	28 7%	23 5%	32 7%	19 5%	279 8% b	27 4%	9 7%	6 3%	7 4%	** **	138 9% b	162 6%	266 7%	16 13%	7 6%	23 10%
MOST POSITIVE (9-10)	1393 32%	146 34%	177 40%	175 38%	149 36%	1173 32%	192 30%	46 34%	72 32%	51 27%	** **	434 28%	904 35% a	1282 32%	32 27%	35 31%	67 29%
Answered	4284	418	434	450	402	3546	613	134	217	189	**	1517	2551	3880	120	111	232
Mean score	7.1	7.4	7.6	7.5	7.5	7.1	7.3	7.2	7.5	7.2	**	6.8	7.3 a	7.2	6.5	7.3	6.9
Standard deviation	2.49	2.45	2.36	2.50	2.30	2.54	2.17	2.47	2.01	2.06	**	2.61	2.40	2.46	2.80	2.44	2.66
Standard error	.04	.13	.13	.14	.12	.04	.09	.22	.15	.16	**	.07	.05	.04	.27	.23	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4C. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "High quality and creative content"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	228	41	22	40	18	108	90	117	14	8	37	57	43	31	5	2	**
		5%	6%	4%	4%	4%	6%	7% b	4%	7%	3%	8% b	6%	7%	4%	6%	3%	**
2	(2.0)	28	2	3	5	1	10	12	13	1	1	8	8	8	4	1	-	**
		1%	*%	1%	*%	*%	1%	1%	1%	1%	1%	2%	1%	1%	*%	1%	-%	**
3	(3.0)	81	8	13	14	1	29	23	49	5	4	9	16	13	10	2	2	**
		2%	1%	2% d	1%	*%	2%	2%	2%	3%	2%	2%	2%	2%	1%	2%	3%	**
4	(4.0)	91	22	3	7	4	37	36	42	4	6	9	21	21	5	-	1	**
		2%	3% bc	*%	1%	1%	2%	3%	2%	2%	2%	2%	2%	4% b	1%	-%	2%	**
5	(5.0)	304	39	27	54	28	134	108	162	20	14	29	62	64	45	5	3	**
		7%	5%	5%	5%	6%	7%	8%	6%	11%	6%	6%	7%	11% b	5%	6%	5%	**
6	(6.0)	367	59	37	63	26	130	95	235	12	18	28	60	42	54	6	3	**
		8%	8%	7%	6%	5%	7%	7%	9%	7%	7%	6%	7%	7%	6%	7%	5%	**
7	(7.0)	590	84	63	101	38	208	148	381	25	20	40	97	65	87	7	5	**
		13%	12%	11%	10%	8%	11%	11%	15% ade	13%	8%	9%	11%	11%	10%	9%	9%	**
8	(8.0)	897	141	135	237	102	360	250	551	32	42	79	163	107	202	19	12	**
		20%	20%	24%	23%	21%	20%	18%	21%	17%	17%	17%	18%	18%	23%	24%	22%	**
9	(9.0)	618	106	80	164	84	250	182	393	25	36	59	122	63	138	13	6	**
		14%	15%	14%	16%	18%	14%	13%	15% g	13%	15%	13%	14%	10%	16%	16%	11%	**
10 - Extremely important	(10.0)	1079	184	159	328	169	499	376	623	47	92	146	256	151	277	22	21	**
		25%	26%	29%	32%	35% a	27%	28%	24%	25%	37% abg	32% b	29% b	25%	32%	27%	38%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4C. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "High quality and creative content"?

Base : All respondents

	Total	AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	117 3%	17 2%	12 2%	22 2%	10 2%	57 3%	34 3%	58 2%	4 2%	5 2%	14 3%	22 2%	20 3%	20 2%	1 2%	* 1%	** **	
NOT IMPORTANT (1-4)	428 10%	74 11% cd	41 7%	65 6%	24 5%	183 10%	162 12% b	221 8%	24 13%	19 8%	62 14% b	103 12% b	85 14% b	49 6%	7 9%	4 8%	** **	
NEUTRAL (5-6)	671 15%	97 14%	64 12%	117 11%	53 11%	264 15%	203 15%	397 15%	32 17%	32 13%	57 12%	122 14%	106 18%	99 11%	10 13%	6 11%	** **	
IMPORTANT (7-10)	3184 72%	515 73%	437 79%	830 80% a	393 82% a	1316 72%	956 71%	1948 74% g	128 68%	190 77% g	324 71%	638 72% g	386 65%	704 81%	61 76%	44 81%	** **	
MOST NEGATIVE (1-2)	256 6%	44 6%	26 5%	45 4%	19 4%	118 6%	102 8% b	131 5%	15 8%	9 4%	44 10% bd	65 7%	51 8% b	35 4%	6 7%	2 3%	** **	
MOST POSITIVE (9-10)	1697 39%	290 41%	239 43%	492 48%	253 53% ab	748 41%	558 41%	1015 39%	71 38%	128 52% abcb	205 45% g	378 43%	214 36%	415 48%	35 43%	27 50%	** **	
Answered	4283	687	542	1012	470	1763	1321	2566	184	241	443	862	577	852	79	54	**	
Mean score	7.5	7.6	7.9	8.0	8.2	7.6	7.5	7.6	7.3	8.1	7.5	7.6	7.2	8.1	7.7	8.1	**	
Standard deviation	2.39	2.44	2.25	2.20	2.13	2.48	2.59	2.28	2.64	2.28	2.77	2.57	2.68	2.15	2.47	2.24	**	
Standard error	.04	.10	.09	.07	.11	.06	.07	.05	.20	.15	.13	.09	.11	.08	.23	.20	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 192

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4C. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "High quality and creative content"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	228	16	15	22	9	205	16	7	3	4	**	106	109	190	12	6	17
		5%	4%	3%	5%	2%	6% b	3%	5%	2%	2%	**	7% b	4%	5%	10%	5%	7%
2	(2.0)	28	3	1	1	2	23	5	-	1	1	**	11	16	27	-	1	1
		1%	1%	*%	*%	1%	1%	1%	-%	1%	*%	**	1%	1%	1%	-%	1%	*%
3	(3.0)	81	4	6	3	7	72	7	2	3	2	**	41	39	70	4	1	5
		2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	**	3%	1%	2%	4%	1%	2%
4	(4.0)	91	4	1	-	5	82	6	-	3	2	**	39	44	76	3	4	7
		2%	1%	*%	-%	1%	2%	1%	-%	1%	1%	**	2%	2%	2%	3%	4%	3%
5	(5.0)	304	23	22	18	28	247	45	8	16	11	**	124	163	280	8	10	18
		7%	5%	5%	4%	7%	7%	7%	6%	7%	6%	**	8%	6%	7%	6%	9%	8%
6	(6.0)	367	23	31	20	33	273	77	27	15	25	**	122	223	328	12	10	22
		8%	5%	7%	4%	8%	7%	12% a	20% ad	6%	13% a	**	8%	9%	8%	10%	9%	10%
7	(7.0)	590	44	43	39	48	448	126	25	43	45	**	197	365	534	11	19	31
		13%	10%	10%	9%	12%	12%	20% a	18%	19% a	24% a	**	13%	14%	13%	9%	17%	13%
8	(8.0)	897	114	88	113	89	738	134	17	60	45	**	317	524	830	21	16	37
		20%	27%	20%	25%	21%	20%	21%	12%	26% c	24%	**	20%	20%	21%	17%	14%	16%
9	(9.0)	618	58	80	85	53	535	72	12	28	28	**	225	371	570	20	11	31
		14%	14%	18%	19%	13%	15%	11%	9%	12%	15%	**	14%	14%	14%	16%	10%	13%
10 - Extremely important	(10.0)	1079	129	148	148	128	921	128	38	47	25	**	333	699	972	29	35	63
		25%	30%	33%	33%	31%	e	20%	e	21%	13%	**	21%	a	24%	24%	30%	27%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 192

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4C. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 3 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for YOU PERSONALLY is it that the BBC provides: "High quality and creative content"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	117 3%	9 2%	11 2%	5 1%	15 4%	92 3%	19 3%	2 1%	6 3%	2 1%	** **	56 4% b	43 2%	103 3%	* *%	1 1%	1 1%
NOT IMPORTANT (1-4)	428 10%	27 6%	22 5%	26 6%	24 6%	382 10% b	34 5%	8 6%	11 5%	9 5%	** **	196 12% b	208 8%	363 9%	19 16%	12 10%	31 13%
NEUTRAL (5-6)	671 15%	46 11%	53 12%	38 8%	61 15%	520 14%	122 19% a	35 26% ad	31 14%	37 19%	** **	246 16%	386 15%	608 15%	20 17%	20 18%	40 17%
IMPORTANT (7-10)	3184 72%	345 81%	359 81%	386 85% d	318 76%	2642 73%	460 72%	92 67%	178 79%	143 75%	** **	1072 68%	1960 75% a	2907 73%	81 67%	81 71%	162 69%
MOST NEGATIVE (1-2)	256 6%	19 4%	16 4%	23 5%	12 3%	228 6% b	21 3%	7 5%	5 2%	5 3%	** **	116 7% b	125 5%	217 5%	12 10%	7 6%	18 8%
MOST POSITIVE (9-10)	1697 39%	187 44%	228 51%	234 51%	181 43%	1456 40% be	199 31%	50 36%	75 33%	53 28%	** **	558 36%	1071 41% a	1543 39%	49 40%	45 40%	94 40%
Answered	4283	418	435	450	403	3544	616	135	220	189	**	1514	2554	3878	120	112	233
Mean score	7.5	8.0	8.1	8.2	7.9	7.5	7.5	7.5	7.7	7.5	**	7.3	7.7 a	7.6	7.2	7.5	7.3
Standard deviation	2.39	2.18	2.12	2.18	2.11	2.45	2.03	2.29	1.91	1.83	**	2.54	2.28	2.35	2.78	2.46	2.63
Standard error	.04	.12	.11	.12	.11	.04	.09	.20	.14	.14	**	.06	.05	.04	.27	.23	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 193

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4D. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all important	(1.0)	263	56	33	59	26	129	110	127	15	17	46	73	53	47	7	1	**
		6%	8%	6%	6%	5%	7%	8% b	5%	8%	7%	10% b	8% b	9% b	5%	8%	3%	**
2	(2.0)	60	7	8	11	4	25	17	38	2	1	6	12	6	9	2	-	**
		1%	1%	1%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	3%	-%	**
3	(3.0)	113	8	19	26	7	49	36	69	4	5	10	17	19	21	2	3	**
		3%	1%	3%	3%	1%	3%	3%	3%	2%	2%	2%	2%	3%	2%	2%	5%	**
4	(4.0)	136	24	22	29	7	57	55	66	13	11	19	38	31	24	2	2	**
		3%	3%	4%	3%	2%	3%	4%	3%	7% b	4%	4%	4%	5% b	3%	3%	4%	**
5	(5.0)	376	49	39	79	40	166	117	213	18	9	28	65	62	67	7	4	**
		9%	7%	7%	8%	8%	9%	9%	8%	9%	4%	6%	7%	10% d	8%	9%	7%	**
6	(6.0)	461	73	50	91	41	172	107	313	20	15	36	69	45	79	8	4	**
		10%	10%	9%	9%	8%	9%	8%	12% adfg	10%	6%	8%	8%	8%	9%	9%	7%	**
7	(7.0)	625	115	72	130	59	229	168	395	28	31	47	111	66	112	6	9	**
		14%	16%	13%	13%	12%	13%	12%	15%	15%	13%	10%	13%	11%	13%	8%	16%	**
8	(8.0)	794	113	110	207	98	314	224	484	27	39	75	150	92	178	14	11	**
		18%	16%	20%	20%	20%	17%	17%	18%	15%	16%	16%	17%	15%	20%	17%	20%	**
9	(9.0)	512	81	52	107	55	187	155	321	14	29	43	98	66	87	10	5	**
		12%	12%	9%	10%	11%	10%	11%	12%	7%	12%	9%	11%	11%	10%	12%	9%	**
10 - Extremely important	(10.0)	918	159	135	270	135	433	323	528	44	83	132	225	133	227	22	15	**
		21%	23%	24%	26%	28%	24%	24%	20%	24%	34% abg	29% b	25% b	22%	26%	27%	27%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 193

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4D. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for SOCIETY OVERALL – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	142 3%	19 3%	15 3%	24 2%	9 2%	60 3%	43 3%	70 3%	4 2%	6 2%	14 3%	26 3%	23 4%	21 2%	2 2%	1 2%	** **	
NOT IMPORTANT (1-4)	573 13%	95 13%	82 15%	125 12%	44 9%	260 14%	217 16% b	299 11%	33 18%	34 14%	81 18% b	140 16% b	110 18% b	102 12%	13 16%	6 11%	** **	
NEUTRAL (5-6)	837 19%	122 17%	89 16%	170 16%	81 17%	338 19%	224 17%	526 20% def	37 20% d	24 10%	64 14%	134 15%	107 18% d	145 17%	14 18%	8 14%	** **	
IMPORTANT (7-10)	2848 65%	468 66%	368 66%	714 69%	346 72%	1163 64%	870 64%	1728 66%	113 60%	182 74% acg	298 65%	584 66%	357 60%	603 69%	52 64%	39 73%	** **	
MOST NEGATIVE (1-2)	323 7%	63 9%	41 7%	70 7%	29 6%	153 8%	127 9% b	165 6%	16 9%	18 7%	52 11% b	85 10% b	60 10% b	57 6%	9 11%	1 3%	** **	
MOST POSITIVE (9-10)	1430 32%	241 34%	187 34%	376 36%	189 39%	620 34%	479 35%	849 32%	58 31%	112 46% abcg	175 38%	323 37%	199 33%	314 36%	32 39%	20 36%	** **	
Answered	4258	685	539	1010	470	1760	1312	2553	183	240	443	858	573	851	79	53	**	
Mean score	7.1	7.2	7.2	7.4	7.6	7.1	7.1	7.2 g	6.9	7.6 acg	7.1	7.2	6.9	7.4	7.2	7.5	**	
Standard deviation	2.52	2.61	2.58	2.52	2.43	2.65	2.73	2.41	2.69	2.65	2.90	2.74	2.80	2.49	2.82	2.32	**	
Standard error	.04	.10	.11	.08	.12	.06	.07	.05	.20	.17	.14	.09	.12	.10	.27	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Table 193

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all important	(1.0)	263	24	23	32	15	240	18	7	5	3	**	121	127	216	16	6	22
		6%	6%	5%	7%	4%	7% b	3%	5%	2%	2%	**	8% b	5%	5%	13% a	5%	9%
2	(2.0)	60	5	4	2	7	52	7	2	3	-	**	25	33	53	*	4	4
		1%	1%	1%	1%	2%	1%	1%	1%	1%	-%	**	2%	1%	1%	*%	3%	2%
3	(3.0)	113	10	12	9	12	98	12	4	4	5	**	54	58	106	4	2	6
		3%	2%	3%	2%	3%	3%	2%	3%	2%	2%	**	3%	2%	3%	3%	2%	2%
4	(4.0)	136	15	9	15	9	122	11	3	5	3	**	58	70	121	2	6	9
		3%	4%	2%	3%	2%	3%	2%	2%	2%	2%	**	4%	3%	3%	2%	6%	4%
5	(5.0)	376	30	36	37	30	307	56	12	16	15	**	144	209	335	13	11	24
		9%	7%	8%	8%	7%	8%	9%	9%	7%	8%	**	9%	8%	8%	11%	10%	10%
6	(6.0)	461	41	38	42	37	348	93	30	24	32	**	153	280	426	8	12	20
		10%	10%	9%	9%	9%	10%	15% a	22% a	11%	17% a	**	10%	11%	11%	7%	10%	8%
7	(7.0)	625	56	56	59	53	503	100	14	28	45	**	228	361	564	15	19	34
		14%	13%	13%	13%	13%	14%	16%	10%	12%	23% acd	**	15%	14%	14%	12%	17%	15%
8	(8.0)	794	87	90	80	98	660	115	18	51	38	**	259	490	726	25	12	37
		18%	20%	20%	18%	23%	18%	18%	13%	23%	20%	**	17%	19%	18%	21%	10%	16%
9	(9.0)	512	41	46	57	30	408	91	13	39	30	**	152	344	477	13	13	26
		12%	10%	10%	13%	7%	11%	14%	9%	17%	16%	**	10%	13% a	12%	11%	12%	11%
10 - Extremely important	(10.0)	918	106	120	117	110	784	111	34	42	18	**	310	565	832	24	27	51
		21%	25%	27%	26%	26%	22% e	17%	25% e	19%	10%	**	20%	22%	21%	20%	24%	22%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 193

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C4D. IMPORTANCE TO YOU PERSONALLY OF PURPOSE 4 STATEMENT On a scale of 1 to 10, where 1 means not at all important and 10 means extremely important, how important for **SOCIETY OVERALL** – so everyone in the UK - is it that the BBC provides: "Content that reflects the life and culture of communities throughout the UK"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	142 3%	10 2%	11 2%	5 1%	16 4%	115 3%	22 3%	2 1%	11 5%	1 *%	** **	64 4% b	59 2%	125 3%	* *%	1 1%	1 1%
NOT IMPORTANT (1-4)	573 13%	55 13%	48 11%	59 13%	44 10%	511 14% bde	47 7%	15 11%	16 7%	11 6%	** **	259 16% b	288 11%	497 12%	23 19%	18 16%	41 17%
NEUTRAL (5-6)	837 19%	71 17%	75 17%	78 17%	67 16%	655 18%	149 23% a	41 30% a	40 18%	48 25%	** **	298 19%	489 19%	761 19%	21 18%	23 20%	44 19%
IMPORTANT (7-10)	2848 65%	291 68%	313 70%	313 69%	291 70%	2355 65%	417 66%	79 57%	160 71%	131 69%	** **	949 60%	1760 68% a	2599 65%	76 63%	72 63%	148 63%
MOST NEGATIVE (1-2)	323 7%	30 7%	27 6%	34 8%	22 5%	292 8% be	25 4%	9 7%	8 4%	3 2%	** **	147 9% b	160 6%	270 7%	17 14%	10 8%	26 11%
MOST POSITIVE (9-10)	1430 32%	148 35%	166 37%	174 38%	140 34%	1192 33%	202 32%	47 34%	81 36%	49 26%	** **	462 29%	909 35% a	1309 33%	37 30%	40 36%	77 33%
Answered	4258	417	435	450	402	3521	613	135	216	190	**	1505	2538	3856	120	112	233
Mean score	7.1	7.3	7.5	7.3	7.5	7.1	7.3	7.1	7.6	7.2	**	6.9	7.3 a	7.2	6.7	7.0	6.9
Standard deviation	2.52	2.52	2.47	2.58	2.38	2.58	2.15	2.50	2.11	1.82	**	2.67	2.41	2.48	2.91	2.61	2.77
Standard error	.04	.14	.13	.14	.13	.04	.09	.22	.15	.14	**	.07	.05	.04	.28	.25	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5A. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that represents a range of opinions"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	247	61	42	64	22	116	108	123	13	11	48	70	49	56	4	4	**
		6%	9%	8%	6%	5%	6%	8% b	5%	7%	4%	10% b	8% b	8% b	6%	5%	7%	**
2	(2.0)	83	14	7	13	6	29	16	61	2	1	7	9	11	10	2	1	**
		2%	2%	1%	1%	1%	2%	1%	2%	1%	*%	2%	1%	2%	1%	2%	1%	**
3	(3.0)	136	17	20	37	17	66	49	77	7	10	25	38	20	32	3	1	**
		3%	2%	4%	4%	4%	4%	4%	3%	4%	4%	5%	4%	3%	4%	4%	2%	**
4	(4.0)	157	33	22	31	9	54	60	81	10	10	14	38	37	28	1	1	**
		4%	5%	4%	3%	2%	3%	4%	3%	5%	4%	3%	4%	6% b	3%	1%	2%	**
5	(5.0)	345	49	40	63	23	142	96	206	11	8	36	58	45	53	5	4	**
		8%	7%	7%	6%	5%	8%	7%	8%	6%	3%	8%	7%	8%	6%	6%	8%	**
6	(6.0)	460	55	56	91	35	185	126	301	24	23	34	77	61	80	8	2	**
		10%	8%	10%	9%	7%	10%	9%	11%	13%	9%	7%	9%	10%	9%	10%	3%	**
7	(7.0)	689	87	77	148	71	266	182	435	35	28	50	111	84	126	7	10	**
		16%	12%	14%	14%	15%	15%	13%	17% ef	19%	11%	11%	13%	14%	14%	9%	18%	**
8	(8.0)	865	155	101	208	106	331	243	530	24	50	82	163	92	180	13	12	**
		20%	22%	18%	20%	22%	18%	18%	20%	13%	20%	18%	18%	15%	21%	16%	22%	**
9	(9.0)	568	104	75	160	85	242	163	356	22	23	48	98	67	128	18	6	**
		13%	15%	14%	15%	18%	13%	12%	14%	12%	9%	11%	11%	11%	15%	22%	12%	**
10 - Extremely well	(10.0)	649	106	97	191	93	291	249	348	34	79	91	187	92	156	15	13	**
		15%	15%	18%	18%	19%	16%	18% b	13%	18%	32% abcefg	20% b	21% b	15%	18%	18%	24%	**
Don't know		203	22	17	30	13	99	63	106	6	4	23	36	39	22	5	1	**
		5%	3%	3%	3%	3%	5%	5%	4%	3%	2%	5%	4%	7% d	3%	6%	2%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 194

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C5A. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that represents a range of opinions"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	623	125	92	145	53	265	234	342	32	32	93	155	116	126	10	7	**	
	14%	18%	17%	14%	11%	15%	17%	13%	17%	13%	20%	18%	20%	14%	12%	13%	**	
		d					b				b	b	b					
NEUTRAL (5-6)	804	104	96	154	58	327	222	507	34	31	69	134	106	133	13	6	**	
	18%	15%	17%	15%	12%	18%	16%	19%	18%	13%	15%	15%	18%	15%	16%	10%	**	
POSITIVE VIEW (7-10)	2770	452	350	706	356	1129	836	1669	115	180	271	559	335	591	53	41	**	
	63%	64%	63%	68%	74%	62%	62%	64%	62%	73%	59%	63%	56%	68%	65%	75%	**	
					ab			g		abefg								
MOST NEGATIVE (1-2)	330	76	49	77	27	146	124	184	15	11	55	79	60	66	6	5	**	
	8%	11%	9%	7%	6%	8%	9%	7%	8%	5%	12%	9%	10%	8%	7%	9%	**	
		d									bd							
MOST POSITIVE (9-10)	1216	210	172	351	178	533	411	704	56	102	139	285	160	285	33	20	**	
	28%	30%	31%	34%	37%	29%	30%	27%	30%	41%	30%	32%	27%	33%	40%	36%	**	
										abeg		b						
Answered	4198	682	537	1005	467	1721	1292	2518	181	242	434	848	557	850	75	53	**	
Mean score	7.0	6.9	6.9	7.2	7.5	7.0	6.9	7.0	6.9	7.6	6.7	7.0	6.7	7.1	7.4	7.4	**	
					ab			g		abcefg								
Standard deviation	2.46	2.68	2.63	2.52	2.35	2.54	2.68	2.37	2.58	2.46	2.90	2.71	2.70	2.52	2.52	2.61	**	
Standard error	.04	.11	.11	.08	.12	.06	.07	.05	.19	.16	.14	.09	.11	.10	.25	.24	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Table 194

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	247 6%	33 8%	23 5%	40 9% d	15 4%	224 6% bd	14 2%	4 3%	3 1%	3 1%	** **	110 7% b	125 5%	220 6%	11 9%	3 2%	14 6%
2	(2.0)	83 2%	9 2%	1 *%	6 1%	4 1%	76 2%	7 1%	2 1%	3 1%	1 *%	** **	32 2%	49 2%	71 2%	2 2%	2 2%	4 2%
3	(3.0)	136 3%	17 4%	15 3%	21 5%	12 3%	118 3%	11 2%	3 2%	6 3%	- -%	** **	61 4%	67 3%	120 3%	3 3%	3 2%	6 3%
4	(4.0)	157 4%	13 3%	15 3%	13 3%	15 4%	133 4%	15 2%	3 2%	7 3%	4 2%	** **	64 4%	82 3%	130 3%	10 8% a	6 5%	16 7% a
5	(5.0)	345 8%	19 4%	34 8%	24 5%	29 7%	278 8%	51 8%	12 9%	19 8%	12 6%	** **	141 9%	180 7%	304 8%	13 11%	8 7%	21 9%
6	(6.0)	460 10%	35 8%	46 10%	40 9%	41 10%	362 10%	86 14%	25 18% a	18 8%	34 18% ad	** **	175 11%	269 10%	422 11%	13 11%	13 11%	26 11%
7	(7.0)	689 16%	69 16%	57 13%	78 17%	48 12%	556 15%	109 17%	22 16%	30 13%	41 21%	** **	248 16%	397 15%	624 16%	10 8%	24 21%	34 15%
8	(8.0)	865 20%	82 19%	97 22%	76 17%	104 25% c	724 20%	122 19%	20 15%	45 20%	42 22%	** **	292 19%	522 20%	803 20%	22 18%	21 19%	44 19%
9	(9.0)	568 13%	72 17%	56 13%	82 18%	47 11%	459 13%	98 15%	11 8%	54 24% abc	26 14%	** **	162 10%	383 15% a	528 13%	9 7%	10 9%	19 8%
10 - Extremely well	(10.0)	649 15%	70 16%	86 19%	72 16%	84 20%	545 15%	86 14%	25 18%	29 13%	21 11%	** **	197 13%	423 16% a	587 15%	21 17%	21 19%	42 18%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 194

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5A. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that represents a range of opinions"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	203	8	14	3	19	160	36	10	11	6	**	87	98	174	7	2	9
	5%	2%	3%	1%	5%	4%	6%	8%	5%	3%	**	6%	4%	4%	6%	2%	4%
					c												
NEGATIVE VIEW (1-4)	623	72	54	80	46	551	47	12	18	8	**	267	324	539	26	14	40
	14%	17%	12%	18%	11%	15%	7%	9%	8%	4%	**	17%	12%	14%	22%	12%	17%
						bde						b					
NEUTRAL (5-6)	804	54	79	64	69	640	137	36	37	46	**	316	449	726	26	21	47
	18%	13%	18%	14%	17%	18%	22%	27%	16%	24%	**	20%	17%	18%	22%	18%	20%
POSITIVE VIEW (7-10)	2770	293	297	308	283	2284	415	78	159	131	**	899	1726	2542	61	77	138
	63%	69%	67%	68%	68%	63%	65%	57%	71%	69%	**	57%	66%	64%	51%	68%	59%
												a					
MOST NEGATIVE (1-2)	330	42	24	47	19	300	21	6	6	3	**	142	175	290	13	5	18
	8%	10%	5%	10%	5%	8%	3%	5%	3%	2%	**	9%	7%	7%	10%	5%	8%
		d		d		bde											
MOST POSITIVE (9-10)	1216	142	143	154	131	1005	184	36	84	47	**	359	807	1115	29	32	61
	28%	33%	32%	34%	31%	28%	29%	26%	37%	25%	**	23%	31%	28%	24%	28%	26%
									a				a				
Answered	4198	419	431	451	399	3475	598	127	215	185	**	1482	2499	3807	114	112	225
Mean score	7.0	7.0	7.2	6.9	7.4	6.9	7.3	7.1	7.5	7.4	**	6.7	7.2	7.0	6.5	7.2	6.8
							a		a				a				
Standard deviation	2.46	2.64	2.40	2.68	2.31	2.52	2.06	2.26	2.04	1.73	**	2.55	2.40	2.44	2.76	2.24	2.53
Standard error	.04	.14	.13	.15	.12	.04	.09	.21	.15	.13	**	.07	.05	.04	.27	.21	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 195

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5B. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that is impartial - not favouring one side over another"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	367	82	72	110	38	183	142	199	20	15	64	97	61	97	7	6	**
		8%	12%	13%	11%	8%	10%	10% b	8%	11%	6%	14% bd	11% b	10%	11%	8%	11%	**
2	(2.0)	109	16	13	21	8	34	33	65	4	5	7	20	18	18	2	1	**
		2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	1%	**
3	(3.0)	144	26	19	37	17	60	45	84	8	13	16	32	23	31	3	2	**
		3%	4%	3%	4%	4%	3%	3%	3%	4%	5%	4%	4%	4%	4%	4%	3%	**
4	(4.0)	168	33	19	38	19	78	65	83	10	15	27	43	29	34	1	2	**
		4%	5%	3%	4%	4%	4%	5%	3%	6%	6%	6% b	5%	5%	4%	2%	3%	**
5	(5.0)	462	57	57	93	37	189	127	292	16	12	42	73	58	79	6	7	**
		11%	8%	10%	9%	8%	10%	9%	11% d	9%	5%	9%	8%	10%	9%	8%	12%	**
6	(6.0)	435	61	49	67	19	152	107	287	16	15	31	68	52	58	5	3	**
		10%	9% d	9% d	7%	4%	8%	8%	11% a	9%	6%	7%	8%	9%	7%	7%	5%	**
7	(7.0)	660	104	73	154	81	268	204	396	35	37	63	142	85	133	12	7	**
		15%	15%	13%	15%	17%	15%	15%	15%	19%	15%	14%	16%	14%	15%	15%	13%	**
8	(8.0)	766	133	82	174	92	277	178	503	26	29	49	113	78	151	11	7	**
		17%	19%	15%	17%	19%	15%	13%	19% adefg	14%	12%	11%	13%	13%	17%	14%	13%	**
9	(9.0)	465	75	58	120	61	178	152	272	18	34	43	100	53	93	13	8	**
		11%	11%	11%	12%	13%	10%	11%	10%	10%	14%	9%	11%	9%	11%	16%	15%	**
10 - Extremely well	(10.0)	560	86	96	174	78	257	203	320	22	58	78	142	86	147	11	10	**
		13%	12%	17%	17%	16%	14%	15%	12%	12%	23% abcb	17% b	16% b	14%	17%	14%	18%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 195

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5B. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that is impartial - not favouring one side over another"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	265 6%	31 4%	17 3%	46 4%	29 6%	144 8%	98 7% b	123 5%	10 5%	13 5%	36 8% b	54 6%	54 9% b	32 4%	9 11% a	3 6%	** **	
NEGATIVE VIEW (1-4)	788 18%	156 22%	123 22%	205 20%	82 17%	355 20%	285 21% b	431 16%	43 23%	48 20%	114 25% b	192 22% b	131 22% b	180 21%	13 16%	10 18%	** **	
NEUTRAL (5-6)	897 20%	118 17%	105 19% d	161 16%	56 12%	341 19%	234 17%	579 22% ade	32 17%	27 11%	73 16%	140 16%	110 18%	137 16%	12 14%	9 17%	** **	
POSITIVE VIEW (7-10)	2451 56%	398 57%	310 56%	622 60%	313 65% ab	979 54%	738 54%	1490 57%	102 54%	157 64% eg	233 51%	498 56%	301 51%	523 60%	47 59%	32 59%	** **	
MOST NEGATIVE (1-2)	476 11%	97 14%	84 15%	131 13%	46 10%	218 12%	175 13%	264 10%	24 13%	20 8%	71 15% b	117 13%	79 13%	115 13%	8 10%	6 12%	** **	
MOST POSITIVE (9-10)	1025 23%	162 23%	154 28%	293 28%	139 29%	435 24%	356 26%	592 23%	41 22%	91 37% abcefg	121 26%	242 27% b	139 23%	240 28%	24 30%	18 33%	** **	
Answered	4135	673	537	988	451	1676	1257	2500	177	233	421	830	542	840	72	51	**	
Mean score	6.6	6.4	6.4	6.7	6.9 a	6.5	6.5	6.6	6.3	7.1 aceg	6.3	6.5	6.3	6.6	6.8	6.8	**	
Standard deviation	2.64	2.81	2.95	2.84	2.68	2.77	2.84	2.56	2.77	2.76	3.03	2.87	2.84	2.85	2.74	2.89	**	
Standard error	.04	.11	.12	.09	.14	.07	.08	.05	.21	.18	.15	.10	.12	.11	.27	.27	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 195

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5B. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that is impartial - not favouring one side over another"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	367	54	42	68	28	330	26	10	7	4	**	156	194	331	9	4	13
		8%	13% d	10%	15% d	7%	9% bde	4%	7%	3%	2%	**	10%	7%	8%	7%	4%	6%
2	(2.0)	109	10	8	11	7	100	6	3	2	-	**	47	57	98	4	3	7
		2%	2%	2%	2%	2%	3%	1%	2%	1%	-%	**	3%	2%	2%	3%	2%	3%
3	(3.0)	144	18	13	17	15	131	8	-	5	3	**	63	74	123	10	2	12
		3%	4%	3%	4%	3%	4% b	1%	-%	2%	1%	**	4%	3%	3%	9% a	2%	5%
4	(4.0)	168	14	20	18	16	141	20	5	8	5	**	59	97	144	10	9	19
		4%	3%	5%	4%	4%	4%	3%	4%	3%	2%	**	4%	4%	4%	8%	8%	8% a
5	(5.0)	462	36	42	40	39	377	73	19	22	22	**	194	245	413	12	19	31
		11%	9%	9%	9%	9%	10%	11%	14%	10%	12%	**	12% b	9%	10%	10%	17%	13%
6	(6.0)	435	31	28	23	35	338	74	22	18	28	**	157	254	385	12	12	24
		10%	7%	6%	5%	8%	9%	12%	16%	8%	15%	**	10%	10%	10%	10%	11%	10%
7	(7.0)	660	66	66	70	63	543	101	17	36	35	**	220	395	605	12	17	29
		15%	15%	15%	15%	15%	15%	16%	13%	16%	18%	**	14%	15%	15%	10%	15%	12%
8	(8.0)	766	64	87	79	72	602	145	16	59	53	**	232	488	715	17	12	29
		17%	15%	20%	17%	17%	17% ac	23% ac	12%	26% ac	28% ac	**	15%	19% a	18%	14%	10%	12%
9	(9.0)	465	49	45	47	47	388	65	11	28	22	**	140	312	428	6	18	25
		11%	11%	10%	10%	11%	11%	10%	8%	12%	11%	**	9%	12% a	11%	5%	16%	11%
10 - Extremely well	(10.0)	560	72	74	79	68	476	69	19	28	14	**	186	355	509	20	15	35
		13%	17%	17%	17%	16%	13%	11%	14%	12%	8%	**	12%	14%	13%	16%	13%	15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 195

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5B. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage that is impartial - not favouring one side over another"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	265 6%	13 3%	19 4%	4 1%	28 7%	210 6%	46 7%	14 10%	15 7%	7 4%	** **	115 7%	127 5%	231 6%	7 6%	3 3%	11 5%
NEGATIVE VIEW (1-4)	788	97	84	114	66	702	61	19	21	11	**	325	421	696	34	18	51
	18%	23%	19%	25% d	16%	19% bde	10%	14%	9%	6%	**	21% b	16%	17%	28%	16%	22%
NEUTRAL (5-6)	897	67	70	63	74	715	147	41	40	50	**	351	499	797	24	31	55
	20%	16%	16%	14%	18%	20%	23%	30% a	18%	26%	**	22%	19%	20%	20%	27%	24%
POSITIVE VIEW (7-10)	2451	251	273	274	250	2008	381	64	150	123	**	777	1549	2257	55	62	117
	56%	59%	61%	60%	60%	55%	60% c	46%	66% ac	65% c	**	50%	60% a	57%	46%	55%	50%
MOST NEGATIVE (1-2)	476	64	50	79	36	430	32	13	8	4	**	203	251	429	13	7	20
	11%	15% d	11%	17% d	9%	12% bde	5%	10% e	4%	2%	**	13% b	10%	11%	11%	6%	9%
MOST POSITIVE (9-10)	1025	121	119	125	115	864	134	30	56	36	**	326	667	937	26	33	59
	23%	28%	27%	28%	27%	24%	21%	22%	25%	19%	**	21%	26% a	24%	22%	29%	25%
Answered	4135	414	426	451	390	3425	588	123	211	184	**	1454	2470	3750	113	110	224
Mean score	6.6	6.5	6.7	6.4	6.9	6.5	7.0 a	6.5	7.2 a	7.1 a	**	6.3	6.8 a	6.6	6.2	6.7	6.4
Standard deviation	2.64	2.95	2.75	3.03	2.60	2.71	2.19	2.56	2.12	1.80	**	2.74	2.58	2.64	2.81	2.40	2.63
Standard error	.04	.16	.15	.17	.14	.05	.09	.24	.16	.14	**	.07	.05	.04	.28	.23	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 196

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5C. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the world"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	187	40	27	50	22	94	92	81	10	13	35	55	47	46	2	1	**
		4%	6%	5%	5%	5%	5%	7% b	3%	6%	5%	8% b	6% b	8% b	5%	3%	2%	**
2	(2.0)	42	6	4	6	3	16	8	30	-	-	3	5	3	4	1	1	**
		1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	*%	*%	1%	2%	**
3	(3.0)	94	20	6	18	12	41	36	50	6	8	19	27	14	14	3	1	**
		2%	3%	1%	2%	2%	2%	3%	2%	3%	3%	4% b	3%	2%	2%	3%	2%	**
4	(4.0)	119	18	14	27	13	48	36	66	4	6	15	24	22	23	1	3	**
		3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%	4%	3%	1%	6%	**
5	(5.0)	384	44	49	71	23	154	112	234	14	9	37	70	55	62	5	3	**
		9%	6%	9%	7%	5%	8%	8%	9% d	8%	4%	8%	8%	9%	7%	7%	6%	**
6	(6.0)	399	56	37	60	23	137	103	256	25	10	28	66	46	53	3	2	**
		9%	8%	7%	6%	5%	8%	8%	10% d	13% de	4%	6%	7%	8%	6%	4%	4%	**
7	(7.0)	636	108	78	142	64	239	165	394	30	35	50	115	60	120	10	8	**
		14%	15%	14%	14%	13%	13%	12%	15% g	16%	14%	11%	13%	10%	14%	12%	16%	**
8	(8.0)	887	142	109	201	92	341	235	560	31	35	78	145	116	176	9	9	**
		20%	20%	20%	19%	19%	19%	17%	21% af	16%	14%	17%	16%	19%	20%	11%	16%	**
9	(9.0)	652	103	81	168	88	269	201	411	22	39	48	115	94	135	19	10	**
		15%	15%	15%	16%	18%	15%	15%	16% e	12%	16%	10%	13%	16%	15%	23%	18%	**
10 - Extremely well	(10.0)	806	144	136	260	124	380	303	443	42	88	118	226	107	216	23	15	**
		18%	20%	24%	25%	26%	21%	22% b	17%	22%	36% abcfg	26% bg	26% bg	18%	25%	28%	27%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 196

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5C. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the world"?

Base : All respondents

	Total	AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	193 4%	23 3%	13 2%	29 3%	16 3%	101 6%	64 5%	99 4%	4 2%	4 2%	27 6%	35 4%	34 6%	22 3%	5 6%	1 2%	** **	
NEGATIVE VIEW (1-4)	443 10%	84 12%	52 9%	102 10%	50 10%	199 11%	172 13% b	227 9%	20 11%	27 11%	72 16% b	111 13% b	85 14% b	88 10%	7 8%	6 11%	** **	
NEUTRAL (5-6)	784 18%	100 14%	85 15%	132 13%	46 10%	291 16%	215 16% d	490 19% d	39 21% d	19 8%	65 14%	136 15% d	101 17% d	115 13%	8 10%	5 10%	** **	
POSITIVE VIEW (7-10)	2981 68%	496 71%	404 73%	771 75%	368 77%	1229 68%	904 67%	1808 69%	125 67%	196 80% abcefg	293 64%	601 68%	377 63%	647 74%	60 75%	42 77%	** **	
MOST NEGATIVE (1-2)	229 5%	46 7%	31 6%	56 5%	25 5%	110 6%	100 7% b	111 4%	10 6%	13 5%	37 8% b	60 7% b	49 8% b	50 6%	3 4%	2 4%	** **	
MOST POSITIVE (9-10)	1458 33%	247 35%	216 39%	428 41%	212 44% a	649 36%	504 37% b	854 33%	64 34%	126 51% abcefg	166 36%	342 39% b	200 34%	350 40%	42 52%	25 46%	** **	
Answered	4208	681	541	1005	464	1719	1291	2525	184	242	430	849	562	850	75	53	**	
Mean score	7.3	7.3	7.5	7.6	7.7	7.4	7.3	7.4	7.3	7.9 abefg	7.2	7.4	7.1	7.6	7.9	7.7	**	
Standard deviation	2.32	2.45	2.37	2.37	2.37	2.44	2.58	2.19	2.42	2.46	2.76	2.58	2.63	2.40	2.33	2.32	**	
Standard error	.04	.10	.10	.08	.12	.06	.07	.04	.18	.16	.13	.09	.11	.09	.23	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 196

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C5C. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the world"?

Base : All respondents

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	187 4%	26 6%	20 4%	30 7%	16 4%	168 5% b	13 2%	2 2%	4 2%	4 2%	** **	77 5%	99 4%	169 4%	5 4%	2 2%	7 3%
2	(2.0)	42 1%	3 1%	1 *%	4 1%	- -%	37 1%	3 *%	* *%	1 1%	1 *%	** **	13 1%	27 1%	37 1%	- -%	- -%	- -%
3	(3.0)	94 2%	8 2%	7 1%	12 3%	2 1%	82 2%	8 1%	1 1%	5 2%	1 1%	** **	44 3%	42 2%	81 2%	5 4%	3 2%	8 3%
4	(4.0)	119 3%	14 3%	9 2%	8 2%	15 4%	103 3%	9 1%	4 3%	- -%	2 1%	** **	43 3%	68 3%	104 3%	6 5%	- -%	6 3%
5	(5.0)	384 9%	29 7%	33 7%	32 7%	30 7%	301 8%	72 11%	22 16% a	23 10%	19 10%	** **	146 9%	215 8%	339 9%	12 10%	16 15%	29 12%
6	(6.0)	399 9%	26 6%	27 6%	26 6%	28 7%	298 8%	87 14% a	24 17% a	22 10%	35 19% a	** **	141 9%	238 9%	355 9%	8 7%	14 12%	22 10%
7	(7.0)	636 14%	55 13%	66 15%	60 13%	61 15%	502 14%	108 17%	22 16%	30 13%	38 20%	** **	214 14%	381 15%	565 14%	23 19%	17 15%	39 17%
8	(8.0)	887 20%	80 19%	96 21%	89 20%	87 21%	735 20%	128 20%	21 15%	54 24%	36 19%	** **	334 21%	501 19%	815 20%	21 17%	21 19%	42 18%
9	(9.0)	652 15%	77 18%	58 13%	77 17%	58 14%	569 16% bc	69 11%	7 5%	30 13%	21 11%	** **	204 13%	424 16% a	604 15%	17 14%	17 15%	34 14%
10 - Extremely well	(10.0)	806 18%	98 23%	117 26%	114 25%	101 24%	682 19%	110 17%	28 20%	47 21%	27 14%	** **	264 17%	514 20%	745 19%	18 15%	21 19%	39 17%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 196

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5C. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the world"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	193 4%	10 2%	12 3%	2 1%	20 5% c	159 4%	28 4%	5 4%	8 4%	6 3%	** **	89 6% b	87 3%	166 4%	6 5%	1 1%	7 3%
NEGATIVE VIEW (1-4)	443 10%	50 12%	37 8%	55 12%	33 8%	390 11% be	33 5%	8 6%	11 5%	7 4%	** **	177 11%	236 9%	391 10%	16 13%	5 5%	21 9%
NEUTRAL (5-6)	784 18%	56 13%	60 13%	58 13%	57 14%	599 16%	158 25% a	46 33% a	45 20%	55 29% a	** **	287 18%	454 17%	694 17%	20 17%	31 27%	51 22%
POSITIVE VIEW (7-10)	2981 68%	310 73%	337 76%	339 75%	307 74%	2487 68%	415 65%	78 57%	162 71%	122 64%	** **	1016 65%	1820 70% a	2730 69%	78 65%	77 67%	155 66%
MOST NEGATIVE (1-2)	229 5%	29 7%	21 5%	35 8%	16 4%	205 6% b	16 2%	2 2%	6 3%	4 2%	** **	90 6%	126 5%	206 5%	5 4%	2 2%	7 3%
MOST POSITIVE (9-10)	1458 33%	175 41%	175 39%	191 42%	159 38%	1250 34% b	179 28%	35 25%	77 34%	48 25%	** **	468 30%	938 36% a	1350 34%	34 29%	39 34%	73 31%
Answered	4208	416	433	452	398	3477	606	132	218	185	**	1480	2510	3815	114	112	227
Mean score	7.3	7.5	7.7	7.5	7.7	7.3	7.4	7.1	7.6	7.3	**	7.2	7.4 a	7.4	7.1	7.4	7.2
Standard deviation	2.32	2.49	2.30	2.55	2.20	2.37	2.01	2.05	2.04	1.88	**	2.38	2.27	2.31	2.33	2.06	2.20
Standard error	.04	.14	.12	.14	.12	.04	.09	.18	.15	.15	**	.06	.05	.04	.23	.20	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 197

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5D. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the UK"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	183	41	27	46	19	94	93	72	9	11	37	58	48	42	3	1	**
		4%	6%	5%	4%	4%	5%	7% b	3%	5%	5%	8% b	7% b	8% b	5%	4%	2%	**
2	(2.0)	58	9	6	12	6	18	25	26	4	3	10	16	15	9	2	1	**
		1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	3% b	1%	2%	2%	**
3	(3.0)	94	15	9	17	8	42	29	54	5	3	16	20	13	15	1	1	**
		2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	3%	2%	2%	2%	1%	2%	**
4	(4.0)	96	16	11	19	8	43	35	52	5	7	12	21	17	15	1	2	**
		2%	2%	2%	2%	2%	2%	3%	2%	3%	3%	3%	2%	3%	2%	1%	4%	**
5	(5.0)	363	48	42	66	24	142	99	221	11	13	36	69	47	54	6	5	**
		8%	7%	8%	6%	5%	8%	7%	8%	6%	5%	8%	8%	8%	6%	7%	9%	**
6	(6.0)	386	49	44	67	22	139	92	261	18	15	22	57	47	63	1	1	**
		9%	7%	8%	6%	5%	8%	7%	10% aef	10%	6%	5%	6%	8%	7%	1%	2%	**
7	(7.0)	633	106	71	133	63	245	174	390	32	28	58	120	70	112	11	8	**
		14%	15%	13%	13%	13%	13%	13%	15%	17%	11%	13%	14%	12%	13%	13%	15%	**
8	(8.0)	951	151	117	227	111	369	262	595	34	39	83	166	118	194	14	11	**
		22%	21%	21%	22%	23%	20%	19%	23%	18%	16%	18%	19%	20%	22%	18%	20%	**
9	(9.0)	634	106	85	170	85	266	184	407	21	30	61	111	69	140	16	8	**
		14%	15%	15%	16%	18%	15%	14%	16%	11%	12%	13%	13%	11%	16%	19%	14%	**
10 - Extremely well	(10.0)	812	141	130	251	121	368	303	443	45	90	100	215	121	208	22	15	**
		18%	20%	23%	24%	25%	20%	22% b	17%	24%	37% abcefg	22%	24% b	20%	24%	27%	28%	**
Don't know		192	22	13	27	13	94	58	103	4	5	24	31	33	20	5	1	**
		4%	3%	2%	3%	3%	5%	4%	4%	2%	2%	5%	4%	6%	2%	6%	2%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C5D. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the UK"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	430	82	53	94	41	197	183	204	23	25	75	115	93	81	6	5	**	
	10%	12%	10%	9%	9%	11%	13% b	8%	12%	10%	16% b	13% b	16% b	9%	8%	10%	**	
NEUTRAL (5-6)	748	97	86	132	46	281	191	482	29	28	58	126	93	117	7	6	**	
	17%	14%	16%	13%	10%	15%	14%	18% ae	15%	11%	13%	14%	16%	13%	9%	10%	**	
POSITIVE VIEW (7-10)	3029	504	402	781	379	1248	923	1835	132	188	301	611	377	654	62	42	**	
	69%	72%	72%	76%	79%	69%	68%	70% g	70%	76% eg	66%	69%	63%	75%	77%	78%	**	
MOST NEGATIVE (1-2)	240	50	33	58	25	112	118	98	13	15	46	73	63	51	4	2	**	
	5%	7%	6%	6%	5%	6%	9% b	4%	7%	6%	10% b	8% b	11% b	6%	6%	4%	**	
MOST POSITIVE (9-10)	1446	247	215	421	206	634	487	850	66	121	161	326	189	348	37	23	**	
	33%	35%	39%	41%	43%	35%	36%	32%	35%	49% abcefg	35%	37%	32%	40%	46%	42%	**	
Answered	4208	682	541	1008	466	1726	1297	2521	184	241	433	853	563	852	75	53	**	
Mean score	7.4	7.4	7.5	7.7	7.8	7.4	7.3	7.4	7.3	7.9	7.1	7.3	7.0	7.6	7.9	7.7	**	
				a				eg		abefg								
Standard deviation	2.31	2.45	2.38	2.33	2.27	2.42	2.62	2.13	2.47	2.47	2.77	2.61	2.72	2.35	2.33	2.30	**	
Standard error	.04	.10	.10	.07	.11	.06	.07	.04	.18	.16	.13	.09	.11	.09	.23	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5D. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the UK"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	183 4%	25 6%	17 4%	30 7%	12 3%	167 5% b	11 2%	3 2%	3 1%	4 2%	** **	84 5% b	90 3%	166 4%	5 4%	2 2%	7 3%
2	(2.0)	58 1%	7 2%	2 *%	5 1%	5 1%	53 1%	2 *%	1 1%	* *%	1 *%	** **	15 1%	40 2%	53 1%	1 1%	* *%	2 1%
3	(3.0)	94 2%	9 2%	6 1%	10 2%	5 1%	80 2%	8 1%	4 3%	3 2%	- -%	** **	42 3%	42 2%	79 2%	5 4%	- -%	5 2%
4	(4.0)	96 2%	6 2%	9 2%	8 2%	7 2%	86 2%	6 1%	2 1%	4 2%	1 *%	** **	43 3%	48 2%	86 2%	5 4%	1 1%	6 3%
5	(5.0)	363 8%	22 5%	32 7%	29 6%	25 6%	289 8%	58 9%	14 10%	20 9%	14 7%	** **	137 9%	202 8%	318 8%	12 10%	12 11%	24 10%
6	(6.0)	386 9%	31 7%	31 7%	27 6%	35 8%	292 8%	77 12% a	19 14%	19 8%	32 17% a	** **	139 9%	222 9%	340 9%	14 12%	15 14%	29 13%
7	(7.0)	633 14%	58 14%	54 12%	52 11%	60 14%	502 14%	111 18%	27 19%	28 12%	42 22% a	** **	215 14%	381 15%	579 15%	13 11%	8 7%	22 9%
8	(8.0)	951 22%	83 19%	112 25%	96 21%	98 24%	776 21%	150 24%	22 16%	69 31% ac	43 23%	** **	336 21%	562 22%	876 22%	25 21%	23 20%	47 20%
9	(9.0)	634 14%	76 18%	64 14%	88 19%	52 12%	545 15%	79 13%	15 11%	32 14%	21 11%	** **	213 14%	393 15%	586 15%	10 9%	25 22%	36 15%
10 - Extremely well	(10.0)	812 18%	99 23%	109 25%	107 24%	101 24%	690 19%	101 16%	25 18%	38 17%	25 13%	** **	261 17%	525 20% a	732 18%	25 21%	24 22%	50 21%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 197

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5D. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in the UK"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	192 4%	9 2%	11 2%	2 1%	17 4% c	154 4%	31 5%	6 4%	10 4%	7 4%	** **	85 5% b	91 3%	165 4%	5 4%	1 1%	6 3%
NEGATIVE VIEW (1-4)	430 10%	48 11%	33 7%	52 12%	29 7%	386 11% bde	27 4%	10 7%	10 5%	5 3%	** **	184 12% b	220 8%	384 10%	16 13%	4 3%	20 8%
NEUTRAL (5-6)	748 17%	53 12%	64 14%	56 12%	61 15%	582 16%	135 21% a	33 24%	39 17%	46 24% a	** **	276 18%	424 16%	658 17%	26 21%	28 24%	53 23%
POSITIVE VIEW (7-10)	3029 69%	316 74%	338 76%	343 76%	311 74%	2514 69%	441 70%	88 64%	167 74%	132 69%	** **	1025 65%	1862 72% a	2773 70%	74 61%	81 71%	155 66%
MOST NEGATIVE (1-2)	240 5%	32 8%	19 4%	35 8%	17 4%	219 6% bd	13 2%	4 3%	3 1%	4 2%	** **	99 6%	131 5%	219 6%	6 5%	3 2%	8 4%
MOST POSITIVE (9-10)	1446 33%	175 41%	173 39%	195 43%	153 37%	1236 34%	180 28%	40 29%	70 31%	46 24%	** **	474 30%	919 35% a	1318 33%	36 30%	50 44%	86 37%
Answered	4208	417	435	452	400	3481	603	131	216	184	**	1484	2506	3816	115	112	228
Mean score	7.4	7.5	7.7	7.5	7.7	7.4	7.5	7.3	7.7	7.4	**	7.2	7.5 a	7.4	7.1	7.8	7.5
Standard deviation	2.31	2.49	2.20	2.51	2.15	2.37	1.90	2.11	1.85	1.77	**	2.41	2.25	2.30	2.43	2.00	2.25
Standard error	.04	.14	.12	.14	.12	.04	.08	.19	.13	.14	**	.06	.05	.04	.24	.19	.15

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 198

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5E. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in my local area"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	296	61	49	77	29	155	137	136	16	14	60	88	73	67	6	3	**
		7%	9%	9%	7%	6%	9%	10% b	5%	8%	6%	13% bd	10% b	12% bd	8%	7%	5%	**
2	(2.0)	137	26	18	33	15	60	41	84	7	8	13	28	20	26	4	3	**
		3%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	5%	6%	**
3	(3.0)	192	33	29	48	19	89	58	117	8	9	20	36	26	43	2	3	**
		4%	5%	5%	5%	4%	5%	4%	4%	4%	4%	4%	4%	4%	5%	2%	6%	**
4	(4.0)	228	34	25	50	25	99	79	127	11	9	27	49	36	40	4	4	**
		5%	5%	4%	5%	5%	5%	6%	5%	6%	3%	6%	6%	6%	5%	5%	8%	**
5	(5.0)	476	60	52	84	31	177	128	300	19	17	40	73	69	67	10	6	**
		11%	8%	9%	8%	7%	10%	9%	11%	10%	7%	9%	8%	12%	8%	12%	10%	**
6	(6.0)	491	60	55	103	48	176	118	322	17	22	25	65	70	92	7	3	**
		11%	8%	10%	10%	10%	10%	9%	12% aef	9%	9%	5%	7%	12% ef	11%	9%	5%	**
7	(7.0)	655	120	78	147	69	237	192	401	35	33	75	139	60	122	13	8	**
		15%	17%	14%	14%	14%	13%	14%	15% g	19% g	13%	16% g	16% g	10%	14%	16%	15%	**
8	(8.0)	710	123	93	173	81	281	202	448	26	37	53	131	83	146	13	8	**
		16%	18%	17%	17%	17%	15%	15%	17% e	14%	15%	12%	15%	14%	17%	16%	15%	**
9	(9.0)	473	68	65	130	65	186	134	287	12	32	42	88	46	109	10	5	**
		11%	10%	12%	13%	13%	10%	10%	11%	7%	13%	9%	10%	8%	12%	13%	9%	**
10 - Extremely well	(10.0)	483	85	65	141	76	224	174	266	26	55	70	137	66	123	4	10	**
		11%	12%	12%	14%	16%	12%	13%	10%	14%	22% abg	15% b	16% b	11%	14%	5%	18% b	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 198

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5E. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in my local area"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	258 6%	35 5%	27 5%	49 5%	22 5%	137 8%	91 7%	135 5%	10 5%	10 4%	32 7%	50 6%	47 8%	38 4%	8 10%	2 3%	** **	
NEGATIVE VIEW (1-4)	852 19%	154 22%	120 22%	208 20%	87 18%	403 22%	315 23% b	465 18%	42 22%	40 16%	120 26% bd	201 23% b	155 26% bd	176 20%	15 19%	13 25%	** **	
NEUTRAL (5-6)	967 22%	119 17%	107 19%	187 18%	80 17%	352 19%	246 18% adef	622 24%	37 20%	39 16%	65 14%	138 16%	139 23% ef	159 18%	17 21%	8 15%	** **	
POSITIVE VIEW (7-10)	2322 53%	396 56%	300 54%	591 57%	290 61%	928 51%	703 52% g	1401 53% g	99 53%	158 64% abeg	240 53% g	495 56% g	256 43%	499 57%	40 50%	31 57%	** **	
MOST NEGATIVE (1-2)	433 10%	87 12%	67 12%	110 11%	43 9%	215 12%	178 13% b	220 8%	23 12%	22 9%	72 16% b	116 13% b	93 16% b	93 11%	10 12%	6 11%	** **	
MOST POSITIVE (9-10)	957 22%	153 22%	130 23%	271 26%	141 29% a	410 23%	308 23%	553 21%	38 20%	88 36% abcefg	112 25%	225 26% g	112 19%	232 27%	15 18%	14 26%	** **	
Answered	4142	670	528	985	457	1683	1264	2488	178	236	425	834	549	834	73	52	**	
Mean score	6.5	6.4	6.4	6.6	6.9	6.4	6.3	6.5 g	6.3	7.1 abcefg	6.2	6.5 g	5.9	6.6	6.3	6.5	**	
Standard deviation	2.57	2.71	2.72	2.68	2.61	2.74	2.80	2.45	2.70	2.67	2.99	2.84	2.85	2.69	2.55	2.78	**	
Standard error	.04	.11	.11	.09	.13	.07	.08	.05	.20	.17	.14	.10	.12	.10	.25	.25	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 198

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5E. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in my local area"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	296	43	24	49	18	262	26	9	4	9	**	135	145	267	9	5	14
		7%	10%	5%	11%	4%	7%	4%	6%	2%	4%	**	9%	6%	7%	7%	4%	6%
			d		bd		bd						b					
2	(2.0)	137	11	14	15	10	122	11	4	2	-	**	70	60	123	7	2	9
		3%	3%	3%	3%	2%	3%	2%	3%	1%	-%	**	4%	2%	3%	6%	1%	4%
													b					
3	(3.0)	192	24	19	20	23	166	16	7	5	5	**	84	98	166	8	6	14
		4%	6%	4%	4%	6%	5%	3%	5%	2%	3%	**	5%	4%	4%	7%	5%	6%
4	(4.0)	228	18	22	20	20	202	23	5	10	7	**	96	117	203	7	8	15
		5%	4%	5%	4%	5%	6%	4%	4%	4%	4%	**	6%	5%	5%	6%	7%	6%
5	(5.0)	476	37	30	29	37	384	73	13	24	26	**	193	245	417	16	17	33
		11%	9%	7%	6%	9%	11%	11%	9%	10%	13%	**	12%	9%	10%	13%	15%	14%
													b					
6	(6.0)	491	38	54	58	34	379	89	17	31	33	**	165	296	449	11	11	23
		11%	9%	12%	13%	8%	10%	14%	12%	14%	18%	**	11%	11%	11%	9%	10%	10%
											a							
7	(7.0)	655	63	58	64	58	521	110	27	34	37	**	213	410	597	14	22	36
		15%	15%	13%	14%	14%	14%	17%	20%	15%	20%	**	14%	16%	15%	12%	19%	15%
8	(8.0)	710	69	77	69	77	590	108	20	42	30	**	229	443	657	16	14	30
		16%	16%	17%	15%	18%	16%	17%	14%	19%	16%	**	15%	17%	17%	13%	13%	13%
9	(9.0)	473	59	50	52	57	379	86	11	43	24	**	121	336	437	8	15	24
		11%	14%	11%	11%	14%	10%	14%	8%	19%	13%	**	8%	13%	11%	7%	13%	10%
										ac			a					
10 - Extremely well	(10.0)	483	48	75	65	58	413	59	17	21	15	**	141	329	440	13	13	26
		11%	11%	17%	14%	14%	11%	9%	12%	9%	8%	**	9%	13%	11%	11%	11%	11%
													a					

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 198

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C5E. PERFORMANCE AGAINST PURPOSE 1 SUB-STATEMENT 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 provides: "News coverage of what is going on in my local area"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	258 6%	16 4%	22 5%	13 3%	25 6%	218 6%	34 5%	8 6%	12 5%	5 2%	** **	121 8% b	118 5%	224 6%	10 9%	1 1%	11 5%
NEGATIVE VIEW (1-4)	852 19%	96 23%	80 18%	105 23%	71 17%	752 21% bde	76 12%	25 18%	20 9%	21 11%	** **	386 25% b	420 16%	759 19%	31 26%	20 18%	52 22%
NEUTRAL (5-6)	967 22%	75 18%	84 19%	88 19%	71 17%	763 21%	162 26%	30 22%	54 24%	59 31% a	** **	359 23%	541 21%	866 22%	27 23%	28 25%	55 24%
POSITIVE VIEW (7-10)	2322 53%	239 56%	260 58%	249 55%	250 60%	1902 52%	362 57%	74 54%	140 62%	106 56%	** **	704 45%	1517 58% a	2132 54%	51 43%	64 56%	116 49%
MOST NEGATIVE (1-2)	433 10%	54 13% d	38 9%	65 14% d	28 7%	384 11% bd	37 6%	13 9%	6 3%	9 4%	** **	205 13% b	205 8%	389 10%	16 14%	6 6%	23 10%
MOST POSITIVE (9-10)	957 22%	107 25%	125 28%	116 26%	115 28%	792 22%	145 23%	28 20%	63 28%	39 20%	** **	262 17%	665 26% a	878 22%	22 18%	28 25%	50 21%
Answered	4142	410	424	441	393	3418	600	129	214	186	**	1448	2479	3757	110	113	223
Mean score	6.5	6.4	6.8	6.4	6.9	6.4	6.8 a	6.5	7.1 a	6.7	**	6.0	6.8 a	6.5	6.0	6.6	6.3
Standard deviation	2.57	2.77	2.59	2.83	2.50	2.62	2.24	2.53	2.02	2.12	**	2.67	2.48	2.56	2.75	2.37	2.58
Standard error	.04	.15	.14	.16	.14	.04	.10	.23	.15	.16	**	.07	.05	.04	.28	.22	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 199

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6A. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Explores issues and ideas that people may not have come across before"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	184 4%	42 6%	29 5%	41 4%	12 3%	92 5%	94 7% b	72 3%	12 6% b	10 4%	37 8% b	61 7% b	50 8% b	37 4%	3 4%	* 1%	** **
2	(2.0)	77 2%	10 1%	13 2%	18 2%	5 1%	38 2%	23 2%	52 2%	2 1%	2 1%	13 3%	18 2%	7 1%	14 2%	2 3%	2 3%	** **
3	(3.0)	139 3%	22 3%	14 2%	26 2%	12 3%	55 3%	47 3%	81 3%	5 3%	5 2%	20 4%	26 3%	25 4%	20 2%	3 3%	2 4%	** **
4	(4.0)	194 4%	35 5%	29 5%	44 4%	15 3%	84 5%	66 5%	109 4%	12 7%	10 4%	25 5%	48 5%	28 5%	33 4%	5 7%	4 7%	** **
5	(5.0)	456 10%	70 10%	56 10%	105 10%	49 10%	187 10%	136 10%	272 10%	20 11%	21 8%	50 11%	95 11%	60 10%	86 10%	9 11%	7 13%	** **
6	(6.0)	579 13%	80 11%	72 13%	117 11%	44 9%	222 12%	147 11%	377 14% aef	27 15% e	31 13%	31 7%	83 9%	71 12%	102 12%	9 11%	4 7%	** **
7	(7.0)	776 18%	132 19%	91 16%	171 17%	80 17%	295 16%	200 15%	507 19% aef	27 14%	43 18%	48 10%	125 14%	87 15%	148 17%	9 11%	10 19%	** **
8	(8.0)	722 16%	109 16%	95 17%	180 17%	85 18%	270 15%	205 15%	460 18%	27 14%	37 15%	72 16%	132 15%	83 14%	152 17%	14 18%	10 19%	** **
9	(9.0)	391 9%	67 9%	38 7%	82 8%	44 9%	129 7%	137 10%	213 8%	15 8%	18 7%	43 9%	89 10%	61 10%	68 8%	5 6%	4 8%	** **
10 - Extremely well	(10.0)	426 10%	64 9%	61 11%	113 11%	52 11%	186 10%	148 11%	235 9%	21 11%	42 17% bg	53 12%	109 12% b	58 10%	93 11%	9 11%	6 11%	** **
Don't know		456 10%	74 10%	57 10%	138 13%	80 17% ab	263 14%	153 11%	246 9%	19 10%	27 11%	67 15% b	98 11%	67 11%	119 14%	12 15%	4 8%	** **

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 199

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6A. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Explores issues and ideas that people may not have come across before"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	594	109	84	128	45	268	229	313	31	28	94	153	109	105	13	8	**	
	14%	15%	15%	12%	9%	15%	17%	12%	17%	11%	21%	17%	18%	12%	16%	16%	**	
		d					b				bd	b	b					
NEUTRAL (5-6)	1035	149	129	222	93	409	283	649	47	52	81	178	131	188	18	11	**	
	24%	21%	23%	21%	19%	22%	21%	25%	25%	21%	18%	20%	22%	22%	23%	20%	**	
							e											
POSITIVE VIEW (7-10)	2315	372	285	546	261	880	690	1415	90	140	215	455	290	461	37	31	**	
	53%	53%	51%	53%	54%	48%	51%	54%	48%	57%	47%	52%	49%	53%	46%	56%	**	
MOST NEGATIVE (1-2)	261	52	42	59	17	129	117	124	14	13	50	79	57	51	5	2	**	
	6%	7%	8%	6%	4%	7%	9%	5%	8%	5%	11%	9%	10%	6%	6%	4%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	817	131	99	195	97	316	285	448	35	60	96	198	120	161	14	10	**	
	19%	19%	18%	19%	20%	17%	21%	17%	19%	24%	21%	22%	20%	18%	18%	19%	**	
							b					b						
Answered	3944	630	497	896	399	1557	1201	2377	168	220	390	786	530	753	69	50	**	
Mean score	6.7	6.6	6.6	6.8	7.0	6.5	6.5	6.7	6.5	7.0	6.4	6.6	6.4	6.8	6.6	6.7	**	
					a			eg		eg								
Standard deviation	2.28	2.39	2.39	2.30	2.17	2.40	2.55	2.14	2.46	2.34	2.76	2.59	2.60	2.30	2.43	2.21	**	
Standard error	.04	.10	.10	.08	.12	.06	.07	.04	.19	.16	.14	.09	.11	.09	.25	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 199

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6A. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Explores issues and ideas that people may not have come across before"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	184 4%	24 6%	13 3%	27 6%	10 2%	165 5%	13 2%	5 4%	5 2%	3 1%	** **	78 5%	98 4%	162 4%	9 7%	3 3%	12 5%
2	(2.0)	77 2%	11 3%	2 1%	11 2%	3 1%	68 2%	7 1%	1 1%	2 1%	4 2%	** **	28 2%	48 2%	72 2%	2 1%	1 1%	3 1%
3	(3.0)	139 3%	7 2%	14 3%	11 2%	9 2%	117 3%	17 3%	9 6%	4 2%	2 1%	** **	73 5% b	58 2%	118 3%	8 7%	6 6%	15 6%
4	(4.0)	194 4%	20 5%	13 3%	21 5%	13 3%	163 4%	22 4%	2 2%	7 3%	6 3%	** **	86 5% b	93 4%	170 4%	5 4%	7 6%	12 5%
5	(5.0)	456 10%	39 9%	47 11%	39 9%	47 11%	386 11%	53 8%	12 9%	20 9%	12 6%	** **	177 11%	254 10%	414 10%	11 10%	11 10%	23 10%
6	(6.0)	579 13%	52 12%	49 11%	52 11%	50 12%	446 12%	105 17% a	24 17%	23 10%	45 24% ad	** **	194 12%	352 14%	516 13% c	13 11%	20 17%	33 14%
7	(7.0)	776 18%	71 17%	77 17%	79 17%	69 17%	612 17%	142 22% a	26 19%	52 23%	45 24%	** **	268 17%	467 18%	712 18%	21 17%	22 20%	43 18%
8	(8.0)	722 16%	85 20%	66 15%	83 18%	69 17%	612 17%	99 16%	18 13%	42 19%	31 16%	** **	241 15%	451 17%	670 17% c	19 16%	7 6%	27 11%
9	(9.0)	391 9%	35 8%	34 8%	29 6%	39 9%	313 9%	72 11%	9 7%	37 16% a	20 10%	** **	119 8%	261 10%	360 9%	10 8%	12 10%	21 9%
10 - Extremely well	(10.0)	426 10%	37 9%	56 13%	50 11%	43 10%	349 10%	62 10%	21 15%	19 9%	15 8%	** **	123 8%	286 11% a	379 10%	15 12%	18 16%	33 14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	456	46	73	53	66	404	42	10	15	8	**	184	229	410	9	5	14
	10%	11%	16%	12%	16%	11%	7%	8%	6%	4%	**	12%	9%	10%	7%	4%	6%
						be						b					
NEGATIVE VIEW (1-4)	594	62	43	70	35	513	59	17	19	14	**	264	297	520	23	18	41
	14%	14%	10%	15%	8%	14%	9%	12%	8%	7%	**	17%	11%	13%	19%	16%	17%
				d		b						b					
NEUTRAL (5-6)	1035	91	96	91	97	833	158	36	43	57	**	371	606	930	24	31	56
	24%	21%	22%	20%	23%	23%	25%	26%	19%	30%	**	24%	23%	23%	20%	27%	24%
POSITIVE VIEW (7-10)	2315	227	233	240	220	1886	375	74	150	112	**	750	1465	2120	64	60	124
	53%	53%	52%	53%	53%	52%	59%	54%	66%	59%	**	48%	56%	53%	53%	52%	53%
						a			a			a					
MOST NEGATIVE (1-2)	261	35	16	38	13	233	20	6	7	6	**	106	146	233	10	4	14
	6%	8%	4%	8%	3%	6%	3%	4%	3%	3%	**	7%	6%	6%	8%	4%	6%
		d		bd		b											
MOST POSITIVE (9-10)	817	71	90	79	82	662	134	31	56	35	**	242	547	739	24	30	54
	19%	17%	20%	17%	20%	18%	21%	22%	25%	18%	**	15%	21%	19%	20%	26%	23%
							a		a			a					
Answered	3944	380	373	402	352	3232	593	127	212	183	**	1385	2368	3571	112	109	220
Mean score	6.7	6.6	6.9	6.6	7.0	6.6	6.9	6.8	7.1	6.9	**	6.4	6.8	6.7	6.5	6.7	6.6
							a		a			a					
Standard deviation	2.28	2.37	2.22	2.45	2.09	2.33	2.01	2.32	1.98	1.83	**	2.35	2.24	2.27	2.58	2.33	2.46
Standard error	.04	.14	.13	.14	.12	.04	.09	.21	.15	.14	**	.06	.05	.04	.26	.22	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 200

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C6B. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Inspires people to try new activities, hobbies or interests"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	226	48	38	60	22	123	109	95	13	12	53	75	52	51	5	2	**
		5%	7%	7%	6%	5%	7%	8% b	4%	7%	5%	12% bd	9% b	9% b	6%	7%	4%	**
2	(2.0)	89	21	10	12	1	31	28	54	5	4	7	19	16	11	1	-	**
		2%	3% d	2%	1%	*%	2%	2%	2%	3%	2%	2%	2%	3%	1%	1%	-%	**
3	(3.0)	145	17	18	38	20	70	51	86	14	7	23	37	20	29	5	3	**
		3%	2%	3%	4%	4%	4%	4%	3%	7% b	3%	5%	4%	3%	3%	6%	6%	**
4	(4.0)	200	42	35	50	16	94	70	118	8	9	22	42	31	41	5	3	**
		5%	6%	6%	5%	3%	5%	5%	5%	4%	4%	5%	5%	5%	5%	6%	6%	**
5	(5.0)	530	72	69	127	57	223	154	328	21	25	50	93	79	107	11	6	**
		12%	10%	13%	12%	12%	12%	11%	13%	11%	10%	11%	11%	13%	12%	14%	10%	**
6	(6.0)	595	88	67	105	38	201	167	366	19	33	45	103	77	94	5	4	**
		14%	12%	12%	10%	8%	11%	12%	14%	10%	13%	10%	12%	13%	11%	7%	7%	**
7	(7.0)	747	114	90	170	79	291	202	478	31	28	65	128	83	141	12	13	**
		17%	16%	16%	16%	17%	16%	15%	18%	17%	12%	14%	15%	14%	16%	14%	24%	**
8	(8.0)	711	125	90	183	93	277	187	446	30	37	54	123	74	150	18	8	**
		16%	18%	16%	18%	19%	15%	14%	17%	16%	15%	12%	14%	12%	17%	22%	16%	**
9	(9.0)	365	55	37	79	42	127	125	213	10	25	33	78	53	67	5	2	**
		8%	8%	7%	8%	9%	7%	9%	8%	6%	10%	7%	9%	9%	8%	6%	4%	**
10 - Extremely well	(10.0)	370	54	47	93	46	156	128	199	20	38	51	99	50	80	5	5	**
		8%	8%	8%	9%	10%	9%	9%	8%	11%	16% abg	11%	11% b	8%	9%	6%	9%	**
Don't know		423	67	53	118	65	227	135	239	15	28	54	86	61	100	8	7	**
		10%	10%	10%	11%	14%	12%	10%	9%	8%	11%	12%	10%	10%	11%	11%	13%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
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Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	659	129	101	159	58	318	258	354	40	32	106	173	119	131	16	9	**	
	15%	18%	18%	15%	12%	17%	19% b	13%	22% b	13%	23% bd	20% b	20% b	15%	20%	17%	**	
NEUTRAL (5-6)	1125	160	136	232	96	423	321	694	41	58	95	196	156	201	17	10	**	
	26%	23%	25%	22%	20%	23%	24%	26%	22%	23%	21%	22%	26%	23%	21%	18%	**	
POSITIVE VIEW (7-10)	2193	348	264	525	261	851	641	1336	92	129	203	428	260	439	39	28	**	
	50%	49%	48%	51%	54%	47%	47%	51% g	49%	52%	44%	48%	44%	50%	49%	52%	**	
MOST NEGATIVE (1-2)	315	69	48	71	23	155	138	149	18	16	60	94	68	62	6	2	**	
	7%	10% d	9%	7%	5%	8%	10% b	6%	10%	6%	13% b	11% b	11% b	7%	8%	4%	**	
MOST POSITIVE (9-10)	735	109	84	172	88	283	253	412	30	63	84	177	104	147	10	7	**	
	17%	16%	15%	17%	18%	16%	19%	16%	16%	26% b	18%	20% b	17%	17%	12%	13%	**	
Answered	3978	637	502	916	415	1593	1220	2384	173	219	403	797	536	772	72	47	**	
Mean score	6.5	6.3	6.3	6.5	6.8 ab	6.3	6.3	6.5 aeg	6.2	6.9 aefg	6.0	6.3	6.1	6.5	6.2	6.4	**	
Standard deviation	2.33	2.46	2.44	2.39	2.30	2.47	2.58	2.20	2.58	2.48	2.81	2.65	2.59	2.39	2.45	2.30	**	
Standard error	.04	.10	.10	.08	.12	.06	.07	.05	.20	.17	.14	.09	.11	.10	.24	.22	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	226	34	17	36	15	207	14	6	4	3	**	102	117	206	5	4	9
		5%	8%	4%	8%	3%	6% b	2%	4%	2%	1%	**	7%	5%	5%	4%	4%	4%
2	(2.0)	89	11	-	7	4	79	9	5	*	2	**	51	37	73	6	5	11
		2%	2% b	-%	1%	1%	2%	1%	4%	4%	1%	1%	**	3% b	1%	2%	5%	4%
3	(3.0)	145	13	16	16	13	125	15	7	5	3	**	73	60	128	8	4	12
		3%	3%	4%	4%	3%	3%	2%	5%	2%	2%	**	5% b	2%	3%	7%	4%	5%
4	(4.0)	200	17	24	23	18	183	13	2	3	5	**	86	105	176	9	5	14
		5%	4%	5%	5%	4%	5% b	2%	2%	1%	3%	**	5%	4%	4%	8%	4%	6%
5	(5.0)	530	44	63	54	53	440	66	16	22	19	**	197	304	481	20	9	29
		12%	10%	14%	12%	13%	12%	10%	12%	10%	10%	**	13%	12%	12%	17%	8%	13%
6	(6.0)	595	49	45	64	31	485	87	24	20	24	**	207	347	529	15	18	33
		14%	12%	10%	14% d	7%	13%	14%	18%	9%	13%	**	13%	13%	13%	12%	16%	14%
7	(7.0)	747	70	71	73	68	586	136	20	53	48	**	264	442	694	12	20	32
		17%	16%	16%	16%	16%	16%	22% a	14%	23%	25% a	**	17%	17%	17%	10%	18%	14%
8	(8.0)	711	80	70	67	83	585	111	19	46	40	**	205	469	653	17	17	34
		16%	19%	16%	15%	20%	16%	17%	13%	20%	21%	**	13%	18% a	16%	14%	15%	15%
9	(9.0)	365	34	33	28	39	288	72	9	34	25	**	103	257	330	9	12	21
		8%	8%	7%	6%	9%	8%	11% a	7%	15% a	13%	**	7%	10% a	8%	7%	11%	9%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
10 - Extremely well	(10.0)	370	36	44	40	40	296	61	15	21	15	**	113	240	336	9	17	26
		8%	8%	10%	9%	10%	8%	10%	11%	9%	8%	**	7%	9%	8%	8%	15%	11%
Don't know		423	41	59	45	55	362	51	14	19	7	**	168	219	375	10	2	12
		10%	10%	13%	10%	13%	10% e	8%	10%	9%	4%	**	11%	8%	9%	8%	2%	5%
NEGATIVE VIEW (1-4)		659	73	58	82	49	593	51	21	12	13	**	312	319	583	28	18	47
		15%	17%	13%	18%	12%	16% bde	8%	15% d	5%	7%	**	20% b	12%	15%	24%	16%	20%
NEUTRAL (5-6)		1125	93	109	118	84	925	152	41	42	43	**	404	650	1010	35	28	63
		26%	22%	24%	26%	20%	25%	24%	30%	19%	23%	**	26%	25%	25%	29%	24%	27%
POSITIVE VIEW (7-10)		2193	220	219	209	230	1754	381	62	153	128	**	686	1408	2013	47	65	113
		50%	52%	49%	46%	55%	48%	60% ac	45%	67% ac	67% ac	**	44%	54% a	51%	39%	58%	48%
MOST NEGATIVE (1-2)		315	44	17	43	18	286	23	12	4	5	**	153	153	279	11	9	20
		7%	10% bd	4%	9% bd	4%	8% bd	4%	8%	2%	2%	**	10% b	6%	7%	9%	8%	9%
MOST POSITIVE (9-10)		735	70	78	68	79	584	133	24	54	40	**	216	497	666	18	29	47
		17%	16%	17%	15%	19%	16%	21% a	18%	24% a	21%	**	14%	19% a	17%	15%	25%	20%
Answered		3978	386	386	409	363	3273	584	124	207	184	**	1401	2377	3606	111	111	222
Mean score		6.5	6.4	6.6	6.2	6.8	6.4	7.0 ac	6.4	7.3 ac	7.1 ac	**	6.1	6.7 a	6.5	6.0	6.8	6.4
Standard deviation		2.33	2.52	2.25	2.49	2.24	2.38	2.02	2.43	1.87	1.83	**	2.45	2.25	2.32	2.45	2.42	2.46

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6B. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Inspires people to try new activities, hobbies or interests"?

Base : All respondents

	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB	
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN		BISEXUAL
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Standard error	.04	.14	.13	.14	.13	.04	.09	.22	.14	.14	**	.06	.05	.04	.25	.23	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 201

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6C. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports younger children with their learning"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	154	34	23	30	8	79	75	59	8	7	32	47	38	27	2	1	**
		3%	5%	4%	3%	2%	4%	6% b	2%	4%	3%	7% b	5% b	6% b	3%	3%	1%	**
2	(2.0)	49	10	4	10	6	24	23	23	3	3	13	19	13	8	1	-	**
		1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	3% b	2% b	2%	1%	1%	-%	**
3	(3.0)	97	10	16	18	3	42	38	56	6	5	8	21	18	15	1	2	**
		2%	1%	3%	2%	1%	2%	3%	2%	3%	2%	2%	2%	3%	2%	2%	3%	**
4	(4.0)	131	14	20	34	13	60	38	76	10	7	16	27	22	28	2	2	**
		3%	2%	4%	3%	3%	3%	3%	3%	5%	3%	3%	3%	4%	3%	3%	4%	**
5	(5.0)	382	65	37	62	25	127	103	245	11	16	32	59	50	50	6	6	**
		9%	9%	7%	6%	5%	7%	8%	9%	6%	6%	7%	7%	8%	6%	8%	10%	**
6	(6.0)	458	76	64	86	23	185	104	310	16	15	30	63	42	75	6	5	**
		10%	11% d	11% d	8%	5%	10%	8%	12% aefg	8%	6%	7%	7%	7%	9%	7%	9%	**
7	(7.0)	628	102	59	112	53	224	177	404	25	28	32	92	106	97	6	5	**
		14%	14%	11%	11%	11%	12%	13% e	15% ef	13%	12%	7%	10%	18% ef	11%	7%	9%	**
8	(8.0)	754	108	78	150	71	247	204	463	31	34	71	143	85	128	7	9	**
		17%	15%	14%	14%	15%	14%	15%	18%	16%	14%	15%	16%	14%	15%	9%	17%	**
9	(9.0)	462	77	54	111	57	179	133	281	19	26	40	85	55	94	9	3	**
		10%	11%	10%	11%	12%	10%	10%	11%	10%	11%	9%	10%	9%	11%	12%	6%	**
10 - Extremely well	(10.0)	531	69	80	132	52	218	178	312	23	44	48	125	71	114	7	7	**
		12%	10%	14%	13%	11%	12%	13%	12%	12%	18%	11%	14%	12%	13%	8%	13%	**
Don't know		755	139	120	289	169	434	282	392	36	61	135	204	97	236	33	16	**
		17%	20%	22%	28% a	35% ab	24%	21% b	15%	19%	25% bg	30% abg	23% bg	16%	27%	41% a	29%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 201

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C6C. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports younger children with their learning"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	431	68	62	92	30	205	174	215	27	22	69	113	90	79	7	4	**	
	10%	10%	11%	9%	6%	11%	13% b	8%	15% b	9%	15% b	13% b	15% b	9%	8%	8%	**	
NEUTRAL (5-6)	840	141	101	148	48	312	207	555	27	31	62	122	92	124	12	10	**	
	19%	20% cd	18% d	14%	10%	17%	15%	21% adefg	14%	13%	14%	14%	15%	14%	15%	19%	**	
POSITIVE VIEW (7-10)	2375	356	271	504	234	869	691	1461	97	132	191	445	317	433	29	24	**	
	54%	51%	49%	49%	49%	48%	51% e	56% e	52%	53% e	42%	50% e	53% e	50%	36%	44%	**	
MOST NEGATIVE (1-2)	203	44	27	41	14	103	98	83	11	10	44	65	50	36	3	1	**	
	5%	6%	5%	4%	3%	6%	7% b	3%	6%	4%	10% b	7% b	8% b	4%	4%	1%	**	
MOST POSITIVE (9-10)	993	146	134	243	109	398	311	594	42	70	88	209	126	208	16	10	**	
	23%	21%	24%	23%	23%	22%	23%	23%	22%	28%	19%	24%	21%	24%	20%	19%	**	
Answered	3646	565	434	745	311	1386	1073	2231	152	185	322	680	499	636	48	39	**	
Mean score	7.0	6.9	7.0	7.2	7.5 ab	6.9	6.9	7.1 aeg	6.9	7.4 aeg	6.6	7.0	6.7	7.2	7.0	7.1	**	
Standard deviation	2.27	2.35	2.44	2.33	2.14	2.44	2.57	2.11	2.48	2.40	2.79	2.61	2.57	2.33	2.44	2.20	**	
Standard error	.04	.10	.11	.08	.13	.06	.08	.04	.20	.17	.15	.10	.11	.10	.30	.23	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 201

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C6C. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports younger children with their learning"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	154	21	6	23	4	138	10	4	2	4	**	79	70	131	8	3	12
		3%	5% d	1%	5% bd	1%	4%	2%	3%	1%	2%	**	5% b	3%	3%	7%	3%	5%
2	(2.0)	49	4	5	4	4	37	8	3	3	2	**	19	27	43	3	2	5
		1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	**	1%	1%	1%	2%	2%	2%
3	(3.0)	97	4	11	3	13	79	16	5	4	6	**	40	55	89	4	4	8
		2%	1%	2%	1%	3%	2%	3%	4%	2%	3%	**	3%	2%	2%	4%	3%	3%
4	(4.0)	131	18	10	14	14	112	15	7	5	1	**	49	70	114	6	6	12
		3%	4%	2%	3%	3%	3%	2%	5%	2%	1%	**	3%	3%	3%	5%	5%	5%
5	(5.0)	382	18	32	24	26	309	58	13	16	18	**	138	225	341	14	8	22
		9%	4%	7%	5%	6%	8%	9%	9%	7%	9%	**	9%	9%	9%	12%	7%	10%
6	(6.0)	458	37	37	44	31	360	81	20	19	34	**	156	280	418	12	14	26
		10%	9%	8%	10%	7%	10%	13%	14%	9%	18% a	**	10%	11%	10%	10%	13%	11%
7	(7.0)	628	54	43	44	53	484	118	22	48	37	**	224	367	572	17	17	35
		14%	13%	10%	10%	13%	13%	19% a	16%	21% a	19%	**	14%	14%	14%	14%	15%	15%
8	(8.0)	754	54	74	61	66	617	120	17	44	43	**	232	482	689	18	16	34
		17%	13%	17%	13%	16%	17%	19%	12%	19%	23%	**	15%	19% a	17%	15%	14%	14%
9	(9.0)	462	52	42	58	36	393	65	12	28	18	**	160	284	426	11	12	23
		10%	12%	9%	13%	9%	11%	10%	8%	13%	9%	**	10%	11%	11%	9%	11%	10%
10 - Extremely well	(10.0)	531	51	63	62	51	439	80	22	26	20	**	196	321	474	15	26	41
		12%	12%	14%	14%	12%	12%	13%	16%	12%	10%	**	12%	12%	12%	13%	22% a	18%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 201

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C6C. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports younger children with their learning"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	755 17%	114 27%	122 27%	117 26%	119 28%	667 18% be	64 10%	14 10%	31 14% e	8 4%	** **	275 18%	415 16%	685 17% cd	12 10%	5 4%	17 7%
NEGATIVE VIEW (1-4)	431 10%	47 11%	32 7%	44 10%	34 8%	366 10%	50 8%	18 13%	14 6%	12 7%	** **	188 12% b	223 9%	378 9%	21 17%	15 14%	36 15% a
NEUTRAL (5-6)	840 19%	55 13%	69 16%	68 15%	57 14%	669 18%	139 22%	33 24%	35 16%	52 27% ad	** **	294 19%	505 19%	758 19%	26 22%	22 20%	49 21%
POSITIVE VIEW (7-10)	2375 54%	211 50%	222 50%	226 50%	207 50%	1933 53%	382 60% a	73 53%	146 64% a	118 62%	** **	812 52%	1454 56%	2160 54%	61 51%	71 62%	132 56%
MOST NEGATIVE (1-2)	203 5%	25 6% d	11 2%	28 6% d	8 2%	175 5%	19 3%	7 5%	4 2%	5 3%	** **	98 6% b	98 4%	174 4%	11 9%	6 5%	17 7%
MOST POSITIVE (9-10)	993 23%	103 24%	105 24%	121 27%	88 21%	832 23%	144 23%	34 24%	55 24%	38 20%	** **	356 23%	605 23%	899 23%	26 22%	38 33%	64 27%
Answered	3646	313	323	338	299	2968	571	123	195	183	**	1294	2181	3296	108	109	217
Mean score	7.0	7.1	7.3	7.2	7.3	7.0	7.1	6.9	7.4	7.1	**	6.9	7.1 a	7.0	6.5	7.2	6.9
Standard deviation	2.27	2.47	2.19	2.50	2.13	2.31	2.04	2.36	1.89	1.93	**	2.44	2.18	2.25	2.60	2.42	2.53
Standard error	.04	.16	.14	.16	.13	.04	.09	.22	.14	.15	**	.07	.05	.04	.27	.24	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 202

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C6D. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports teenagers with their learning"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	186	39	27	39	12	95	89	79	12	12	36	58	49	36	2	1	**
		4%	5%	5%	4%	3%	5%	7% b	3%	6%	5%	8% b	7% b	8% b	4%	3%	1%	**
2	(2.0)	69	12	5	10	6	27	29	35	3	4	12	17	16	8	1	*	**
		2%	2%	1%	1%	1%	1%	2%	1%	2%	2%	3%	2%	3%	1%	2%	1%	**
3	(3.0)	107	15	17	23	6	45	30	65	6	4	14	22	17	17	2	3	**
		2%	2%	3%	2%	1%	2%	2%	2%	3%	2%	3%	2%	3%	2%	3%	5%	**
4	(4.0)	152	18	24	37	12	70	48	90	9	7	12	28	26	27	6	3	**
		3%	3%	4%	4%	3%	4%	4%	3%	5%	3%	3%	3%	4%	3%	7%	6%	**
5	(5.0)	427	65	49	85	35	160	110	267	16	20	38	70	52	69	6	9	**
		10%	9%	9%	8%	7%	9%	8%	10%	8%	8%	8%	8%	9%	8%	8%	17% a	**
6	(6.0)	457	70	52	74	22	168	116	304	18	14	26	61	60	67	4	2	**
		10%	10% d	9% d	7%	5%	9%	9%	12% aef	10%	6%	6%	7%	10%	8%	5%	3%	**
7	(7.0)	602	91	65	114	50	225	163	379	22	33	35	93	85	103	7	2	**
		14%	13%	12%	11%	10%	12%	12%	14% ef	12%	13%	8%	10%	14% e	12% c	8%	3%	**
8	(8.0)	687	106	73	131	58	209	177	444	27	30	55	122	72	111	8	6	**
		16%	15%	13%	13%	12%	11%	13%	17% ag	15%	12%	12%	14%	12%	13%	10%	12%	**
9	(9.0)	360	54	40	81	41	134	116	218	15	23	35	80	40	67	6	3	**
		8%	8%	7%	8%	9%	7%	9%	8%	8%	9%	8%	9%	7%	8%	8%	6%	**
10 - Extremely well	(10.0)	428	60	48	91	43	168	137	245	21	32	42	93	63	77	5	5	**
		10%	8%	9%	9%	9%	9%	10%	9%	11%	13%	9%	10%	10%	9%	6%	10%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 202

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C6D. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports teenagers with their learning"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	925	175	155	349	194	519	338	497	38	68	152	241	117	289	33	20	**	
	21%	25%	28%	34%	40%	29%	25%	19%	20%	27%	33%	27%	20%	33%	41%	37%	**	
				a	ab		b			b	abcg	bg						
NEGATIVE VIEW (1-4)	514	83	73	109	37	237	198	268	30	27	73	124	108	88	11	7	**	
	12%	12%	13%	11%	8%	13%	15%	10%	16%	11%	16%	14%	18%	10%	14%	13%	**	
							b				b	b	b					
NEUTRAL (5-6)	884	135	101	158	57	328	226	572	34	34	64	131	112	136	10	11	**	
	20%	19%	18%	15%	12%	18%	17%	22%	18%	14%	14%	15%	19%	16%	12%	20%	**	
		d						adef										
POSITIVE VIEW (7-10)	2077	311	225	417	192	736	593	1286	86	118	167	388	260	359	26	17	**	
	47%	44%	41%	40%	40%	40%	44%	49%	46%	48%	37%	44%	44%	41%	32%	31%	**	
								ae		e								
MOST NEGATIVE (1-2)	255	51	32	50	18	122	119	114	15	16	48	75	65	44	4	1	**	
	6%	7%	6%	5%	4%	7%	9%	4%	8%	7%	10%	8%	11%	5%	5%	2%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	788	114	88	172	84	302	253	463	36	55	77	173	102	144	11	9	**	
	18%	16%	16%	17%	18%	17%	19%	18%	19%	22%	17%	20%	17%	17%	14%	16%	**	
Answered	3475	529	399	685	286	1301	1016	2126	150	179	305	643	480	582	47	34	**	
Mean score	6.7	6.6	6.6	6.8	7.0	6.5	6.5	6.8	6.6	6.9	6.3	6.6	6.3	6.8	6.4	6.5	**	
					ab			aeg		eg								
Standard deviation	2.36	2.46	2.46	2.42	2.35	2.52	2.64	2.21	2.60	2.56	2.87	2.69	2.70	2.42	2.51	2.47	**	
Standard error	.04	.11	.12	.09	.15	.07	.08	.05	.21	.19	.16	.10	.12	.11	.31	.28	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C6D. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports teenagers with their learning"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	186	27	9	28	8	166	15	8	3	4	**	92	89	161	10	6	16
		4%	6% bd	2%	6% bd	2%	5%	2%	6%	1%	2%	**	6% b	3%	4%	8%	5%	7%
2	(2.0)	69	2	6	4	4	59	6	2	1	3	**	27	38	59	3	2	5
		2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	**	2%	1%	1%	2%	2%
3	(3.0)	107	7	10	7	10	90	12	4	4	3	**	43	62	92	7	4	11
		2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	**	3%	2%	2%	6%	3%	4%
4	(4.0)	152	16	11	13	14	130	19	6	5	2	**	68	71	133	10	5	15
		3%	4%	3%	3%	3%	4%	3%	5%	2%	1%	**	4%	3%	3%	8%	4%	6%
5	(5.0)	427	27	42	38	30	361	51	8	15	16	**	168	236	378	16	10	26
		10%	6%	9%	8%	7%	10%	8%	6%	7%	8%	**	11%	9%	10%	13%	9%	11%
6	(6.0)	457	39	29	31	36	345	95	20	32	36	**	145	286	415	12	15	27
		10%	9%	6%	7%	9%	9%	15% a	15%	14%	19% a	**	9%	11%	10%	10%	13%	12%
7	(7.0)	602	60	43	62	41	474	107	24	33	36	**	201	370	543	15	17	32
		14%	14%	10%	14%	10%	13%	17%	18%	15%	19%	**	13%	14%	14%	13%	15%	14%
8	(8.0)	687	53	58	51	61	544	122	21	55	35	**	215	434	635	15	19	33
		16%	12%	13%	11%	14%	15%	19%	15%	25% a	18%	**	14%	17%	16%	12%	16%	14%
9	(9.0)	360	37	30	35	32	295	61	13	23	21	**	125	227	335	7	9	15
		8%	9%	7%	8%	8%	8%	10%	10%	10%	11%	**	8%	9%	8%	6%	7%	7%
10 - Extremely well	(10.0)	428	34	43	42	36	348	66	13	18	24	**	142	271	389	11	21	31
		10%	8%	10%	9%	9%	10%	10%	10%	8%	12%	**	9%	10%	10%	9%	18% a	13%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C6D. PERFORMANCE AGAINST PURPOSE 2 SUB-STATEMENT 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: "Supports teenagers with their learning"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	925 21%	125 29%	165 37%	143 32%	146 35%	823 23% be	80 13%	19 14%	37 16% e	11 6%	** **	343 22%	514 20%	841 21% cd	15 13%	7 6%	22 9%
NEGATIVE VIEW (1-4)	514 12%	52 12%	36 8%	52 11%	36 9%	446 12% d	53 8%	19 14%	13 6%	12 6%	** **	231 15% b	260 10%	445 11%	29 24% a	17 15%	46 20% a
NEUTRAL (5-6)	884 20%	66 15%	70 16%	69 15%	67 16%	705 19%	146 23%	28 20%	46 20%	53 28%	** **	312 20%	522 20%	793 20%	28 23%	26 23%	54 23%
POSITIVE VIEW (7-10)	2077 47%	184 43%	174 39%	189 42%	169 40%	1662 46%	355 56% a	71 52%	130 57% a	115 61% a	** **	683 44%	1301 50% a	1902 48%	48 40%	64 57%	113 48%
MOST NEGATIVE (1-2)	255 6%	29 7%	15 3%	32 7%	12 3%	225 6%	22 3%	9 7%	4 2%	6 3%	** **	120 8% b	127 5%	220 6%	13 11%	8 7%	21 9%
MOST POSITIVE (9-10)	788 18%	71 17%	73 16%	77 17%	67 16%	644 18%	127 20%	27 19%	41 18%	45 23%	** **	267 17%	497 19%	724 18%	18 15%	29 26%	47 20%
Answered	3475	302	281	311	272	2813	554	118	189	180	**	1227	2083	3140	105	107	212
Mean score	6.7	6.6	6.9	6.6	6.9	6.7	7.0 a	6.7	7.2 a	7.1	**	6.5	6.9 a	6.8 b	5.9	6.9	6.4
Standard deviation	2.36	2.51	2.31	2.57	2.22	2.42	2.06	2.38	1.83	1.98	**	2.52	2.27	2.34	2.63	2.50	2.60
Standard error	.04	.16	.15	.17	.14	.05	.09	.22	.14	.16	**	.07	.05	.04	.27	.25	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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C7A. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides a broad mix of content"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	171	37	27	39	12	93	84	70	9	9	32	52	39	35	3	1	**
		4%	5%	5%	4%	3%	5%	6% b	3%	5%	4%	7% b	6% b	7% b	4%	4%	2%	**
2	(2.0)	56	9	7	9	2	22	22	29	1	-	9	15	9	8	1	-	**
		1%	1%	1%	1%	*%	1%	2%	1%	1%	-%	2%	2%	1%	1%	1%	-%	**
3	(3.0)	111	15	13	25	12	51	39	65	3	3	19	24	23	19	3	3	**
		3%	2%	2%	2%	2%	3%	3%	2%	2%	1%	4%	3%	4%	2%	4%	6%	**
4	(4.0)	156	26	15	26	11	64	65	71	19	6	23	47	29	21	2	2	**
		4%	4%	3%	3%	2%	4%	5% b	3%	10% abd	3%	5%	5% b	5%	2%	2%	3%	**
5	(5.0)	373	67	37	72	35	141	118	219	14	13	35	70	64	60	6	4	**
		8%	9%	7%	7%	7%	8%	9%	8%	8%	5%	8%	8%	11%	7%	7%	8%	**
6	(6.0)	506	73	57	97	40	197	128	327	29	21	39	84	54	85	6	5	**
		12%	10%	10%	9%	8%	11%	9%	12% a	16%	9%	9%	9%	9%	10%	7%	9%	**
7	(7.0)	759	113	82	161	79	278	192	485	28	47	55	125	82	141	9	8	**
		17%	16%	15%	16%	16%	15%	14%	18% aef	15%	19%	12%	14%	14%	16%	11%	14%	**
8	(8.0)	899	153	128	226	98	359	247	574	26	45	74	153	100	190	19	11	**
		20%	22%	23%	22%	20%	20%	18%	22% f	14%	18%	16%	17%	17%	22%	23%	21%	**
9	(9.0)	525	84	66	141	75	219	153	327	21	29	56	107	58	118	11	6	**
		12%	12%	12%	14%	16%	12%	11%	12%	11%	12%	12%	12%	10%	13%	13%	12%	**
10 - Extremely well	(10.0)	649	109	101	200	99	295	241	359	29	62	85	167	101	163	18	14	**
		15%	15%	18%	19%	21%	16%	18% b	14%	16%	25% b	19%	19% b	17%	19%	22%	25%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	196	18	21	38	17	102	66	96	8	11	28	41	38	32	5	*	**	
	4%	3%	4%	4%	4%	6%	5%	4%	4%	4%	6%	5%	6%	4%	6%	1%	**	
													b					
NEGATIVE VIEW (1-4)	494	88	62	99	37	230	210	236	32	19	83	137	100	83	8	6	**	
	11%	12%	11%	10%	8%	13%	16%	9%	17%	8%	18%	16%	17%	10%	10%	11%	**	
							bd		bd		bd	bd	bd					
NEUTRAL (5-6)	879	139	94	169	75	337	246	547	43	34	75	154	118	145	12	9	**	
	20%	20%	17%	16%	16%	19%	18%	21%	23%	14%	16%	17%	20%	17%	14%	17%	**	
POSITIVE VIEW (7-10)	2831	459	378	728	350	1150	833	1745	104	182	271	551	341	611	56	39	**	
	64%	65%	68%	70%	73%	63%	61%	67%	55%	74%	59%	62%	57%	70%	70%	72%	**	
								aceg		acefg								
MOST NEGATIVE (1-2)	227	46	34	48	14	115	106	99	11	9	41	67	48	43	4	1	**	
	5%	7%	6%	5%	3%	6%	8%	4%	6%	4%	9%	8%	8%	5%	4%	2%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	1174	193	168	341	174	514	394	685	50	91	141	274	159	280	29	20	**	
	27%	27%	30%	33%	36%	28%	29%	26%	27%	37%	31%	31%	27%	32%	36%	37%	**	
					a					bg								
Answered	4204	686	534	996	463	1718	1289	2527	179	235	429	843	559	840	76	54	**	
Mean score	7.1	7.0	7.3	7.4	7.6	7.1	7.0	7.2	6.8	7.6	6.9	7.0	6.8	7.4	7.5	7.5	**	
				a	a			aeg		abcefg								
Standard deviation	2.26	2.37	2.36	2.26	2.13	2.40	2.56	2.10	2.41	2.21	2.71	2.55	2.61	2.26	2.36	2.24	**	
Standard error	.03	.09	.10	.07	.11	.06	.07	.04	.18	.14	.13	.09	.11	.09	.23	.20	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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C7A. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides a broad mix of content"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	171	25	10	27	8	157	10	4	1	5	**	80	84	149	6	6	12
		4%	6% d	2%	6% d	2%	4% b	2%	3%	1%	2%	**	5% b	3%	4%	5%	5%	5%
2	(2.0)	56	3	5	4	4	43	8	4	1	2	**	22	31	52	-	*	*
		1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	**	1%	1%	1%	-%	1%	1%
3	(3.0)	111	12	7	12	7	100	11	2	5	2	**	53	56	95	1	7	8
		3%	3%	2%	3%	2%	3%	2%	1%	2%	1%	**	3%	2%	2%	1%	6%	3%
4	(4.0)	156	6	15	6	16	135	14	3	4	6	**	67	80	137	8	3	11
		4%	1%	3%	1%	4%	4%	2%	2%	2%	3%	**	4%	3%	3%	7%	3%	5%
5	(5.0)	373	23	37	25	35	302	58	15	19	15	**	137	214	323	21	12	33
		8%	5%	8%	6%	8%	8%	9%	11%	8%	8%	**	9%	8%	8%	18% a	10%	14% a
6	(6.0)	506	42	44	37	48	396	88	19	18	37	**	172	306	466	9	8	17
		12%	10%	10%	8%	12%	11%	14%	14%	8%	19% ad	**	11%	12%	12%	7%	7%	7%
7	(7.0)	759	64	77	74	68	616	116	25	46	31	**	280	422	698	13	20	33
		17%	15%	17%	16%	16%	17%	18%	19%	20%	16%	**	18%	16%	18%	11%	18%	14%
8	(8.0)	899	106	83	118	71	748	132	22	55	39	**	296	556	829	18	19	37
		20%	25%	19%	26% d	17%	21%	21%	16%	25%	20%	**	19%	21%	21%	15%	16%	16%
9	(9.0)	525	59	58	63	55	436	81	15	34	26	**	175	338	478	18	18	37
		12%	14%	13%	14%	13%	12%	13%	11%	15%	14%	**	11%	13%	12%	15%	16%	16%
10 - Extremely well	(10.0)	649	72	91	81	81	543	88	22	36	22	**	207	416	588	18	17	35
		15%	17%	20%	18%	19%	15%	14%	16%	16%	12%	**	13%	16%	15%	15%	15%	15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 203

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7A. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides a broad mix of content"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	196 4%	15 3%	17 4%	6 1%	25 6% c	160 4%	28 4%	6 5%	8 3%	6 3%	** **	81 5%	95 4%	164 4%	7 5%	4 3%	11 5%
NEGATIVE VIEW (1-4)	494 11%	46 11%	38 8%	49 11%	34 8%	435 12% bd	43 7%	13 9%	11 5%	15 8%	** **	221 14% b	250 10%	434 11%	16 13%	15 14%	31 13%
NEUTRAL (5-6)	879 20%	65 15%	81 18%	62 14%	83 20%	697 19%	147 23%	34 25%	37 16%	52 27%	** **	309 20%	520 20%	790 20%	30 25%	20 18%	50 22%
POSITIVE VIEW (7-10)	2831 64%	301 71%	310 70%	337 74%	275 66%	2343 64%	417 66%	85 62%	171 75% ae	118 62%	** **	958 61%	1732 67% a	2593 65%	68 56%	74 65%	142 61%
MOST NEGATIVE (1-2)	227 5%	27 6%	16 3%	31 7%	12 3%	200 6% d	18 3%	8 6%	2 1%	7 4%	** **	101 6% b	115 4%	202 5%	6 5%	6 5%	12 5%
MOST POSITIVE (9-10)	1174 27%	131 31%	150 34%	145 32%	136 33%	979 27%	169 27%	37 27%	70 31%	49 25%	** **	382 24%	754 29% a	1066 27%	36 30%	36 31%	72 31%
Answered	4204	412	428	448	392	3475	606	131	218	185	**	1488	2502	3817	114	110	224
Mean score	7.1	7.3	7.5	7.3	7.4	7.1	7.3	7.1	7.6 a	7.1	**	6.9	7.3 a	7.1	6.9	7.0	7.0
Standard deviation	2.26	2.36	2.16	2.37	2.13	2.31	1.98	2.25	1.80	2.01	**	2.38	2.20	2.24	2.43	2.43	2.43
Standard error	.03	.13	.12	.13	.12	.04	.09	.20	.13	.16	**	.06	.04	.04	.24	.24	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 204

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7B. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Appeals to a wide range of different audiences"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
Total		55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	181	39	29	42	13	95	93	71	9	12	37	59	47	37	2	1	**
		4%	6%	5%	4%	3%	5%	7% b	3%	5%	5%	8% b	7% b	8% b	4%	3%	2%	**
2	(2.0)	69	10	8	12	4	26	31	31	3	1	10	18	16	11	1	1	**
		2%	1%	1%	1%	1%	1%	2%	1%	1%	*%	2%	2%	3%	1%	1%	1%	**
3	(3.0)	127	27	15	30	15	65	43	71	3	1	22	29	17	23	4	2	**
		3%	4%	3%	3%	3%	4%	3%	3%	2%	*%	5% d	3%	3%	3%	5%	4%	**
4	(4.0)	126	11	13	20	7	52	45	69	11	9	16	29	23	14	3	1	**
		3%	2%	2%	2%	1%	3%	3%	3%	6%	4%	4%	3%	4%	2%	3%	2%	**
5	(5.0)	404	71	41	80	38	169	122	239	24	15	41	74	56	69	6	4	**
		9%	10%	7%	8%	8%	9%	9%	9%	13%	6%	9%	8%	9%	8%	7%	8%	**
6	(6.0)	523	71	56	96	39	188	125	340	20	24	37	78	61	83	8	3	**
		12%	10%	10%	9%	8%	10%	9%	13% aef	10%	10%	8%	9%	10%	10%	10%	6%	**
7	(7.0)	743	119	87	148	61	266	205	459	39	34	57	124	93	127	10	8	**
		17%	17%	16%	14%	13%	15%	15%	18%	21%	14%	12%	14%	16%	15%	12%	16%	**
8	(8.0)	896	150	122	229	107	354	251	562	29	55	73	167	94	196	12	14	**
		20%	21%	22%	22%	22%	19%	19%	21% g	15%	22%	16%	19%	16%	22%	16%	25%	**
9	(9.0)	475	69	54	135	81	198	145	294	14	27	50	94	59	114	12	5	**
		11%	10%	10%	13%	17% ab	11%	11%	11%	7%	11%	11%	11%	10%	13%	15%	9%	**
10 - Extremely well	(10.0)	619	104	100	178	78	279	220	358	28	57	76	159	95	143	16	12	**
		14%	15%	18%	17%	16%	15%	16%	14%	15%	23% b	17%	18% b	16%	16%	20%	22%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 204

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7B. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Appeals to a wide range of different audiences"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	238	33	30	65	35	129	75	130	8	11	39	52	34	55	6	3	**	
	5%	5%	5%	6%	7%	7%	6%	5%	4%	5%	9%	6%	6%	6%	8%	5%	**	
											b							
NEGATIVE VIEW (1-4)	503	87	64	103	39	237	212	241	26	23	84	135	103	85	9	5	**	
	11%	12%	12%	10%	8%	13%	16%	9%	14%	9%	18%	15%	17%	10%	12%	10%	**	
							b				bd	b	bd					
NEUTRAL (5-6)	926	142	98	175	78	357	247	579	43	39	78	152	117	152	14	7	**	
	21%	20%	18%	17%	16%	20%	18%	22%	23%	16%	17%	17%	20%	17%	17%	13%	**	
							f											
POSITIVE VIEW (7-10)	2733	443	363	690	328	1096	821	1673	110	173	256	544	342	580	51	39	**	
	62%	63%	65%	67%	68%	60%	61%	64%	59%	70%	56%	62%	57%	67%	63%	72%	**	
							eg			aeg								
MOST NEGATIVE (1-2)	249	49	37	54	17	121	124	102	12	13	47	77	63	48	3	2	**	
	6%	7%	7%	5%	4%	7%	9%	4%	6%	5%	10%	9%	11%	6%	4%	3%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	1094	173	154	313	160	476	365	651	42	84	126	254	155	257	29	17	**	
	25%	25%	28%	30%	33%	26%	27%	25%	23%	34%	28%	29%	26%	29%	36%	31%	**	
					a					b								
Answered	4162	671	525	969	444	1691	1280	2493	180	235	418	832	562	817	74	51	**	
Mean score	7.0	6.9	7.2	7.3	7.5	7.0	6.9	7.1	6.8	7.5	6.7	7.0	6.7	7.3	7.4	7.5	**	
				a	a			aeg		acefg								
Standard deviation	2.29	2.41	2.41	2.31	2.17	2.44	2.60	2.13	2.36	2.32	2.76	2.61	2.67	2.31	2.38	2.26	**	
Standard error	.04	.10	.10	.07	.11	.06	.07	.04	.18	.15	.13	.09	.11	.09	.23	.21	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 204

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7B. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Appeals to a wide range of different audiences"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	181 4%	25 6%	13 3%	28 6% d	9 2%	165 5% bd	11 2%	5 4%	* *%	4 2%	** **	87 6% b	88 3%	161 4%	5 4%	3 3%	8 4%
2	(2.0)	69 2%	4 1%	6 1%	5 1%	6 1%	64 2%	3 *%	- -%	* *%	2 1%	** **	26 2%	41 2%	65 2%	- -%	1 1%	1 1%
3	(3.0)	127 3%	11 3%	12 3%	12 3%	11 3%	108 3%	15 2%	6 5%	6 3%	3 1%	** **	56 4%	66 3%	110 3%	7 6%	2 2%	9 4%
4	(4.0)	126 3%	7 2%	7 2%	6 1%	8 2%	99 3%	23 4%	5 4%	7 3%	7 4%	** **	52 3%	67 3%	101 3%	6 5%	10 9% a	16 7% a
5	(5.0)	404 9%	25 6%	44 10%	30 7%	39 9%	315 9%	74 12%	12 9%	21 9%	26 14%	** **	155 10%	225 9%	366 9%	16 13%	6 6%	22 9%
6	(6.0)	523 12%	42 10%	41 9%	36 8%	47 11%	405 11%	100 16% a	36 26% abd	27 12%	29 15%	** **	177 11%	308 12%	468 12%	17 14%	15 13%	31 13%
7	(7.0)	743 17%	65 15%	63 14%	76 17%	52 12%	629 17%	85 13%	14 10%	30 13%	28 15%	** **	284 18%	412 16%	679 17%	13 11%	24 21%	37 16%
8	(8.0)	896 20%	102 24%	94 21%	111 24%	85 20%	742 20%	131 21%	15 11%	57 25% c	44 23%	** **	296 19%	550 21%	839 21%	19 16%	13 12%	32 14%
9	(9.0)	475 11%	57 13%	57 13%	63 14%	51 12%	392 11%	77 12%	11 8%	40 18% a	23 12%	** **	143 9%	319 12% a	442 11%	11 9%	11 10%	22 9%
10 - Extremely well	(10.0)	619 14%	60 14%	83 19%	64 14%	78 19%	516 14%	87 14%	27 20%	29 13%	18 10%	** **	197 13%	400 15%	554 14%	20 17%	23 20%	43 18%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.
Table 204

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7B. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Appeals to a wide range of different audiences"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	238	29	26	24	31	201	30	6	9	7	**	97	121	197	8	4	12
	5%	7%	6%	5%	7%	6%	5%	4%	4%	4%	**	6%	5%	5%	7%	4%	5%
NEGATIVE VIEW (1-4)	503	47	38	52	33	435	51	17	14	15	**	221	261	437	18	17	34
	11%	11%	9%	11%	8%	12%	8%	12%	6%	8%	**	14% b	10%	11%	15%	15%	15%
NEUTRAL (5-6)	926	68	84	65	87	720	174	48	48	55	**	332	534	834	33	21	53
	21%	16%	19%	14%	21%	20%	27% a	35% a	21%	29% a	**	21%	21%	21%	27%	18%	23%
POSITIVE VIEW (7-10)	2733	283	297	314	266	2279	380	67	155	113	**	919	1681	2514	62	72	134
	62%	66%	67%	69%	64%	63% c	60%	49%	69% c	59%	**	59%	65% a	63%	52%	63%	57%
MOST NEGATIVE (1-2)	249	29	19	33	15	229	13	5	1	6	**	113	129	226	5	5	10
	6%	7%	4%	7%	4%	6% bd	2%	4%	*%	3%	**	7% b	5%	6%	4%	4%	4%
MOST POSITIVE (9-10)	1094	116	140	127	130	908	164	38	69	41	**	339	719	996	31	34	65
	25%	27%	32%	28%	31%	25%	26%	28%	30%	22%	**	22%	28% a	25%	26%	30%	28%
Answered	4162	398	419	431	386	3434	605	132	218	183	**	1472	2476	3784	112	109	222
Mean score	7.0	7.2	7.4	7.2	7.4	7.0	7.2	6.9	7.5 a	7.0	**	6.8	7.2 a	7.0	6.8	7.1	7.0
Standard deviation	2.29	2.37	2.24	2.40	2.19	2.34	2.04	2.35	1.84	1.98	**	2.40	2.24	2.28	2.42	2.31	2.37
Standard error	.04	.13	.12	.13	.12	.04	.09	.21	.13	.15	**	.06	.05	.04	.24	.23	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 205

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7C. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content made for UK audiences"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level:			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
99%																		
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	148	33	20	33	14	82	82	55	9	11	30	49	40	32	1	*	**
		3%	5%	4%	3%	3%	5%	6% b	2%	5%	5%	7% b	6% b	7% b	4%	1%	1%	**
2	(2.0)	50	5	10	16	6	23	17	26	3	1	8	11	10	15	-	1	**
		1%	1%	2%	2%	1%	1%	1%	1%	1%	*%	2%	1%	2%	2%	-%	1%	**
3	(3.0)	101	22	14	20	6	51	47	42	6	5	20	32	19	16	3	1	**
		2%	3%	3%	2%	1%	3%	3% b	2%	3%	2%	4% b	4% b	3%	2%	3%	1%	**
4	(4.0)	115	16	13	23	9	49	35	71	5	6	14	20	21	16	4	2	**
		3%	2%	2%	2%	2%	3%	3%	3%	2%	2%	3%	2%	4%	2%	5%	4%	**
5	(5.0)	366	61	36	71	35	146	110	208	22	19	37	71	49	61	5	4	**
		8%	9%	6%	7%	7%	8%	8%	8%	12%	8%	8%	8%	8%	7%	6%	8%	**
6	(6.0)	443	65	43	79	36	165	104	293	19	9	33	64	53	66	5	5	**
		10%	9%	8%	8%	7%	9%	8%	11% adf	10%	4%	7%	7%	9%	8%	7%	9%	**
7	(7.0)	676	118	82	133	51	248	184	423	27	26	56	113	88	116	7	8	**
		15%	17% d	15%	13%	11%	14%	14%	16%	14%	11%	12%	13%	15%	13%	9%	15%	**
8	(8.0)	999	162	116	234	118	377	262	646	32	51	82	175	99	200	18	11	**
		23%	23%	21%	23%	25%	21%	19%	25% aefg	17%	21%	18%	20%	17%	23%	22%	20%	**
9	(9.0)	593	88	87	169	82	246	186	367	28	40	59	122	75	140	13	9	**
		13%	13%	16%	16%	17%	14%	14%	14%	15%	16%	13%	14%	13%	16%	16%	17%	**
10 - Extremely well	(10.0)	695	109	115	215	100	326	262	376	30	70	92	187	109	177	19	12	**
		16%	16%	21%	21%	21%	18%	19% b	14%	16%	28% abcg	20% b	21% b	18%	20%	23%	23%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 205

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7C. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content made for UK audiences"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	215	25	19	42	23	105	66	116	6	9	27	39	32	33	6	1	**	
	5%	4%	3%	4%	5%	6%	5%	4%	3%	4%	6%	4%	5%	4%	8%	3%	**	
NEGATIVE VIEW (1-4)	414	75	57	91	34	205	180	194	23	23	71	113	91	78	8	4	**	
	9%	11%	10%	9%	7%	11%	13%	7%	12%	9%	15%	13%	15%	9%	10%	7%	**	
							b				b	b	b					
NEUTRAL (5-6)	808	126	79	150	71	311	214	502	41	28	70	135	102	127	10	9	**	
	18%	18%	14%	15%	15%	17%	16%	19%	22%	11%	15%	15%	17%	15%	12%	17%	**	
								d	d									
POSITIVE VIEW (7-10)	2963	478	400	751	351	1198	894	1812	117	187	289	596	371	634	57	40	**	
	67%	68%	72%	73%	73%	66%	66%	69%	62%	76%	63%	67%	62%	73%	70%	74%	**	
								g		aceg								
MOST NEGATIVE (1-2)	198	38	30	49	19	105	98	81	12	12	37	60	50	47	1	1	**	
	5%	5%	5%	5%	4%	6%	7%	3%	6%	5%	8%	7%	8%	5%	1%	2%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	1288	198	202	384	182	573	449	743	58	110	151	309	184	318	32	22	**	
	29%	28%	36%	37%	38%	31%	33%	28%	31%	45%	33%	35%	31%	36%	39%	40%	**	
			a	a	a		b			abcefg		b						
Answered	4185	679	536	992	457	1715	1289	2508	181	237	429	844	564	839	74	53	**	
Mean score	7.3	7.2	7.5	7.6	7.7	7.3	7.2	7.4	7.0	7.8	7.1	7.3	7.0	7.5	7.8	7.7	**	
				a	a			g		abcefg								
Standard deviation	2.21	2.30	2.32	2.25	2.16	2.38	2.54	2.02	2.43	2.38	2.66	2.52	2.61	2.28	2.13	2.00	**	
Standard error	.03	.09	.10	.07	.11	.06	.07	.04	.18	.15	.13	.09	.11	.09	.21	.18	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 205

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7C. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content made for UK audiences"?

Base : All respondents

		65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	148	22	10	25	7	136	8	3	-	4	**	70	72	135	5	2	7
		3%	5%	2%	6% d	2%	4% bd	1%	2%	-%	2%	**	4% b	3%	3%	4%	2%	3%
2	(2.0)	50	6	8	6	9	45	4	3	-	1	**	20	28	49	-	-	-
		1%	1%	2%	1%	2%	1%	1%	2%	-%	*%	**	1%	1%	1%	-%	-%	-%
3	(3.0)	101	6	9	10	5	89	8	-	5	3	**	44	53	89	4	2	6
		2%	1%	2%	2%	1%	2%	1%	-%	2%	2%	**	3%	2%	2%	3%	2%	3%
4	(4.0)	115	10	6	8	8	92	19	6	4	2	**	47	58	93	7	8	14
		3%	2%	1%	2%	2%	3%	3%	5%	2%	1%	**	3%	2%	2%	6%	7% a	6% a
5	(5.0)	366	22	39	26	36	282	68	13	24	23	**	129	210	328	10	12	23
		8%	5%	9%	6%	9%	8%	11%	9%	11%	12%	**	8%	8%	8%	9%	11%	10%
6	(6.0)	443	28	38	30	35	345	79	16	23	33	**	143	279	399	11	8	19
		10%	6%	9%	7%	8%	9%	12%	12%	10%	17% a	**	9%	11%	10%	9%	7%	8%
7	(7.0)	676	64	52	57	59	539	113	26	39	38	**	249	382	611	18	19	37
		15%	15%	12%	12%	14%	15%	18%	19%	17%	20%	**	16%	15%	15%	15%	17%	16%
8	(8.0)	999	100	100	110	90	847	125	28	43	40	**	361	579	917	26	19	46
		23%	23%	23%	24%	22%	23%	20%	21%	19%	21%	**	23%	22%	23%	22%	17%	19%
9	(9.0)	593	65	75	85	55	508	77	8	41	19	**	194	383	555	10	18	27
		13%	15%	17%	19%	13%	14%	12%	6%	18% c	10%	**	12%	15%	14%	8%	16%	12%
10 - Extremely well	(10.0)	695	82	95	86	92	575	102	28	38	23	**	224	445	626	22	23	45
		16%	19%	21%	19%	22%	16%	16%	20%	17%	12%	**	14%	17%	16%	18%	20%	19%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 205

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7C. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content made for UK audiences"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	215 5%	20 5%	13 3%	12 3%	21 5%	177 5%	31 5%	6 5%	9 4%	6 3%	** **	88 6%	107 4%	180 5%	9 7%	2 2%	11 5%
NEGATIVE VIEW (1-4)	414 9%	45 11%	33 7%	49 11%	29 7%	361 10%	39 6%	12 9%	10 4%	9 5%	** **	181 12%	211 8%	365 9%	15 12%	12 11%	27 12%
NEUTRAL (5-6)	808 18%	50 12%	77 17%	56 12%	71 17%	627 17%	147 23% a	29 21%	47 21%	56 29% a	** **	272 17%	489 19%	727 18%	21 18%	20 18%	41 18%
POSITIVE VIEW (7-10)	2963 67%	311 73%	322 72%	337 74%	297 71%	2470 68%	418 66%	90 66%	161 71%	120 63%	** **	1028 65%	1789 69%	2709 68%	76 63%	79 70%	155 66%
MOST NEGATIVE (1-2)	198 5%	29 7%	18 4%	31 7%	16 4%	181 5% bd	12 2%	5 4% d	- -%	4 2%	** **	90 6%	100 4%	184 5%	5 4%	2 2%	7 3%
MOST POSITIVE (9-10)	1288 29%	148 35%	170 38%	170 38%	147 35%	1083 30%	179 28%	36 26%	79 35% e	42 22%	** **	418 27%	828 32% a	1181 30%	32 26%	41 36%	72 31%
Answered	4185	407	432	442	397	3459	604	131	217	185	**	1481	2489	3801	112	111	223
Mean score	7.3	7.5	7.6	7.5	7.6	7.3	7.4	7.3	7.6	7.1	**	7.1	7.4 a	7.3	7.2	7.4	7.3
Standard deviation	2.21	2.38	2.18	2.40	2.13	2.25	1.96	2.14	1.81	1.89	**	2.32	2.15	2.20	2.32	2.18	2.25
Standard error	.03	.13	.12	.13	.12	.04	.08	.19	.13	.15	**	.06	.04	.04	.23	.21	.16

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 206

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7D. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that dares to be different"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	261	62	39	58	19	130	121	117	11	13	48	76	59	50	3	4	**
		6%	9% d	7%	6%	4%	7%	9% b	4%	6%	5%	10% b	9% b	10% b	6%	4%	7%	**
2	(2.0)	106	17	14	18	5	38	32	61	9	3	11	21	17	15	2	1	**
		2%	2%	2%	2%	1%	2%	2%	2%	5%	1%	2%	2%	3%	2%	3%	1%	**
3	(3.0)	160	29	12	29	17	69	58	91	9	9	22	33	32	22	4	2	**
		4%	4%	2%	3%	4%	4%	4%	3%	5%	4%	5%	4%	5%	3%	5%	4%	**
4	(4.0)	210	35	30	53	23	92	80	115	16	14	30	60	29	43	6	3	**
		5%	5%	5%	5%	5%	5%	6%	4%	9%	6%	7%	7%	5%	5%	8%	6%	**
5	(5.0)	574	84	67	127	60	236	162	364	27	24	53	99	76	109	9	8	**
		13%	12%	12%	12%	13%	13%	12%	14%	14%	10%	11%	11%	13%	13%	11%	14%	**
6	(6.0)	542	78	78	116	38	213	119	378	11	18	38	69	50	98	10	7	**
		12%	11%	14% d	11%	8%	12%	9%	14% acdefg	6%	7%	8%	8%	8%	11%	12%	12%	**
7	(7.0)	667	133	79	137	58	236	171	423	26	40	47	115	77	116	12	7	**
		15%	19% cd	14%	13%	12%	13%	13%	16% ae	14%	16%	10%	13%	13%	13%	15%	13%	**
8	(8.0)	671	102	101	179	78	267	192	407	23	32	62	123	76	157	8	8	**
		15%	14%	18%	17%	16%	15%	14%	16%	12%	13%	14%	14%	13%	18%	10%	15%	**
9	(9.0)	410	49	40	99	59	155	125	249	19	27	41	86	46	83	5	4	**
		9%	7%	7%	10%	12% a	9%	9%	9%	10%	11%	9%	10%	8%	10%	6%	8%	**
10 - Extremely well	(10.0)	408	64	50	94	44	165	154	220	22	41	52	110	71	75	9	6	**
		9%	9%	9%	9%	9%	9%	11% b	8%	12%	17% b	11%	12% b	12%	9%	11%	12%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 206

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7D. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that dares to be different"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
Don't know	390	52	43	122	80	220	142	198	12	25	54	92	64	104	12	4	**
	9%	7%	8%	12%	17%	12%	10%	8%	7%	10%	12%	10%	11%	12%	15%	8%	**
				a	ab		b				b						
NEGATIVE VIEW (1-4)	737	143	96	159	63	328	290	384	46	40	111	189	136	130	16	10	**
	17%	20%	17%	15%	13%	18%	21%	15%	25%	16%	24%	21%	23%	15%	19%	18%	**
		d					b		b		b	b	b				
NEUTRAL (5-6)	1116	162	146	244	98	450	281	743	38	42	91	168	126	207	18	14	**
	25%	23%	26%	24%	20%	25%	21%	28%	20%	17%	20%	19%	21%	24%	23%	26%	**
							adefg										
POSITIVE VIEW (7-10)	2157	348	271	510	239	823	642	1299	90	140	202	435	271	431	35	26	**
	49%	49%	49%	49%	50%	45%	47%	50%	48%	57%	44%	49%	45%	49%	43%	48%	**
										eg							
MOST NEGATIVE (1-2)	368	79	53	76	23	167	153	178	20	17	59	96	75	66	5	4	**
	8%	11%	10%	7%	5%	9%	11%	7%	11%	7%	13%	11%	13%	8%	6%	8%	**
		d	d				b				b	b	b				
MOST POSITIVE (9-10)	818	112	91	194	103	320	279	469	41	68	92	197	117	158	14	11	**
	19%	16%	16%	19%	21%	18%	21%	18%	22%	28%	20%	22%	20%	18%	18%	20%	**
										b		b					
Answered	4011	652	512	912	400	1600	1213	2425	175	221	403	792	533	768	69	50	**
Mean score	6.4	6.2	6.4	6.5	6.7	6.3	6.3	6.5	6.2	6.9	6.1	6.4	6.1	6.5	6.3	6.4	**
					a			eg		aeg							
Standard deviation	2.44	2.56	2.46	2.42	2.36	2.53	2.72	2.30	2.67	2.56	2.83	2.73	2.79	2.41	2.46	2.53	**
Standard error	.04	.11	.10	.08	.13	.06	.08	.05	.20	.17	.14	.10	.12	.10	.25	.24	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 206

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7D. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that dares to be different"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	261	33	17	36	14	237	17	9	2	4	**	124	131	234	10	7	16
		6%	8%	4%	8%	3%	7% bd	3%	6% d	1%	2%	**	8% b	5%	6%	8%	6%	7%
2	(2.0)	106	7	8	7	8	92	10	3	4	2	**	47	56	94	3	6	8
		2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	1%	**	3%	2%	2%	2%	5%
3	(3.0)	160	14	8	10	13	140	17	6	5	5	**	82	73	143	7	5	12
		4%	3%	2%	2%	3%	4%	3%	5%	2%	3%	**	5% b	3%	4%	6%	4%	5%
4	(4.0)	210	19	23	18	25	179	25	6	11	5	**	82	116	180	8	13	21
		5%	5%	5%	4%	6%	5%	4%	4%	5%	5%	3%	**	5%	4%	5%	7%	11% a
5	(5.0)	574	49	60	58	51	469	83	22	28	23	**	207	329	530	10	12	22
		13%	11%	14%	13%	12%	13%	13%	16%	12%	12%	**	13%	13%	13%	9%	10%	9%
6	(6.0)	542	46	52	53	45	438	87	22	16	37	**	208	308	496	10	7	17
		12%	11%	12%	12%	11%	12%	14%	16%	7%	19% ad	**	13%	12%	12%	8%	6%	7%
7	(7.0)	667	62	54	75	42	525	113	18	47	35	**	223	402	610	14	15	30
		15%	14%	12%	16%	10%	14%	18%	13%	21%	18%	**	14%	15%	15%	12%	14%	13%
8	(8.0)	671	78	78	80	77	566	91	8	40	30	**	219	418	608	23	17	41
		15%	18%	18%	18%	18%	16% c	14%	6%	18% c	16% c	**	14%	16%	15%	19%	15%	17%
9	(9.0)	410	37	46	42	40	322	80	14	35	28	**	109	289	386	8	12	20
		9%	9%	10%	9%	10%	9% a	13% a	10%	15% a	15%	**	7%	11% a	10%	6%	10%	8%
10 - Extremely well	(10.0)	408	40	35	34	41	340	58	19	19	11	**	130	264	361	14	18	32
		9%	9%	8%	8%	10%	9%	9%	13%	9%	6%	**	8%	10%	9%	12%	16%	14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 206

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7D. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that dares to be different"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	390	40	63	42	62	326	52	12	19	9	**	137	211	340	13	3	16
	9%	9%	14%	9%	15%	9%	8%	8%	9%	5%	**	9%	8%	9%	11%	3%	7%
NEGATIVE VIEW (1-4)	737	74	56	71	60	648	70	24	21	16	**	335	375	651	28	29	57
	17%	17%	13%	16%	14%	18%	11%	18%	9%	9%	**	21%	14%	16%	23%	26%	24%
						bde						b					a
NEUTRAL (5-6)	1116	95	112	111	96	907	171	44	44	61	**	415	638	1025	20	18	39
	25%	22%	25%	24%	23%	25%	27%	32%	19%	32%	**	26%	25%	26%	17%	16%	16%
										d				d			
POSITIVE VIEW (7-10)	2157	217	214	231	200	1753	342	58	142	104	**	682	1373	1965	59	63	122
	49%	51%	48%	51%	48%	48%	54%	42%	63%	55%	**	43%	53%	49%	49%	55%	52%
									ac				a				
MOST NEGATIVE (1-2)	368	40	25	44	22	329	28	12	5	6	**	171	187	328	12	12	25
	8%	9%	6%	10%	5%	9%	4%	9%	2%	3%	**	11%	7%	8%	10%	11%	10%
						bde						b					
MOST POSITIVE (9-10)	818	77	81	77	81	662	139	32	54	39	**	240	553	747	22	30	52
	19%	18%	18%	17%	19%	18%	22%	23%	24%	21%	**	15%	21%	19%	18%	26%	22%
													a				
Answered	4011	386	382	413	356	3309	583	126	207	181	**	1432	2385	3641	107	110	218
Mean score	6.4	6.4	6.6	6.4	6.7	6.4	6.8	6.3	7.1	6.8	**	6.1	6.6	6.4	6.3	6.5	6.4
							a		ac				a				
Standard deviation	2.44	2.54	2.28	2.46	2.35	2.49	2.16	2.58	1.98	1.94	**	2.55	2.38	2.43	2.72	2.73	2.72
Standard error	.04	.14	.13	.14	.13	.04	.09	.24	.15	.15	**	.07	.05	.04	.28	.26	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 207

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	256	65	37	56	19	133	115	117	13	11	45	71	58	50	2	3	**
		6%	9% cd	7%	5%	4%	7%	8% b	4%	7%	5%	10% b	8% b	10% b	6%	3%	5%	**
2	(2.0)	93	16	13	19	6	35	28	59	5	4	7	19	15	15	3	2	**
		2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	1%	2%	2%	2%	4%	3%	**
3	(3.0)	173	26	20	33	13	76	65	91	10	6	28	43	32	27	3	3	**
		4%	4%	4%	3%	3%	4%	5%	3%	5%	2%	6%	5%	5%	3%	3%	6%	**
4	(4.0)	209	34	38	59	22	103	71	118	15	15	17	44	30	48	7	3	**
		5%	5%	7%	6%	5%	6%	5%	5%	8%	6%	4%	5%	5%	5%	8%	5%	**
5	(5.0)	557	75	61	118	57	214	172	330	23	20	58	103	84	98	9	7	**
		13%	11%	11%	11%	12%	12%	13%	13%	12%	8%	13%	12%	14%	11%	11%	13%	**
6	(6.0)	578	84	75	118	43	223	147	384	22	35	44	96	60	100	9	5	**
		13%	12%	14%	11%	9%	12%	11%	15% aefg	12%	14%	10%	11%	10%	11%	12%	9%	**
7	(7.0)	685	111	87	162	75	258	178	442	23	35	54	109	85	144	8	7	**
		16%	16%	16%	16%	16%	14%	13%	17% af	12%	14%	12%	12%	14%	17%	10%	13%	**
8	(8.0)	729	108	99	199	100	294	214	440	32	48	73	150	73	169	16	8	**
		17%	15%	18%	19%	21%	16%	16%	17%	17%	20%	16%	17%	12%	19%	20%	14%	**
9	(9.0)	362	67	32	67	35	119	99	231	9	15	29	63	43	54	7	3	**
		8%	10%	6%	6%	7%	7%	7%	9%	5%	6%	6%	7%	7%	6%	9%	6%	**
10 - Extremely well	(10.0)	438	70	56	107	51	188	163	236	26	40	60	121	69	86	7	9	**
		10%	10%	10%	10%	11%	10%	12% b	9%	14%	16% b	13%	14% b	12%	10%	8%	17%	**
Don't know		319	48	37	96	59	178	103	174	8	16	42	65	47	80	9	5	**
		7%	7%	7%	9%	12% ab	10%	8%	7%	4%	7%	9%	7%	8%	9%	11%	9%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 207

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C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	731	141	108	168	60	348	279	386	44	36	96	177	135	140	15	10	**	
	17%	20%	19%	16%	13%	19%	21%	15%	23%	15%	21%	20%	23%	16%	18%	19%	**	
		d	d				b		b		b	b	b					
NEUTRAL (5-6)	1135	159	136	236	100	437	319	715	46	55	102	200	144	198	19	12	**	
	26%	23%	25%	23%	21%	24%	24%	27%	24%	22%	22%	23%	24%	23%	23%	22%	**	
POSITIVE VIEW (7-10)	2215	356	274	535	261	858	653	1349	90	139	217	442	271	454	38	27	**	
	50%	51%	49%	52%	54%	47%	48%	51%	48%	56%	47%	50%	45%	52%	47%	50%	**	
										g								
MOST NEGATIVE (1-2)	349	81	50	75	25	168	143	177	18	15	51	89	73	65	5	4	**	
	8%	12%	9%	7%	5%	9%	11%	7%	10%	6%	11%	10%	12%	7%	6%	8%	**	
		cd					b				b	b	b					
MOST POSITIVE (9-10)	800	137	88	174	86	306	262	467	35	56	90	183	113	140	14	12	**	
	18%	19%	16%	17%	18%	17%	19%	18%	19%	23%	20%	21%	19%	16%	17%	23%	**	
Answered	4082	656	517	939	421	1642	1251	2450	180	230	415	818	550	792	71	49	**	
Mean score	6.4	6.3	6.3	6.5	6.8	6.3	6.3	6.5	6.3	6.9	6.3	6.4	6.1	6.5	6.5	6.5	**	
					ab			ag		aeg								
Standard deviation	2.42	2.63	2.46	2.39	2.29	2.54	2.65	2.29	2.63	2.39	2.76	2.67	2.72	2.39	2.36	2.65	**	
Standard error	.04	.11	.10	.08	.12	.06	.07	.05	.20	.16	.13	.09	.12	.09	.24	.25	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 207

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	256	33	18	41	9	231	18	7	3	5	**	117	130	229	7	4	12
		6%	8%	4%	9%	2%	6%	3%	5%	2%	3%	**	7%	5%	6%	6%	4%	5%
			d		bd		bd						b					
2	(2.0)	93	3	11	1	13	79	9	1	2	4	**	34	55	82	6	4	9
		2%	1%	2%	*%	3%	2%	1%	*%	1%	2%	**	2%	2%	2%	5%	3%	4%
					*	c												
3	(3.0)	173	13	14	16	10	149	19	8	7	4	**	88	76	152	6	4	11
		4%	3%	3%	4%	2%	4%	3%	5%	3%	2%	**	6%	3%	4%	5%	4%	4%
												b						
4	(4.0)	209	24	24	23	25	189	15	4	6	4	**	82	117	191	10	3	14
		5%	6%	5%	5%	6%	5%	2%	3%	3%	2%	**	5%	5%	5%	8%	3%	6%
							b											
5	(5.0)	557	42	56	45	53	459	79	13	23	25	**	181	336	493	11	20	31
		13%	10%	13%	10%	13%	13%	12%	10%	10%	13%	**	12%	13%	12%	9%	18%	13%
6	(6.0)	578	45	55	53	47	454	100	26	24	39	**	223	324	522	15	12	28
		13%	11%	12%	12%	11%	12%	16%	19%	11%	20%	**	14%	12%	13%	13%	11%	12%
										a								
7	(7.0)	685	71	73	76	68	545	119	16	53	40	**	235	409	633	11	20	30
		16%	17%	16%	17%	16%	15%	19%	12%	23%	21%	**	15%	16%	16%	9%	17%	13%
									a									
8	(8.0)	729	86	83	91	78	608	101	18	44	30	**	228	468	675	16	17	33
		17%	20%	19%	20%	19%	17%	16%	13%	20%	16%	**	15%	18%	17%	13%	15%	14%
													a					
9	(9.0)	362	35	19	31	23	297	65	13	30	17	**	108	247	338	13	7	20
		8%	8%	4%	7%	6%	8%	10%	10%	13%	9%	**	7%	9%	8%	11%	6%	9%
													a					

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 207

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
10 - Extremely well	(10.0)	438	34	52	42	44	361	64	16	22	18	**	138	282	386	15	20	35
	10%		8%	12%	9%	11%	10%	10%	11%	10%	9%	**	9%	11%	10%	13%	18%	15%
Don't know		319	40	40	35	46	264	46	15	13	6	**	134	154	278	11	1	12
	7%		9%	9%	8%	11%	7%	7%	11%	6%	3%	**	9%	6%	7%	9%	1%	5%
NEGATIVE VIEW (1-4)		731	73	67	82	58	648	61	19	18	17	**	322	378	655	29	16	45
		17%	17%	15%	18%	14%	18% bde	10%	14%	8%	9%	**	21% b	15%	16%	24%	14%	19%
NEUTRAL (5-6)		1135	87	111	98	100	913	179	39	47	64	**	404	660	1016	26	33	58
		26%	20%	25%	22%	24%	25%	28%	28%	21%	34% d	**	26%	25%	26%	21%	29%	25%
POSITIVE VIEW (7-10)		2215	227	227	239	214	1810	349	63	148	104	**	709	1405	2033	55	64	118
		50%	53%	51%	53%	51%	50%	55%	46%	66% ac	54%	**	45%	54% a	51%	46%	56%	51%
MOST NEGATIVE (1-2)		349	36	29	42	23	310	27	8	5	9	**	151	185	312	13	8	21
		8%	8%	6%	9%	5%	9% bd	4%	6%	2%	5%	**	10% b	7%	8%	11%	7%	9%
MOST POSITIVE (9-10)		800	69	71	72	68	657	129	29	51	34	**	246	528	724	28	27	55
		18%	16%	16%	16%	16%	18%	20%	21%	23%	18%	**	16%	20% a	18%	23%	24%	24%
Answered		4082	387	405	420	372	3371	589	122	213	185	**	1435	2443	3703	110	112	222
Mean score		6.4	6.5	6.6	6.4	6.6	6.4	6.8 a	6.6	7.1 a	6.7	**	6.2	6.6 a	6.5	6.3	6.7	6.5

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C7E. PERFORMANCE AGAINST PURPOSE 3 SUB-STATEMENT 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: "Provides content that is different from other providers"?

Base : All respondents

Significance Level: 99%	65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY			TOTAL LGB	
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN		BISEXUAL
		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Standard deviation	2.42	2.45	2.32	2.52	2.22	2.47	2.12	2.40	1.94	2.03	**	2.51	2.36	2.41	2.72	2.44	2.58
Standard error	.04	.14	.13	.14	.12	.04	.09	.22	.14	.16	**	.07	.05	.04	.27	.23	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 208

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8A. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Includes people like me"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	335	68	50	80	30	174	147	155	16	20	64	94	73	67	7	4	**
		8%	10%	9%	8%	6%	10%	11%	6%	9%	8%	14%	11%	12%	8%	9%	7%	**
								b				b	b	b				
2	(2.0)	118	20	11	26	15	51	46	62	7	10	17	30	21	21	1	3	**
		3%	3%	2%	3%	3%	3%	3%	2%	4%	4%	4%	3%	4%	2%	2%	6%	**
3	(3.0)	199	40	24	40	17	88	71	108	13	10	30	46	30	33	4	3	**
		5%	6%	4%	4%	3%	5%	5%	4%	7%	4%	7%	5%	5%	4%	5%	6%	**
4	(4.0)	179	30	29	50	21	79	66	102	13	15	22	43	28	40	6	4	**
		4%	4%	5%	5%	4%	4%	5%	4%	7%	6%	5%	5%	5%	5%	7%	7%	**
5	(5.0)	453	62	47	86	39	175	122	285	17	13	35	68	66	72	6	5	**
		10%	9%	8%	8%	8%	10%	9%	11%	9%	5%	8%	8%	11%	8%	8%	10%	**
6	(6.0)	511	74	67	107	41	205	138	327	18	24	43	97	48	97	4	6	**
		12%	11%	12%	10%	9%	11%	10%	12%	10%	10%	9%	11%	8%	11%	5%	11%	**
								g										
7	(7.0)	678	114	72	141	68	263	184	430	22	30	59	115	86	120	12	6	**
		15%	16%	13%	14%	14%	14%	14%	16%	12%	12%	13%	13%	14%	14%	15%	11%	**
8	(8.0)	726	108	105	193	88	284	193	453	31	41	58	127	85	171	11	7	**
		17%	15%	19%	19%	18%	16%	14%	17%	17%	17%	13%	14%	14%	20%	14%	13%	**
9	(9.0)	437	76	48	98	49	146	122	277	15	22	31	77	50	77	12	3	**
		10%	11%	9%	9%	10%	8%	9%	11%	8%	9%	7%	9%	8%	9%	15%	5%	**
																c		
10 - Extremely well	(10.0)	588	89	85	176	91	260	206	335	27	55	74	149	81	145	11	13	**
		13%	13%	15%	17%	19%	14%	15%	13%	15%	22%	16%	17%	14%	17%	14%	23%	**
						a					bg		b					
Don't know		176	22	16	36	21	95	60	89	9	6	23	39	29	29	6	1	**
		4%	3%	3%	4%	4%	5%	4%	3%	5%	2%	5%	4%	5%	3%	7%	2%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 208

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C8A. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Includes people like me"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	830	159	115	197	82	393	329	427	48	56	133	212	152	161	18	14	**	
	19%	23%	21%	19%	17%	22%	24%	16%	26%	23%	29%	24%	26%	18%	23%	26%	**	
							b		b		b	b	b					
NEUTRAL (5-6)	964	136	114	193	80	380	260	612	35	38	78	165	113	168	10	11	**	
	22%	19%	21%	19%	17%	21%	19%	23%	19%	15%	17%	19%	19%	19%	13%	20%	**	
								adef										
POSITIVE VIEW (7-10)	2430	387	310	607	297	952	705	1495	95	147	223	468	301	514	46	28	**	
	55%	55%	56%	59%	62%	52%	52%	57%	51%	60%	49%	53%	51%	59%	58%	52%	**	
								aeg										
MOST NEGATIVE (1-2)	453	89	62	107	45	225	193	217	23	30	81	123	94	88	9	7	**	
	10%	13%	11%	10%	9%	12%	14%	8%	12%	12%	18%	14%	16%	10%	11%	14%	**	
							b				b	b	b					
MOST POSITIVE (9-10)	1025	165	133	273	140	406	328	612	42	76	105	226	131	223	23	15	**	
	23%	23%	24%	26%	29%	22%	24%	23%	22%	31%	23%	26%	22%	26%	29%	28%	**	
Answered	4224	682	539	998	459	1725	1295	2534	179	240	434	845	567	843	75	53	**	
Mean score	6.5	6.4	6.5	6.7	6.9	6.4	6.3	6.7	6.3	6.7	6.0	6.4	6.1	6.7	6.6	6.4	**	
					a			aefg		eg								
Standard deviation	2.62	2.75	2.71	2.68	2.65	2.76	2.87	2.47	2.80	2.86	3.05	2.89	2.90	2.65	2.82	2.94	**	
Standard error	.04	.11	.11	.09	.13	.07	.08	.05	.21	.18	.14	.10	.12	.10	.27	.27	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	335 8%	44 10% d	23 5%	46 10%	21 5%	305 8% bde	21 3%	6 5%	6 3%	3 2%	** **	146 9% b	176 7%	293 7%	13 11%	3 3%	16 7%
2	(2.0)	118 3%	13 3%	8 2%	8 2%	12 3%	107 3%	8 1%	1 *%	4 2%	1 1%	** **	60 4% b	54 2%	104 3%	5 5%	4 4%	10 4%
3	(3.0)	199 5%	10 2%	23 5%	21 5%	12 3%	171 5%	21 3%	10 8% d	3 2%	7 4%	** **	104 7% b	80 3%	178 4%	10 9%	4 3%	14 6%
4	(4.0)	179 4%	18 4%	21 5%	14 3%	25 6%	148 4%	25 4%	6 4%	9 4%	5 3%	** **	66 4%	101 4%	153 4%	12 10% a	8 7%	20 9% a
5	(5.0)	453 10%	32 7%	40 9%	31 7%	40 10%	349 10%	88 14% a	18 13%	38 17% a	22 12%	** **	146 9%	281 11%	411 10%	10 8%	11 10%	21 9%
6	(6.0)	511 12%	46 11%	51 11%	53 12%	44 11%	403 11%	90 14%	20 15%	19 8%	39 20% ad	** **	171 11%	305 12%	453 11%	10 8%	16 14%	26 11%
7	(7.0)	678 15%	63 15%	57 13%	64 14%	56 13%	551 15%	108 17%	21 15%	39 17%	36 19%	** **	242 15%	402 15%	620 16%	17 14%	17 15%	34 15%
8	(8.0)	726 17%	86 20%	85 19%	93 20%	78 19%	602 17%	103 16%	19 14%	35 15%	32 17%	** **	222 14%	460 18% a	673 17%	18 15%	16 14%	33 14%
9	(9.0)	437 10%	45 11%	32 7%	41 9%	37 9%	366 10%	65 10%	9 7%	39 17% ace	14 7%	** **	147 9%	275 11%	411 10%	5 4%	9 8%	14 6%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
10 - Extremely well	(10.0)	588	58	87	68	77	493	81	19	29	26	**	181	388	537	16	20	36
		13%	14%	20%	15%	18%	14%	13%	14%	13%	13%	**	12%	15% a	13%	13%	17%	15%
Don't know		176	11	17	15	14	142	25	7	5	6	**	84	74	148	5	4	8
		4%	3%	4%	3%	3%	4%	4%	5%	2%	3%	**	5% b	3%	4%	4%	3%	4%
NEGATIVE VIEW (1-4)		830	85	76	90	71	730	75	23	23	17	**	377	411	728	41	20	61
		19%	20%	17%	20%	17%	20% bde	12%	17%	10%	9%	**	24% b	16%	18%	34% a	18%	26% a
NEUTRAL (5-6)		964	78	90	84	84	752	177	39	57	61	**	316	586	864	20	28	48
		22%	18%	20%	18%	20%	21% a	28%	28%	25%	32% a	**	20%	23%	22%	17%	24%	20%
POSITIVE VIEW (7-10)		2430	252	262	266	248	2012	357	69	142	107	**	792	1525	2241	55	62	118
		55%	59%	59%	58%	59%	55%	56%	50%	63%	56%	**	50%	59% a	56%	46%	55%	50%
MOST NEGATIVE (1-2)		453	57	31	55	33	411	29	7	10	5	**	207	230	397	18	8	26
		10%	13% b	7%	12%	8%	11% bde	5%	5%	4%	2%	**	13% b	9%	10%	15%	7%	11%
MOST POSITIVE (9-10)		1025	103	119	109	114	859	146	28	69	40	**	328	663	948	21	29	50
		23%	24%	27%	24%	27%	24%	23%	21%	30%	21%	**	21%	26% a	24%	17%	25%	21%
Answered		4224	415	428	440	403	3493	610	131	222	185	**	1485	2522	3833	116	110	226
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																		

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 208

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C8A. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Includes people like me"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					RELIGION		SEXUALITY				
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Mean score	6.5	6.6	6.9	6.6	6.9	6.5	6.8	6.5	7.0	6.9	**	6.2	6.7	6.6	5.8	6.7	6.3
									a				a	b			
Standard deviation	2.62	2.74	2.56	2.75	2.54	2.68	2.23	2.41	2.21	2.02	**	2.76	2.53	2.60	2.87	2.45	2.71
Standard error	.04	.15	.14	.15	.14	.04	.10	.22	.16	.16	**	.07	.05	.04	.28	.24	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 209

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8B. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Features the region (ENGLAND)/ nation (SCOTLAND/ WALES/ NORTHERN IRELAND) of the UK I live in"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	288	56	47	76	29	155	122	132	17	14	54	77	64	63	8	2	**
		7%	8%	8%	7%	6%	8%	9% b	5%	9%	6%	12% b	9% b	11% b	7%	9%	4%	**
2	(2.0)	139	30	16	35	18	64	57	73	7	9	22	37	23	30	2	2	**
		3%	4%	3%	3%	4%	4%	4%	3%	4%	4%	5%	4%	4%	3%	2%	3%	**
3	(3.0)	214	30	33	55	22	97	72	127	9	12	24	43	36	48	3	3	**
		5%	4%	6%	5%	5%	5%	5%	5%	5%	5%	5%	5%	6%	6%	3%	6%	**
4	(4.0)	225	36	29	50	22	92	84	125	17	21	34	61	33	41	5	3	**
		5%	5%	5%	5%	5%	5%	6%	5%	9%	8%	7%	7%	5%	5%	7%	5%	**
5	(5.0)	428	70	42	75	34	154	119	263	17	13	38	72	63	59	9	6	**
		10%	10%	8%	7%	7%	8%	9%	10%	9%	5%	8%	8%	11%	7%	11%	11%	**
6	(6.0)	525	67	74	124	51	232	132	339	19	26	40	87	53	111	6	5	**
		12%	9%	13%	12%	11%	13%	10%	13%	10%	10%	9%	10%	9%	13%	7%	10%	**
7	(7.0)	736	133	88	173	85	283	193	481	38	29	59	122	76	149	14	7	**
		17%	19%	16%	17%	18%	16%	14%	18% aefg	20%	12%	13%	14%	13%	17%	17%	13%	**
8	(8.0)	774	121	94	185	90	276	208	491	22	43	63	133	80	159	12	10	**
		18%	17%	17%	18%	19%	15%	15%	19% g	12%	17%	14%	15%	13%	18%	15%	19%	**
9	(9.0)	411	56	53	111	58	168	130	242	12	28	38	84	58	92	10	4	**
		9%	8%	10%	11%	12%	9%	10%	9%	7%	11%	8%	10%	10%	11%	12%	7%	**
10 - Extremely well	(10.0)	448	79	51	105	54	186	160	246	26	39	57	117	69	80	9	10	**
		10%	11%	9%	10%	11%	10%	12%	9%	14%	16% b	12%	13% b	12%	9%	11%	19% a	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 209

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C8B. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Features the region (ENGLAND)/ nation (SCOTLAND/ WALES/ NORTHERN IRELAND) of the UK I live in"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	210	26	28	45	17	113	78	102	4	14	29	51	43	40	3	1	**	
	5%	4%	5%	4%	4%	6%	6%	4%	2%	6%	6%	6%	7% b	5%	4%	3%	**	
NEGATIVE VIEW (1-4)	867	152	125	215	91	408	336	458	50	55	133	218	155	183	18	10	**	
	20%	22%	22%	21%	19%	22%	25% b	17%	27% b	22%	29% b	25% b	26% b	21%	22%	18%	**	
NEUTRAL (5-6)	953	137	115	200	84	386	251	602	36	39	78	159	116	170	15	12	**	
	22%	19%	21%	19%	18%	21%	18%	23% aef	19%	16%	17%	18%	19%	20%	19%	21%	**	
POSITIVE VIEW (7-10)	2370	390	286	574	288	913	690	1461	98	138	217	455	282	480	45	31	**	
	54%	55%	52%	56%	60%	50%	51%	56% aeg	52%	56%	48%	52%	47%	55%	55%	58%	**	
MOST NEGATIVE (1-2)	427	86	63	110	47	219	179	205	24	23	75	114	86	93	10	4	**	
	10%	12%	11%	11%	10%	12%	13% b	8%	13%	9%	16% b	13% b	14% b	11%	12%	7%	**	
MOST POSITIVE (9-10)	859	135	104	217	112	354	289	488	38	67	95	201	127	172	19	14	**	
	20%	19%	19%	21%	23%	19%	21%	19%	20%	27% b	21%	23%	21%	20%	23%	26%	**	
Answered	4190	678	526	989	463	1707	1277	2521	183	232	428	832	554	832	77	53	**	
Mean score	6.4	6.3	6.3	6.4	6.6	6.2	6.2	6.5	6.2	6.7	6.0	6.3	6.1	6.4	6.4	6.8	**	
								aeg		eg								
Standard deviation	2.52	2.63	2.62	2.59	2.54	2.66	2.77	2.38	2.72	2.68	2.92	2.78	2.85	2.57	2.71	2.56	**	
Standard error	.04	.11	.11	.08	.13	.06	.08	.05	.20	.18	.14	.10	.12	.10	.26	.23	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 209

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C8B. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Features the region (ENGLAND)/ nation (SCOTLAND/ WALES/ NORTHERN IRELAND) of the UK I live in"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	288	41	23	45	19	258	24	6	10	8	**	134	139	256	12	5	17
		7%	10%	5%	10%	4%	7%	4%	4%	4%	4%	**	9%	5%	6%	10%	4%	7%
			d		d		b						b					
2	(2.0)	139	13	17	17	13	120	15	5	5	4	**	65	65	125	4	2	6
		3%	3%	4%	4%	3%	3%	2%	3%	2%	2%	**	4%	2%	3%	3%	2%	3%
													b					
3	(3.0)	214	21	27	24	24	185	18	9	5	2	**	93	110	194	10	4	14
		5%	5%	6%	5%	6%	5%	3%	6%	2%	1%	**	6%	4%	5%	8%	4%	6%
4	(4.0)	225	20	21	23	18	199	22	7	8	6	**	93	120	196	8	10	19
		5%	5%	5%	5%	4%	5%	4%	5%	3%	3%	**	6%	5%	5%	7%	9%	8%
5	(5.0)	428	27	32	27	31	352	58	12	14	18	**	168	237	395	8	7	15
		10%	6%	7%	6%	7%	10%	9%	9%	6%	10%	**	11%	9%	10%	7%	6%	6%
6	(6.0)	525	47	64	55	57	415	91	22	24	39	**	188	304	469	16	11	27
		12%	11%	14%	12%	14%	11%	14%	16%	11%	21%	**	12%	12%	12%	13%	10%	12%
											ad							
7	(7.0)	736	67	81	78	71	593	112	21	41	38	**	254	435	663	20	24	44
		17%	16%	18%	17%	17%	16%	18%	16%	18%	20%	**	16%	17%	17%	17%	21%	19%
8	(8.0)	774	82	77	85	74	630	132	21	54	37	**	234	503	726	11	14	26
		18%	19%	17%	19%	18%	17%	21%	15%	24%	20%	**	15%	19%	18%	9%	12%	11%
														a				
9	(9.0)	411	49	43	49	43	344	60	11	33	14	**	106	297	377	7	16	23
		9%	11%	10%	11%	10%	9%	9%	8%	14%	7%	**	7%	11%	9%	6%	14%	10%
														a				
10 - Extremely well	(10.0)	448	40	40	36	45	367	72	20	23	19	**	139	291	403	16	17	33
		10%	9%	9%	8%	11%	10%	11%	15%	10%	10%	**	9%	11%	10%	13%	15%	14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 209

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C8B. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Features the region (ENGLAND)/ nation (SCOTLAND/ WALES/ NORTHERN IRELAND) of the UK I live in"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	210 5%	20 5%	20 5%	16 3%	24 6%	173 5%	30 5%	5 3%	10 5%	5 3%	** **	95 6% b	97 4%	176 4%	8 7%	4 3%	12 5%
NEGATIVE VIEW (1-4)	867 20%	95 22%	88 20%	109 24%	74 18%	761 21% bde	80 13%	26 19%	27 12%	19 10%	** **	386 25% b	434 17%	771 19%	34 28%	22 19%	56 24%
NEUTRAL (5-6)	953 22%	74 17%	96 22%	82 18%	88 21%	767 21%	149 24%	34 24%	38 17%	58 30% ad	** **	356 23%	541 21%	864 22%	24 20%	18 16%	42 18%
POSITIVE VIEW (7-10)	2370 54%	238 56%	241 54%	247 54%	232 56%	1934 53%	375 59%	73 53%	151 67% a	108 57%	** **	732 47%	1525 59% a	2169 54%	54 45%	71 62%	124 53%
MOST NEGATIVE (1-2)	427 10%	54 13%	40 9%	62 14%	32 8%	377 10% b	40 6%	10 8%	14 6%	11 6%	** **	200 13% b	203 8%	381 10%	16 13%	7 6%	23 10%
MOST POSITIVE (9-10)	859 20%	89 21%	83 19%	85 19%	88 21%	711 20%	132 21%	31 23%	55 24%	33 17%	** **	245 16%	588 23% a	780 20%	22 19%	33 29%	55 24%
Answered	4190	407	425	438	394	3463	605	133	216	186	**	1474	2500	3805	112	110	222
Mean score	6.4	6.4	6.4	6.2	6.6	6.4	6.8 a	6.6	7.0 a	6.8	**	6.0	6.7 a	6.4	6.0	6.8	6.4
Standard deviation	2.52	2.69	2.44	2.68	2.43	2.57	2.26	2.49	2.25	2.10	**	2.62	2.43	2.51	2.80	2.46	2.67
Standard error	.04	.15	.13	.15	.13	.04	.10	.22	.16	.16	**	.07	.05	.04	.28	.24	.18

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Table 210

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C8C. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects the lives of people like me"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	360	71	53	92	39	186	159	168	19	23	67	93	81	78	8	4	**
		8%	10%	10%	9%	8%	10%	12% b	6%	10%	9%	15% b	11% b	14% b	9%	10%	6%	**
2	(2.0)	155	37	17	32	16	68	65	83	6	10	22	37	27	27	1	3	**
		4%	5%	3%	3%	3%	4%	5%	3%	3%	4%	5%	4%	5%	3%	1%	5%	**
3	(3.0)	240	41	31	56	25	109	69	151	13	10	29	53	32	47	3	4	**
		5%	6%	6%	5%	5%	6%	5%	6%	7%	4%	6%	6%	5%	5%	4%	8%	**
4	(4.0)	217	28	39	63	25	95	84	116	14	17	24	52	40	49	9	4	**
		5%	4%	7%	6%	5%	5%	6%	4%	7%	7%	5%	6%	7%	6%	12%	7%	**
5	(5.0)	463	57	45	89	44	184	121	298	20	15	35	74	59	76	6	4	**
		11%	8%	8%	9%	9%	10%	9%	11%	11%	6%	8%	8%	10%	9%	8%	8%	**
6	(6.0)	565	78	76	123	47	232	160	355	24	27	51	104	63	104	10	7	**
		13%	11%	14%	12%	10%	13%	12%	14%	13%	11%	11%	12%	11%	12%	13%	13%	**
7	(7.0)	701	116	95	178	84	272	188	449	29	34	69	126	82	157	13	6	**
		16%	16%	17%	17%	17%	15%	14%	17%	16%	14%	15%	14%	14%	18%	17%	11%	**
8	(8.0)	717	131	87	169	82	267	190	446	23	34	56	126	78	143	11	8	**
		16%	19%	16%	16%	17%	15%	14%	17%	12%	14%	12%	14%	13%	16%	14%	14%	**
9	(9.0)	369	52	39	89	50	127	94	235	10	21	28	59	40	74	6	4	**
		8%	7%	7%	9%	10%	7%	7%	9%	5%	9%	6%	7%	7%	8%	7%	7%	**
10 - Extremely well	(10.0)	427	65	51	99	48	175	160	232	25	45	46	117	64	77	8	10	**
		10%	9%	9%	10%	10%	10%	12% b	9%	13%	18% beg	10%	13% b	11%	9%	10%	18% a	**
Don't know		186	28	23	45	22	104	67	89	4	10	29	42	31	39	3	2	**
		4%	4%	4%	4%	4%	6%	5%	3%	2%	4%	6% b	5%	5%	4%	3%	3%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C8C. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects the lives of people like me"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	973	177	139	243	104	458	376	518	52	60	142	235	179	201	22	14	**	
	22%	25%	25%	24%	22%	25%	28% b	20%	28%	24%	31% b	27% b	30% b	23%	27%	26%	**	
NEUTRAL (5-6)	1029	134	121	212	91	416	281	654	44	42	86	178	123	180	17	11	**	
	23%	19%	22%	20%	19%	23%	21%	25% af	23%	17%	19%	20%	21%	21%	21%	21%	**	
POSITIVE VIEW (7-10)	2213	364	271	534	263	843	631	1362	87	134	199	429	264	452	39	27	**	
	50%	52%	49%	52%	55%	46%	47%	52% aeg	46%	54%	44%	49%	44%	52%	48%	49%	**	
MOST NEGATIVE (1-2)	516	108	70	124	55	254	224	251	26	33	89	130	108	105	10	6	**	
	12%	15%	13%	12%	11%	14%	17% b	10%	14%	13%	19% b	15% b	18% b	12%	12%	12%	**	
MOST POSITIVE (9-10)	796	118	90	187	98	303	254	467	35	66	74	176	104	151	14	13	**	
	18%	17%	16%	18%	20%	17%	19%	18%	19%	27% abeg	16%	20%	17%	17%	17%	24%	**	
Answered	4215	676	531	990	458	1716	1288	2534	183	236	428	842	566	833	78	52	**	
Mean score	6.2	6.1	6.1	6.2	6.4	6.0	6.0	6.3 aeg	6.0	6.5 eg	5.7	6.1	5.8	6.2	6.1	6.3	**	
Standard deviation	2.60	2.74	2.63	2.63	2.63	2.71	2.85	2.47	2.76	2.87	2.92	2.83	2.88	2.61	2.66	2.82	**	
Standard error	.04	.11	.11	.08	.13	.06	.08	.05	.21	.19	.14	.10	.12	.10	.25	.26	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d	
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
1 - Not at all well	(1.0)	360	46	32	53	25	321	27	9	8	6	**	166	178	315	13	6	19	
		8%	11%	7%	12%	6%	9% b	4%	6%	3%	3%	**	11% b	7%	8%	11%	5%	8%	
2	(2.0)	155	18	9	15	12	136	17	7	5	3	**	84	68	141	10	3	13	
		4%	4%	2%	3%	3%	4%	3%	5%	2%	1%	**	5% b	3%	4%	8%	3%	6%	
3	(3.0)	240	22	25	22	25	214	20	8	5	6	**	106	117	213	14	6	20	
		5%	5%	6%	5%	6%	6%	3%	6%	2%	3%	**	7% b	5%	5%	12% a	5%	9%	
4	(4.0)	217	27	21	32	17	190	20	4	10	5	**	68	137	193	5	10	15	
		5%	6%	5%	7%	4%	5%	3%	3%	4%	3%	**	4%	5%	5%	4%	9%	6%	
5	(5.0)	463	29	47	35	41	364	88	23	20	26	**	170	268	416	8	12	21	
		11%	7%	11%	8%	10%	10%	14% a	17%	9%	14%	**	11%	10%	10%	7%	11%	9%	
6	(6.0)	565	46	58	56	47	446	95	21	28	36	**	205	325	507	14	20	34	
		13%	11%	13%	12%	11%	12%	15%	16%	12%	19%	**	13%	12%	13%	12%	17%	14%	
7	(7.0)	701	74	84	84	74	582	92	13	37	32	**	247	414	647	15	10	25	
		16%	17%	19%	18%	18%	16%	15%	10%	16%	17%	**	16%	16%	16%	13%	9%	11%	
8	(8.0)	717	74	69	58	85	582	118	16	50	40	**	202	474	668	16	12	28	
		16%	17%	15%	13%	20% c	16%	19%	12%	22%	21%	**	13%	18% a	17%	13%	11%	12%	
9	(9.0)	369	39	34	42	32	301	64	14	33	15	**	100	260	346	6	11	17	
		8%	9%	8%	9%	8%	8%	10%	10%	15% a	8%	**	6%	10% a	9%	5%	10%	7%	
10 - Extremely well		(10.0)	427	34	44	41	37	347	67	17	23	16	**	135	276	381	14	21	35
			10%	8%	10%	9%	9%	10%	11%	12%	10%	8%	**	9%	11%	10%	12%	18% a	15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Base : All respondents

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	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	186 4%	17 4%	22 5%	18 4%	21 5%	150 4%	26 4%	4 3%	7 3%	7 4%	** **	85 5% b	80 3%	153 4%	5 4%	3 3%	8 4%
NEGATIVE VIEW (1-4)	973 22%	114 27%	87 20%	122 27%	80 19%	862 24% bde	84 13%	28 20%	27 12%	20 10%	** **	425 27% b	501 19%	862 22%	43 35% a	25 22%	67 29%
NEUTRAL (5-6)	1029 23%	74 17%	105 24%	91 20%	89 21%	810 22%	183 29% a	45 33% a	48 21%	62 33% a	** **	375 24%	592 23%	923 23%	22 19%	32 28%	54 23%
POSITIVE VIEW (7-10)	2213 50%	221 52%	230 52%	224 49%	228 55%	1813 50%	342 54%	61 44%	143 63% ac	102 54%	** **	683 44%	1424 55% a	2042 51%	50 42%	54 47%	104 44%
MOST NEGATIVE (1-2)	516 12%	65 15%	41 9%	68 15%	37 9%	458 13% bde	44 7%	15 11%	13 6%	8 4%	** **	250 16% b	246 9%	456 11%	23 19%	9 8%	32 14%
MOST POSITIVE (9-10)	796 18%	73 17%	78 17%	82 18%	69 17%	649 18%	132 21%	32 23%	56 25%	31 16%	** **	235 15%	536 21% a	727 18%	20 16%	32 28%	51 22%
Answered	4215	410	423	437	396	3485	609	133	219	184	**	1484	2517	3828	115	110	226
Mean score	6.2	6.1	6.3	6.0	6.4	6.1	6.7 a	6.2	7.0 ac	6.7	**	5.8	6.5 a	6.3	5.6	6.5	6.0
Standard deviation	2.60	2.73	2.49	2.74	2.46	2.65	2.31	2.62	2.22	2.07	**	2.72	2.52	2.58	2.93	2.63	2.82
Standard error	.04	.15	.14	.15	.13	.04	.10	.23	.16	.16	**	.07	.05	.04	.29	.25	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 211

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8D. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Provides content that is relevant to me"?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	320	64	40	69	29	163	146	143	17	17	61	86	71	58	8	2	**
		7%	9%	7%	7%	6%	9%	11% b	5%	9%	7%	13% b	10% b	12% b	7%	10%	3%	**
2	(2.0)	130	27	20	32	12	60	43	78	6	4	22	30	21	26	2	4	**
		3%	4%	4%	3%	2%	3%	3%	3%	3%	2%	5%	3%	3%	3%	3%	7%	**
3	(3.0)	184	36	22	47	25	93	73	92	9	11	26	48	35	40	3	3	**
		4%	5%	4%	5%	5%	5%	5% b	4%	5%	4%	6%	5%	6%	5%	4%	6%	**
4	(4.0)	191	23	29	38	9	72	61	115	10	10	24	40	26	28	4	5	**
		4%	3%	5%	4%	2%	4%	5%	4%	5%	4%	5%	5%	4%	3%	5%	9% a	**
5	(5.0)	434	61	47	89	41	164	126	268	20	22	38	76	65	74	8	3	**
		10%	9%	9%	9%	9%	9%	9%	10%	11%	9%	8%	9%	11%	9%	10%	6%	**
6	(6.0)	512	76	57	96	39	212	134	335	26	17	39	85	53	83	7	5	**
		12%	11%	10%	9%	8%	12%	10%	13%	14%	7%	9%	10%	9%	10%	8%	9%	**
7	(7.0)	736	118	102	176	74	282	206	454	28	36	55	133	93	157	10	5	**
		17%	17%	18%	17%	15%	15%	15%	17%	15%	14%	12%	15%	16%	18%	12%	9%	**
8	(8.0)	759	115	92	199	107	295	197	482	21	44	74	135	76	168	14	12	**
		17%	16%	17%	19%	22%	16%	15%	ag	11%	18%	16%	15%	13%	19%	18%	22%	**
9	(9.0)	469	86	54	110	56	176	128	303	20	25	31	83	55	92	10	3	**
		11%	12%	10%	11%	12%	10%	9%	12% e	11%	10%	7%	9%	9%	11%	12%	5%	**
10 - Extremely well	(10.0)	521	83	77	151	75	231	189	285	24	52	68	137	76	122	11	12	**
		12%	12%	14%	15%	16%	13%	14% b	11%	13%	21% abg	15%	16% b	13%	14%	14%	23%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C8D. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Provides content that is relevant to me"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Don't know	145	14	14	26	13	73	51	67	4	8	19	31	26	22	3	1	**	
	3%	2%	2%	3%	3%	4%	4%	3%	2%	3%	4%	3%	4%	3%	3%	2%	**	
NEGATIVE VIEW (1-4)	825	149	112	186	75	388	323	429	43	43	132	204	153	152	17	13	**	
	19%	21%	20%	18%	16%	21%	24%	16%	23%	17%	29%	23%	26%	17%	22%	25%	**	
							b				bd	b	b					
NEUTRAL (5-6)	946	138	104	184	80	376	260	603	46	39	77	161	118	157	15	8	**	
	22%	20%	19%	18%	17%	21%	19%	23%	25%	16%	17%	18%	20%	18%	19%	14%	**	
							ef											
POSITIVE VIEW (7-10)	2485	403	325	637	312	983	721	1525	94	157	228	489	300	540	45	32	**	
	56%	57%	59%	62%	65%	54%	53%	58%	50%	64%	50%	55%	50%	62%	56%	59%	**	
							aeg			aeg								
MOST NEGATIVE (1-2)	449	90	60	101	40	222	189	221	24	21	83	116	92	83	10	5	**	
	10%	13%	11%	10%	8%	12%	14%	8%	13%	9%	18%	13%	15%	10%	13%	10%	**	
							b				bd	b	b					
MOST POSITIVE (9-10)	990	169	131	261	131	407	318	588	45	78	99	220	131	214	21	15	**	
	22%	24%	24%	25%	27%	22%	23%	22%	24%	32%	22%	25%	22%	25%	26%	28%	**	
										beg								
Answered	4256	690	541	1008	467	1747	1304	2556	183	238	437	853	570	849	78	53	**	
Mean score	6.5	6.4	6.6	6.7	6.9	6.4	6.3	6.7	6.3	7.0	6.0	6.4	6.1	6.7	6.5	6.8	**	
					a			aeg		aeg								
Standard deviation	2.57	2.71	2.62	2.59	2.55	2.71	2.83	2.42	2.72	2.69	3.01	2.82	2.87	2.56	2.82	2.76	**	
Standard error	.04	.11	.11	.08	.13	.06	.08	.05	.20	.17	.14	.10	.12	.10	.27	.25	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

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C8D. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Provides content that is relevant to me"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	320 7%	34 8%	24 5%	39 9%	19 4%	291 8% be	19 3%	7 5%	7 3%	3 2%	** **	147 9% b	156 6%	283 7%	14 11%	4 3%	17 7%
2	(2.0)	130 3%	17 4%	9 2%	12 3%	14 3%	115 3%	10 2%	5 3%	2 1%	2 1%	** **	61 4% b	59 2%	112 3%	8 7%	5 4%	13 6%
3	(3.0)	184 4%	13 3%	27 6%	13 3%	27 6%	160 4% e	16 3%	9 6% e	4 2%	- -%	** **	91 6% b	81 3%	166 4%	3 2%	7 6%	10 4%
4	(4.0)	191 4%	18 4%	10 2%	18 4%	10 2%	168 5%	20 3%	3 2%	7 3%	9 5%	** **	80 5%	102 4%	163 4%	14 11% a	5 4%	19 8%
5	(5.0)	434 10%	38 9%	37 8%	42 9%	33 8%	339 9%	79 12%	17 12%	26 11%	24 12%	** **	159 10%	248 10%	386 10%	11 9%	16 14%	27 12%
6	(6.0)	512 12%	37 9%	46 10%	43 9%	40 10%	410 11%	90 14%	23 17%	18 8%	40 21% ad	** **	172 11%	313 12%	476 12% d	5 4%	8 7%	13 6%
7	(7.0)	736 17%	72 17%	85 19%	86 19%	72 17%	596 16%	113 18%	17 13%	45 20%	42 22%	** **	261 17%	438 17%	661 17%	20 17%	20 18%	41 17%
8	(8.0)	759 17%	82 19%	86 19%	90 20%	78 19%	622 17%	118 19%	25 18%	43 19%	30 16%	** **	234 15%	482 19% a	707 18%	20 17%	10 9%	31 13%
9	(9.0)	469 11%	55 13%	37 8%	49 11%	43 10%	387 11%	75 12%	8 6%	42 19% ac	17 9%	** **	150 10%	303 12%	432 11%	9 8%	20 18%	29 13%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

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Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
10 - Extremely well	(10.0)	521	53	69	54	68	436	72	20	25	18	**	151	349	473	13	16	28
		12%	12%	16%	12%	16%	12%	11%	15%	11%	9%	**	10%	13% a	12%	11%	14%	12%
Don't know		145	8	14	8	15	112	24	2	8	5	**	62	66	120	4	2	6
		3%	2%	3%	2%	4%	3%	4%	2%	4%	2%	**	4%	3%	3%	3%	2%	3%
NEGATIVE VIEW (1-4)		825	81	71	82	70	734	65	24	19	15	**	380	398	724	38	21	59
		19%	19%	16%	18%	17%	20% bde	10%	17%	8%	8%	**	24% b	15%	18%	31% a	18%	25%
NEUTRAL (5-6)		946	75	82	85	73	749	168	40	44	64	**	332	561	862	16	24	40
		22%	18%	19%	19%	17%	21%	27% a	29%	20%	33% ad	**	21%	22%	22%	13%	21%	17%
POSITIVE VIEW (7-10)		2485	262	278	280	260	2040	377	71	155	108	**	796	1571	2274	63	66	129
		56%	61%	62%	62%	62%	56%	59%	52%	69% ac	56%	**	51%	60% a	57%	52%	58%	55%
MOST NEGATIVE (1-2)		449	50	33	51	33	406	30	12	8	6	**	208	215	395	21	9	30
		10%	12%	7%	11%	8%	11% bde	5%	9%	4%	3%	**	13% b	8%	10%	18%	8%	13%
MOST POSITIVE (9-10)		990	108	107	103	111	823	147	28	67	36	**	301	651	906	22	36	58
		22%	25%	24%	23%	27%	23%	23%	21%	30%	19%	**	19%	25% a	23%	18%	31%	25%
Answered		4256	419	431	447	403	3524	610	135	218	186	**	1507	2531	3861	116	112	228
Mean score		6.5	6.6	6.8	6.6	6.9	6.5	6.9 a	6.5	7.2 ac	6.9	**	6.1	6.8 a	6.6	6.0	6.7	6.3

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

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C8D. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Provides content that is relevant to me"?

Base : All respondents

	65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY					
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b		a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553		3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122		3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597		3981	120	114	234
Standard deviation	2.57	2.64	2.49	2.59	2.53	2.63	2.16	2.50	2.09	1.89	**	2.69	2.46		2.55	2.86	2.53	2.73
Standard error	.04	.14	.13	.14	.14	.04	.09	.22	.15	.15	**	.07	.05		.04	.28	.24	.19

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8E. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects different communities living in the UK"?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		Total	55-64	65-74	65+	75+	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%			a	b	c	d	a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
1 - Not at all well	(1.0)	230	48	33	48	15	117	108	99	10	10	45	62	55	40	6	2	**
		5%	7%	6%	5%	3%	6%	8% b	4%	5%	4%	10% b	7% b	9% b	5%	7%	3%	**
2	(2.0)	90	17	12	18	6	39	33	48	6	6	15	24	13	15	1	2	**
		2%	2%	2%	2%	1%	2%	2%	2%	3%	2%	3%	3%	2%	2%	1%	4%	**
3	(3.0)	138	29	22	31	10	69	54	73	6	8	20	30	29	27	3	1	**
		3%	4%	4%	3%	2%	4%	4%	3%	3%	3%	4%	3%	5%	3%	4%	2%	**
4	(4.0)	173	32	27	38	11	72	64	91	13	5	26	44	28	30	4	3	**
		4%	5%	5%	4%	2%	4%	5%	3%	7%	2%	6%	5%	5%	3%	5%	5%	**
5	(5.0)	466	61	54	104	49	180	131	288	26	28	44	82	65	88	7	6	**
		11%	9%	10%	10%	10%	10%	10%	11%	14%	11%	10%	9%	11%	10%	9%	12%	**
6	(6.0)	533	81	58	97	39	201	142	347	26	23	39	91	54	76	13	6	**
		12%	11%	11%	9%	8%	11%	10%	13%	14%	9%	9%	10%	9%	9%	16%	11%	**
7	(7.0)	741	127	86	158	72	271	194	478	26	41	55	125	95	135	10	8	**
		17%	18%	16%	15%	15%	15%	14%	ae	14%	17%	12%	14%	16%	16%	12%	14%	**
8	(8.0)	828	141	112	218	105	326	219	535	19	38	80	150	73	189	13	11	**
		19%	20%	20%	21%	22%	18%	16%	acg	10%	15%	18%	17%	12%	22%	16%	20%	**
9	(9.0)	439	68	59	108	49	172	123	275	21	21	35	82	49	87	11	4	**
		10%	10%	11%	10%	10%	9%	9%	10%	11%	9%	8%	9%	8%	10%	13%	8%	**
10 - Extremely well	(10.0)	481	67	59	133	74	215	180	251	28	50	60	132	74	111	9	10	**
		11%	9%	11%	13%	15% a	12%	13% b	10%	15%	20% abg	13%	15% b	12%	13%	11%	18%	**
Don't know		282	34	31	80	49	158	108	139	8	16	37	62	60	73	5	1	**
		6%	5%	6%	8%	10% a	9%	8% b	5%	4%	7%	8%	7%	10% b	8%	6%	2%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 212

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C8E. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects different communities living in the UK"?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NEGATIVE VIEW (1-4)	631	127	94	136	42	297	258	312	34	29	106	160	126	112	13	8	**	
	14%	18%	17%	13%	9%	16%	19%	12%	18%	12%	23%	18%	21%	13%	16%	15%	**	
		d	d				b				bd	b	bd					
NEUTRAL (5-6)	999	142	113	201	88	381	273	634	51	51	83	173	119	164	20	12	**	
	23%	20%	20%	19%	18%	21%	20%	24%	27%	21%	18%	20%	20%	19%	25%	23%	**	
							aef											
POSITIVE VIEW (7-10)	2489	402	316	617	300	984	716	1538	94	150	231	490	291	523	42	33	**	
	57%	57%	57%	60%	63%	54%	53%	59%	50%	61%	51%	55%	49%	60%	52%	60%	**	
							aeg			g								
MOST NEGATIVE (1-2)	320	65	45	67	21	156	140	147	16	16	60	86	69	55	6	4	**	
	7%	9%	8%	6%	4%	9%	10%	6%	8%	6%	13%	10%	12%	6%	8%	7%	**	
		d					b				b	b	b					
MOST POSITIVE (9-10)	920	134	118	241	123	387	302	526	49	71	95	214	123	198	19	14	**	
	21%	19%	21%	23%	26%	21%	22%	20%	26%	29%	21%	24%	21%	23%	24%	26%	**	
										b								
Answered	4119	670	523	954	431	1662	1247	2485	179	230	420	822	536	799	76	53	**	
Mean score	6.7	6.5	6.6	6.9	7.2	6.6	6.5	6.8	6.5	7.1	6.3	6.6	6.3	6.9	6.6	6.9	**	
				a	ab			aeg		aeg								
Standard deviation	2.38	2.48	2.46	2.38	2.23	2.52	2.66	2.20	2.55	2.46	2.81	2.63	2.74	2.37	2.51	2.42	**	
Standard error	.04	.10	.10	.08	.11	.06	.07	.04	.19	.16	.13	.09	.12	.09	.24	.22	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8E. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects different communities living in the UK"?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1 - Not at all well	(1.0)	230	28	12	24	16	200	20	4	5	8	**	104	114	203	7	5	12
		5%	7%	3%	5%	4%	5%	3%	3%	2%	4%	**	7% b	4%	5%	6%	4%	5%
2	(2.0)	90	8	7	6	9	79	7	4	*	2	**	40	44	84	2	2	4
		2%	2%	1%	1%	2%	2%	1%	3%	1%	1%	**	3%	2%	2%	1%	2%	2%
3	(3.0)	138	8	19	15	12	120	17	9	3	3	**	60	74	129	3	2	5
		3%	2%	4%	3%	3%	3%	3%	6%	1%	2%	**	4%	3%	3%	3%	1%	2%
4	(4.0)	173	12	18	20	11	150	18	2	9	6	**	75	88	146	9	9	18
		4%	3%	4%	4%	3%	4%	3%	1%	4%	3%	**	5%	3%	4%	8%	8%	8% a
5	(5.0)	466	53	35	42	46	387	62	14	19	17	**	178	261	421	13	10	23
		11%	12%	8%	9%	11%	11%	10%	10%	9%	9%	**	11%	10%	11%	11%	8%	10%
6	(6.0)	533	30	46	41	34	419	95	27	27	28	**	183	322	478	14	16	30
		12%	7%	10%	9%	8%	12%	15%	20% a	12%	15%	**	12%	12%	12%	11%	14%	13%
7	(7.0)	741	73	63	63	72	575	134	18	50	48	**	257	435	669	20	20	40
		17%	17%	14%	14%	17%	16%	21% a	13%	22%	25% a	**	16%	17%	17%	17%	17%	17%
8	(8.0)	828	93	96	113	76	706	109	14	43	37	**	258	527	769	22	18	40
		19%	22%	22%	25%	18%	19%	17%	10%	19%	20%	**	16%	20% a	19%	18%	16%	17%
9	(9.0)	439	38	49	42	46	364	67	14	30	19	**	137	288	404	8	11	19
		10%	9%	11%	9%	11%	10%	10%	10%	13%	10%	**	9%	11%	10%	7%	9%	8%
10 - Extremely well	(10.0)	481	50	61	58	53	390	79	25	28	17	**	145	315	434	13	20	32
		11%	12%	14%	13%	13%	11%	12%	18%	12%	9%	**	9%	12% a	11%	10%	17%	14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 212

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

C8E. PERFORMANCE AGAINST PURPOSE 4 SUB-STATEMENT 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: "Reflects different communities living in the UK"?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Don't know	282 6%	34 8%	39 9%	30 7%	43 10%	246 7%	26 4%	7 5%	9 4%	4 2%	** **	131 8% b	129 5%	245 6%	10 8%	2 2%	12 5%
NEGATIVE VIEW (1-4)	631 14%	56 13%	56 13%	65 14%	47 11%	548 15% bd	62 10%	19 14%	18 8%	19 10%	** **	279 18% b	319 12%	562 14%	21 17%	18 16%	39 16%
NEUTRAL (5-6)	999 23%	83 19%	81 18%	83 18%	81 19%	806 22%	157 25%	41 30%	47 21%	46 24%	** **	361 23%	584 22%	899 23%	27 22%	26 23%	52 22%
POSITIVE VIEW (7-10)	2489 57%	254 60%	269 60%	276 61%	247 59%	2036 56%	388 61%	70 51%	153 67% ac	122 64%	** **	798 51%	1565 60% a	2276 57%	63 52%	68 60%	132 56%
MOST NEGATIVE (1-2)	320 7%	36 8%	19 4%	30 7%	25 6%	278 8% bd	28 4%	8 6%	6 2%	10 5%	** **	144 9% b	157 6%	287 7%	8 7%	7 7%	16 7%
MOST POSITIVE (9-10)	920 21%	88 21%	110 25%	100 22%	99 24%	754 21%	145 23%	39 28%	59 26%	36 19%	** **	283 18%	603 23% a	838 21%	21 17%	31 27%	51 22%
Answered	4119	393	406	424	375	3390	608	130	217	187	**	1438	2467	3736	111	112	223
Mean score	6.7	6.8	7.1	6.9	6.9	6.7	7.0 a	6.8	7.2 a	6.9	**	6.4	6.9 a	6.7	6.5	6.9	6.7
Standard deviation	2.38	2.45	2.28	2.40	2.33	2.41	2.14	2.45	1.97	2.08	**	2.48	2.30	2.37	2.39	2.40	2.40
Standard error	.04	.14	.13	.14	.13	.04	.09	.22	.14	.16	**	.06	.05	.04	.24	.23	.17

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 213

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1A. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides a broad mix of TV content?

Base : All respondents

		AGE				AGE/SEG 65+ OR DE	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+		ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Significance Level: 99%																		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	425	83	58	117	59	169	164	224	26	55	61	129	58	99	5	10	**	
	10%	12%	11%	11%	12%	9%	12%	9%	14%	22%	13%	15%	10%	11%	6%	19%	**	
							b			abefg	b	b				b		
A little better than others	1046	159	130	261	131	405	272	686	29	43	74	162	118	217	23	17	**	
	24%	23%	23%	25%	27%	22%	20%	26%	15%	18%	16%	18%	20%	25%	29%	31%	**	
								acdefg										
About the same as others	1959	323	241	454	213	803	544	1220	89	100	182	352	236	386	35	16	**	
	45%	46%	44%	44%	44%	44%	40%	47%	47%	40%	40%	40%	39%	44%	44%	30%	**	
								afg						c				
A little worse than others	438	56	55	84	29	177	159	239	22	24	54	105	77	69	7	6	**	
	10%	8%	10%	8%	6%	10%	12%	9%	12%	10%	12%	12%	13%	8%	9%	11%	**	
Much worse than others	350	72	52	81	28	167	156	161	18	13	66	102	76	69	6	4	**	
	8%	10%	9%	8%	6%	9%	12%	6%	9%	5%	15%	12%	13%	8%	8%	7%	**	
							bd				bd	bd	bd					
Don't know	183	12	17	37	20	97	59	93	5	12	19	34	32	32	4	1	**	
	4%	2%	3%	4%	4%	5%	4%	4%	3%	5%	4%	4%	5%	4%	5%	3%	**	
BETTER THAN OTHERS	1471	241	189	378	190	574	436	910	54	98	136	290	176	316	28	27	**	
	33%	34%	34%	37%	40%	32%	32%	35%	29%	40%	30%	33%	30%	36%	35%	50%	**	
								g								a		
WORSE THAN OTHERS	787	128	107	164	57	345	315	400	39	37	121	207	153	138	13	9	**	
	18%	18%	19%	16%	12%	19%	23%	15%	21%	15%	26%	23%	26%	16%	17%	18%	**	
			d				bd				bd	bd	bd					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1A. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides a broad mix of TV content?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	425	56	43	55	43	358	60	15	16	17	**	130	280	373	16	19	35
	10%	13%	10%	12%	10%	10%	9%	11%	7%	9%	**	8%	11%	9%	14%	16%	15%
A little better than others	1046	114	104	127	91	847	160	30	62	55	**	344	644	968	31	25	56
	24%	27%	23%	28%	22%	23%	25%	22%	27%	29%	**	22%	25%	24%	25%	22%	24%
About the same as others	1959	169	217	180	206	1614	293	64	112	82	**	703	1143	1779	46	39	85
	45%	40%	49%	40%	49%	44%	46%	47%	49%	43%	**	45%	44%	45%	38%	35%	36%
A little worse than others	438	34	34	36	33	373	54	11	18	16	**	181	241	391	15	16	31
	10%	8%	8%	8%	8%	10%	8%	8%	8%	8%	**	12%	9%	10%	12%	14%	13%
Much worse than others	350	42	27	47	22	314	28	7	8	10	**	140	198	319	5	9	13
	8%	10%	6%	10%	5%	9%	4%	5%	4%	5%	**	9%	8%	8%	4%	8%	6%
Don't know	183	12	20	10	22	130	40	9	11	10	**	71	91	151	9	5	14
	4%	3%	5%	2%	5%	4%	6%	7%	5%	5%	**	5%	3%	4%	7%	5%	6%
BETTER THAN OTHERS	1471	170	146	182	134	1205	220	45	78	73	**	474	924	1341	47	44	91
	33%	40%	33%	40%	32%	33%	35%	33%	34%	38%	**	30%	36%	34%	39%	39%	39%
WORSE THAN OTHERS	787	76	62	82	55	687	82	19	26	25	**	321	439	710	19	25	44
	18%	18%	14%	18%	13%	19%	13%	14%	11%	13%	**	20%	17%	18%	16%	22%	19%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 214

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1B. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Appeals to a wide range of different TV audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	386 9%	69 10%	49 9%	99 10%	50 10%	145 8%	142 10%	220 8%	25 13%	41 17% b	49 11%	105 12% b	58 10%	81 9%	5 7%	9 17%	** **	
A little better than others	999 23%	173 25%	120 22%	240 23%	120 25%	373 20%	285 21%	625 24% e	38 20%	59 24%	81 18%	184 21%	117 20%	204 23%	17 21%	14 27%	** **	
About the same as others	1952 44%	293 42%	260 47%	489 47%	230 48%	834 46%	537 40%	1215 46% afg	77 41%	97 39%	180 39%	343 39%	229 38%	416 48% c	39 48%	18 34%	** **	
A little worse than others	527 12%	80 11%	58 10%	95 9%	37 8%	203 11%	182 13%	299 11%	30 16%	28 11%	62 14%	120 14%	84 14%	79 9%	7 9%	7 13%	** **	
Much worse than others	314 7%	68 10% cd	41 7%	60 6%	20 4%	146 8%	141 10% bd	144 5%	11 6%	9 4%	61 13% bcd	89 10% bd	69 12% bd	50 6%	7 8%	3 5%	** **	
Don't know	223 5%	22 3%	27 5%	50 5%	23 5%	120 7%	68 5%	120 5%	7 4%	13 5%	23 5%	42 5%	38 6%	42 5%	6 7%	2 4%	** **	
BETTER THAN OTHERS	1384 31%	242 34%	169 31%	339 33%	170 35%	518 28%	427 32%	846 32%	62 33%	100 41% eg	130 28%	289 33%	175 29%	286 33%	22 28%	23 43%	** **	
WORSE THAN OTHERS	841 19%	148 21% cd	98 18%	155 15%	57 12%	349 19%	323 24% bd	443 17%	41 22%	37 15%	124 27% bd	209 24% bd	153 26% bd	129 15%	14 17%	10 18%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1B. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Appeals to a wide range of different TV audiences?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	386 9%	42 10%	40 9%	44 10%	38 9%	313 9%	64 10%	13 10%	19 8%	16 8%	** **	122 8%	252 10%	347 9%	12 10%	17 15%	28 12%
A little better than others	999 23%	101 24%	103 23%	111 24%	93 22%	813 22%	156 25%	30 22%	63 28%	48 25%	** **	323 21%	631 24%	903 23%	36 30%	28 25%	64 27%
About the same as others	1952 44%	192 45%	223 50%	198 44%	218 52%	1602 44%	282 44%	60 43%	101 45%	92 48%	** **	665 42%	1158 45%	1785 45% d	42 35%	40 35%	82 35%
A little worse than others	527 12%	42 10%	36 8%	46 10%	33 8%	462 13%	57 9%	16 12%	26 11%	11 6%	** **	233 15% b	275 11%	478 12%	13 11%	16 14%	29 12%
Much worse than others	314 7%	32 8%	18 4%	35 8%	16 4%	275 8% d	32 5%	9 7%	5 2%	13 7%	** **	129 8%	176 7%	280 7%	8 6%	10 9%	17 7%
Don't know	223 5%	17 4%	24 5%	21 5%	20 5%	170 5%	43 7%	9 7%	13 6%	11 6%	** **	98 6% b	105 4%	189 5%	10 8%	4 3%	14 6%
BETTER THAN OTHERS	1384 31%	142 33%	143 32%	155 34%	131 31%	1126 31%	220 35%	43 31%	82 36%	63 33%	** **	444 28%	883 34% a	1250 31%	48 40%	44 39%	92 39%
WORSE THAN OTHERS	841 19%	75 17%	55 12%	81 18%	48 12%	738 20% b	89 14%	25 18%	31 14%	24 13%	** **	361 23% b	451 17%	758 19%	21 17%	25 22%	46 20%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 215

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1C. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides high quality TV content?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	539 12%	96 14%	80 14%	165 16%	85 18%	234 13%	203 15% b	293 11%	30 16%	59 24% abg	71 16%	143 16% b	77 13%	141 16%	9 11%	11 21%	** **	
A little better than others	1150 26%	188 27%	176 32%	303 29%	128 27%	457 25%	309 23%	745 28% aefg	46 24%	64 26%	92 20%	203 23%	126 21%	259 30%	23 28%	18 33%	** **	
About the same as others	1788 41%	265 38%	203 37%	407 39%	204 43%	740 41%	500 37%	1109 42% af	77 41%	82 33%	169 37%	321 36%	221 37%	344 39% c	34 42% c	14 25%	** **	
A little worse than others	437 10%	74 10% c	36 6%	64 6%	28 6%	155 8%	151 11%	238 9%	17 9%	21 9%	44 10%	95 11%	72 12%	50 6%	5 6%	7 13% a	** **	
Much worse than others	315 7%	64 9% d	44 8%	64 6%	21 4%	148 8%	141 10% b	141 5%	14 8%	13 5%	64 14% bd	96 11% b	70 12% bd	55 6%	6 8%	2 4%	** **	
Don't know	171 4%	18 2%	16 3%	30 3%	14 3%	86 5%	51 4%	97 4%	4 2%	8 3%	16 4%	26 3%	30 5%	23 3%	4 5%	2 4%	** **	
BETTER THAN OTHERS	1689 38%	285 40%	255 46%	468 45%	213 44%	692 38%	512 38%	1038 40%	76 40%	123 50% abefg	163 36%	347 39%	204 34%	400 46%	31 39%	29 54%	** **	
WORSE THAN OTHERS	752 17%	137 20% cd	80 14%	128 12%	49 10%	303 17%	292 22% b	380 14%	31 17%	34 14%	108 24% bd	191 22% b	142 24% bd	105 12%	11 14%	9 17%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 215

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1C. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides high quality TV content?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	539	74	67	86	55	443	80	18	24	20	**	162	355	491	13	17	30
	12%	17%	15%	19%	13%	12%	13%	13%	11%	10%	**	10%	14% a	12%	11%	15%	13%
A little better than others	1150	118	140	146	112	942	177	37	72	55	**	396	697	1048	35	36	71
	26%	28%	32%	32%	27%	26%	28%	27%	32%	29%	**	25%	27%	26%	29%	32%	30%
About the same as others	1788	162	181	157	187	1477	256	52	92	82	**	635	1047	1626	46	35	81
	41%	38%	41%	35%	45% c	41%	40%	38%	41%	43%	**	40%	40%	41%	38%	31%	35%
A little worse than others	437	30	21	24	27	373	54	16	17	13	**	168	249	390	13	16	29
	10%	7%	5%	5%	6%	10%	8%	12%	8%	7%	**	11%	10%	10%	11%	14%	12%
Much worse than others	315	34	21	33	22	277	30	8	8	10	**	133	166	282	6	6	12
	7%	8%	5%	7%	5%	8%	5%	6%	4%	5%	**	8%	6%	7%	5%	5%	5%
Don't know	171	9	14	9	15	123	38	7	13	10	**	75	82	144	8	3	11
	4%	2%	3%	2%	3%	3%	6% a	5%	6%	5%	**	5%	3%	4%	7%	3%	5%
BETTER THAN OTHERS	1689	192	208	232	168	1385	257	54	96	75	**	558	1052	1539	48	53	101
	38%	45%	47%	51% d	40%	38%	40%	40%	43%	39%	**	36%	41% a	39%	40%	47%	43%
WORSE THAN OTHERS	752	63	42	57	49	650	84	24	25	23	**	301	415	672	19	22	41
	17%	15%	9%	12%	12%	18% b	13%	18%	11%	12%	**	19%	16%	17%	16%	19%	17%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 216

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1D. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content made for UK audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	533 12%	94 13%	70 13%	136 13%	67 14%	209 12%	206 15%	281 11%	34 18%	58 24%	71 16%	156 18%	78 13%	121 14%	4 5%	8 15%	** **	
A little better than others	1163 26%	185 26%	152 27%	296 29%	144 30%	454 25%	338 25%	724 28%	45 24%	62 25%	93 20%	209 24%	149 25%	249 29%	26 33%	16 30%	** **	
About the same as others	1925 44%	299 42%	242 44%	453 44%	211 44%	811 45%	519 38%	1220 46%	81 43%	92 38%	183 40%	334 38%	222 37%	376 43%	38 47%	23 42%	** **	
A little worse than others	312 7%	46 6%	30 5%	52 5%	22 5%	114 6%	106 8%	169 6%	11 6%	12 5%	34 7%	67 8%	58 10%	43 5%	4 5%	3 6%	** **	
Much worse than others	255 6%	54 8%	38 7%	54 5%	16 3%	127 7%	124 9%	109 4%	10 5%	12 5%	53 12%	82 9%	55 9%	49 6%	4 5%	1 2%	** **	
Don't know	212 5%	27 4%	23 4%	43 4%	20 4%	105 6%	62 5%	120 5%	7 3%	10 4%	23 5%	36 4%	34 6%	35 4%	4 5%	2 4%	** **	
BETTER THAN OTHERS	1696 39%	279 40%	221 40%	432 42%	211 44%	663 36%	544 40%	1005 38%	79 42%	120 49%	164 36%	364 41%	227 38%	369 42%	30 38%	25 46%	** **	
WORSE THAN OTHERS	567 13%	99 14%	68 12%	106 10%	38 8%	241 13%	230 17%	278 11%	21 11%	24 10%	87 19%	149 17%	113 19%	92 11%	8 10%	4 8%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1D. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content made for UK audiences?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
Much better than others	533 12%	66 15%	55 12%	68 15%	53 13%	439 12%	80 13%	24 17%	24 11%	20 11%	** **	175 11%	329 13%	474 12%	18 15%	26 23% a	44 19% a	
A little better than others	1163 26%	118 28%	131 29%	136 30%	112 27%	962 26%	164 26%	29 21%	64 28%	45 24%	** **	410 26%	699 27%	1051 26%	37 30%	41 36%	78 33%	
About the same as others	1925 44%	176 41%	200 45%	177 39%	199 48%	1592 44%	278 44%	55 40%	89 39%	101 53%	** **	660 42%	1158 45%	1770 44% cd	41 34%	26 23%	67 29%	
A little worse than others	312 7%	21 5%	22 5%	27 6%	15 4%	262 7%	41 6%	14 11% e	19 8%	5 3%	** **	132 8%	162 6%	275 7%	12 10%	11 9%	23 10%	
Much worse than others	255 6%	29 7%	20 4%	33 7%	16 4%	226 6%	25 4%	9 6%	10 4%	7 4%	** **	100 6%	144 6%	227 6%	6 5%	6 5%	11 5%	
Don't know	212 5%	17 4%	18 4%	13 3%	22 5%	154 4%	46 7% a	6 5%	21 9% a	12 6%	** **	91 6%	105 4%	184 5%	7 6%	4 4%	12 5%	
BETTER THAN OTHERS	1696 39%	184 43%	186 42%	204 45%	165 40%	1401 39%	244 38%	53 38%	88 39%	65 34%	** **	586 37%	1028 40%	1525 38%	55 46%	67 59% a	122 52% a	
WORSE THAN OTHERS	567 13%	50 12%	42 9%	61 13%	31 7%	489 13%	66 10%	23 17% e	28 13%	12 7%	** **	233 15%	306 12%	502 13%	17 14%	16 14%	34 14%	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 217

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1E. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that dares to be different?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	309 7%	50 7%	38 7%	77 7%	39 8%	121 7%	109 8%	171 7%	18 10%	40 16% abeg	40 9%	89 10% b	38 6%	66 8%	3 3%	5 9%	** **	
A little better than others	804 18%	122 17%	88 16%	168 16%	80 17%	286 16%	244 18%	489 19%	38 20%	46 19%	72 16%	163 18%	104 17%	145 17%	11 14%	9 17%	** **	
About the same as others	1886 43%	280 40%	251 45%	484 47%	233 49% a	794 44%	533 39%	1160 44% af	78 42%	92 37%	178 39%	339 38%	229 38%	406 47%	37 46%	24 45%	** **	
A little worse than others	676 15%	128 18% cd	79 14%	131 13%	52 11%	257 14%	190 14%	431 16%	25 13%	32 13%	63 14%	123 14%	89 15%	107 12%	14 18%	7 13%	** **	
Much worse than others	382 9%	85 12% cd	50 9% d	67 7%	17 4%	169 9%	163 12% b	186 7%	18 10%	18 7%	65 14% b	101 11% b	79 13% b	58 7%	6 7%	3 6%	** **	
Don't know	343 8%	39 6%	49 9%	107 10% a	57 12% a	192 11%	117 9%	186 7%	10 6%	19 8%	39 8%	69 8%	58 10%	91 10%	9 11%	5 10%	** **	
BETTER THAN OTHERS	1113 25%	172 24%	126 23%	245 24%	119 25%	407 22%	353 26%	660 25%	56 30%	86 35% abeg	112 25%	252 28%	142 24%	211 24%	14 17%	14 26%	** **	
WORSE THAN OTHERS	1058 24%	213 30% cd	129 23% d	199 19%	70 15%	427 23%	353 26%	617 24%	43 23%	50 20%	128 28%	224 25%	168 28%	165 19%	20 25%	10 19%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1E. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that dares to be different?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
Much better than others	309	34	32	38	28	249	49	13	15	14	**	86	208	267	12	19	31	
	7%	8%	7%	8%	7%	7%	8%	9%	7%	7%	**	5%	8%	7%	10%	17%	13%	
													a			a	a	
A little better than others	804	75	70	78	67	628	154	34	51	48	**	233	528	735	22	27	49	
	18%	18%	16%	17%	16%	17%	24%	25%	23%	25%	**	15%	20%	18%	19%	24%	21%	
							a						a					
About the same as others	1886	194	212	193	213	1544	280	58	104	85	**	658	1120	1725	47	30	77	
	43%	45%	48%	43%	51%	42%	44%	42%	46%	45%	**	42%	43%	43%	39%	26%	33%	
														cd				
A little worse than others	676	60	48	67	40	591	71	17	25	24	**	287	363	608	15	24	39	
	15%	14%	11%	15%	10%	16%	11%	12%	11%	13%	**	18%	14%	15%	12%	22%	17%	
						b						b						
Much worse than others	382	31	27	35	22	342	33	8	14	8	**	176	192	343	11	11	22	
	9%	7%	6%	8%	5%	9%	5%	6%	6%	4%	**	11%	7%	9%	10%	10%	10%	
						b						b						
Don't know	343	34	57	43	47	282	47	9	18	12	**	130	186	304	13	3	15	
	8%	8%	13%	9%	11%	8%	7%	7%	8%	6%	**	8%	7%	8%	11%	2%	7%	
BETTER THAN OTHERS	1113	109	102	116	95	877	203	46	66	62	**	319	736	1002	34	46	80	
	25%	26%	23%	25%	23%	24%	32%	34%	29%	32%	**	20%	28%	25%	28%	40%	34%	
						a							a			a	a	
WORSE THAN OTHERS	1058	90	75	103	62	932	104	24	38	32	**	463	555	950	26	35	62	
	24%	21%	17%	23%	15%	26%	16%	18%	17%	17%	**	29%	21%	24%	22%	31%	26%	
						bd						b						

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 218

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1F. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that is different from other providers?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	342 8%	62 9%	38 7%	81 8%	43 9%	127 7%	130 10% b	181 7%	22 12%	42 17% abg	48 11%	100 11% b	45 8%	69 8%	3 3%	6 12%	** **	
A little better than others	907 21%	141 20%	123 22%	219 21%	96 20%	334 18%	241 18%	577 22% aef	25 13%	44 18%	66 14%	152 17%	107 18%	183 21%	19 24%	14 26%	** **	
About the same as others	2058 47%	314 45%	258 46%	510 49%	252 53%	863 47%	573 42% adefg	1302 50%	91 49%	98 40%	187 41%	365 41%	245 41%	432 50%	40 49%	21 39%	** **	
A little worse than others	500 11%	97 14%	58 10%	98 9%	40 8%	202 11%	176 13%	272 10%	25 13%	36 15%	59 13%	117 13%	82 14%	80 9%	9 11%	6 11%	** **	
Much worse than others	317 7%	64 9% d	44 8% d	58 6%	15 3%	146 8%	142 10% bd	146 6%	15 8%	11 5%	65 14% bd	94 11% bd	68 11% bd	49 6%	5 7%	3 5%	** **	
Don't know	277 6%	26 4%	34 6%	68 7%	34 7%	148 8%	93 7%	145 6%	9 5%	15 6%	33 7%	56 6%	50 8%	59 7%	5 6%	4 7%	** **	
BETTER THAN OTHERS	1249 28%	203 29%	161 29%	300 29%	139 29%	461 25%	371 27%	758 29%	47 25%	87 35% eg	114 25%	251 28%	152 25%	252 29%	22 27%	21 38%	** **	
WORSE THAN OTHERS	817 19%	161 23% cd	102 18% d	156 15%	54 11%	347 19%	318 23% b	418 16%	40 21%	47 19%	124 27% b	211 24% b	150 25% b	129 15%	14 18%	9 16%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D1F. Comparing BBC television services to other television and video service providers, how well, if at all, do you think BBC television: Provides TV content that is different from other providers?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%	Total	a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	342	39	29	39	30	278	53	14	12	20	**	108	221	306	13	14	27
	8%	9%	7%	9%	7%	8%	8%	10%	5%	10%	**	7%	8%	8%	11%	13%	12%
A little better than others	907	91	92	114	69	733	145	27	51	50	**	286	569	822	26	31	57
	21%	21%	21%	25% d	17%	20%	23%	19%	23%	26%	**	18%	22% a	21%	22%	27%	24%
About the same as others	2058	192	240	198	234	1694	303	67	113	86	**	724	1218	1881	49	42	91
	47%	45%	54% c	44%	56% ac	47%	48%	49%	50%	45%	**	46%	47%	47%	41%	37%	39%
A little worse than others	500	50	29	47	33	432	52	10	23	13	**	214	267	452	15	14	29
	11%	12%	7%	10%	8%	12%	8%	8%	10%	7%	**	14% b	10%	11%	12%	13%	12%
Much worse than others	317	27	22	32	18	281	31	12	9	8	**	134	170	286	7	7	15
	7%	6%	5%	7%	4%	8%	5%	9%	4%	4%	**	9%	7%	7%	6%	7%	6%
Don't know	277	26	32	25	34	216	49	7	18	14	**	103	152	234	11	5	16
	6%	6%	7%	5%	8%	6%	8%	5%	8%	7%	**	7%	6%	6%	9%	5%	7%
BETTER THAN OTHERS	1249	130	121	153	99	1012	198	40	63	70	**	393	790	1128	39	45	84
	28%	31%	27%	34% d	24%	28%	31%	29%	28%	37%	**	25%	30% a	28%	32%	40%	36%
WORSE THAN OTHERS	817	78	52	79	50	714	84	23	32	21	**	348	437	738	22	22	43
	19%	18%	12%	17%	12%	20% be	13%	17%	14%	11%	**	22% b	17%	19%	18%	19%	19%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 219

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2A. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides a broad mix of radio content?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	552	97	91	159	68	227	180	329	22	51	65	130	61	130	9	12	**	
	13%	14%	16%	15%	14%	12%	13%	13%	12%	21% abg	14%	15%	10%	15%	11%	23%	**	
A little better than others	946	158	116	224	109	355	281	580	45	58	70	179	127	188	18	15	**	
	21%	22%	21%	22%	23%	20%	21%	22% e	24%	24%	15%	20%	21%	22%	22%	28%	**	
About the same as others	1416	220	151	263	112	530	373	886	48	50	124	238	172	214	27	12	**	
	32%	31% d	27%	25%	23%	29%	28%	34% adf	26%	21%	27%	27%	29%	25%	34%	22%	**	
A little worse than others	253	30	23	33	10	77	99	125	19	12	28	56	57	29	2	1	**	
	6%	4%	4%	3%	2%	4%	7% b	5%	10% b	5%	6%	6%	10% b	3%	3%	2%	**	
Much worse than others	165	35	20	35	14	76	72	82	10	11	29	52	34	31	2	2	**	
	4%	5%	4%	3%	3%	4%	5% b	3%	6%	4%	6% b	6% b	6% b	4%	2%	3%	**	
Don't know	1069	165	153	320	166	555	350	622	43	63	141	230	146	280	23	12	**	
	24%	23%	28%	31% a	35% a	30%	26%	24%	23%	26%	31% b	26%	24%	32%	29%	22%	**	
BETTER THAN OTHERS	1497	254	207	384	177	582	461	909	68	110	135	308	188	318	26	28	**	
	34%	36%	37%	37%	37%	32%	34%	35%	36%	45% abeg	30%	35%	31%	36%	33%	51% ab	**	
WORSE THAN OTHERS	418	65	43	68	24	153	170	207	29	23	56	108	91	60	4	3	**	
	10%	9%	8%	7%	5%	8%	13% b	8%	15% b	9%	12% b	12% b	15% b	7%	5%	5%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 219

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2A. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides a broad mix of radio content?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	552 13%	75 18%	54 12%	80 18%	49 12%	460 13%	71 11%	20 15%	15 7%	22 11%	** **	192 12%	332 13%	480 12%	14 12%	33 29% ab	48 20% a
A little better than others	946 21%	97 23%	92 21%	101 22%	87 21%	781 21%	139 22%	27 19%	64 28%	40 21%	** **	296 19%	605 23% a	863 22%	32 27%	25 22%	57 24%
About the same as others	1416 32%	103 24%	112 25%	95 21%	119 28%	1135 31%	234 37%	43 32%	84 37%	73 38%	** **	490 31%	850 33%	1311 33% bcd	23 19%	23 20%	46 20%
A little worse than others	253 6%	18 4%	11 2%	17 4%	12 3%	202 6%	44 7%	9 7%	18 8%	12 6%	** **	112 7%	132 5%	210 5%	14 11%	15 13% a	29 12% a
Much worse than others	165 4%	21 5%	10 2%	20 4%	11 3%	146 4%	16 3%	6 5%	4 2%	4 2%	** **	70 4%	92 4%	149 4%	5 4%	3 3%	9 4%
Don't know	1069 24%	113 27%	166 37% a	141 31%	139 33%	911 25%	131 21%	31 23%	42 18%	40 21%	** **	408 26%	586 23%	967 24% c	32 26%	14 13%	46 20%
BETTER THAN OTHERS	1497 34%	172 40%	146 33%	182 40%	136 33%	1242 34%	209 33%	47 34%	79 35%	61 32%	** **	488 31%	937 36% a	1343 34%	47 39%	58 51% a	105 45% a
WORSE THAN OTHERS	418 10%	39 9%	21 5%	37 8%	23 6%	348 10%	60 9%	16 12%	22 10%	16 8%	** **	182 12% b	223 9%	360 9%	19 16%	18 16%	37 16% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 220

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2B. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Appeals to a wide range of different radio audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	546	103	82	143	60	217	194	308	27	52	66	139	68	118	8	8	**	
	12%	15%	15%	14%	13%	12%	14%	12%	14%	21% bg	14%	16% b	11%	13%	10%	14%	**	
A little better than others	986	156	124	233	110	373	295	606	44	53	86	185	143	193	19	18	**	
	22%	22%	22%	23%	23%	21%	22%	23%	23%	22%	19%	21%	24%	22%	23%	34% a	**	
About the same as others	1417	224	159	278	119	535	373	887	56	57	118	236	167	228	26	14	**	
	32%	32%	29%	27%	25%	29%	28%	34% adef	30%	23%	26%	27%	28%	26%	33%	26%	**	
A little worse than others	284	33	26	36	10	92	96	160	18	18	27	60	49	31	4	1	**	
	6%	5%	5%	4%	2%	5%	7%	6%	9%	7%	6%	7%	8%	4%	5%	2%	**	
Much worse than others	155	30	21	36	15	72	66	73	11	9	25	46	35	32	3	1	**	
	4%	4%	4%	4%	3%	4%	5% b	3%	6%	4%	6% b	5% b	6% b	4%	3%	3%	**	
Don't know	1014	158	143	307	165	532	330	589	32	57	134	217	135	271	21	11	**	
	23%	23%	26%	30% a	34% ab	29%	24%	22%	17%	23%	29% bc	25%	23%	31%	27%	21%	**	
BETTER THAN OTHERS	1531	259	206	376	170	590	489	914	71	105	152	325	211	310	26	26	**	
	35%	37%	37%	36%	35%	32%	36%	35%	38%	43%	33%	37%	35%	36%	33%	48%	**	
WORSE THAN OTHERS	438	63	47	73	26	164	162	233	28	27	53	106	83	63	7	3	**	
	10%	9%	8%	7%	5%	9%	12% b	9%	15% b	11%	12%	12%	14% b	7%	8%	5%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 220

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2B. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Appeals to a wide range of different radio audiences?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	546 12%	64 15%	53 12%	76 17% d	41 10%	458 13%	70 11%	14 10%	14 6%	21 11%	** **	187 12%	336 13%	473 12%	20 17%	34 30% a	55 23% a
A little better than others	986 22%	99 23%	93 21%	111 25%	81 19%	804 22%	150 24%	32 23%	66 29%	42 22%	** **	333 21%	600 23%	896 23%	27 22%	30 26%	57 24%
About the same as others	1417 32%	113 26%	116 26%	94 21%	134 32% c	1145 31%	227 36%	48 35%	84 37%	69 36%	** **	472 30%	870 33%	1316 33% bcd	22 19%	20 17%	42 18%
A little worse than others	284 6%	21 5%	10 2%	20 4%	11 3%	235 6%	41 6%	6 5%	16 7%	16 8%	** **	131 8% b	144 6%	247 6%	14 11%	12 11%	26 11% a
Much worse than others	155 4%	21 5%	11 3%	23 5%	9 2%	135 4%	17 3%	7 5%	4 2%	4 2%	** **	59 4%	89 3%	136 3%	7 6%	4 3%	10 4%
Don't know	1014 23%	108 25%	162 36% a	130 29%	141 34%	859 24%	129 20%	30 22%	43 19%	40 21%	** **	387 25%	558 21%	913 23%	31 26%	13 12%	44 19%
BETTER THAN OTHERS	1531 35%	164 38%	146 33%	188 41% d	122 29%	1262 35%	220 35%	46 34%	80 35%	63 33%	** **	520 33%	936 36%	1368 34%	47 39%	64 57% a	111 48% a
WORSE THAN OTHERS	438 10%	42 10%	21 5%	43 9%	20 5%	369 10%	58 9%	13 10%	20 9%	20 10%	** **	190 12% b	233 9%	383 10%	20 17%	16 14%	36 15% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 221

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2C. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides high quality radio content?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	573	110	91	168	77	243	202	326	30	62	66	145	73	139	9	12	**	
	13%	16%	16%	16%	16%	13%	15%	12%	16%	25%	14%	16%	12%	16%	11%	21%	**	
										abefg		b						
A little better than others	963	164	129	230	101	365	286	600	45	64	88	186	129	194	18	14	**	
	22%	23%	23%	22%	21%	20%	21%	23%	24%	26%	19%	21%	22%	22%	22%	26%	**	
About the same as others	1458	214	163	289	126	553	376	924	56	50	120	242	168	234	30	16	**	
	33%	30%	29%	28%	26%	30%	28%	35%	30%	20%	26%	27%	28%	27%	37%	29%	**	
								adefg										
A little worse than others	268	31	17	25	8	83	98	131	14	7	29	54	58	20	2	1	**	
	6%	4%	3%	2%	2%	5%	7%	5%	7%	3%	6%	6%	10%	2%	3%	3%	**	
							b						bd					
Much worse than others	150	27	23	34	11	70	62	76	7	10	26	45	28	31	1	1	**	
	3%	4%	4%	3%	2%	4%	5%	3%	4%	4%	6%	5%	5%	4%	2%	2%	**	
											b	b						
Don't know	988	157	130	287	158	506	330	566	36	53	128	212	140	254	20	10	**	
	22%	22%	23%	28%	33%	28%	24%	22%	19%	22%	28%	24%	23%	29%	25%	19%	**	
					ab						b							
BETTER THAN OTHERS	1537	275	221	398	177	608	488	926	75	125	154	331	202	333	27	26	**	
	35%	39%	40%	39%	37%	33%	36%	35%	40%	51%	34%	37%	34%	38%	33%	47%	**	
										abefg								
WORSE THAN OTHERS	418	59	40	59	19	153	160	208	21	18	55	99	87	51	4	3	**	
	10%	8%	7%	6%	4%	8%	12%	8%	11%	7%	12%	11%	15%	6%	5%	5%	**	
		d					b				b	b	bd					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 221

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2C. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides high quality radio content?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	573 13%	74 17% d	65 15%	96 21% d	43 10%	494 14% bd	59 9%	18 13% d	10 5%	15 8%	** **	196 12%	352 14%	504 13%	17 14%	26 23% a	43 18%
A little better than others	963 22%	103 24%	90 20%	106 23%	88 21%	793 22%	138 22%	28 20%	52 23%	46 24%	** **	335 21%	578 22%	873 22%	32 26%	32 28%	64 27%
About the same as others	1458 33%	112 26%	122 27%	107 24%	127 30%	1160 32%	254 40% a	49 36%	98 43% a	81 42% a	** **	496 32%	885 34%	1347 34% bd	24 20%	29 25%	52 22%
A little worse than others	268 6%	12 3%	9 2%	13 3%	7 2%	220 6%	44 7%	8 6%	20 9%	12 6%	** **	112 7%	147 6%	233 6%	13 11%	9 8%	23 10%
Much worse than others	150 3%	20 5%	11 2%	17 4%	14 3%	127 3%	16 3%	6 4%	4 2%	5 2%	** **	56 4%	88 3%	130 3%	5 4%	4 4%	9 4%
Don't know	988 22%	105 25%	148 33%	116 25%	138 33%	842 23%	122 19%	28 20%	43 19%	32 17%	** **	374 24%	547 21%	893 22%	29 24%	14 12%	43 18%
BETTER THAN OTHERS	1537 35%	177 42% d	155 35%	201 44% d	132 32%	1287 35%	197 31%	46 34%	62 27%	61 32%	** **	530 34%	930 36%	1378 35%	49 41%	58 51% a	107 46% a
WORSE THAN OTHERS	418 10%	32 7%	20 4%	30 7%	21 5%	347 10%	61 10%	14 10%	24 11%	16 9%	** **	169 11%	235 9%	363 9%	18 15%	14 12%	32 14%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 222

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2D. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content made for UK audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	568	94	85	150	65	223	204	321	29	53	63	135	79	124	10	8	**	
	13%	13%	15%	15%	14%	12%	15%	12%	16%	22% bg	14%	15%	13%	14%	12%	15%	**	
A little better than others	924	147	134	229	95	360	287	564	46	51	89	189	128	191	17	18	**	
	21%	21%	24%	22%	20%	20%	21%	21%	25%	21%	20%	21%	21%	22%	21%	33%	**	
About the same as others	1558	264	159	304	145	587	403	983	59	68	135	259	187	249	29	15	**	
	35%	37% bc	29%	29%	30%	32%	30%	37% adef	31%	28%	29%	29%	31%	29%	36%	28%	**	
A little worse than others	216	27	17	23	6	63	78	113	13	12	18	47	41	18	3	2	**	
	5%	4%	3%	2%	1%	3%	6%	4%	7%	5%	4%	5%	7%	2%	4%	3%	**	
Much worse than others	139	21	21	34	13	71	59	71	8	7	21	37	31	32	1	1	**	
	3%	3%	4%	3%	3%	4%	4%	3%	4%	3%	5%	4%	5% b	4%	2%	1%	**	
Don't know	995	151	139	294	155	515	325	572	33	54	130	216	131	258	21	11	**	
	23%	21%	25%	28% a	32% a	28%	24%	22%	18%	22%	29% bc	24%	22%	30%	26%	20%	**	
BETTER THAN OTHERS	1492	241	219	379	160	583	490	884	75	104	152	324	207	315	26	26	**	
	34%	34%	40%	37%	33%	32%	36%	34%	40%	42%	33%	37%	35%	36%	33%	47%	**	
WORSE THAN OTHERS	356	48	38	58	20	134	137	183	21	19	40	85	71	50	4	2	**	
	8%	7%	7%	6%	4%	7%	10% b	7%	11%	8%	9%	10%	12% b	6%	5%	4%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2D. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content made for UK audiences?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	568 13%	68 16%	55 12%	81 18% d	43 10%	479 13%	74 12%	21 15%	17 7%	20 11%	** **	195 12%	351 13%	498 13%	21 17%	25 22% a	46 20% a
A little better than others	924 21%	95 22%	96 22%	116 26%	75 18%	760 21%	133 21%	27 19%	45 20%	43 23%	** **	319 20%	556 21%	844 21%	22 18%	31 27%	53 23%
About the same as others	1558 35%	125 29%	124 28%	107 24%	142 34% c	1256 35%	252 40%	51 37%	96 42%	80 42%	** **	540 34%	932 36%	1428 36%	34 29%	32 28%	67 28%
A little worse than others	216 5%	11 3%	7 2%	13 3%	5 1%	173 5%	37 6%	4 3%	18 8%	13 7%	** **	94 6%	116 4%	188 5%	10 8%	10 9%	20 8%
Much worse than others	139 3%	22 5%	10 2%	20 4%	12 3%	128 4%	9 1%	6 4%	2 1%	2 1%	** **	58 4%	76 3%	123 3%	6 5%	4 3%	10 4%
Don't know	995 23%	105 25%	152 34% a	117 26%	140 34%	841 23%	129 20%	29 21%	49 22%	32 17%	** **	363 23%	566 22%	900 23% c	28 23%	12 10%	39 17%
BETTER THAN OTHERS	1492 34%	163 38% d	152 34%	197 43% d	118 28%	1238 34%	207 33%	47 34%	62 27%	64 34%	** **	513 33%	907 35%	1343 34%	43 35%	56 50% a	99 42%
WORSE THAN OTHERS	356 8%	33 8%	17 4%	33 7%	17 4%	300 8%	47 7%	10 7%	19 9%	15 8%	** **	153 10%	192 7%	311 8%	16 13%	13 12%	29 12%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 223

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2E. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that dares to be different?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	382 9%	59 8%	48 9%	87 8%	39 8%	140 8%	143 11% b	206 8%	27 14% b	45 18% abeg	47 10%	103 12% b	51 9%	72 8%	3 3%	4 8%	** **	
A little better than others	773 18%	127 18%	85 15%	147 14%	62 13%	260 14%	238 18%	461 18%	34 18%	40 16%	70 15%	152 17%	111 19%	122 14%	13 17%	9 18%	** **	
About the same as others	1575 36%	247 35%	177 32%	337 33%	160 33%	604 33%	407 30% acefg	1016 39%	53 28%	74 30%	129 28%	262 30%	181 30%	274 31%	28 34%	24 45% a	** **	
A little worse than others	325 7%	56 8% d	45 8% d	63 6%	18 4%	126 7%	104 8%	178 7%	14 8%	16 6%	27 6%	65 7%	55 9%	49 6%	10 12%	2 4%	** **	
Much worse than others	195 4%	36 5%	29 5%	41 4%	13 3%	92 5%	84 6% b	93 4%	15 8% b	8 3%	29 6%	53 6% b	45 8% b	37 4%	3 4%	1 2%	** **	
Don't know	1151 26%	178 25%	171 31%	359 35% a	188 39% a	597 33%	379 28%	669 26%	44 23%	63 26%	155 34% bg	248 28%	154 26%	318 36% c	24 30%	13 23%	** **	
BETTER THAN OTHERS	1156 26%	186 26%	133 24%	234 23%	101 21%	400 22%	380 28%	667 25%	61 33%	85 35% b	117 26%	255 29%	162 27%	194 22%	16 20%	14 25%	** **	
WORSE THAN OTHERS	520 12%	92 13% d	73 13% d	104 10%	31 6%	218 12%	188 14% b	271 10%	29 16%	23 9%	55 12%	119 13%	100 17% b	86 10%	13 16%	3 6%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2E. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that dares to be different?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	382 9%	40 9%	32 7%	44 10%	28 7%	304 8%	64 10%	18 13%	13 6%	21 11%	** **	126 8%	239 9%	331 8%	15 12%	21 19% a	36 15% a
A little better than others	773 18%	67 16%	55 12%	66 15%	56 13%	613 17%	135 21%	21 15%	53 23%	46 24%	** **	251 16%	488 19%	701 18%	24 20%	31 27%	55 24%
About the same as others	1575 36%	137 32%	137 31%	127 28%	147 35%	1285 35%	241 38%	47 34%	90 40%	76 40%	** **	548 35%	941 36%	1452 36% d	29 24%	30 26%	59 25%
A little worse than others	325 7%	35 8% bd	15 3%	36 8% d	14 3%	274 8%	41 6%	13 10%	9 4%	11 6%	** **	135 9%	179 7%	283 7%	9 7%	9 8%	18 8%
Much worse than others	195 4%	24 6%	13 3%	26 6%	11 3%	167 5%	23 4%	8 6%	7 3%	5 3%	** **	81 5%	107 4%	168 4%	10 9%	8 7%	18 8%
Don't know	1151 26%	123 29%	195 44% a	156 34%	161 39% a	991 27% be	130 21%	30 22%	53 24%	31 16%	** **	429 27%	642 25%	1046 26% c	33 27%	14 13%	48 20%
BETTER THAN OTHERS	1156 26%	108 25%	87 19%	110 24%	84 20%	917 25%	199 31% a	39 28%	66 29%	67 35% a	** **	377 24%	727 28%	1032 26%	39 32%	52 46% a	91 39% a
WORSE THAN OTHERS	520 12%	59 14% bd	27 6%	61 14% bd	24 6%	441 12%	63 10%	21 15%	17 7%	16 9%	** **	216 14%	287 11%	451 11%	19 16%	17 15%	36 15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 224

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2F. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that is different from other providers?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	427 10%	68 10%	57 10%	99 10%	42 9%	153 8%	152 11%	243 9%	25 13%	42 17% bg	47 10%	105 12%	55 9%	78 9%	4 5%	8 14%	** **	
A little better than others	822 19%	127 18%	106 19%	187 18%	81 17%	301 17%	254 19%	492 19%	41 22%	44 18%	82 18%	167 19%	112 19%	155 18%	17 22%	12 22%	** **	
About the same as others	1637 37%	261 37%	173 31%	343 33%	169 35%	639 35%	434 32%	1035 39% aef	64 34%	84 34%	139 30%	273 31%	205 34%	285 33%	29 36%	18 34%	** **	
A little worse than others	295 7%	51 7% d	39 7% d	49 5%	9 2%	105 6%	103 8%	163 6%	14 7%	11 4%	30 7%	69 8%	47 8%	37 4%	6 8%	5 8%	** **	
Much worse than others	185 4%	29 4%	28 5%	41 4%	14 3%	86 5%	73 5%	92 4%	10 5%	8 3%	26 6%	47 5%	41 7% b	38 4%	2 3%	1 2%	** **	
Don't know	1035 24%	168 24%	151 27%	315 30% a	164 34% a	537 29%	338 25%	597 23%	34 18%	58 23%	135 29% bc	223 25%	136 23%	279 32% c	22 27%	11 20%	** **	
BETTER THAN OTHERS	1248 28%	194 28%	163 29%	286 28%	123 26%	454 25%	406 30%	736 28%	66 35%	86 35%	128 28%	272 31%	167 28%	234 27%	22 27%	20 36%	** **	
WORSE THAN OTHERS	480 11%	81 11% d	67 12% d	90 9%	23 5%	191 11%	176 13% b	255 10%	24 13%	18 7%	55 12%	116 13% b	88 15% bd	75 9%	8 10%	6 11%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D2F. Comparing BBC radio to other radio providers, how well, if at all, do you think BBC radio: Provides radio content that is different from other providers?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	427 10%	47 11%	31 7%	54 12% d	24 6%	345 9%	65 10%	15 11%	12 5%	24 13%	** **	154 10%	255 10%	369 9%	17 14%	22 19% a	39 17% a
A little better than others	822 19%	81 19%	74 17%	100 22% d	55 13%	675 19%	125 20%	22 16%	60 27% a	31 16%	** **	269 17%	514 20%	749 19%	20 17%	31 27%	51 22%
About the same as others	1637 37%	141 33%	143 32%	117 26% c	167 40%	1315 36%	271 43% a	56 41%	97 43%	82 43%	** **	566 36%	989 38%	1506 38%	38 31%	30 27%	68 29%
A little worse than others	295 7%	24 6%	13 3%	21 5%	16 4%	248 7%	41 6%	12 9%	11 5%	15 8%	** **	112 7%	170 7%	256 6%	11 9%	10 9%	22 9%
Much worse than others	185 4%	24 6%	14 3%	27 6%	11 3%	163 4%	16 3%	6 4%	1 1%	8 4%	** **	82 5%	97 4%	163 4%	7 6%	7 6%	14 6%
Don't know	1035 24%	109 26%	170 38% a	135 30%	144 34%	890 24% b	116 18%	26 19%	45 20%	30 16%	** **	386 25%	572 22%	938 24% c	27 22%	14 12%	41 17%
BETTER THAN OTHERS	1248 28%	128 30% d	106 24%	154 34% bd	80 19%	1020 28%	190 30%	37 27%	72 32%	56 29%	** **	423 27%	769 30%	1118 28%	38 31%	53 46% a	90 39% a
WORSE THAN OTHERS	480 11%	48 11%	26 6%	48 11%	27 6%	411 11%	57 9%	18 13%	12 5%	23 12%	** **	194 12%	267 10%	419 11%	18 15%	17 15%	35 15%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 225

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3A. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides a broad mix of online content?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	417 9%	65 9%	48 9%	82 8%	34 7%	130 7%	131 10%	250 10%	20 11%	31 13%	39 8%	86 10%	52 9%	64 7%	8 10%	7 13%	** **	
A little better than others	946 21%	136 19%	104 19%	161 16%	58 12%	292 16%	232 17%	604 23%	34 18%	39 16%	56 12%	140 16%	117 20%	136 16%	13 16%	8 14%	** **	
		d	d					aef					e					
About the same as others	1652 38%	262 37%	191 34%	309 30%	118 25%	615 34%	418 31%	1076 41%	63 33%	69 28%	124 27%	260 29%	191 32%	267 31%	18 23%	15 28%	** **	
		cd	d					adefg										
A little worse than others	207 5%	29 4%	10 2%	15 1%	5 1%	65 4%	74 5%	112 4%	10 5%	11 4%	19 4%	46 5%	44 7%	12 1%	3 3%	- -%	** **	
		cd											b					
Much worse than others	126 3%	26 4%	12 2%	16 2%	3 1%	45 2%	62 5%	48 2%	5 2%	5 2%	21 5%	35 4%	35 6%	14 2%	2 2%	* 1%	** **	
		cd					b				b	b	b					
Don't know	1052 24%	187 27%	190 34%	452 44%	261 54%	673 37%	437 32%	533 20%	56 30%	91 37%	199 44%	317 36%	159 27%	380 44%	37 46%	24 45%	** **	
			a	ab	abc		b		b	bg	abcg	bg	b					
BETTER THAN OTHERS	1363 31%	201 28%	151 27%	243 24%	92 19%	422 23%	364 27%	854 33%	54 29%	70 28%	95 21%	226 26%	168 28%	200 23%	21 26%	15 27%	** **	
		d	d					aef										
WORSE THAN OTHERS	333 8%	55 8%	22 4%	30 3%	8 2%	110 6%	136 10%	160 6%	14 8%	16 6%	39 9%	81 9%	78 13%	25 3%	4 6%	* 1%	** **	
		bcd					b					b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 225

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3A. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides a broad mix of online content?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
Much better than others	417	43	21	46	18	326	77	20	18	27	**	154	256	357	19	27	45	
	9%	10%	5%	10%	4%	9%	12%	15%	8%	14%	**	10%	10%	9%	15%	23%	19%	
		bd		bd												a	a	
A little better than others	946	61	74	81	55	761	158	28	67	48	**	315	573	856	31	23	54	
	21%	14%	17%	18%	13%	21%	25%	21%	29%	25%	**	20%	22%	21%	26%	20%	23%	
									a									
About the same as others	1652	131	136	131	136	1317	275	59	102	84	**	592	963	1510	46	35	81	
	38%	31%	30%	29%	32%	36%	43%	43%	45%	44%	**	38%	37%	38%	38%	31%	35%	
							a											
A little worse than others	207	8	3	6	6	173	30	7	11	7	**	99	100	174	6	12	18	
	5%	2%	1%	1%	1%	5%	5%	5%	5%	3%	**	6%	4%	4%	5%	11%	8%	
												b				a		
Much worse than others	126	11	3	11	2	104	18	3	8	5	**	52	68	100	8	7	14	
	3%	3%	1%	2%	1%	3%	3%	2%	4%	3%	**	3%	3%	3%	7%	6%	6%	
																a		
Don't know	1052	171	208	179	201	955	75	19	20	19	**	358	637	983	11	9	21	
	24%	40%	47%	39%	48%	26%	12%	14%	9%	10%	**	23%	25%	25%	10%	8%	9%	
						bcd								bcd				
BETTER THAN OTHERS	1363	105	95	127	73	1087	235	49	85	75	**	469	829	1213	49	50	99	
	31%	25%	21%	28%	18%	30%	37%	35%	38%	40%	**	30%	32%	30%	41%	44%	42%	
				d			a									a	a	
WORSE THAN OTHERS	333	19	6	17	8	277	49	11	20	12	**	151	167	275	14	19	33	
	8%	4%	1%	4%	2%	8%	8%	8%	9%	6%	**	10%	6%	7%	12%	17%	14%	
												b				a	a	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 226

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3B. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Appeals to a wide range of different online audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	375 9%	50 7%	40 7%	67 6%	27 6%	116 6%	116 9%	229 9%	24 13%	28 11%	37 8%	81 9%	43 7%	55 6%	4 6%	4 8%	** **	
A little better than others	931 21%	151 21%	91 16%	136 13%	45 9%	270 15%	253 19%	575 22%	38 20%	38 15%	60 13%	153 17%	130 22%	110 13%	14 17%	9 16%	** **	
About the same as others	1679	262	198	330	133	620	413	1107	56	76	126	255	190	284	23	16	**	
	38%	37% d	36%	32%	28%	34%	31%	42% acdefg	30%	31%	28%	29%	32%	33%	29%	29%	**	
A little worse than others	235 5%	37 5%	19 3%	23 2%	5 1%	81 4%	88 6%	119 5%	10 6%	10 4%	23 5%	51 6%	50 8%	19 2%	2 3%	1 2%	** **	
Much worse than others	126	23	16	20	5	53	56	57	6	3	20	34	31	18	2	*	**	
	3%	3%	3%	2%	1%	3%	b	2%	3%	1%	b	4%	b	2%	3%	1%	**	
Don't know	1054 24%	182 26%	192 35%	458 44%	266 55%	679 37%	429 32%	538 20%	53 28%	91 37%	191 42%	309 35%	152 26%	387 44%	35 43%	24 44%	** **	
BETTER THAN OTHERS	1306 30%	201 29%	131 24%	203 20%	72 15%	386 21%	369 27%	804 31%	62 33%	66 27%	97 21%	235 27%	173 29%	165 19%	18 22%	13 24%	** **	
WORSE THAN OTHERS	361 8%	60 8%	34 6%	44 4%	9 2%	134 7%	144 11%	175 7%	17 9%	14 6%	43 9%	85 10%	81 14%	37 4%	5 6%	2 3%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 226

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3B. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Appeals to a wide range of different online audiences?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	375	37	18	39	16	286	79	17	29	22	**	127	237	327	15	21	36
	9%	9%	4%	9%	4%	8%	12% a	12%	13%	11%	**	8%	9%	8%	12%	19% a	15% a
A little better than others	931	51	59	71	39	751	151	25	56	52	**	342	540	825	26	43	68
	21%	12%	13%	16%	9%	21%	24%	18%	25%	27%	**	22%	21%	21%	21%	38% a	29% a
About the same as others	1679	142	142	139	144	1349	269	61	101	79	**	597	979	1545	54	19	73
	38%	33%	32%	31%	35%	37%	42%	44%	45%	41%	**	38%	38%	39% c	45% c	16%	31% c
A little worse than others	235	9	10	11	8	199	32	8	12	11	**	99	128	201	8	14	22
	5%	2%	2%	2%	2%	5%	5%	6%	5%	6%	**	6%	5%	5%	7%	12% a	9%
Much worse than others	126	14	4	15	2	105	16	4	2	5	**	60	59	102	5	9	13
	3%	3%	1%	3% d	1%	3%	3%	3%	1%	3%	**	4% b	2%	3%	4%	8% a	6%
Don't know	1054	175	212	179	208	946	86	22	25	22	**	344	653	981	13	8	21
	24%	41%	48%	39%	50% c	26% bde	14%	16%	11%	12%	**	22%	25%	25% bcd	11%	7%	9%
BETTER THAN OTHERS	1306	88	77	110	55	1037	230	42	85	73	**	469	778	1152	41	64	105
	30%	21% d	17%	24% d	13%	29%	36% a	30%	38% a	39% a	**	30%	30%	29%	34%	56% ab	45% a
WORSE THAN OTHERS	361	22	14	26	10	304	48	12	15	16	**	159	187	303	13	23	35
	8%	5%	3%	6%	3%	8%	8%	9%	6%	9%	**	10% b	7%	8%	11%	20% a	15% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 227

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3C. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides high quality online content?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	447	71	54	82	29	145	146	265	16	39	43	96	56	62	11	7	**	
	10%	10%	10%	8%	6%	8%	11%	10%	9%	16% b	9%	11%	9%	7%	14%	13%	**	
A little better than others	946	157	114	180	65	297	231	614	37	45	56	144	113	153	13	9	**	
	21%	22% d	21% d	17%	14%	16%	17%	23% aef	20%	18%	12%	16%	19% e	18%	16%	17%	**	
About the same as others	1582	233	174	283	109	586	405	1030	66	58	119	248	199	242	19	13	**	
	36%	33% d	31% d	27%	23%	32%	30%	39% adef	35%	23%	26%	28%	33% d	28%	24%	23%	**	
A little worse than others	239	33	22	31	9	85	79	130	10	7	25	52	37	27	3	1	**	
	5%	5%	4%	3%	2%	5%	6%	5%	5%	3%	5%	6%	6%	3%	4%	1%	**	
Much worse than others	150	20	16	21	5	53	75	60	6	8	29	44	45	17	2	2	**	
	3%	3%	3%	2%	1%	3%	6% b	2%	3%	3%	6% b	5% b	7% b	2%	3%	3%	**	
Don't know	1036	190	175	437	263	655	419	524	52	88	185	300	146	372	32	23	**	
	24%	27%	31%	42% ab	55% abc	36%	31% bg	20%	28%	36% bg	41% abcg	34% bg	25%	43%	39%	42%	**	
BETTER THAN OTHERS	1393	228	168	262	94	442	377	879	53	84	98	240	170	214	24	16	**	
	32%	32% cd	30% d	25%	20%	24%	28%	34% aef	29%	34% e	21%	27%	28%	25%	30%	30%	**	
WORSE THAN OTHERS	389	53	38	52	14	137	154	190	16	16	54	96	82	44	6	2	**	
	9%	7% d	7% d	5%	3%	8%	11% b	7%	9%	6%	12% b	11% b	14% bd	5%	7%	4%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 227

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3C. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides high quality online content?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222	
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187	
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234	
Much better than others	447	41	21	43	19	363	69	14	20	22	**	156	275	388	18	27	45	
	10%	10%	5%	10%	4%	10%	11%	10%	9%	11%	**	10%	11%	10%	15%	24%	19%	
		d		d												a	a	
A little better than others	946	75	78	100	52	770	147	26	62	51	**	326	566	867	20	24	44	
	21%	18%	17%	22%	13%	21%	23%	19%	27%	27%	**	21%	22%	22%	17%	21%	19%	
				d														
About the same as others	1582	114	128	116	126	1254	274	62	109	74	**	581	911	1434	51	37	88	
	36%	27%	29%	26%	30%	35%	43%	45%	48%	39%	**	37%	35%	36%	43%	33%	38%	
				a			a		a									
A little worse than others	239	13	14	19	8	197	38	9	11	14	**	107	124	203	14	10	23	
	5%	3%	3%	4%	2%	5%	6%	7%	5%	7%	**	7%	5%	5%	11%	9%	10%	
															a		a	
Much worse than others	150	13	4	12	5	125	22	5	6	6	**	64	80	127	4	7	12	
	3%	3%	1%	3%	1%	3%	4%	3%	2%	3%	**	4%	3%	3%	4%	6%	5%	
Don't know	1036	171	201	164	208	926	83	22	20	23	**	335	641	961	13	8	22	
	24%	40%	45%	36%	50%	25%	13%	16%	9%	12%	**	21%	25%	24%	11%	7%	9%	
					c	bde								bcd				
BETTER THAN OTHERS	1393	116	99	144	71	1133	216	39	81	73	**	482	841	1256	38	51	89	
	32%	27%	22%	32%	17%	31%	34%	29%	36%	38%	**	31%	32%	32%	31%	45%	38%	
		d		bd												a		
WORSE THAN OTHERS	389	26	18	31	13	322	61	14	16	20	**	171	204	331	18	17	35	
	9%	6%	4%	7%	3%	9%	10%	10%	7%	11%	**	11%	8%	8%	15%	15%	15%	
												b					a	

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 228

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3D. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content made for UK audiences?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	427 10%	69 10% d	51 9%	75 7%	24 5%	133 7%	142 11%	250 10%	25 13%	35 14%	40 9%	93 11%	62 10%	59 7%	8 10%	6 10%	** **	
A little better than others	950 22%	150 21% d	108 20%	175 17%	67 14%	310 17%	234 17%	609 23% aefg	41 22% e	40 16%	54 12%	146 17%	106 18%	150 17%	13 16%	8 15%	** **	
About the same as others	1663 38%	255 36% cd	188 34% d	303 29%	114 24%	599 33%	425 31%	1086 41% acdefg	56 30%	71 29%	131 29%	266 30%	209 35%	253 29%	24 30%	16 29%	** **	
A little worse than others	193 4%	22 3%	14 3%	22 2%	7 2%	67 4%	77 6% b	92 3%	9 5%	6 2%	24 5%	43 5%	42 7% b	19 2%	1 2%	1 3%	** **	
Much worse than others	135 3%	23 3%	16 3%	21 2%	5 1%	55 3%	64 5% b	54 2%	6 3%	7 3%	22 5% b	39 4% b	35 6% b	18 2%	2 3%	1 2%	** **	
Don't know	1033 23%	184 26%	176 32%	439 42% ab	262 55% abc	655 36%	412 30% bg	532 20%	51 27%	88 36% bg	185 41% abcg	297 34% bg	142 24%	373 43%	33 40%	22 41%	** **	
BETTER THAN OTHERS	1376 31%	219 31% cd	159 29% d	250 24%	91 19%	443 24%	376 28% e	860 33% aef	66 35% e	75 31% e	95 21%	240 27%	168 28%	209 24%	20 25%	14 25%	** **	
WORSE THAN OTHERS	328 7%	45 6% d	31 6%	43 4%	12 2%	122 7%	142 10% b	146 6%	15 8%	12 5%	46 10% b	82 9% b	78 13% bd	37 4%	4 5%	2 4%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 228

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3D. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content made for UK audiences?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	427 10%	36 8%	24 5%	40 9%	19 5%	345 9%	69 11%	18 13%	20 9%	17 9%	** **	158 10%	251 10%	364 9%	18 15%	27 24% a	45 19% a
A little better than others	950 22%	76 18%	74 17%	90 20%	60 14%	767 21%	150 24%	31 23%	59 26%	50 26%	** **	338 22%	553 21%	865 22%	22 18%	35 31%	57 24%
About the same as others	1663 38%	119 28%	134 30%	134 29%	119 29%	1331 37%	277 44% a	55 40%	102 45%	90 47% a	** **	589 38%	982 38%	1518 38% c	55 45% c	28 24%	82 35%
A little worse than others	193 4%	10 2%	9 2%	12 3%	6 2%	153 4%	38 6%	5 4%	18 8%	10 5%	** **	83 5%	104 4%	165 4%	9 7%	8 7%	17 7%
Much worse than others	135 3%	14 3%	4 1%	13 3%	5 1%	112 3%	20 3%	4 3%	5 2%	5 3%	** **	60 4%	71 3%	112 3%	4 3%	6 5%	10 4%
Don't know	1033 23%	172 40%	201 45%	165 36%	207 50% c	927 25% bde	81 13%	23 17%	22 10%	18 9%	** **	340 22%	635 24%	956 24% bcd	13 11%	10 8%	23 10%
BETTER THAN OTHERS	1376 31%	112 26%	97 22%	130 29% d	79 19%	1112 31%	219 35%	49 36%	79 35%	67 35%	** **	496 32%	805 31%	1229 31%	40 33%	62 55% ab	102 44% a
WORSE THAN OTHERS	328 7%	24 6%	13 3%	25 6%	11 3%	266 7%	57 9%	9 7%	24 10%	16 8%	** **	144 9%	175 7%	277 7%	12 10%	14 13%	27 11%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 229

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3E. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that dares to be different?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Much better than others	320	39	24	45	21	88	107	185	16	24	29	68	46	37	2	3	**	
	7%	6%	4%	4%	4%	5%	8%	7%	9%	10%	6%	8%	8%	4%	2%	6%	**	
A little better than others	752	128	61	107	46	222	204	466	26	30	63	123	96	92	6	6	**	
	17%	18%	11%	10%	10%	12%	15%	18%	14%	12%	14%	14%	16%	11%	8%	12%	**	
		bcd																
About the same as others	1654	243	201	314	113	605	401	1090	57	66	116	249	201	256	31	18	**	
	38%	34%	36%	30%	24%	33%	30%	42%	30%	27%	25%	28%	34%	29%	39%	33%	**	
		d	d					acdefg					e					
A little worse than others	365	68	44	58	14	117	125	209	22	21	30	84	57	50	4	2	**	
	8%	10%	8%	6%	3%	6%	9%	8%	12%	9%	7%	9%	10%	6%	5%	3%	**	
		cd	d															
Much worse than others	182	24	27	34	8	79	82	82	8	10	25	44	49	29	4	1	**	
	4%	3%	5%	3%	2%	4%	6%	3%	4%	4%	6%	5%	8%	3%	5%	1%	**	
							b						b					
Don't know	1128	202	197	476	279	710	437	591	58	94	192	317	146	407	33	24	**	
	26%	29%	36%	46%	58%	39%	32%	23%	31%	38%	42%	36%	25%	47%	41%	45%	**	
				ab	abc		bg			bg	abg	bg						
BETTER THAN OTHERS	1071	166	86	152	66	310	311	652	42	55	93	191	143	129	8	10	**	
	24%	24%	15%	15%	14%	17%	23%	25%	23%	22%	20%	22%	24%	15%	10%	18%	**	
		bcd																
WORSE THAN OTHERS	547	92	70	92	22	195	207	291	30	31	56	128	106	80	8	2	**	
	12%	13%	13%	9%	5%	11%	15%	11%	16%	13%	12%	14%	18%	9%	10%	5%	**	
		d	d	d			b						b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 229

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3E. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that dares to be different?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	320 7%	21 5%	16 4%	23 5%	15 4%	248 7%	63 10%	17 12%	17 7%	21 11%	** **	102 6%	208 8%	282 7%	11 9%	20 17% a	31 13% a
A little better than others	752 17%	52 12%	40 9%	59 13%	33 8%	585 16%	136 21% a	22 16%	58 26% a	43 22%	** **	243 16%	464 18%	672 17%	22 19%	28 25%	51 22%
About the same as others	1654 38%	117 28%	139 31%	129 28%	127 31%	1318 36%	281 44% a	57 41%	102 45%	88 46%	** **	594 38%	959 37%	1523 38% d	38 31%	29 25%	67 28%
A little worse than others	365 8%	33 8% d	18 4%	38 8% d	13 3%	318 9%	43 7%	12 9%	16 7%	11 6%	** **	161 10% b	198 8%	318 8%	18 15%	15 13%	32 14% a
Much worse than others	182 4%	14 3%	15 3%	23 5% d	6 1%	159 4%	18 3%	10 7% d	3 1%	3 2%	** **	94 6% b	81 3%	155 4%	7 5%	13 11% a	19 8% a
Don't know	1128 26%	188 44%	219 49%	183 40%	224 54% c	1007 28% bcde	94 15%	20 14%	31 14%	25 13%	** **	376 24%	686 26% a	1031 26% cd	25 20%	10 8%	34 15%
BETTER THAN OTHERS	1071 24%	73 17%	56 13%	82 18%	47 11%	833 23%	198 31% a	39 28%	75 33% a	64 34% a	** **	345 22%	672 26% a	954 24%	34 28%	48 42% a	82 35% a
WORSE THAN OTHERS	547 12%	47 11% d	32 7%	61 13% bd	19 4%	477 13%	61 10%	22 16%	18 8%	14 7%	** **	255 16% b	279 11%	473 12%	24 20%	27 24% a	52 22% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 230

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3F. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that is different from other providers?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS								65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND		
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98		
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86		
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28		
Much better than others	331 8%	45 6%	26 5%	43 4%	17 4%	92 5%	114 8%	190 7%	20 11%	28 12%	30 7%	73 8%	49 8%	33 4%	3 4%	4 8%	** **		
A little better than others	790 18%	126 18%	81 15%	140 14%	59 12%	246 14%	220 16%	480 18%	29 15%	42 17%	59 13%	134 15%	105 18%	117 13%	12 15%	7 13%	** **		
About the same as others	1745 40%	268 38%	201 36%	319 31%	118 25%	619 34%	405 30%	1180 45%	60 32%	57 23%	127 28%	255 29%	192 32%	267 31%	25 31%	18 34%	** **		
A little worse than others	310 7%	61 9%	35 6%	46 4%	11 2%	113 6%	112 8%	168 6%	17 9%	11 5%	30 7%	67 8%	60 10%	41 5%	3 3%	1 1%	** **		
Much worse than others	144 3%	13 2%	23 4%	30 3%	7 2%	64 3%	71 5%	53 2%	10 5%	12 5%	25 5%	46 5%	40 7%	25 3%	4 5%	1 1%	** **		
Don't know	1081 25%	191 27%	188 34%	456 44%	268 56%	686 38%	433 32%	553 21%	52 28%	94 38%	185 41%	309 35%	151 25%	388 44%	34 42%	23 42%	** **		
BETTER THAN OTHERS	1121 25%	171 24%	107 19%	183 18%	76 16%	338 19%	334 25%	670 26%	49 26%	71 29%	89 19%	207 23%	154 26%	150 17%	15 19%	12 22%	** **		
WORSE THAN OTHERS	454 10%	74 11%	58 11%	77 7%	18 4%	177 10%	183 13%	221 8%	27 15%	24 10%	55 12%	113 13%	100 17%	67 8%	6 8%	1 3%	** **		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 230

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

D3F. Comparing BBC websites and apps to other websites and apps, how well, if at all, do you think BBC websites and apps: Provides online content that is different from other providers?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Much better than others	331 8%	23 5%	11 2%	20 4%	14 3%	244 7%	77 12% a	15 11%	26 12%	21 11%	** **	107 7%	215 8%	278 7%	22 18% a	22 20% a	44 19% a
A little better than others	790 18%	60 14%	57 13%	77 17% d	40 10%	637 18%	126 20%	20 14%	53 23%	45 24%	** **	256 16%	487 19%	712 18%	17 14%	25 22%	42 18%
About the same as others	1745 40%	121 28%	146 33%	133 29%	134 32%	1407 39%	283 45%	58 42%	107 47%	85 44%	** **	645 41%	1004 39%	1607 40%	46 38%	33 29%	79 34%
A little worse than others	310 7%	25 6%	16 4%	28 6%	13 3%	253 7%	49 8%	14 10%	15 6%	15 8%	** **	135 9%	164 6%	268 7%	14 12%	14 12%	28 12% a
Much worse than others	144 3%	17 4%	8 2%	20 4%	5 1%	124 3%	16 3%	5 4%	2 1%	5 3%	** **	68 4%	71 3%	125 3%	2 2%	9 8%	11 5%
Don't know	1081 25%	180 42%	208 47%	176 39%	211 51% c	970 27% bde	83 13%	25 18%	24 10%	19 10%	** **	359 23%	656 25%	991 25% cd	19 16%	11 9%	30 13%
BETTER THAN OTHERS	1121 25%	83 19%	67 15%	97 21% d	54 13%	881 24%	203 32% a	35 25%	79 35% a	67 35% a	** **	363 23%	702 27%	990 25%	39 32%	47 41% a	86 37% a
WORSE THAN OTHERS	454 10%	43 10% d	24 5%	48 11% d	18 4%	377 10%	66 10%	20 14%	17 7%	20 10%	** **	203 13% b	235 9%	393 10%	17 14%	23 20% a	39 17% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 231

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F1. Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				
		Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%			a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total		4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample		3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total		4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
The BBC is not important to me	(1.0)	497	88	63	94	31	238	199	257	21	20	80	120	106	76	9	6	**
		11%	13% d	11%	9%	6%	13%	15% b	10%	11%	8%	17% bd	14% b	18% bd	9%	12%	10%	**
2	(2.0)	160	36	16	34	18	69	52	94	9	11	21	36	28	32	1	1	**
		4%	5%	3%	3%	4%	4%	4%	4%	5%	4%	5%	4%	5%	4%	2%	1%	**
3	(3.0)	186	35	20	38	18	71	63	103	7	8	18	36	30	29	5	2	**
		4%	5%	4%	4%	4%	4%	5%	4%	4%	3%	4%	4%	5%	3%	6%	3%	**
4	(4.0)	178	28	23	33	10	76	52	102	11	8	13	29	32	29	2	2	**
		4%	4%	4%	3%	2%	4%	4%	4%	6%	3%	3%	3%	5%	3%	3%	4%	**
5	(5.0)	357	39	41	68	27	141	89	237	14	16	32	56	35	58	5	3	**
		8%	6%	7%	7%	6%	8%	7%	9%	7%	6%	7%	6%	6%	7%	6%	5%	**
6	(6.0)	439	61	39	63	25	159	120	270	18	17	30	74	60	50	6	4	**
		10%	9%	7%	6%	5%	9%	9%	10%	10%	7%	7%	8%	10%	6%	7%	8%	**
7	(7.0)	631	82	61	102	42	208	179	377	30	26	50	112	79	86	7	3	**
		14%	12%	11%	10%	9%	11%	13%	14%	16%	11%	11%	13%	13%	10%	9%	6%	**
8	(8.0)	786	129	82	174	91	298	227	469	28	34	76	149	103	151	10	10	**
		18%	18%	15%	17%	19%	16%	17%	18%	15%	14%	17%	17%	17%	17%	12%	18%	**
9	(9.0)	521	85	97	170	73	229	147	342	23	35	44	100	55	142	17	9	**
		12%	12%	17%	16%	15%	13%	11%	13%	12%	14%	10%	11%	9%	16%	21%	16%	**
The BBC is important to me	(10.0)	644	122	112	256	144	330	226	373	26	71	93	170	68	220	18	15	**
		15%	17%	20%	25% a	30% ab	18%	17% g	14%	14%	29% abcfg	20% bg	19% bg	11%	25%	22%	27%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 231

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F1. Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
NOT IMPORTANT (1-4)	1021	187	122	200	77	455	367	556	48	47	131	222	197	165	18	10	**	
	23%	27% cd	22%	19%	16%	25%	27% b	21%	26%	19%	29% b	25%	33% bdf	19%	22%	19%	**	
NEUTRAL (5-6)	797	99	80	132	52	300	209	507	32	33	63	130	96	109	10	7	**	
	18%	14%	14%	13%	11%	16%	15%	19% aef	17%	13%	14%	15%	16%	12%	13%	13%	**	
IMPORTANT (7-10)	2583	417	352	703	350	1065	779	1560	107	166	263	531	304	598	52	37	**	
	59%	59%	64%	68% a	73% ab	59%	57%	59% g	57%	68% ag	58%	60% g	51%	69%	65%	68%	**	
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean score	6.4	6.4	6.8	7.1 a	7.4 ab	6.5	6.3 g	6.5 g	6.3	7.2 abcefg	6.2	6.5 g	5.8	7.1	6.9	7.2	**	
Standard deviation	2.85	3.02	2.96	2.89	2.77	3.01	3.05	2.76	2.87	2.91	3.24	3.05	3.06	2.88	3.04	2.94	**	
Standard error	.04	.12	.12	.09	.14	.07	.08	.05	.21	.19	.15	.10	.13	.11	.29	.26	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 231

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F1. Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
The BBC is not important to me	(1.0)	497 11%	43 10%	33 7%	41 9%	35 8%	422 12%	57 9%	12 9%	18 8%	11 6%	** **	216 14% b	248 10%	437 11%	19 16%	11 10%	31 13%
2	(2.0)	160 4%	12 3%	19 4%	14 3%	18 4%	146 4%	13 2%	5 3%	1 **	7 3%	** **	75 5%	82 3%	144 4%	7 5%	7 6%	13 6%
3	(3.0)	186 4%	14 3%	14 3%	13 3%	16 4%	168 5%	15 2%	3 2%	6 3%	5 3%	** **	92 6% b	86 3%	168 4%	4 3%	6 5%	10 4%
4	(4.0)	178 4%	16 4%	13 3%	14 3%	15 4%	157 4%	16 2%	6 5%	4 2%	4 2%	** **	82 5% b	84 3%	152 4%	9 7%	9 7%	17 7%
5	(5.0)	357 8%	28 7%	30 7%	26 6%	33 8%	287 8%	53 8%	11 8%	25 11%	11 6%	** **	111 7%	218 8%	335 8% d	3 3%	3 3%	6 3%
6	(6.0)	439 10%	18 4%	33 7%	27 6%	24 6%	350 10%	72 11%	17 12%	16 7%	30 16%	** **	170 11%	245 9%	404 10%	12 10%	4 4%	16 7%
7	(7.0)	631 14%	37 9%	49 11%	43 10%	42 10%	477 13%	128 20% a	33 24% a	39 17%	43 22% a	** **	226 14%	362 14%	572 14%	14 11%	13 12%	27 11%
8	(8.0)	786 18%	71 17%	80 18%	72 16%	79 19%	629 17%	138 22%	21 16%	56 25%	45 23%	** **	259 16%	489 19%	712 18%	20 16%	28 25%	48 20%
9	(9.0)	521 12%	77 18%	65 15%	92 20% d	49 12%	437 12%	73 11%	14 10%	29 13%	23 12%	** **	163 10%	337 13%	479 12%	13 11%	16 14%	29 13%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 231

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F1. Where would you place yourself on this scale in terms of how you feel about the BBC as a whole?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%			a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
The BBC is important to me	(10.0)	644	111	109	112	107	561	70	16	32	13	**	176	444	579	20	17	37
		15%	26%	24%	25%	26%	15% be	11%	12%	14%	7%	**	11%	17% a	15%	17%	15%	16%
NOT IMPORTANT (1-4)		1021	85	80	82	84	893	101	26	29	27	**	465	500	900	38	32	71
		23%	20%	18%	18%	20%	25% bde	16%	19%	13%	14%	**	30% b	19%	23%	32%	29%	30%
NEUTRAL (5-6)		797	46	63	53	56	638	125	28	41	41	**	281	463	739	15	7	22
		18%	11%	14%	12%	13%	18%	20%	20%	18%	22%	**	18%	18%	19% cd	13%	6%	10%
IMPORTANT (7-10)		2583	295	303	320	278	2105	408	84	156	123	**	824	1633	2342	67	74	141
		59%	69%	68%	70%	67%	58%	64% a	61%	69% a	64%	**	52%	63% a	59%	56%	65%	60%
Answered Mean score		4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
		6.4	7.1	7.1	7.2	7.0	6.4	6.7	6.5	7.0	6.7	**	6.0	6.7 a	6.5	6.2	6.6	6.3
Standard deviation Standard error		2.85	2.95	2.81	2.86	2.89	2.90	2.53	2.57	2.48	2.28	**	2.92	2.77	2.83	3.16	2.95	3.06
		.04	.16	.15	.16	.15	.05	.11	.23	.18	.17	**	.07	.05	.04	.30	.28	.21

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 232

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2. To what extent do you agree or disagree with the statement 'I would miss the BBC if it wasn't there'?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Definitely agree	1497	276	262	545	283	720	471	924	58	128	187	339	152	462	42	34	**	
	34%	39%	47%	53%	59%	40%	35%	35%	31%	52%	41%	38%	25%	53%	52%	63%	**	
		a	a	a	ab		g	g		abcfg	g	g						
Slightly agree	1116	172	117	211	93	399	309	692	55	54	73	189	148	186	12	7	**	
	25%	24%	21%	20%	19%	22%	23%	26%	29%	22%	16%	21%	25%	21%	15%	13%	**	
							e	ef	e				e					
Neither agree nor disagree	663	79	51	82	31	224	186	396	20	23	47	109	101	68	7	2	**	
	15%	11%	9%	8%	6%	12%	14%	15%	10%	9%	10%	12%	17%	8%	9%	4%	**	
													e					
Slightly disagree	373	50	35	55	20	124	103	227	20	14	35	70	48	45	3	3	**	
	8%	7%	6%	5%	4%	7%	8%	9%	10%	6%	8%	8%	8%	5%	4%	6%	**	
Definitely disagree	699	123	86	137	52	330	279	358	35	27	112	172	144	108	16	8	**	
	16%	17%	15%	13%	11%	18%	21%	14%	19%	11%	25%	19%	24%	12%	19%	14%	**	
		d					bd				bd	bd	bd					
Don't know	52	4	3	3	-	23	7	25	-	1	2	5	5	3	1	-	**	
	1%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%	1%	1%	0%	**	
AGREE	2613	448	379	756	377	1119	780	1616	113	182	260	528	299	648	54	41	**	
	59%	64%	68%	73%	79%	61%	58%	62%	60%	74%	57%	60%	50%	74%	67%	76%	**	
		a	a	a	ab		g	g		abcefg		g						
DISAGREE	1073	173	121	193	72	454	382	586	54	41	148	243	192	153	19	11	**	
	24%	25%	22%	19%	15%	25%	28%	22%	29%	17%	32%	27%	32%	18%	23%	20%	**	
		cd					bd		d		bd	bd	bd					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2. To what extent do you agree or disagree with the statement 'I would miss the BBC if it wasn't there'?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Definitely agree	1497 34%	234 55%	228 51%	260 57%	202 48%	1275 35%	184 29%	38 28%	70 31%	50 26%	** **	468 30%	965 37%	1361 34%	40 33%	41 36%	81 35%
Slightly agree	1116 25%	85 20%	101 23%	93 21%	93 22%	904 25%	183 29%	41 30%	56 25%	64 34%	** **	384 24%	673 26%	1034 26%	19 16%	29 26%	48 21%
Neither agree nor disagree	663 15%	31 7%	36 8%	25 6%	43 10%	516 14%	116 18%	21 15%	47 21%	36 19%	** **	258 16%	361 14%	576 14%	22 18%	20 18%	42 18%
Slightly disagree	373 8%	22 5%	24 5%	18 4%	27 6%	295 8%	65 10%	12 9%	31 14%	18 10%	** **	146 9%	210 8%	337 8%	16 13%	8 7%	23 10%
Definitely disagree	699 16%	54 13%	54 12%	57 13%	51 12%	610 17%	79 12%	23 17%	23 10%	16 9%	** **	292 19%	371 14%	625 16%	23 19%	15 13%	38 16%
Don't know	52 1%	1 *%	2 *%	1 *%	2 *%	35 1%	8 1%	2 2%	- -%	6 3%	** **	21 1%	18 1%	47 1%	- -%	1 1%	1 *%
AGREE	2613 59%	319 75%	330 74%	353 78%	295 71%	2179 60%	367 58%	79 58%	126 56%	114 60%	** **	852 54%	1638 63%	2395 60%	59 49%	70 62%	130 55%
DISAGREE	1073 24%	76 18%	78 17%	75 17%	78 19%	905 25%	144 23%	35 26%	54 24%	35 18%	** **	438 28%	581 22%	962 24%	39 32%	23 20%	62 26%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 233

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4251	630	605	1019	414	1792	1317	2529	183	242	457	859	572	689	109	124	97	
Effective Weighted Sample	3507	525	497	855	364	1504	1093	2078	155	203	370	716	477	658	106	118	85	
Total	4246	690	545	1022	477	1757	1299	2558	184	241	441	850	565	863	78	54	27	
POSITIVE RESPONSES																		
Entertaining/ enjoyable/ good TV/ unique	673	137	90	175	85	276	218	406	26	50	65	148	88	143	16	12	**	
	16%	20%	17%	17%	18%	16%	17%	16%	14%	21%	15%	17%	16%	17%	21%	22%	**	
Always been there/ a British institution	497	79	85	170	85	225	128	338	18	34	40	86	46	147	12	9	**	
	12%	11%	16%	17%	18%	13%	10%	13%	10%	14%	9%	10%	8%	17%	15%	17%	**	
			a	a				ag										
BBC News/ Keeps me informed/ up to date	486	72	71	138	67	201	153	298	20	44	50	105	59	113	9	12	**	
	11%	10%	13%	14%	14%	11%	12%	12%	11%	18%	11%	12%	10%	13%	11%	22%	**	
										abg						a		
BBC is good/ trusted/ reliable	423	77	48	94	47	144	132	255	23	30	41	89	47	84	4	5	**	
	10%	11%	9%	9%	10%	8%	10%	10%	13%	12%	9%	10%	8%	10%	5%	9%	**	
Watch every day/ my first choice/ main channel	331	65	55	123	67	164	106	202	17	21	40	78	38	103	6	10	**	
	8%	9%	10%	12%	14%	9%	8%	8%	9%	9%	9%	9%	7%	12%	8%	18%	**	
Specific mention of a TV show/ channel	224	38	29	56	27	97	59	149	7	10	22	38	21	45	6	4	**	
	5%	6%	5%	5%	6%	6%	5%	6%	4%	4%	5%	4%	4%	5%	7%	7%	**	
Good variety of programmes	220	38	40	61	21	97	64	140	13	13	27	48	22	53	4	3	**	
	5%	5%	7%	6%	4%	6%	5%	5%	7%	5%	6%	6%	4%	6%	5%	5%	**	
Good quality radio/ enjoy listening	153	21	28	53	25	73	48	88	5	13	21	33	20	44	2	3	**	
	4%	3%	5%	5%	5%	4%	4%	3%	3%	6%	5%	4%	3%	5%	2%	6%	**	
Advertising free	89	21	26	37	12	47	25	60	3	2	7	11	15	32	1	4	**	
	2%	3%	5%	4%	2%	3%	2%	2%	2%	1%	2%	1%	3%	4%	1%	8%	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 233

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4251	630	605	1019	414	1792	1317	2529	183	242	457	859	572	689	109	124	97	
Effective Weighted Sample	3507	525	497	855	364	1504	1093	2078	155	203	370	716	477	658	106	118	85	
Total	4246	690	545	1022	477	1757	1299	2558	184	241	441	850	565	863	78	54	27	
NEGATIVE RESPONSES																		
There are other options/ channels/ plenty of choice	500 12%	69 10%	41 7%	70 7%	29 6%	154 9%	125 10%	334 13% adg	26 14% d	15 6%	43 10%	83 10%	47 8%	60 7%	5 7%	2 4%	** **	
I don't watch/ listen to the BBC/ only use a little	389 9%	45 7% d	35 6% d	47 5%	12 3%	163 9%	110 8%	226 9%	9 5%	11 4%	34 8%	58 7%	72 13% acdf	39 4%	4 6%	3 5%	** **	
Negative view of the TV licence (general)	230 5%	49 7%	34 6%	53 5%	20 4%	99 6%	95 7% b	115 4%	13 7%	13 5%	31 7%	57 7%	50 9% b	43 5%	5 7%	1 1%	** **	
Biased/ politically biased/ fake news	196 5%	36 5%	37 7%	56 5%	19 4%	76 4%	61 5%	119 5%	5 3%	7 3%	23 5%	35 4%	33 6%	48 6%	4 5%	4 7%	** **	
Poor programming/ boring/ bad TV	138 3%	25 4% d	30 6% d	34 3% d	3 1%	71 4%	60 5% b	66 3%	7 4%	9 4%	24 5% b	39 5% b	27 5%	30 4%	2 2%	1 3%	** **	
Negative impression of the BBC (general)	131 3%	20 3%	15 3%	27 3%	11 2%	53 3%	58 5% b	56 2%	4 2%	10 4%	20 4% b	38 5% b	27 5% b	23 3%	1 2%	1 2%	** **	
Not important to me/ not bothered	126 3%	17 2%	11 2%	21 2%	10 2%	54 3%	40 3%	71 3%	4 2%	6 2%	14 3%	27 3%	20 3%	20 2%	- -%	- -%	** **	
Repetitive/ nothing new	68 2%	9 1%	18 3%	30 3%	12 2%	39 2%	26 2%	38 1%	2 1%	2 1%	12 3%	16 2%	13 2%	22 3%	5 6%	2 4%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 233

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4251	630	605	1019	414	1792	1317	2529	183	242	457	859	572	689	109	124	97	
Effective Weighted Sample	3507	525	497	855	364	1504	1093	2078	155	203	370	716	477	658	106	118	85	
Total	4246	690	545	1022	477	1757	1299	2558	184	241	441	850	565	863	78	54	27	
Not aimed at me/ not representative	62 1%	12 2%	6 1%	14 1%	8 2%	25 1%	18 1%	40 2%	- -%	- -%	7 2%	8 1%	10 2%	9 1%	3 4%	* 1%	** **	
															a			
Poor quality of broadcasting staff/ overpaid presenters	44 1%	8 1%	8 1%	15 1%	7 1%	22 1%	14 1%	28 1%	2 1%	3 1%	3 1%	10 1%	5 1%	12 1%	2 3%	* 1%	** **	
Outdated/ old fashioned	37 1%	8 1%	1 *%	3 *%	2 *%	11 1%	16 1%	17 1%	2 1%	2 1%	2 1%	4 *%	11 2%	2 *%	1 1%	- -%	** **	
													b					
NEUTRAL RESPONSES																		
It's OK/ neutral	45 1%	8 1%	3 *%	6 1%	3 1%	15 1%	16 1%	15 1%	3 2%	6 3%	4 1%	11 1%	8 1%	4 *%	1 2%	* 1%	** **	
										b								
No reason/ just my opinion	125 3%	16 2%	8 1%	23 2%	15 3%	53 3%	49 4%	63 2%	8 4%	7 3%	15 3%	30 4%	24 4%	18 2%	3 4%	1 3%	** **	
Other	163 4%	22 3%	18 3%	33 3%	15 3%	67 4%	53 4%	87 3%	7 4%	16 7%	14 3%	32 4%	20 4%	29 3%	2 3%	1 2%	** **	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4251	339	350	332	357	3588	545	128	184	164	69	1547	2482	3872	102	109	211
Effective Weighted Sample	3507	324	334	320	342	2913	493	112	170	150	62	1257	2061	3189	84	93	177
Total	4246	424	439	452	411	3524	605	135	212	182	76	1504	2521	3852	112	111	222
POSITIVE RESPONSES																	
Entertaining/ enjoyable/ good TV/ unique	673 16%	66 16%	77 17%	64 14%	79 19%	568 16%	84 14%	20 15%	34 16%	21 11%	** **	228 15%	412 16%	613 16%	19 17%	22 20%	41 18%
Always been there/ a British institution	497 12%	86 20%	62 14%	88 20%	59 14%	426 12%	61 10%	12 9%	20 10%	26 14%	** **	162 11%	320 13%	452 12%	13 11%	13 12%	26 12%
BBC News/ Keeps me informed/ up to date	486 11%	56 13%	57 13%	49 11%	64 16%	398 11%	78 13%	12 9%	30 14%	24 13%	** **	157 10%	316 13%	452 12%	9 8%	9 9%	19 9%
BBC is good/ trusted/ reliable	423 10%	50 12%	34 8%	54 12%	30 7%	328 9%	84 14% a	18 14%	34 16% a	17 10%	** **	128 9%	273 11%	390 10%	4 3%	16 14%	19 9%
Watch every day/ my first choice/ main channel	331 8%	46 11%	57 13%	54 12%	48 12%	288 8%	37 6%	9 7%	11 5%	12 6%	** **	118 8%	199 8%	312 8%	6 5%	5 5%	11 5%
Specific mention of a TV show/ channel	224 5%	12 3%	33 7% a	17 4%	27 7%	202 6% b	16 3%	9 6%	3 1%	3 2%	** **	100 7% b	113 4%	206 5%	6 5%	2 2%	8 4%
Good variety of programmes	220 5%	23 6%	30 7%	28 6%	26 6%	182 5%	35 6%	7 6%	13 6%	6 3%	** **	65 4%	148 6%	209 5%	1 1%	5 5%	6 3%
Good quality radio/ enjoy listening	153 4%	27 6%	17 4%	25 6%	18 4%	133 4%	10 2%	2 1%	5 3%	2 1%	** **	51 3%	88 3%	135 4%	7 7%	- -%	7 3%
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																	

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4251	339	350	332	357	3588	545	128	184	164	69	1547	2482	3872	102	109	211
Effective Weighted Sample	3507	324	334	320	342	2913	493	112	170	150	62	1257	2061	3189	84	93	177
Total	4246	424	439	452	411	3524	605	135	212	182	76	1504	2521	3852	112	111	222
Advertising free	89	13	20	24	9	83	6	3	1	1	**	39	47	80	5	1	6
	2%	3%	4%	5%	2%	2%	1%	2%	1%	1%	**	3%	2%	2%	4%	1%	3%
NEGATIVE RESPONSES																	
There are other options/ channels/ plenty of choice	500	27	32	31	29	416	78	11	35	25	**	182	300	466	13	6	19
	12%	6%	7%	7%	7%	12%	13%	8%	16%	14%	**	12%	12%	12%	12%	5%	8%
I don't watch/ listen to the BBC/ only use a little	389	20	19	11	28	313	63	19	24	13	**	182	171	344	12	13	25
	9%	5%	4%	2%	7%	9%	10%	14%	11%	7%	**	12%	7%	9%	10%	12%	11%
					c							b					
Negative view of the TV licence (general)	230	19	25	25	18	211	15	4	9	1	**	83	140	209	9	3	12
	5%	4%	6%	6%	4%	6%	3%	3%	4%	1%	**	5%	6%	5%	8%	3%	5%
						be											
Biased/ politically biased/ fake news	196	26	22	26	22	172	19	6	8	2	**	73	112	171	7	7	14
	5%	6%	5%	6%	5%	5%	3%	4%	4%	1%	**	5%	4%	4%	6%	6%	6%
Poor programming/ boring/ bad TV	138	15	15	17	14	118	15	3	5	3	**	52	78	123	2	6	8
	3%	4%	3%	4%	3%	3%	3%	2%	2%	2%	**	3%	3%	3%	2%	5%	3%
Negative impression of the BBC (general)	131	13	11	13	10	117	11	5	4	2	**	56	69	112	5	6	11
	3%	3%	2%	3%	2%	3%	2%	4%	2%	1%	**	4%	3%	3%	4%	5%	5%
Not important to me/ not bothered	126	9	11	11	9	101	19	7	6	6	**	52	62	110	5	2	7
	3%	2%	3%	2%	2%	3%	3%	5%	3%	4%	**	3%	2%	3%	4%	2%	3%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 233

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

F2B. Could you say why you gave that answer?

Base : All respondents (who gave a reason for their answer)

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	f	a	b	a	b	c	d
Unweighted total	4251	339	350	332	357	3588	545	128	184	164	69	1547	2482	3872	102	109	211
Effective Weighted Sample	3507	324	334	320	342	2913	493	112	170	150	62	1257	2061	3189	84	93	177
Total	4246	424	439	452	411	3524	605	135	212	182	76	1504	2521	3852	112	111	222
Repetitive/ nothing new	68	7	15	11	11	61	6	-	3	2	**	25	39	63	1	*	1
	2%	2%	3%	2%	3%	2%	1%	-%	1%	1%	**	2%	2%	2%	1%	*%	1%
Not aimed at me/ not representative	62	5	4	5	5	59	*	-	*	-	**	29	29	57	2	-	2
	1%	1%	1%	1%	1%	2%	*%	-%	*%	-%	**	2%	1%	1%	2%	-%	1%
						b											
Poor quality of broadcasting staff/ overpaid presenters	44	5	7	6	6	41	1	-	1	-	**	11	31	43	-	-	-
	1%	1%	2%	1%	1%	1%	*%	-%	1%	-%	**	1%	1%	1%	-%	-%	-%
Outdated/ old fashioned	37	-	2	-	2	34	3	-	2	-	**	17	18	29	3	1	4
	1%	-%	*%	-%	*%	1%	*%	-%	1%	-%	**	1%	1%	1%	3%	1%	2%
NEUTRAL RESPONSES																	
It's OK/ neutral	45	1	3	3	1	31	7	2	2	1	**	14	25	35	-	2	2
	1%	*%	1%	1%	*%	1%	1%	2%	1%	1%	**	1%	1%	1%	-%	2%	1%
No reason/ just my opinion	125	10	8	12	6	90	27	6	2	15	**	43	74	108	5	10	14
	3%	2%	2%	3%	1%	3%	5%	5%	1%	8%	**	3%	3%	3%	4%	9%	7%
										ad					a	a	a
Other	163	18	11	18	10	129	30	7	9	10	**	65	88	141	6	5	11
	4%	4%	2%	4%	3%	4%	5%	5%	4%	6%	**	4%	3%	4%	6%	5%	5%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 234

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G1. Thinking about all sources of news, not just the BBC... Typically, how frequently do you watch, listen to or read news? (By news we mean national, international, regional or local news and other topical events. Please think about radio, TV, newspapers and online.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
More than 10 times a day	152 3%	18 3%	27 5%	40 4%	13 3%	55 3%	69 5% b	75 3%	15 8% b	27 11% abeg	19 4%	52 6% b	30 5%	31 4%	3 4%	6 10% a	**	**
Between 6 and 10 times a day	264 6%	51 7%	39 7%	72 7%	34 7%	96 5%	95 7%	154 6%	8 4%	24 10% g	45 10% bg	72 8% g	25 4%	57 7%	7 9%	6 11%	**	**
Between 2 and 5 times a day	1652 38%	311 44%	283 51%	557 54% a	274 57% a	778 43%	510 38% g	1043 40% g	76 40% g	115 47% g	187 41% g	365 41% g	161 27%	480 55%	44 54%	23 43%	**	**
Once a day	1212 28%	195 28%	141 25%	267 26%	125 26%	479 26%	330 24%	738 28% d	49 26%	45 18%	117 26%	212 24%	143 24%	221 25%	20 25%	15 28%	**	**
4-6 days a week	205 5%	22 3%	13 2%	21 2%	8 2%	57 3%	59 4%	112 4%	10 6%	5 2%	14 3%	33 4%	39 7%	16 2%	2 3%	* 1%	**	**
2-3 days a week	250 6%	24 3%	18 3%	22 2%	4 1%	84 5%	75 6%	147 6%	3 2%	6 2%	17 4%	39 4%	48 8% cdef	19 2%	1 1%	1 2%	**	**
Once a week	220 5%	30 4%	11 2%	22 2%	10 2%	72 4%	75 6%	121 5%	5 2%	8 3%	17 4%	34 4%	50 8% bef	18 2%	2 2%	* 1%	**	**
Less often than once a week	122 3%	13 2%	4 1%	5 1%	1 *%	48 3%	30 2%	72 3%	8 4% e	5 2%	3 1%	14 2%	27 5% aef	5 1%	- -%	- -%	**	**
Less often than once a month	102 2%	9 1%	1 *%	4 *%	2 *%	34 2%	46 3% b	48 2%	7 3%	5 2%	7 2%	20 2%	34 6% bef	3 *%	- -%	1 1%	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G1. Thinking about all sources of news, not just the BBC... Typically, how frequently do you watch, listen to or read news? (By news we mean national, international, regional or local news and other topical events. Please think about radio, TV, newspapers and online.)

Base : All respondents

	Total	AGE				AGE/SEG 65+ OR	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64 a	65-74 b	65+ c	75+ d	DE	ANY a	NONE b	VISION c	HEARING d	MOBILITY e	PHYSICAL f	NEURO-DIVERSE g	ENGLAND a	SCOTLAND b	WALES c	IRELAND ~d	
Significance Level: 99%																		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Never	165	26	15	20	5	87	55	93	6	7	26	36	33	17	1	1	**	
	4%	4%	3%	2%	1%	5%	4%	4%	3%	3%	6%	4%	6%	2%	1%	2%	**	
Don't know	58	6	1	5	4	30	10	21	1	-	5	7	7	4	-	1	**	
	1%	1%	*%	*%	1%	2%	1%	1%	*%	-%	1%	1%	1%	1%	-%	1%	**	
FREQUENCY																		
MORE THAN ONCE A DAY	2067	380	349	669	321	929	674	1272	99	167	250	490	215	567	54	35	**	
	47%	54%	63%	65%	67%	51%	50%	48%	53%	68%	55%	55%	36%	65%	67%	64%	**	
			a	a	a		g	g	g	abcefg	g	bg						
ONCE A DAY	1212	195	141	267	125	479	330	738	49	45	117	212	143	221	20	15	**	
	28%	28%	25%	26%	26%	26%	24%	28%	26%	18%	26%	24%	24%	25%	25%	28%	**	
								d										
LESS OFTEN	899	98	48	73	25	295	286	500	32	28	58	140	198	61	5	3	**	
	20%	14%	9%	7%	5%	16%	21%	19%	17%	12%	13%	16%	33%	7%	6%	5%	**	
		bcd					def	de					abcdef					
NEVER	165	26	15	20	5	87	55	93	6	7	26	36	33	17	1	1	**	
	4%	4%	3%	2%	1%	5%	4%	4%	3%	3%	6%	4%	6%	2%	1%	2%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 234

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G1. Thinking about all sources of news, not just the BBC... Typically, how frequently do you watch, listen to or read news? (By news we mean national, international, regional or local news and other topical events. Please think about radio, TV, newspapers and online.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
More than 10 times a day	152	14	17	21	10	130	17	4	3	10	**	47	98	131	5	7	12
	3%	3%	4%	5%	2%	4%	3%	3%	1%	5%	**	3%	4%	3%	4%	6%	5%
Between 6 and 10 times a day	264	40	17	33	24	225	32	9	9	10	**	81	177	239	7	12	20
	6%	9%	4%	7%	6%	6%	5%	7%	4%	5%	**	5%	7%	6%	6%	11%	8%
		b															
Between 2 and 5 times a day	1652	253	227	278	202	1375	250	51	94	79	**	530	1058	1537	39	18	57
	38%	59%	51%	61%	48%	38%	39%	37%	41%	41%	**	34%	41%	39%	33%	16%	24%
		d		bd									a	cd	c		
Once a day	1212	91	131	91	130	1008	164	35	70	38	**	419	723	1105	38	29	67
	28%	21%	29%	20%	31%	28%	26%	25%	31%	20%	**	27%	28%	28%	32%	26%	29%
			c		ac												
4-6 days a week	205	2	14	8	8	162	34	7	12	10	**	66	122	178	4	9	13
	5%	1%	3%	2%	2%	4%	5%	5%	5%	5%	**	4%	5%	4%	3%	8%	5%
			a														
2-3 days a week	250	9	10	3	16	207	39	9	9	17	**	104	133	222	8	11	19
	6%	2%	2%	1%	4%	6%	6%	7%	4%	9%	**	7%	5%	6%	7%	10%	8%
				c													
Once a week	220	7	12	9	9	180	24	1	5	7	**	99	101	185	6	10	16
	5%	2%	3%	2%	2%	5%	4%	1%	2%	3%	**	6%	4%	5%	5%	9%	7%
												b					
Less often than once a week	122	-	5	1	4	94	22	7	6	9	**	57	56	110	3	4	7
	3%	0%	1%	1%	1%	3%	3%	5%	2%	4%	**	4%	2%	3%	2%	4%	3%
												b					
Less often than once a month	102	2	1	1	2	85	15	4	7	2	**	54	41	88	2	5	6
	2%	1%	1%	1%	1%	2%	2%	3%	3%	1%	**	3%	2%	2%	2%	4%	3%
												b					

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 234

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G1. Thinking about all sources of news, not just the BBC... Typically, how frequently do you watch, listen to or read news? (By news we mean national, international, regional or local news and other topical events. Please think about radio, TV, newspapers and online.)

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Never	165 4%	9 2%	8 2%	9 2%	9 2%	131 4%	27 4%	10 7%	9 4%	5 2%	** **	91 6% b	63 2%	143 4%	6 5%	3 3%	10 4%
Don't know	58 1%	- -%	4 1%	- -%	4 1%	38 1%	11 2%	1 1%	4 2%	6 3%	** **	22 1%	24 1%	42 1%	1 1%	7 6% a	8 3% a
FREQUENCY																	
MORE THAN ONCE A DAY	2067 47%	307 72% bd	261 59%	331 73% bd	236 57%	1730 48%	299 47%	64 46%	105 46%	98 52%	** **	657 42%	1333 51% a	1908 48% cd	52 43%	37 32%	89 38%
ONCE A DAY	1212 28%	91 21%	131 29% c	91 20%	130 31% ac	1008 28%	164 26%	35 25%	70 31%	38 20%	** **	419 27%	723 28%	1105 28%	38 32%	29 26%	67 29%
LESS OFTEN	899 20%	20 5%	42 9%	23 5%	38 9%	728 20%	133 21%	28 21%	38 17%	44 23%	** **	380 24% b	454 17%	784 20%	23 19%	38 33% a	61 26%
NEVER	165 4%	9 2%	8 2%	9 2%	9 2%	131 4%	27 4%	10 7%	9 4%	5 2%	** **	91 6% b	63 2%	143 4%	6 5%	3 3%	10 4%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 235

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G2. In the last 3 months, have you watched, listened to or read news from the BBC in any of these ways?

Base : Those who watch, listen to or read news

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4159	613	598	1008	410	1727	1298	2472	177	240	438	844	553	680	111	120	97	
Effective Weighted Sample	3440	512	491	846	361	1453	1083	2035	151	201	358	708	465	649	108	114	85	
Total	4178	672	538	1009	471	1703	1290	2510	180	240	425	841	556	850	79	52	27	
BBC TV or BBC iPlayer	2507	458	380	723	344	1075	731	1590	102	170	245	496	273	612	52	37	**	
	60%	68%	71%	72%	73%	63%	57%	63%	57%	71%	58%	59%	49%	72%	65%	71%	**	
							g	ag		acefg		g						
BBC website or apps	1395	232	175	243	68	427	351	954	47	57	110	218	166	197	23	17	**	
	33%	35%	32%	24%	14%	25%	27%	38%	26%	24%	26%	26%	30%	23%	29%	32%	**	
		cd	cd	d				acdefg										
BBC Radio or BBC Sounds	1126	179	165	293	128	421	353	691	62	80	112	242	148	241	18	21	**	
	27%	27%	31%	29%	27%	25%	27%	28%	35%	33%	26%	29%	27%	28%	23%	40%	**	
																ab		
None/ Don't use the BBC for news	776	126	80	163	83	348	267	421	27	29	107	176	120	137	16	8	**	
	19%	19%	15%	16%	18%	20%	21%	17%	15%	12%	25%	21%	21%	16%	20%	14%	**	
							bd				bd	d	d					
Don't know	136	10	21	37	16	66	40	71	7	11	9	23	24	36	-	1	**	
	3%	1%	4%	4%	3%	4%	3%	3%	4%	4%	2%	3%	4%	4%	-%	2%	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 235

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G2. In the last 3 months, have you watched, listened to or read news from the BBC in any of these ways?

Base : Those who watch, listen to or read news

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4159	335	345	329	351	3516	529	118	184	161	66	1488	2458	3795	103	102	205
Effective Weighted Sample	3440	320	329	317	337	2860	482	104	171	147	60	1212	2047	3133	86	87	172
Total	4178	417	433	446	404	3467	596	127	214	180	75	1457	2510	3796	113	104	217
BBC TV or BBC iPlayer	2507	295	317	328	284	2117	337	67	125	107	**	804	1596	2332	55	45	100
	60%	71%	73%	74%	70%	61%	57%	53%	58%	59%	**	55%	64% a	61% cd	49%	43%	46%
BBC website or apps	1395	116	82	141	56	1146	217	49	79	65	**	519	835	1268	46	42	88
	33%	28% bd	19%	32% bd	14%	33%	36%	39%	37%	36%	**	36%	33%	33%	41%	41%	41%
BBC Radio or BBC Sounds	1126	141	100	155	86	943	147	35	48	45	**	401	680	1018	36	32	68
	27%	34% bd	23%	35% bd	21%	27%	25%	27%	23%	25%	**	28%	27%	27%	32%	31%	31%
None/ Don't use the BBC for news	776	65	72	61	76	655	91	20	35	23	**	316	399	678	26	19	45
	19%	16%	17%	14%	19%	19%	15%	16%	16%	13%	**	22% b	16%	18%	23%	19%	21%
Don't know	136	15	21	19	17	114	17	6	4	5	**	46	80	125	2	4	5
	3%	4%	5%	4%	4%	3%	3%	5%	2%	3%	**	3%	3%	3%	1%	3%	2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 236

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S1. HOURS SPEND ONLINE IN A TYPICAL WEEK

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Up to 2 hours per week	94 2%	14 2%	18 3%	37 4%	19 4%	50 3%	27 2%	51 2%	3 2%	7 3%	9 2%	23 3%	8 1%	32 4%	3 4%	1 1%	** **	
3 to 5 hours per week	291 7%	42 6%	42 8%	78 8%	36 7%	129 7%	112 8% b	145 6%	16 8%	25 10% b	34 8%	83 9% b	38 6%	71 8%	3 3%	1 2%	** **	
6 to 8 hours per week	290 7%	57 8%	38 7%	74 7%	35 7%	142 8%	81 6%	177 7%	17 9%	17 7%	28 6%	53 6%	43 7%	66 8%	4 5%	2 5%	** **	
9 to 11 hours per week	353 8%	65 9%	53 10%	78 8%	26 5%	144 8%	87 6%	213 8% e	11 6%	16 6%	20 4%	53 6%	36 6%	67 8%	6 8%	3 6%	** **	
12 to 15 hours per week	516 12%	95 13%	80 14%	136 13%	56 12%	237 13%	120 9%	363 14% afg	18 10%	27 11%	51 11%	88 10%	47 8%	121 14%	6 8%	5 10%	** **	
16 to 22 hours per week	672 15%	107 15%	79 14%	125 12%	47 10%	215 12%	155 11%	461 18% adefg	18 10%	18 7%	46 10%	89 10%	70 12%	108 12%	7 8%	8 15%	** **	
Over 22 hours per week	1760 40%	270 38% cd	174 31% d	271 26%	97 20%	581 32%	542 40%	1081 41% df	75 40%	78 32%	157 34%	316 36%	283 48% adef	219 25%	29 36%	16 30%	** **	
Don't know/ unsure	43 1%	12 2%	2 *%	7 1%	5 1%	34 2%	18 1%	14 1%	2 1%	1 *%	8 2%	14 2% b	7 1%	7 1%	- -%	- -%	** **	
None	382 9%	44 6%	68 12% a	228 22% ab	160 33% abc	288 16%	214 16% bg	118 4%	27 14% b	57 23% abg	105 23% abg	166 19% bg	64 11% b	182 21%	22 28%	17 32%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S1. HOURS SPEND ONLINE IN A TYPICAL WEEK

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Answered	4154	663	535	998	463	1710	1267	2523	176	234	425	819	556	838	80	53		**
Mean number of hours	23.0	21.7	18.0	15.4	12.5	18.7	21.7	24.0	22.7	17.4	18.3	19.1	25.5	15.1	17.6	16.6		**
		bcd	cd	d			def	ade	de				ade					
Standard deviation	18.96	17.69	15.89	15.88	15.35	18.13	20.12	18.30	20.34	18.99	18.34	18.44	21.78	15.41	18.13	17.71		**
Standard error	.29	.72	.65	.50	.76	.43	.56	.37	1.53	1.24	.87	.64	.92	.60	1.71	1.60		**
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 236

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S1. HOURS SPEND ONLINE IN A TYPICAL WEEK

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Up to 2 hours per week	94	14	18	16	15	74	16	4	7	6	**	26	61	77	2	3	5
	2%	3%	4%	4%	4%	2%	3%	3%	3%	3%	**	2%	2%	2%	2%	3%	2%
3 to 5 hours per week	291	34	36	33	38	238	44	11	14	10	**	82	194	253	6	17	23
	7%	8%	8%	7%	9%	7%	7%	8%	6%	5%	**	5%	7%	6%	5%	15%	10%
													a			a	
6 to 8 hours per week	290	38	28	35	31	234	49	5	21	19	**	92	182	262	6	13	18
	7%	9%	6%	8%	7%	6%	8%	4%	9%	10%	**	6%	7%	7%	5%	11%	8%
9 to 11 hours per week	353	33	34	41	26	274	65	11	24	20	**	112	214	322	8	4	11
	8%	8%	8%	9%	6%	8%	10%	8%	11%	10%	**	7%	8%	8%	6%	3%	5%
12 to 15 hours per week	516	64	57	71	50	438	72	9	34	25	**	184	315	492	9	5	14
	12%	15%	13%	16%	12%	12%	11%	7%	15%	13%	**	12%	12%	12%	7%	4%	6%
														d			
16 to 22 hours per week	672	55	53	75	33	548	106	17	45	23	**	222	413	621	15	13	29
	15%	13%	12%	16%	8%	15%	17%	13%	20%	12%	**	14%	16%	16%	13%	12%	12%
				d													
Over 22 hours per week	1760	107	112	135	84	1484	230	67	68	70	**	756	934	1574	67	49	116
	40%	25%	25%	30%	20%	41%	36%	49%	30%	37%	**	48%	36%	40%	56%	43%	49%
				d		d		d				b			a		a
Don't know/ unsure	43	1	5	2	5	29	6	2	1	3	**	13	20	32	2	5	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	**	1%	1%	1%	2%	5%	3%
																a	a
None	382	80	102	47	135	317	47	11	12	16	**	83	264	348	6	4	11
	9%	19%	23%	10%	32%	9%	7%	8%	5%	8%	**	5%	10%	9%	5%	4%	5%
		c	c		abc								a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S1. HOURS SPEND ONLINE IN A TYPICAL WEEK

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Answered	4154	413	425	441	398	3454	588	127	211	176	**	1482	2464	3789	109	95	204
Mean number of hours	23.0	15.1	15.2	17.7	12.3	23.1	22.2	26.9	20.2	22.0	**	26.6	21.0	22.6	28.0	27.5	27.8
				d				d				b					a
Standard deviation	18.96	14.02	16.66	14.12	16.28	19.15	17.69	20.03	15.30	17.88	**	20.21	17.81	18.60	18.42	22.15	20.20
Standard error	.29	.77	.91	.78	.88	.32	.77	1.83	1.14	1.43	**	.52	.36	.30	1.85	2.28	1.45
Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d																	

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 238

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A2. Which of these ways do you go online from home?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Home broadband (perhaps using Wi-Fi)	3678	607	457	765	309	1391	1011	2340	142	177	316	636	464	657	54	35	**	
	84%	86%	82%	74%	64%	76%	75%	89%	76%	72%	69%	72%	78%	75%	67%	65%	**	
		cd	cd	d				acdefg					e					
Using a mobile signal (4G/ 5G)	2164	302	182	269	86	670	551	1414	86	70	133	309	298	223	20	15	**	
	49%	43%	33%	26%	18%	37%	41%	54%	46%	28%	29%	35%	50%	26%	25%	27%	**	
		bcd	cd	d			de	adef	de				adef					
Neither – I do not go online from home	393	51	65	222	156	290	218	121	25	56	106	169	68	175	22	17	**	
	9%	7%	12%	21%	33%	16%	16%	5%	14%	23%	23%	19%	11%	20%	28%	32%	**	
				ab	abc		b		b	bg	abg	bg	b			a		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 238

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

A2. Which of these ways do you go online from home?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Home broadband (perhaps using Wi-Fi)	3678	333	325	398	259	3065	518	110	197	146	**	1362	2140	3339	98	96	193
	84%	78%	73%	88%	62%	84%	82%	80%	87%	77%	**	87%	82%	84%	81%	84%	83%
		d	d	abd								b					
Using a mobile signal (4G/ 5G)	2164	114	108	131	92	1698	409	82	156	128	**	779	1283	1963	64	62	127
	49%	27%	24%	29%	22%	47%	64%	60%	69%	67%	**	50%	49%	49%	53%	55%	54%
							a	a	a	a							
Neither – I do not go online from home	393	78	98	44	131	322	49	12	13	17	**	85	268	354	9	4	13
	9%	18%	22%	10%	31%	9%	8%	8%	6%	9%	**	5%	10%	9%	7%	4%	6%
		c	c		abc								a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 239

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S2. RESPONDENT'S GENDER

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Man	2121	348	268	504	236	852	649	1267	88	141	213	433	266	427	38	26	**	
	48%	49%	48%	49%	49%	47%	48%	48%	47%	57%	47%	49%	45%	49%	47%	47%	**	
										g								
Woman	2271	356	286	530	244	966	703	1352	98	104	242	449	328	445	43	29	**	
	52%	51%	52%	51%	51%	53%	52%	52%	52%	42%	53%	51%	55%	51%	53%	53%	**	
													d					
Non-binary	4	-	-	-	-	-	2	1	1	1	1	2	2	-	-	-	**	
	*%	-%	-%	-%	-%	-%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	**	
									b									
Prefer not to say	5	-	-	-	-	2	-	4	-	-	-	-	-	-	-	-	**	
	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S2. RESPONDENT'S GENDER

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Man	2121	427	-	242	185	1707	340	75	121	108	**	765	1231	1915	71	52	123
	48%	100%	-%	53%	44%	47%	54%	54%	53%	57%	**	49%	47%	48%	59%	45%	52%
		bcd		b	b		a										
Woman	2271	-	445	212	233	1922	293	62	106	82	**	797	1365	2065	46	61	106
	52%	-%	100%	47%	56%	53%	46%	45%	47%	43%	**	51%	53%	52%	38%	53%	45%
			acd	a	a	b								b			
Non-binary	4	-	-	-	-	3	-	-	-	-	**	3	-	-	1	1	3
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	*%	-%	-%	1%	1%	1%
															a	a	a
Prefer not to say	5	-	-	-	-	4	1	1	-	-	**	4	-	1	2	-	2
	*%	-%	-%	-%	-%	*%	*%	1%	-%	-%	**	*%	-%	*%	2%	-%	1%
															a		a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 240

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S3. RESPONDENT'S AGE

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
16-24 years	462	-	-	-	-	92	136	253	24	13	10	62	94	-	-	-	**	
	10%	-%	-%	-%	-%	5%	10%	10%	13%	5%	2%	7%	16%	-%	-%	-%	**	
							e	e	de			e	abdef					
25-34 years	748	-	-	-	-	161	218	459	27	25	32	93	150	-	-	-	**	
	17%	-%	-%	-%	-%	9%	16%	18%	14%	10%	7%	11%	25%	-%	-%	-%	**	
							ef	def	e				abcdef					
35-44 years	717	-	-	-	-	156	156	473	24	19	31	81	96	-	-	-	**	
	16%	-%	-%	-%	-%	9%	12%	18%	13%	8%	7%	9%	16%	-%	-%	-%	**	
							e	adef					def					
45-54 years	735	-	-	-	-	155	178	487	23	20	54	105	100	-	-	-	**	
	17%	-%	-%	-%	-%	9%	13%	19%	12%	8%	12%	12%	17%	-%	-%	-%	**	
								adef					d					
55-64 years	704	704	-	-	-	221	242	419	24	19	110	174	93	-	-	-	**	
	16%	100%	-%	-%	-%	12%	18%	16%	13%	8%	24%	20%	16%	-%	-%	-%	**	
		bcd					d	d			abcdg	d	d					
65-74 years	554	-	554	554	-	554	192	327	20	56	91	155	38	464	44	31	**	
	13%	-%	100%	54%	-%	30%	14%	12%	11%	23%	20%	18%	6%	53%	54%	57%	**	
			acd	ad			g	g		abcg	abcg	bg						
75 years or over	480	-	-	480	480	480	233	205	44	94	128	214	25	408	37	23	**	
	11%	-%	-%	46%	100%	26%	17%	8%	24%	38%	28%	24%	4%	47%	46%	43%	**	
				ab	abc		bg	g	bg	abcfg	abg	abg						

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 240

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S3. RESPONDENT'S AGE

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
16-24 years	462	-	-	-	-	304	134	37	49	31	**	192	242	391	15	31	47
	10%	-%	-%	-%	-%	8%	21%	27%	22%	17%	**	12%	9%	10%	13%	27%	20%
							a	a	a	a		b				a	a
25-34 years	748	-	-	-	-	581	143	34	47	45	**	339	364	632	31	41	72
	17%	-%	-%	-%	-%	16%	23%	24%	21%	24%	**	22%	14%	16%	26%	36%	31%
							a					b				a	a
35-44 years	717	-	-	-	-	546	148	28	45	59	**	280	390	662	13	19	32
	16%	-%	-%	-%	-%	15%	23%	20%	20%	31%	**	18%	15%	17%	11%	17%	14%
							a			a							
45-54 years	735	-	-	-	-	606	107	14	49	28	**	290	411	681	20	11	31
	17%	-%	-%	-%	-%	17%	17%	11%	22%	15%	**	18%	16%	17%	17%	9%	13%
55-64 years	704	-	-	-	-	630	56	12	15	21	**	256	413	634	30	6	36
	16%	-%	-%	-%	-%	17%	9%	9%	7%	11%	**	16%	16%	16%	25%	5%	15%
						bd								c	c		
65-74 years	554	224	239	245	218	524	23	8	13	1	**	132	404	521	9	2	11
	13%	53%	54%	54%	52%	14%	4%	5%	6%	*%	**	8%	16%	13%	8%	2%	5%
						bcde			e				a	cd			
75 years or over	480	202	206	209	199	444	23	5	7	5	**	81	374	461	2	3	5
	11%	47%	46%	46%	48%	12%	4%	4%	3%	3%	**	5%	14%	12%	1%	3%	2%
						bcde							a	bcd			

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 241

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S5. HOUSEHOLD SOCIO-ECONOMIC GROUP

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
AB	1133	162	116	230	115	230	271	768	61	63	82	193	99	199	14	12	**	
	26%	23%	21%	22%	24%	13%	20%	29%	32%	26%	18%	22%	17%	23%	18%	22%	**	
								aefg	aefg	g								
C1	1351	194	176	298	123	298	336	886	42	62	100	201	154	255	21	17	**	
	31%	28%	32%	29%	26%	16%	25%	34%	22%	25%	22%	23%	26%	29%	26%	31%	**	
								acefg										
C2	784	126	86	158	72	158	231	474	25	31	65	138	101	128	18	8	**	
	18%	18%	16%	15%	15%	9%	17%	18%	13%	13%	14%	16%	17%	15%	22%	15%	**	
DE	1133	221	177	347	170	1133	516	495	60	89	210	352	242	289	27	17	**	
	26%	31%	32%	34%	35%	62%	38%	19%	32%	36%	46%	40%	41%	33%	33%	31%	**	
							b		b	b	abc	b	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 241

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S5. HOUSEHOLD SOCIO-ECONOMIC GROUP

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
AB	1133	124	75	199	-	927	180	37	55	57	**	397	694	1003	39	46	85
	26%	29%	17%	44%	-%	26%	28%	27%	24%	30%	**	25%	27%	25%	32%	41%	36%
		bd	d	abd												a	a
C1	1351	118	137	255	-	1114	192	32	83	55	**	468	805	1224	47	27	74
	31%	28%	31%	56%	-%	31%	30%	24%	37%	29%	**	30%	31%	31%	39%	24%	32%
		d	d	abd													
C2	784	74	54	-	128	653	108	21	42	33	**	296	442	717	16	16	33
	18%	17%	12%	-%	31%	18%	17%	15%	18%	17%	**	19%	17%	18%	14%	14%	14%
		c	c		abc												
DE	1133	110	179	-	289	941	155	46	47	45	**	409	655	1037	18	24	42
	26%	26%	40%	-%	69%	26%	24%	34%	21%	24%	**	26%	25%	26%	15%	21%	18%
		c	ac		abc												

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 242

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S6. RESPONDENT'S WORKING STATUS

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
In full time employment	1977	297	65	76	11	252	383	1401	63	56	69	205	207	68	3	2	**	
	45%	42%	12%	7%	2%	14%	28%	53%	33%	23%	15%	23%	35%	8%	4%	4%	**	
		bcd	cd	d			e	acdefg	ef			e	adef					
In part time employment	620	127	56	72	16	215	185	382	24	24	42	101	104	62	6	2	**	
	14%	18%	10%	7%	3%	12%	14%	15%	13%	10%	9%	11%	17%	7%	8%	4%	**	
		bcd	d					e					def					
Unemployed	299	77	5	5	-	251	170	89	14	12	41	89	116	4	-	*	**	
	7%	11%	1%	1%	0%	14%	13%	3%	7%	5%	9%	10%	19%	1%	0%	1%	**	
		bcd					bd				b	b	abcdef					
A student	186	*	-	-	-	21	47	109	11	2	6	24	35	-	-	-	**	
	4%	1%	0%	0%	0%	1%	3%	4%	6%	1%	1%	3%	6%	0%	0%	0%	**	
								e	de				def					
Full-time responsibility for home/ family	230	47	11	11	-	119	82	128	13	8	33	50	38	9	1	1	**	
	5%	7%	2%	1%	0%	7%	6%	5%	7%	3%	7%	6%	6%	1%	1%	1%	**	
		bcd	d															
Retired	1012	129	417	868	451	909	433	503	59	143	232	375	73	728	71	49	**	
	23%	18%	75%	84%	94%	50%	32%	19%	32%	58%	51%	42%	12%	83%	88%	90%	**	
			a	ab	abc		bg	g	bg	abcfg	abcfg	abg						
Other	62	23	*	2	1	48	50	9	2	2	32	37	21	1	-	-	**	
	1%	3%	1%	1%	1%	3%	4%	1%	1%	1%	7%	4%	4%	1%	0%	0%	**	
		bcd					b				abcd	b	b					
Prefer not to say	15	3	-	-	-	5	4	3	2	-	1	2	2	-	-	-	**	
	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%	1%	1%	1%	0%	0%	0%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 242

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S6. RESPONDENT'S WORKING STATUS

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
In full time employment	1977	41	27	43	25	1597	326	69	113	107	**	778	1092	1785	68	57	125
	45%	10%	6%	10%	6%	44%	51% a	50%	50%	56% a	**	50% b	42%	45%	56%	50%	53%
In part time employment	620	26	36	37	25	510	91	25	17	37	**	251	338	545	20	25	45
	14%	6%	8%	8%	6%	14%	14%	18% d	8%	19% d	**	16%	13%	14%	16%	22%	19%
Unemployed	299	3	1	-	4	232	55	15	22	14	**	128	154	257	11	13	24
	7%	1%	*%	-%	1%	6%	9%	11%	10%	7%	**	8%	6%	6%	9%	12%	10%
A student	186	-	-	-	-	109	67	16	26	18	**	61	111	155	10	10	20
	4%	-%	-%	-%	-%	3%	11% a	12% a	12% a	10% a	**	4%	4%	4%	9%	8%	8% a
Full-time responsibility for home/ family	230	1	8	1	8	178	46	3	27	5	**	94	122	211	3	3	6
	5%	*%	2%	*%	2%	5%	7%	2%	12% ace	3%	**	6%	5%	5%	2%	3%	3%
Retired	1012	356	372	372	355	943	43	8	19	9	**	226	744	959	9	5	14
	23%	83%	84%	82%	85%	26% bcde	7%	6%	8%	5%	**	14%	29% a	24% bcd	7%	5%	6%
Other	62	-	1	-	1	60	2	*	2	-	**	29	30	60	-	-	-
	1%	-%	*%	-%	*%	2%	*%	*%	1%	-%	**	2%	1%	2%	-%	-%	-%
Prefer not to say	15	-	-	-	-	6	4	2	1	-	**	2	6	8	-	-	-
	*%	-%	-%	-%	-%	*%	1%	1% a	*%	-%	**	*%	*%	*%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 243

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S7. URBANITY

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Large city	955	113	92	139	46	304	238	615	34	32	66	147	121	123	13	2	**	
	22%	16%	17%	13%	10%	17%	18%	23%	18%	13%	14%	17%	20%	14%	16%	3%	**	
Smaller city or large town		d	d					adef						c	c			
	1101	168	118	232	114	440	359	625	47	54	108	219	181	204	12	9	**	
	25%	24%	21%	22%	24%	24%	26%	24%	25%	22%	24%	25%	30%	23%	15%	17%	**	
Medium town													b					
	996	141	127	249	123	442	322	581	36	66	108	205	139	216	15	13	**	
	23%	20%	23%	24%	26%	24%	24%	22%	19%	27%	24%	23%	23%	25%	19%	24%	**	
Small town	766	171	105	202	97	348	251	453	36	40	97	176	98	154	27	13	**	
	17%	24%	19%	20%	20%	19%	19%	17%	19%	16%	21%	20%	16%	18%	34%	24%	**	
Rural area															a			
	581	111	112	212	101	286	185	351	34	54	78	137	57	174	13	17	**	
	13%	16%	20%	21%	21%	16%	14%	13%	18%	22%	17%	15%	10%	20%	16%	31%	**	
									g	abg	g	g				ab		

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S7. URBANITY

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Large city	955	56	67	54	68	645	277	63	87	103	**	244	666	858	19	43	63
	22%	13%	15%	12%	16%	18%	44% a	46% a	38% a	54% ad	**	16%	26% a	22%	16%	38% ab	27%
Smaller city or large town	1101	92	112	89	115	853	210	33	96	54	**	393	648	971	42	28	69
	25%	22%	25%	20%	28%	23%	33% a	24%	42% ace	28%	**	25%	25%	24%	35%	24%	30%
Medium town	996	105	111	111	105	891	89	21	29	26	**	373	563	906	29	24	53
	23%	25%	25%	24%	25%	24% bde	14%	15%	13%	14%	**	24%	22%	23%	24%	21%	23%
Small town	766	83	71	94	61	708	39	14	8	6	**	325	408	710	18	12	30
	17%	20%	16%	21%	14%	19% bde	6%	10%	3%	3%	**	21% b	16%	18%	15%	11%	13%
Rural area	581	90	84	106	68	538	20	6	7	1	**	233	313	535	13	6	19
	13%	21%	19%	23%	16%	15% bcde	3%	4%	3%	*%	**	15%	12%	13%	11%	6%	8%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 244

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S8. REGION/ NATION

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28
North East and Cumbria	243	47	34	58	24	104	96	123	9	15	31	63	47	58	-	-	**
	6%	7%	6%	6%	5%	6%	7%	5%	5%	6%	7%	7%	8%	7%	-%	-%	**
							b					b	b	bc			
North-West	548	94	84	136	52	231	165	345	18	24	46	103	76	136	-	-	**
	12%	13%	15%	13%	11%	13%	12%	13%	10%	10%	10%	12%	13%	16%	-%	-%	**
														bc			
Yorkshire & Lincolnshire	399	59	53	96	43	197	191	179	16	19	54	95	108	96	-	-	**
	9%	8%	10%	9%	9%	11%	14%	7%	8%	8%	12%	11%	18%	11%	-%	-%	**
							b				b	b	bcd	bc			
West Midlands	447	56	59	118	59	195	152	246	26	42	52	102	67	118	-	-	**
	10%	8%	11%	11%	12%	11%	11%	9%	14%	17%	11%	12%	11%	14%	-%	-%	**
										b				bc			
East Midlands	186	27	27	51	24	81	55	121	9	19	20	41	19	51	-	-	**
	4%	4%	5%	5%	5%	4%	4%	5%	5%	8%	4%	5%	3%	6%	-%	-%	**
										g				bc			
East	257	48	27	69	42	117	67	148	15	14	27	49	31	69	-	-	**
	6%	7%	5%	7%	9%	6%	5%	6%	8%	6%	6%	6%	5%	8%	-%	-%	**
														bc			
West	186	30	24	39	14	66	49	112	7	13	11	29	23	39	-	-	**
	4%	4%	4%	4%	3%	4%	4%	4%	4%	5%	2%	3%	4%	4%	-%	-%	**
South	255	50	29	62	33	95	63	148	7	16	25	46	22	62	-	-	**
	6%	7%	5%	6%	7%	5%	5%	6%	4%	7%	6%	5%	4%	7%	-%	-%	**
														bc			
South West	242	44	40	77	36	115	70	144	13	12	39	52	19	77	-	-	**
	6%	6%	7%	7%	8%	6%	5%	5%	7%	5%	9%	6%	3%	9%	-%	-%	**
											g			bc			
South East	172	28	19	47	28	74	62	99	13	13	20	37	31	47	-	-	**
	4%	4%	3%	5%	6%	4%	5%	4%	7%	5%	4%	4%	5%	5%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 244

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S8. REGION/ NATION

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
London	767	98	66	118	52	257	165	538	24	21	44	117	72	118	-	-	**	
	17%	14%	12%	11%	11%	14%	12%	21% adefg	13%	9%	10%	13%	12%	14% bc	-%	-%	**	
Wales	207	35	31	54	23	89	63	128	8	11	28	42	21	-	-	54	**	
	5%	5%	6%	5%	5%	5%	5%	5%	4%	4%	6%	5%	4%	-%	-%	100% ab	**	
Scotland	369	70	44	81	37	153	116	220	17	19	45	81	44	-	81	-	**	
	8%	10%	8%	8%	8%	8%	9%	8%	9%	8%	10%	9%	7%	-%	100% ac	-%	**	
Northern Ireland	123	20	16	28	11	45	41	71	4	9	15	26	18	-	-	-	**	
	3%	3%	3%	3%	2%	2%	3%	3%	2%	3%	3%	3%	3%	-%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 244

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S8. REGION/ NATION

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	TOTAL LGB d
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
North East and Cumbria	243 6%	28 7%	30 7%	27 6%	32 8%	222 6% b	18 3%	6 4%	7 3%	4 2%	** **	79 5%	156 6%	217 5%	5 5%	11 10%	17 7%
North-West	548 12%	65 15%	71 16%	71 16%	65 16%	483 13% b	51 8%	14 10%	16 7%	16 8%	** **	223 14%	302 12%	492 12%	31 26% ac	12 11%	43 19%
Yorkshire & Lincolnshire	399 9%	39 9%	57 13%	60 13%	36 9%	348 10%	50 8%	9 7%	24 11%	9 5%	** **	159 10%	221 9%	363 9%	7 6%	10 9%	17 7%
West Midlands	447 10%	62 15%	56 13%	55 12%	64 15%	358 10%	77 12%	21 15%	39 17% a	17 9%	** **	138 9%	289 11%	406 10%	11 9%	8 7%	19 8%
East Midlands	186 4%	30 7%	21 5%	26 6%	25 6%	140 4%	45 7% ae	11 8% e	26 11% ae	- -%	** **	51 3%	131 5%	175 4%	1 1%	5 5%	6 3%
East	257 6%	36 8%	34 8%	31 7%	38 9%	217 6%	30 5%	3 2%	18 8%	7 3%	** **	82 5%	151 6%	240 6%	7 6%	6 5%	13 5%
West	186 4%	20 5%	18 4%	14 3%	25 6%	170 5% bd	12 2%	3 2%	1 *% b	8 4%	** **	87 6% b	87 3%	154 4%	9 7%	5 5%	14 6%
South	255 6%	33 8%	29 7%	40 9%	22 5%	219 6% bd	15 2%	5 4%	1 1%	6 3%	** **	105 7%	122 5%	222 6%	3 3%	4 4%	8 3%
South West	242 6%	32 7%	45 10%	42 9%	35 8%	211 6% bd	15 2%	4 3%	- -%	7 4%	** **	90 6%	133 5%	221 6%	6 5%	4 4%	10 4%
South East	172 4%	23 5%	24 5%	30 7%	17 4%	152 4%	18 3%	7 5%	2 1%	6 3%	** **	78 5%	88 3%	139 3%	9 7%	8 7%	17 7% a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 244

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S8. REGION/ NATION

Base : All respondents

	Total	65+ AGE GROUP ENGLAND				ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
		MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
London	767	59	59	59	60	482	261	42	85	99	**	174	562	709	10	24	34
	17%	14%	13%	13%	14%	13%	41% a	30% a	37% a	52% acd	**	11%	22% a	18%	8%	21%	15%
Wales	207	-	-	-	-	187	15	5	4	4	**	109	91	190	4	6	10
	5%	-%	-%	-%	-%	5% b	2%	3%	2%	2%	**	7% b	3%	5%	3%	5%	4%
Scotland	369	-	-	-	-	329	24	7	4	8	**	167	172	337	14	8	21
	8%	-%	-%	-%	-%	9% bd	4%	5%	2%	4%	**	11% b	7%	8%	12%	7%	9%
Northern Ireland	123	-	-	-	-	119	3	1	1	1	**	28	92	115	2	2	4
	3%	-%	-%	-%	-%	3% b	1%	1%	*% *	*% *	**	2%	4% a	3%	2%	1%	2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 245

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S9. How would you describe your national identity?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
English	2777	455	381	711	330	1195	944	1589	131	182	306	615	430	692	6	12	**	
	63%	65%	69%	69%	69%	66%	70% b	61%	70%	74% b	67%	70% b	72% b	79% bc	7%	22% b	**	
Welsh	146	31	16	33	18	60	53	77	7	8	24	36	16	3	-	30	**	
	3%	4%	3%	3%	4%	3%	4%	3%	4%	3%	5%	4%	3%	1%	-	56% ab	**	
Scottish	345	68	45	78	34	151	109	204	14	14	40	75	43	14	65	-	**	
	8%	10%	8%	8%	7%	8%	8%	8%	7%	6%	9%	8%	7%	2%	80% ac	-	**	
Northern Irish	76	13	9	15	5	25	29	41	2	8	9	19	17	4	-	1	**	
	2%	2%	2%	1%	1%	1%	2%	2%	1%	3%	2%	2%	3%	1%	-	1%	**	
British	715	101	86	162	77	290	163	482	21	30	57	103	67	134	9	11	**	
	16%	14%	15%	16%	16%	16%	12%	18% aefg	11%	12%	12%	12%	11%	15%	11%	19%	**	
Irish	51	10	9	13	5	19	15	32	2	1	6	9	6	5	-	1	**	
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	**	
Other	249	24	8	19	11	72	36	184	7	3	15	22	15	17	1	-	**	
	6%	3%	1%	2%	2%	4%	3%	7% adefg	4%	1%	3%	3%	3%	2%	1%	-	**	
Prefer not to say	40	4	1	3	2	9	5	14	3	-	-	4	2	2	-	-	**	
	1%	1%	1%	1%	1%	1%	1%	1%	2% e	-	-	1%	1%	1%	-	-	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 245

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S9. How would you describe your national identity?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
English	2777	334	359	356	337	2519	192	59	59	51	**	1091	1556	2523	70	84	154
	63%	78%	81%	78%	81%	69%	30%	43%	26%	27%	**	70%	60%	63%	58%	74%	66%
						bcde		bde				b					
Welsh	146	3	-	3	-	135	7	4	2	*	**	79	61	125	9	4	13
	3%	1%	-%	1%	-%	4%	1%	3%	1%	*%	**	5%	2%	3%	7%	4%	6%
						b						b					
Scottish	345	8	5	6	8	315	15	6	2	6	**	169	153	317	13	4	18
	8%	2%	1%	1%	2%	9%	2%	4%	1%	3%	**	11%	6%	8%	11%	4%	8%
						bd						b					
Northern Irish	76	2	1	4	-	74	-	-	-	-	**	17	57	70	4	2	5
	2%	1%	*%	1%	-%	2%	-%	-%	-%	-%	**	1%	2%	2%	3%	2%	2%
						b											
British	715	68	66	78	55	428	268	48	101	94	**	171	509	654	15	14	29
	16%	16%	15%	17%	13%	12%	42%	35%	44%	49%	**	11%	20%	16%	13%	12%	12%
						a	a	a	a	a			a				
Irish	51	3	2	1	4	50	2	*	1	*	**	5	45	46	1	1	2
	1%	1%	*%	*%	1%	1%	*%	*%	*%	*%	**	*%	2%	1%	1%	1%	1%
												a					
Other	249	7	11	7	11	101	138	18	54	36	**	36	192	220	7	4	11
	6%	2%	2%	1%	3%	3%	22%	13%	24%	19%	**	2%	7%	6%	6%	4%	5%
						a	a	a	a	a			a				
Prefer not to say	40	1	1	-	2	13	14	2	7	3	**	1	24	26	2	-	2
	1%	*%	*%	-%	1%	*%	2%	1%	3%	2%	**	*%	1%	1%	2%	-%	1%
						a	a		a				a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 246

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S10. RESPONDENT'S ETHNICITY

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
English/ Welsh/ Scottish/ Northern Irish/ British	3411	601	502	933	431	1521	1158	2011	154	221	405	757	505	785	77	53	**	
	78%	85%	90%	90%	90%	84%	85%	77%	82%	90%	89%	86%	85%	90%	95%	97%	**	
				a			b			b	b	b	b					
Irish	69	10	12	20	8	26	22	41	3	2	6	15	7	12	-	*	**	
	2%	1%	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	-%	1%	**	
Gypsy, Traveller or Irish Traveller	2	-	1	1	-	2	1	-	-	-	1	1	1	-	1	-	**	
	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	*%	-%	1%	-%	**	
Any other White background	154	19	10	14	4	48	22	118	3	1	8	15	13	14	-	-	**	
	3%	3%	2%	1%	1%	3%	2%	5%	2%	*%	2%	2%	2%	2%	-%	-%	**	
							adf											
White and Black Caribbean	37	7	2	3	2	20	13	22	2	2	4	8	4	3	-	1	**	
	1%	1%	*%	*%	*%	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	**	
White and Black African	39	-	2	3	1	10	11	25	2	1	4	6	8	3	-	-	**	
	1%	-%	*%	*%	*%	1%	1%	1%	1%	*%	1%	1%	1%	*%	-%	-%	**	
White and Asian	29	3	3	5	2	10	12	16	2	3	5	8	8	5	-	*	**	
	1%	*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	**	
Any other mixed/ multiple ethnic background	32	2	1	1	-	9	5	22	-	2	2	5	2	1	-	-	**	
	1%	*%	*%	*%	-%	1%	*%	1%	-%	1%	*%	1%	*%	*%	-%	-%	**	
Indian	111	11	9	16	7	27	18	78	2	3	5	8	13	16	-	-	**	
	3%	2%	2%	2%	2%	2%	1%	3%	1%	1%	1%	1%	2%	2%	-%	-%	**	
							af											
Pakistani	85	4	3	3	-	19	18	54	3	3	2	12	6	3	-	-	**	
	2%	1%	1%	*%	-%	1%	1%	2%	2%	1%	*%	1%	1%	*%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 246

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S10. RESPONDENT'S ETHNICITY

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Bangladeshi	31	-	1	1	-	11	6	23	2	-	1	3	3	1	-	-	**	
	1%	-%	*%	*%	-%	1%	*%	1%	1%	-%	*%	*%	1%	*%	-%	-%	**	
Chinese	18	-	-	1	1	5	3	13	3	1	-	3	*	1	-	-	**	
	*%	-%	-%	*%	*%	*%	*%	*%	1%	1%	-%	*%	*%	*%	-%	-%	**	
Any other Asian background	23	3	-	4	4	6	5	14	-	1	-	3	3	4	-	-	**	
	1%	*%	-%	*%	1%	*%	*%	1%	-%	*%	-%	*%	*%	*%	-%	-%	**	
Caribbean	55	13	1	3	2	22	17	32	-	1	5	10	8	3	-	-	**	
	1%	2%	*%	*%	1%	1%	1%	1%	-%	1%	1%	1%	1%	*%	-%	-%	**	
		bc																
African	113	8	-	1	1	20	16	78	5	1	5	12	6	1	-	-	**	
	3%	1%	-%	*%	*%	1%	1%	3%	3%	*%	1%	1%	1%	*%	-%	-%	**	
		c						a										
Any other Black/ African/ Caribbean background	22	-	-	2	2	5	4	15	-	-	1	3	1	2	-	-	**	
	1%	-%	-%	*%	*%	*%	*%	1%	-%	-%	*%	*%	*%	*%	-%	-%	**	
Arab	20	4	1	1	-	4	7	12	4	-	-	6	1	1	-	-	**	
	*%	1%	*%	*%	-%	*%	1%	*%	2%	-%	-%	1%	*%	*%	-%	-%	**	
									beg									
Any other ethnic background	20	2	1	1	-	6	5	14	-	*	2	2	3	1	-	-	**	
	*%	*%	*%	*%	-%	*%	*%	1%	-%	*%	*%	*%	1%	*%	-%	-%	**	
Prefer not to say	131	19	7	20	13	48	14	34	1	3	3	10	3	16	3	-	**	
	3%	3%	1%	2%	3%	3%	1%	1%	*%	1%	1%	1%	1%	2%	4%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 246

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S10. RESPONDENT'S ETHNICITY

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
English/ Welsh/ Scottish/ Northern Irish/ British	3411	382	403	421	364	3411	-	-	-	-	**	1439	1871	3123	103	79	183
	78%	89%	90%	93%	87%	94% bcde	-%	-%	-%	-%	**	92% b	72%	78%	86% c	70%	78%
Irish	69	6	6	4	8	69	-	-	-	-	**	10	58	60	2	2	4
	2%	1%	1%	1%	2%	2% b	-%	-%	-%	-%	**	1%	2% a	2%	1%	2%	2%
Gypsy, Traveller or Irish Traveller	2	-	-	-	-	2	-	-	-	-	**	-	2	2	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	**	-%	*%	*%	-%	-%	-%
Any other White background	154	6	7	10	4	154	-	-	-	-	**	36	108	135	4	6	10
	3%	1%	2%	2%	1%	4% bde	-%	-%	-%	-%	**	2%	4% a	3%	4%	5%	4%
White and Black Caribbean	37	-	3	-	3	-	37	37	-	-	**	12	22	35	-	2	2
	1%	-%	1%	-%	1%	-%	6% ade	27% abde	-%	-%	**	1%	1%	1%	-%	2%	1%
White and Black African	39	1	2	1	2	-	39	39	-	-	**	8	32	35	-	3	3
	1%	*%	*%	*%	*%	-%	6% ade	29% abde	-%	-%	**	1%	1%	1%	-%	3%	1%
White and Asian	29	3	2	-	5	-	29	29	-	-	**	6	22	25	2	3	5
	1%	1%	1%	-%	1%	-%	5% ade	21% abde	-%	-%	**	*%	1%	1%	1%	3%	2%
Any other mixed/ multiple ethnic background	32	-	1	-	1	-	32	32	-	-	**	10	18	27	-	3	3
	1%	-%	*%	-%	*%	-%	5% ade	23% abde	-%	-%	**	1%	1%	1%	-%	3%	1%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 246

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S10. RESPONDENT'S ETHNICITY

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	TOTAL LGB d
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Indian	111 3%	7 2%	9 2%	6 1%	10 2%	- -%	111 17% ace	- -%	111 49% abce	- -%	** **	2 *%	99 4% a	106 3%	1 1%	- -%	1 1%
Pakistani	85 2%	2 *%	1 *%	- -%	3 1%	- -%	85 13% ace	- -%	85 37% abce	- -%	** **	1 *%	83 3% a	78 2%	1 1%	- -%	1 *%
Bangladeshi	31 1%	1 *%	- -%	1 *%	- -%	- -%	31 5% ae	- -%	31 14% abce	- -%	** **	* *%	28 1% a	29 1%	- -%	1 1%	1 1%
Chinese	18 *%	- -%	1 *%	1 *%	- -%	- -%	18 3% a	- -%	- -%	- -%	** **	9 1%	6 *%	16 *%	- -%	- -%	- -%
Any other Asian background	23 1%	3 1%	1 *%	3 1%	1 *%	- -%	23 4% a	- -%	- -%	- -%	** **	3 *%	19 1%	18 *%	* *%	2 2%	2 1%
Caribbean	55 1%	2 *%	1 *%	- -%	3 1%	- -%	55 9% acd	- -%	- -%	55 29% abcd	** **	10 1%	43 2%	50 1%	1 1%	2 2%	3 1%
African	113 3%	1 *%	- -%	- -%	1 *%	- -%	113 18% acd	- -%	- -%	113 59% abcd	** **	6 *%	104 4% a	109 3%	1 1%	1 1%	2 1%
Any other Black/ African/ Caribbean background	22 1%	1 *%	1 *%	- -%	2 *%	- -%	22 4% a	- -%	- -%	22 12% abcd	** **	5 *%	17 1%	21 1%	- -%	1 1%	1 1%
Arab	20 *%	1 *%	- -%	- -%	1 *%	- -%	20 3% a	- -%	- -%	- -%	** **	1 *%	19 1% a	19 *%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S10. RESPONDENT'S ETHNICITY

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Any other ethnic background	20	1	-	-	1	-	20	-	-	-	**	5	15	15	-	2	2
	*%	*%	-%	-%	*%	-%	3% a	-%	-%	-%	**	*%	1%	*%	-%	2%	1%
Prefer not to say	131	9	7	7	9	-	-	-	-	-	**	6	30	80	5	5	10
	3%	2%	2%	2%	2%	-%	-%	-%	-%	-%	**	*%	1%	2%	4%	4%	4%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 247

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S11. RESPONDENT'S RELIGION, IF ANY

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
No religion	1569	256	132	213	81	566	476	997	56	54	122	246	274	171	20	16	**	
	36%	36%	24%	21%	17%	31%	35% def	38% def	30%	22%	27%	28%	46% abcdef	20%	24%	30% a	**	
Catholic	502	84	57	99	42	163	162	304	26	31	59	109	69	77	10	2	**	
	11%	12%	10%	10%	9%	9%	12%	12%	14%	12%	13%	12%	11%	9%	13%	4%	**	
Church of England/ Scotland/ Ireland	1272	236	264	537	272	708	465	726	69	116	193	353	152	472	36	23	**	
	29%	34%	48%	52%	57%	39%	34%	28%	37%	47%	42%	40%	25%	54%	45%	42%	**	
			a	a	ab		bg		g	abg	abg	bg						
Other Christian	453	57	60	101	41	178	115	298	17	23	42	84	40	78	7	11	**	
	10%	8%	11%	10%	9%	10%	9%	11% g	9%	9%	9%	10%	7%	9%	9%	20% a	**	
Buddhist	17	4	1	1	-	5	5	8	1	1	2	4	1	1	-	-	**	
	*%	1%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	**	
Hindu	49	8	2	3	1	5	5	39	-	-	-	2	5	3	-	-	**	
	1%	1%	*%	*%	*%	*%	*%	2% af	-%	-%	-%	*%	1%	*%	-%	-%	**	
Jewish	11	-	3	5	2	6	6	5	-	1	-	3	3	5	-	-	**	
	*%	-%	*%	*%	*%	*%	*%	*%	-%	1%	-%	*%	1%	1%	-%	-%	**	
Muslim	221	13	8	14	6	58	61	142	13	10	15	43	22	14	-	-	**	
	5%	2%	1%	1%	1%	3%	4%	5%	7%	4%	3%	5%	4%	2%	-%	-%	**	
Sikh	20	-	3	3	-	4	-	19	-	-	-	-	-	3	-	-	**	
	*%	-%	*%	*%	-%	*%	-%	1% a	-%	-%	-%	-%	-%	*%	-%	-%	**	
Any other religion	51	11	7	16	9	29	28	17	3	5	11	19	17	14	1	1	**	
	1%	1%	1%	2%	2%	2%	2% b	1%	2%	2%	2% b	2% b	3% b	2%	1%	2%	**	
Prefer not to say	235	36	18	44	25	97	32	68	1	5	12	22	14	35	7	*	**	
	5%	5%	3%	4%	5%	5%	2%	3%	1%	2%	3%	2%	2%	4%	9% c	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 247

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S11. RESPONDENT'S RELIGION, IF ANY

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
No religion	1569	89	82	107	64	1486	77	36	3	21	**	1569	-	1391	73	59	132
	36%	21%	18%	24%	15%	41%	12%	26%	1%	11%	**	100%	-%	35%	60%	52%	56%
				d		bcde	d	bde		d		b			a	a	a
Catholic	502	34	42	35	42	432	66	25	9	25	**	-	502	464	12	13	25
	11%	8%	10%	8%	10%	12%	10%	18%	4%	13%	**	-%	19%	12%	10%	11%	11%
						d	d	d		d			a				
Church of England/ Scotland/ Ireland	1272	228	244	237	235	1202	58	15	9	33	**	-	1272	1203	19	22	41
	29%	54%	55%	52%	56%	33%	9%	11%	4%	17%	**	-%	49%	30%	15%	20%	17%
						bcde				bd			a	bd			
Other Christian	453	38	40	37	41	310	135	33	3	91	**	-	453	425	8	3	12
	10%	9%	9%	8%	10%	9%	21%	24%	1%	48%	**	-%	17%	11%	7%	3%	5%
						d	ad	ad		abcd			a				
Buddhist	17	1	-	-	1	8	10	3	1	1	**	-	17	11	2	1	3
	1%	1%	-%	-%	1%	1%	2%	2%	1%	1%	**	-%	1%	1%	1%	1%	1%
							a	a					a				
Hindu	49	2	1	1	2	-	48	-	43	-	**	-	49	45	1	2	4
	1%	1%	1%	1%	1%	-%	7%	-%	19%	-%	**	-%	2%	1%	1%	2%	2%
							ace		abce				a				
Jewish	11	1	3	5	-	9	2	-	-	-	**	-	11	11	-	-	-
	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	**	-%	1%	1%	-%	-%	-%
Muslim	221	7	7	2	11	28	189	15	126	15	**	-	221	203	1	6	7
	5%	2%	2%	1%	3%	1%	30%	11%	56%	8%	**	-%	9%	5%	1%	5%	3%
							ace	a	abce	a			a				
Sikh	20	3	-	1	1	-	20	1	19	-	**	-	20	19	-	-	-
	1%	1%	-%	1%	1%	-%	3%	1%	8%	-%	**	-%	1%	1%	-%	-%	-%
							a	a	abce				a				
Any other religion	51	8	6	11	3	50	1	1	-	-	**	-	51	45	2	2	4
	1%	2%	1%	2%	1%	1%	1%	1%	-%	-%	**	-%	2%	1%	2%	2%	2%
													a				

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

S11. RESPONDENT'S RELIGION, IF ANY

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY				
							TOTAL MINORITY				OTHER ETHNIC GROUP	NO	ANY		GAY/ LESBIAN	BISEXUAL	TOTAL LGB	
		MALE	FEMALE	ABC1	C2DE	WHITE	ETHNIC	MIXED	SOUTH ASIAN	BLACK	~f	RELIGION	RELIGION					
Significance Level: 99%		a	b	c	d	a	b	c	d	e		a	b	a	b	c	d	
Unweighted total		4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample		3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total		4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Prefer not to say		235	15	20	17	18	111	29	7	13	5	**	-	-	164	3	4	7
		5%	4%	4%	4%	4%	3%	5%	5%	6%	3%	**	-%	-%	4%	2%	4%	3%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 248

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G3. What is the total number of people in the household (including yourself and any children)?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
1	957	212	182	413	231	614	429	434	46	71	170	290	181	338	39	28	**	
	22%	30%	33%	40%	48%	34%	32%	17%	25%	29%	37%	33%	30%	39%	48%	52%	**	
				ab	abc		b			b	bc	b	b			a		
2	1515	305	300	511	211	733	418	971	47	99	172	296	152	435	39	21	**	
	34%	43%	54%	49%	44%	40%	31%	37%	25%	40%	38%	33%	26%	50%	48%	39%	**	
			ad					acg		acg	cg	g						
3	841	113	52	73	21	238	203	554	33	34	56	122	106	65	3	4	**	
	19%	16%	9%	7%	4%	13%	15%	21%	18%	14%	12%	14%	18%	7%	3%	7%	**	
		bcd	d					aef										
4	723	61	14	23	9	150	187	464	35	29	40	111	96	21	1	1	**	
	16%	9%	3%	2%	2%	8%	14%	18%	19%	12%	9%	13%	16%	2%	1%	2%	**	
		bcd					e	aef	e				e					
5+	363	12	6	13	7	85	117	200	26	13	19	64	61	13	-	-	**	
	8%	2%	1%	1%	2%	5%	9%	8%	14%	5%	4%	7%	10%	1%	-%	-%	**	
							e		bdef				e					
Answered	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	**	
Mean number of people	2.7	2.1	1.9	1.8	1.7	2.2	2.6	2.7	3.3	2.3	2.2	2.5	2.9	1.8	1.6	1.6	**	
		bcd	d					de	be					b				
Standard deviation	2.56	1.02	.80	.82	.83	2.14	4.14	1.27	5.99	1.36	3.74	3.95	5.18	.84	.61	.72	**	
Standard error	.04	.04	.03	.03	.04	.05	.11	.02	.44	.09	.17	.13	.21	.03	.06	.06	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 248

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G3. What is the total number of people in the household (including yourself and any children)?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
1	957	136	202	156	183	851	75	20	15	31	**	342	565	849	38	20	58
	22%	32%	45%	34%	44%	23%	12%	14%	6%	16%	**	22%	22%	21%	31%	18%	25%
			ac		a	bd				d							
2	1515	237	198	251	184	1342	136	29	45	40	**	537	883	1368	49	38	87
	34%	56%	44%	55%	44%	37%	22%	21%	20%	21%	**	34%	34%	34%	41%	34%	37%
		bd		bd		bcde											
3	841	34	31	30	35	671	148	38	36	54	**	309	495	770	16	23	40
	19%	8%	7%	7%	8%	18%	23%	28%	16%	28%	**	20%	19%	19%	13%	21%	17%
							a			ad							
4	723	10	11	10	11	539	165	29	70	49	**	260	434	672	3	22	25
	16%	2%	3%	2%	3%	15%	26%	21%	31%	25%	**	17%	17%	17%	3%	19%	11%
							a		a	a				b		b	
5+	363	10	3	8	5	232	111	22	60	17	**	121	220	322	14	10	25
	8%	2%	1%	2%	1%	6%	17%	16%	27%	9%	**	8%	8%	8%	12%	9%	11%
							a	a	abe								
Answered	4400	427	445	454	418	3635	634	137	226	191	**	1569	2597	3981	120	114	234
Mean number of people	2.7	1.9	1.7	1.8	1.7	2.5	3.4	3.1	3.7	3.3	**	2.6	2.7	2.6	2.8	2.7	2.8
		b					a	a	ac	a							
Standard deviation	2.56	.87	.80	.82	.86	2.40	3.23	1.50	1.56	5.41	**	1.30	3.12	2.34	6.85	1.32	4.99
Standard error	.04	.05	.04	.04	.05	.04	.14	.13	.11	.41	**	.03	.06	.04	.65	.12	.34

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 250

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G4. Do any children aged under 16 live in your household?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Yes, aged 0-2	258	7	-	4	4	77	58	170	9	8	14	29	32	4	-	-	**	
	6%	1%	-%	*%	1%	4%	4%	6% aef	5%	3%	3%	3%	5%	1%	-%	-%	**	
Yes, aged 3-4	259	5	3	4	1	64	80	143	19	16	12	46	43	4	-	1	**	
	6%	1%	1%	*%	*%	3%	6% e	5%	10% e	6%	3%	5%	7% e	*%	-%	1%	**	
Yes, aged 5-10	620	20	6	11	6	138	148	411	29	20	31	83	83	11	-	-	**	
	14%	3%	1%	1%	1%	8%	11% ade	16% f	16% e	8%	7%	9%	14% e	1%	-%	-%	**	
Yes, aged 11-15	617	37	5	11	5	128	174	383	35	21	38	100	103	10	-	1	**	
	14%	5% bcd	1%	1%	1%	7%	13% e	15% e	18% de	8%	8%	11%	17% def	1%	-%	1%	**	
ANY CHILDREN AGED UNDER 16	1297	58	13	25	12	288	339	811	60	44	73	191	193	23	-	1	**	
	29%	8% bcd	2%	2%	3%	16%	25% e	31% ade	32% def	18%	16%	22%	32% ade	3%	-%	2%	**	
No children aged under 16	2995	636	535	997	462	1507	995	1769	125	199	375	679	399	837	81	52	**	
	68%	90%	96% a	96% a	96% a	83%	73% bg	67%	67%	81% bcg	82% abcg	77% bcg	67%	96%	100%	97%	**	
Don't know	15	2	-	1	1	6	7	3	-	-	4	6	1	-	-	-	**	
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	1% b	1% b	*%	-%	-%	-%	**	
Prefer not to say	93	8	7	12	5	20	14	40	3	4	6	8	3	12	-	1	**	
	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	-%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 250

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G4. Do any children aged under 16 live in your household?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Yes, aged 0-2	258	3	1	3	1	181	67	15	23	20	**	97	147	234	3	7	10
	6%	1%	*%	1%	*%	5%	11%	11%	10%	11%	**	6%	6%	6%	2%	6%	4%
							a	a	a	a							
Yes, aged 3-4	259	1	2	3	1	186	65	17	22	17	**	90	149	239	1	12	14
	6%	*%	1%	1%	*%	5%	10%	12%	10%	9%	**	6%	6%	6%	1%	11%	6%
							a	a	a							b	
Yes, aged 5-10	620	7	4	9	2	464	140	24	60	34	**	258	337	562	10	20	30
	14%	2%	1%	2%	*%	13%	22%	18%	27%	18%	**	16%	13%	14%	8%	18%	13%
							a		a			b					
Yes, aged 11-15	617	6	3	3	6	447	149	32	54	46	**	216	369	564	11	23	34
	14%	1%	1%	1%	1%	12%	24%	23%	24%	24%	**	14%	14%	14%	9%	20%	15%
							a	a	a	a							
ANY CHILDREN AGED UNDER 16	1297	13	10	13	10	943	313	66	108	98	**	481	749	1177	23	46	69
	29%	3%	2%	3%	2%	26%	49%	48%	48%	52%	**	31%	29%	30%	19%	40%	29%
							a	a	a	a						b	
No children aged under 16	2995	409	428	435	402	2625	291	70	102	82	**	1063	1784	2715	94	66	160
	68%	96%	96%	96%	96%	72%	46%	51%	45%	43%	**	68%	69%	68%	78%	58%	68%
						bcde									c		
Don't know	15	-	-	-	-	8	5	1	2	1	**	3	9	12	1	-	1
	*%	-%	-%	-%	-%	*%	1%	1%	1%	*%	**	*%	*%	*%	1%	-%	*%
Prefer not to say	93	5	7	6	5	60	26	-	15	9	**	23	54	78	2	2	4
	2%	1%	2%	1%	1%	2%	4%	-%	7%	5%	**	1%	2%	2%	2%	2%	2%
							a		ac	a							

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G5. Are you responsible for any of the children aged under 16 in your household, as a parent or guardian?

Base : Those in a household with any children aged under 16

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP			
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	N IRELAND
Significance Level: 99%	Total	~a	~b	~c	~d		a	b	~c	~d	~e	f	g	~a	~b	~c	~d
Unweighted total	1340	49	16	25	9	308	348	841	62	43	75	191	200	19	-	3	3
Effective Weighted Sample	1090	42	12	21	9	257	291	670	54	37	63	164	164	18	-	3	3
Total	1297	58	13	25	12	288	339	811	60	44	73	191	193	23	-	1	1
Yes	1154	**	**	**	**	249	290	747	**	**	**	165	164	**	**	**	**
	89%	**	**	**	**	87%	85%	92%	**	**	**	86%	85%	**	**	**	**
								ag									
No	133	**	**	**	**	35	46	64	**	**	**	26	27	**	**	**	**
	10%	**	**	**	**	12%	14%	8%	**	**	**	14%	14%	**	**	**	**
							b										
Prefer not to say	11	**	**	**	**	4	3	1	**	**	**	-	3	**	**	**	**
	1%	**	**	**	**	1%	1%	*%	**	**	**	-%	1%	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G5. Are you responsible for any of the children aged under 16 in your household, as a parent or guardian?

Base : Those in a household with any children aged under 16

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE ~a	FEMALE ~b	ABC1 ~c	C2DE ~d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED ~c	SOUTH ASIAN ~d	BLACK ~e	OTHER ETHNIC GROUP ~f	NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN ~b	BISEXUAL ~c	
Significance Level: 99%																	
Unweighted total	1340	10	9	10	9	1015	284	62	95	91	36	511	759	1221	21	43	64
Effective Weighted Sample	1090	10	9	10	9	795	258	56	88	82	32	406	625	988	17	38	54
Total	1297	13	10	13	10	943	313	66	108	98	40	481	749	1177	23	46	69
Yes	1154	**	**	**	**	863	261	**	**	**	**	434	668	1053	**	**	**
	89%	**	**	**	**	92%	83%	**	**	**	**	90%	89%	90%	**	**	**
						b											
No	133	**	**	**	**	76	48	**	**	**	**	45	77	118	**	**	**
	10%	**	**	**	**	8%	15%	**	**	**	**	9%	10%	10%	**	**	**
						a											
Prefer not to say	11	**	**	**	**	3	4	**	**	**	**	2	5	6	**	**	**
	1%	**	**	**	**	*%	1%	**	**	**	**	*%	1%	*%	**	**	**

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 252

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G5A. Which of these people aged 16 or over do you usually share your home with?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Your husband/ wife/ partner	2482	413	337	556	219	896	601	1671	93	129	203	407	224	474	39	24	**	
	56%	59%	61%	54%	46%	49%	44%	64%	50%	52%	44%	46%	37%	54%	49%	44%	**	
		d	d	d			g	acdefg	g	g		g						
Your parent/ parents	413	17	5	5	-	106	137	233	28	18	26	75	87	5	-	*	**	
	9%	2%	1%	*%	-%	6%	10%	9%	15%	7%	6%	8%	15%	1%	-%	1%	**	
		cd					e		e				abdef					
Your child/ children aged 16 or over	666	148	61	89	28	208	203	386	35	38	80	149	82	80	2	4	**	
	15%	21%	11%	9%	6%	11%	15%	15%	19%	15%	17%	17%	14%	9%	3%	8%	**	
		bcd	d															
Your brother/s or sister/s	215	5	4	4	-	52	62	125	13	9	11	34	42	4	-	-	**	
	5%	1%	1%	*%	-%	3%	5%	5%	7%	4%	2%	4%	7%	*%	-%	-%	**	
													e					
Any other relatives of yours	88	15	5	18	12	34	38	39	3	9	12	27	14	15	2	-	**	
	2%	2%	1%	2%	3%	2%	3%	1%	2%	4%	3%	3%	2%	2%	3%	-%	**	
							b					b						
Your friend/s or housemates	101	5	4	5	1	16	30	65	5	1	7	14	21	5	-	-	**	
	2%	1%	1%	*%	*%	1%	2%	2%	2%	*%	1%	2%	4%	1%	-%	-%	**	
Any other adults aged 16 or over	114	14	9	23	15	51	43	65	5	13	11	24	20	21	1	2	**	
	3%	2%	2%	2%	3%	3%	3%	2%	3%	5%	2%	3%	3%	2%	1%	4%	**	
None of these	1111	219	187	421	234	677	479	522	53	77	180	314	218	346	40	28	**	
	25%	31%	34%	41%	49%	37%	35%	20%	28%	31%	39%	36%	36%	40%	49%	52%	**	
				a	abc		b			b	b	b	b					
Prefer not to say	40	5	1	2	1	9	4	11	-	-	3	4	*	2	-	-	**	
	1%	1%	*%	*%	*%	1%	*%	*%	-%	-%	1%	*%	*%	*%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G5A. Which of these people aged 16 or over do you usually share your home with?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Your husband/ wife/ partner	2482	271	203	269	205	2072	352	68	142	94	**	862	1500	2313	49	44	93
	56%	64%	46%	59%	49%	57%	56%	50%	63%	49%	**	55%	58%	58%	41%	39%	40%
		bd		bd										bcd			
Your parent/ parents	413	3	1	4	1	289	111	26	52	21	**	167	222	356	17	20	36
	9%	1%	*%	1%	*%	8%	17%	19%	23%	11%	**	11%	9%	9%	14%	17%	16%
							a	a	ae							a	a
Your child/ children aged 16 or over	666	37	44	40	40	551	103	18	43	30	**	224	414	621	8	17	25
	15%	9%	10%	9%	10%	15%	16%	13%	19%	16%	**	14%	16%	16%	6%	15%	11%
Your brother/s or sister/s	215	4	-	3	1	137	68	14	27	19	**	78	125	186	9	9	17
	5%	1%	-%	1%	*%	4%	11%	10%	12%	10%	**	5%	5%	5%	7%	8%	7%
							a	a	a	a							
Any other relatives of yours	88	11	4	4	11	65	16	4	4	5	**	20	60	77	3	3	7
	2%	3%	1%	1%	3%	2%	3%	3%	2%	3%	**	1%	2%	2%	3%	3%	3%
Your friend/s or housemates	101	1	4	2	2	77	20	6	9	4	**	44	52	80	5	11	16
	2%	*%	1%	1%	1%	2%	3%	5%	4%	2%	**	3%	2%	2%	4%	10%	7%
																a	a
Any other adults aged 16 or over	114	9	11	13	8	87	23	5	11	5	**	31	78	103	5	2	7
	3%	2%	3%	3%	2%	2%	4%	4%	5%	3%	**	2%	3%	3%	4%	2%	3%
None of these	1111	140	206	161	185	976	98	24	17	46	**	408	642	981	39	31	70
	25%	33%	46%	35%	44%	27%	15%	17%	8%	24%	**	26%	25%	25%	32%	27%	30%
			ac		a	bd	d			d							
Prefer not to say	40	1	1	-	2	14	13	-	5	8	**	8	18	23	1	*	2
	1%	*%	*%	-%	1%	*%	2%	-%	2%	4%	**	1%	1%	1%	1%	*%	1%
							a		a	a							

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 253

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
I have no formal qualifications (and I am not still studying)	438	67	97	215	117	360	238	152	37	57	101	171	87	163	25	17	**	
	10%	10%	18%	21%	24%	20%	18%	6%	20%	23%	22%	19%	15%	19%	31%	32%	**	
			a	a	a		b		b	bg	bg	b	b		a	a		
Entry level qualification such as ESOL, ELC or Skills for Life	99	9	9	33	24	64	34	53	7	9	12	25	11	28	3	-	**	
	2%	1%	2%	3%	5%	4%	3%	2%	4%	4%	3%	3%	2%	3%	3%	-%	**	
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – but not Maths and not English																		
	447	82	49	80	31	242	176	226	16	28	62	116	84	73	3	2	**	
	10%	12%	9%	8%	7%	13%	13%	9%	8%	11%	14%	13%	14%	8%	4%	4%	**	
							b				b	b	b					
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – including Maths or English	656	146	100	179	79	332	215	381	31	38	73	147	90	160	7	8	**	
	15%	21%	18%	17%	16%	18%	16%	15%	16%	15%	16%	17%	15%	18%	9%	16%	**	
Level 1-2 vocational qualification or intermediate apprenticeship	281	54	42	75	33	148	79	179	5	9	19	49	33	66	4	4	**	
	6%	8%	8%	7%	7%	8%	6%	7%	3%	4%	4%	6%	6%	8%	5%	7%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	407	58	49	73	24	120	124	250	21	26	39	78	55	64	5	2	**	
	9%	8%	9%	7%	5%	7%	9%	10%	11%	10%	8%	9%	9%	7%	6%	3%	**	
Level 3 vocational qualification or advanced apprenticeship	260	45	32	50	18	82	84	164	9	6	30	50	47	40	6	4	**	
	6%	6%	6%	5%	4%	5%	6%	6%	5%	2%	7%	6%	8% d	5%	7%	7%	**	
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	311	46	32	69	37	108	89	204	15	16	27	57	41	59	6	3	**	
	7%	7%	6%	7%	8%	6%	7%	8%	8%	6%	6%	6%	7%	7%	7%	5%	**	
Level 4-5 vocational qualification or higher apprenticeship	147	35	24	37	13	49	39	96	1	12	14	27	14	33	3	1	**	
	3%	5%	4%	4%	3%	3%	3%	4%	1%	5%	3%	3%	2%	4%	4%	2%	**	
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	778	107	73	118	45	159	144	573	26	24	36	78	77	95	13	6	**	
	18%	15% d	13%	11%	9%	9%	11%	22% adefg	14%	10%	8%	9%	13%	11%	16%	11%	**	
Level 6 vocational qualification or degree apprenticeship	52	10	7	14	7	17	11	35	*	3	7	10	5	13	-	1	**	
	1%	1%	1%	1%	2%	1%	1%	1%	*%	1%	1%	1%	1%	2%	-%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 253

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
University higher degree (e.g. Masters, PhD or equivalent)	381	31	34	71	37	83	90	254	13	18	30	59	35	60	4	5	**	
	9%	4%	6%	7%	8%	5%	7%	10%	7%	7%	7%	7%	6%	7%	5%	10%	**	
								ag										
Still studying/ still at school	51	-	-	2	2	10	11	31	2	1	-	3	9	2	-	-	**	
	1%	-%	-%	*%	*%	1%	1%	1%	1%	*%	-%	*%	2%	*%	-%	-%	**	
Prefer not to say	78	11	5	16	11	38	15	20	3	*	5	10	7	14	1	1	**	
	2%	2%	1%	2%	2%	2%	1%	1%	1%	*%	1%	1%	1%	2%	1%	2%	**	
Don't know	16	3	1	2	1	9	5	3	1	-	2	2	1	1	1	-	**	
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	1%	*%	*%	*%	1%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
I have no formal qualifications (and I am not still studying)	438	65	98	27	136	372	53	16	17	13	**	138	268	399	11	5	16
	10%	15%	22%	6%	33%	10%	8%	12%	7%	7%	**	9%	10%	10%	9%	5%	7%
		c	c		abc												
Entry level qualification such as ESOL, ELC or Skills for Life	99	13	15	12	16	69	25	8	7	8	**	22	68	84	5	6	11
	2%	3%	3%	3%	4%	2%	4%	6%	3%	4%	**	1%	3%	2%	4%	5%	5%
							a	a									
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – but not Maths and not English	447	26	47	33	40	395	40	6	23	6	**	178	249	418	8	7	15
	10%	6%	11%	7%	10%	11%	6%	4%	10%	3%	**	11%	10%	11%	7%	6%	6%
						be											
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades – including Maths or English	656	71	90	78	82	567	72	15	33	17	**	248	378	619	9	10	18
	15%	17%	20%	17%	20%	16%	11%	11%	15%	9%	**	16%	15%	16%	7%	8%	8%
														d			
Level 1-2 vocational qualification or intermediate apprenticeship	281	43	23	19	47	243	33	9	8	12	**	95	177	265	7	2	9
	6%	10%	5%	4%	11%	7%	5%	7%	4%	6%	**	6%	7%	7%	6%	2%	4%
		c			bc												

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent)	407 9%	30 7%	34 8%	47 10% d	17 4%	340 9%	57 9%	11 8%	25 11%	10 5%	** **	168 11%	219 8%	362 9%	14 11%	15 13%	29 12%
Level 3 vocational qualification or advanced apprenticeship	260 6%	22 5%	18 4%	22 5%	18 4%	229 6%	28 4%	8 6%	10 4%	5 3%	** **	97 6%	149 6%	248 6%	5 4%	3 2%	7 3%
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	311 7%	37 9%	22 5%	36 8%	23 5%	262 7%	40 6%	12 9%	7 3%	21 11% d	** **	122 8%	178 7%	279 7%	12 10%	12 10%	23 10%
Level 4-5 vocational qualification or higher apprenticeship	147 3%	20 5%	13 3%	25 5%	8 2%	132 4%	11 2%	4 3%	2 1%	4 2%	** **	47 3%	88 3%	137 3%	4 3%	* *%	4 2%
University first degree (BA/ BSc/ BED/ PGCE or equivalent)	778 18%	48 11% d	47 11% d	89 20% abd	6 1%	608 17%	152 24% a	22 16%	51 22%	57 30% ac	** **	290 18%	467 18%	704 18%	32 26%	17 15%	49 21%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G6. Which one of these - if any - is the highest educational or professional qualification that you currently have?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Level 6 vocational qualification or degree apprenticeship	52	7	6	10	3	44	6	-	4	1	**	12	35	48	-	2	2
	1%	2%	1%	2%	1%	1%	1%	-%	2%	1%	**	1%	1%	1%	-%	2%	1%
University higher degree (e.g. Masters, PhD or equivalent)	381	38	22	52	8	293	77	13	26	27	**	110	252	309	12	30	42
	9%	9%	5%	11%	2%	8%	12%	10%	12%	14%	**	7%	10%	8%	10%	26%	18%
		d		bd			a			a			a			ab	a
Still studying/ still at school	51	-	2	-	2	27	20	7	5	3	**	15	31	40	3	3	5
	1%	-%	*%	-%	*%	1%	3%	5%	2%	1%	**	1%	1%	1%	2%	2%	2%
							a	a									
Prefer not to say	78	7	7	4	10	45	17	5	6	6	**	20	32	56	2	2	4
	2%	2%	2%	1%	2%	1%	3%	4%	3%	3%	**	1%	1%	1%	1%	2%	2%
							a										
Don't know	16	-	1	-	1	8	3	1	1	1	**	6	5	13	-	-	-
	*%	-%	*%	-%	*%	*%	*%	1%	*%	1%	**	*%	*%	*%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G7. How long have you lived in the UK?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
All my life/ born in the UK	3378	573	488	910	422	1492	1100	2032	147	210	374	705	490	760	75	50	**	
	77%	81%	88%	88%	88%	82%	81%	77%	79%	85%	82%	80%	82%	87%	94%	93%	**	
		a	a	a	a					b								
Less than 6 months	22	-	-	-	-	1	4	11	1	1	1	3	1	-	-	-	**	
	1%	-%	-%	-%	-%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	**	
6 months to 1 year	31	1	*	1	1	8	7	15	-	-	2	7	2	1	-	-	**	
	1%	*%	*%	*%	*%	*%	1%	1%	-%	-%	1%	1%	*%	*%	-%	-%	**	
1 to 2 years	70	3	-	-	-	8	26	31	2	3	9	16	11	-	-	-	**	
	2%	*%	-%	-%	-%	*%	2%	1%	1%	1%	2%	2%	2%	-%	-%	-%	**	
3 to 5 years	104	3	-	3	3	19	27	66	7	1	9	20	12	3	-	-	**	
	2%	*%	-%	*%	1%	1%	2%	3%	3%	*%	2%	2%	2%	*%	-%	-%	**	
6 to 10 years	126	9	3	3	-	34	27	75	5	4	4	17	15	2	1	-	**	
	3%	1%	1%	*%	-%	2%	2%	3%	3%	2%	1%	2%	3%	*%	1%	-%	**	
11 to 15 years	76	5	1	2	1	26	17	48	3	2	3	10	7	2	-	-	**	
	2%	1%	*%	*%	*%	1%	1%	2%	2%	1%	1%	1%	1%	*%	-%	-%	**	
More than 15 years	542	103	60	110	50	214	141	335	21	24	54	102	54	100	5	4	**	
	12%	15%	11%	11%	10%	12%	10%	13%	11%	10%	12%	12%	9%	11%	6%	7%	**	
Prefer not to say	51	7	2	4	2	17	6	9	*	2	2	3	5	3	-	*	**	
	1%	1%	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	1%	*%	-%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G7. How long have you lived in the UK?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
All my life/ born in the UK	3378	361	399	400	360	3085	221	68	83	57	**	1357	1879	3100	91	77	167
	77%	85%	90%	88%	86%	85%	35%	50%	37%	30%	**	87%	72%	78%	75%	67%	71%
						bcde		be				b					
Less than 6 months	22	-	-	-	-	7	14	1	7	4	**	6	16	12	4	1	6
	1%	-%	-%	-%	-%	-%	2%	1%	3%	2%	**	-%	1%	-%	4%	1%	2%
							a		a	a					a		a
6 months to 1 year	31	-	1	-	1	12	16	7	2	7	**	5	23	24	1	3	4
	1%	-%	-%	-%	-%	-%	3%	5%	1%	4%	**	-%	1%	1%	1%	3%	2%
							a	a		a						a	
1 to 2 years	70	-	-	-	-	29	38	6	11	15	**	20	48	58	1	5	6
	2%	-%	-%	-%	-%	1%	6%	4%	5%	8%	**	1%	2%	1%	1%	4%	3%
							a	a	a	a							
3 to 5 years	104	1	1	-	3	43	58	9	17	22	**	16	80	92	2	7	9
	2%	-%	-%	-%	1%	1%	9%	7%	8%	12%	**	1%	3%	2%	2%	6%	4%
							a	a	a	a			a				
6 to 10 years	126	1	1	1	1	67	51	13	6	18	**	26	85	107	4	7	11
	3%	-%	-%	-%	-%	2%	8%	9%	2%	10%	**	2%	3%	3%	4%	6%	5%
							ad	ad		ad			a				
11 to 15 years	76	1	1	1	1	39	31	5	8	8	**	8	61	62	6	2	8
	2%	-%	-%	-%	-%	1%	5%	4%	3%	4%	**	1%	2%	2%	5%	2%	3%
							a	a	a	a			a				
More than 15 years	542	61	39	51	50	332	194	27	89	53	**	123	386	501	9	10	19
	12%	14%	9%	11%	12%	9%	31%	20%	39%	28%	**	8%	15%	13%	7%	9%	8%
							a	a	ac	a			a				
Prefer not to say	51	1	2	1	2	21	13	1	4	7	**	6	18	26	2	1	3
	1%	-%	1%	-%	1%	1%	2%	1%	2%	4%	**	-%	1%	1%	2%	1%	1%
							a			a							

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 255

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G8. Which one of these bands describes your total household income before tax or any other deductions are made? (Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment. Please note - If you or anyone in the household is currently furloughed, please respond base on the usual household income.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Up to £199 per week / Up to £10,399p.a.	280	48	29	62	33	189	148	104	35	25	40	91	83	50	4	5	**	
	6%	7%	5%	6%	7%	10%	11%	4%	19%	10%	9%	10%	14%	6%	5%	10%	**	
							b		abef	b	b	b	b					
From £200 to £299 per week / From £10,400 to £15,599p.a.	418	80	84	165	81	304	217	175	23	47	94	160	95	136	14	8	**	
	10%	11%	15%	16%	17%	17%	16%	7%	12%	19%	20%	18%	16%	16%	17%	14%	**	
							b		b	b	b	b	b					
From £300 to £499 per week / From £15,600 to £25,999p.a.	569	79	95	156	61	277	207	318	24	37	66	134	86	135	9	7	**	
	13%	11%	17%	15%	13%	15%	15%	12%	13%	15%	14%	15%	14%	15%	11%	13%	**	
			a															
From £500 to £699 per week / From £26,000 to £36,399p.a.	591	104	68	125	57	196	166	379	22	26	54	112	69	101	15	7	**	
	13%	15%	12%	12%	12%	11%	12%	14%	12%	11%	12%	13%	12%	12%	18%	13%	**	
From £700 to £999 per week / From £36,400 to £51,999p.a.	543	90	58	95	36	137	113	402	20	24	32	73	50	78	8	5	**	
	12%	13%	11%	9%	8%	8%	8%	15%	10%	10%	7%	8%	8%	9%	10%	9%	**	
								aefg										
From £1,000 to £1,499 per week / From £52,000 to £77,999p.a.	393	54	31	51	20	59	78	286	15	20	19	53	30	44	4	2	**	
	9%	8%	6%	5%	4%	3%	6%	11%	8%	8%	4%	6%	5%	5%	5%	4%	**	
								aefg										

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 255

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G8. Which one of these bands describes your total household income before tax or any other deductions are made? (Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment. Please note - If you or anyone in the household is currently furloughed, please respond base on the usual household income.)

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
£1,500 per week and above / £78,000p.a. and above	243	41	13	21	8	22	38	187	9	10	6	23	20	19	1	1	**	
	6%	6%	2%	2%	2%	1%	3%	7%	5%	4%	1%	3%	3%	2%	1%	2%	**	
		bcd						aefg										
Don't know	371	41	37	66	29	180	128	195	13	11	44	65	76	56	5	4	**	
	8%	6%	7%	6%	6%	10%	9%	7%	7%	4%	10%	7%	13%	6%	6%	8%	**	
													bdf					
Prefer not to say	992	168	138	294	156	455	260	578	26	46	103	173	87	253	22	15	**	
	23%	24%	25%	28%	32%	25%	19%	22%	14%	19%	22%	20%	15%	29%	27%	27%	**	
					a			g			g							

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 255

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G8. Which one of these bands describes your total household income before tax or any other deductions are made? (Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment. Please note - If you or anyone in the household is currently furloughed, please respond base on the usual household income.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Up to £199 per week / Up to £10,399p.a.	280	9	41	8	42	232	40	9	16	8	**	101	167	247	9	8	17
	6%	2%	9%	2%	10%	6%	6%	7%	7%	4%	**	6%	6%	6%	7%	7%	7%
			ac		ac												
From £200 to £299 per week / From £10,400 to £15,599p.a.	418	53	83	37	99	360	49	20	11	15	**	127	281	382	9	20	28
	10%	12%	19%	8%	24%	10%	8%	14%	5%	8%	**	8%	11%	10%	7%	17%	12%
			c		ac			d					a				
From £300 to £499 per week / From £15,600 to £25,999p.a.	569	68	67	70	65	479	75	23	23	23	**	225	326	514	21	16	37
	13%	16%	15%	15%	15%	13%	12%	16%	10%	12%	**	14%	13%	13%	17%	14%	16%
From £500 to £699 per week / From £26,000 to £36,399p.a.	591	56	45	69	32	489	89	29	18	33	**	203	361	540	17	22	39
	13%	13%	10%	15%	8%	13%	14%	21%	8%	17%	**	13%	14%	14%	14%	19%	16%
				d				d									
From £700 to £999 per week / From £36,400 to £51,999p.a.	543	53	26	59	19	454	78	11	25	33	**	210	315	505	14	16	30
	12%	12%	6%	13%	5%	12%	12%	8%	11%	17%	**	13%	12%	13%	11%	15%	13%
		bd		bd													
From £1,000 to £1,499 per week / From £52,000 to £77,999p.a.	393	28	16	39	4	328	61	7	25	21	**	166	224	362	21	5	26
	9%	6%	4%	9%	1%	9%	10%	5%	11%	11%	**	11%	9%	9%	17%	4%	11%
		d		bd											ac		

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G8. Which one of these bands describes your total household income before tax or any other deductions are made? (Please include any benefits or credits that you or anyone else in your household receives, including housing benefit, as well as any income from employment. Please note - If you or anyone in the household is currently furloughed, please respond base on the usual household income.)

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK		NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
£1,500 per week and above / £78,000p.a. and above	243	16	2	19	-	192	49	7	22	11	**	76	163	224	5	10	14
	6%	4%	1%	4%	-%	5%	8%	5%	10%	6%	**	5%	6%	6%	4%	9%	6%
		bd		bd													
Don't know	371	20	36	24	32	291	71	13	32	16	**	150	201	336	5	7	12
	8%	5%	8%	5%	8%	8%	11%	10%	14%	8%	**	10%	8%	8%	4%	7%	5%
									a								
Prefer not to say	992	124	129	129	124	810	122	18	56	32	**	311	559	870	21	9	30
	23%	29%	29%	28%	30%	22%	19%	13%	25%	17%	**	20%	22%	22%	17%	8%	13%
														cd			

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 256

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Hearing? Poor hearing, partial hearing, or are deaf	246	19	56	151	94	178	246	-	61	246	81	246	48	127	10	8	**	
	6%	3%	10%	15%	20%	10%	18%	-%	33%	100%	18%	28%	8%	15%	12%	16%	**	
			a	a	ab		bg		abeg	abcefg	bg	abeg	b					
Eyesight? Poor vision, colour blindness, partial sight, or are blind	187	24	20	64	44	96	187	-	187	61	57	187	50	51	5	4	**	
	4%	3%	4%	6%	9%	5%	14%	-%	100%	25%	12%	21%	8%	6%	7%	8%	**	
					ab		bg		abdefg	abeg	b	abeg	b					
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	457	110	91	219	128	330	457	-	57	81	457	457	116	177	24	13	**	
	10%	16%	16%	21%	27%	18%	34%	-%	30%	33%	100%	52%	20%	20%	29%	23%	**	
					ab		bg		bg	bg	abcdfg	abcdg	b					
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	163	27	25	70	45	109	163	-	25	30	94	163	53	59	5	4	**	
	4%	4%	4%	7%	9%	6%	12%	-%	13%	12%	21%	18%	9%	7%	7%	7%	**	
					ab		b		b	b	abdg	abg	b					

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 256

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
	Total	55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Breathing? Breathlessness or chest pains	232 5%	58 8%	37 7%	79 8%	42 9%	157 9%	232 17% b	- -%	25 13% b	30 12% b	100 22% bdg	232 26% abcdg	79 13% b	66 8%	9 11%	2 4%	** **	
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176 4%	35 5% bc	7 1%	17 2%	10 2%	95 5%	176 13% b	- -%	25 13% b	23 9% b	61 13% b	95 11% b	176 29% abcdef	15 2%	1 2%	1 2%	** **	
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	122 3%	9 1%	1 *%	3 *%	2 *%	44 2%	122 9% b	- -%	12 6% b	10 4% b	29 6% b	52 6% b	122 20% abcdef	3 *%	- -%	- -%	** **	
Your mental health? Anxiety, depression, or trauma-related conditions, for example	465 11%	81 11% bcd	35 6%	51 5%	16 3%	229 13%	465 34% bcdef	- -%	35 19% b	38 16% b	85 19% b	157 18% b	465 78% abcdef	46 5%	1 1%	2 3%	** **	
Difficulty with speech? e.g. due to stroke, stutter or stammer	34 1%	5 1%	2 *%	10 1%	8 2%	20 1%	34 2% b	- -%	9 5% b	7 3% b	13 3% b	21 2% b	22 4% b	10 1%	- -%	* 1%	** **	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 256

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Other illnesses/ conditions which impact or limit your daily activities or the work you can do (please specify)	230	63	49	88	39	146	230	-	23	22	69	110	75	66	11	7	**	
	5%	9%	9%	9%	8%	8%	17% bdf	-%	12% b	9% b	15% b	12% b	13% b	8%	13%	13%	**	
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	2623	419	327	532	205	896	-	2623	-	-	-	-	-	457	35	28	**	
	60%	60% cd	59% cd	51% d	43%	49%	-%	100% acdefg	-%	-%	-%	-%	-%	52%	44%	52%	**	
Prefer not to say	363	39	32	71	39	142	-	-	-	-	-	-	-	62	5	2	**	
	8%	6%	6%	7%	8%	8%	-%	-%	-%	-%	-%	-%	-%	7%	6%	4%	**	
Don't know	59	3	4	7	3	22	-	-	-	-	-	-	-	6	-	*	**	
	1%	*%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Hearing? Poor hearing, partial hearing, or are deaf	246	75	52	62	65	224	19	7	6	2	**	54	187	227	6	8	14
	6%	18%	12%	14%	16%	6% b	3%	5%	3%	1%	**	3%	7% a	6%	5%	7%	6%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	187	27	24	26	25	160	27	7	8	5	**	56	130	174	3	9	12
	4%	6%	5%	6%	6%	4%	4%	5%	3%	3%	**	4%	5%	4%	3%	8%	5%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	457	76	101	73	104	419	35	14	8	11	**	122	323	419	11	13	24
	10%	18%	23%	16%	25% c	12% bd	5%	10%	4%	6%	**	8%	12% a	11%	9%	12%	10%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	163	28	32	25	35	146	14	4	4	4	**	36	122	148	1	8	9
	4%	7%	7%	5%	8%	4%	2%	3%	2%	2%	**	2%	5% a	4%	1%	7%	4%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 256

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
	Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL	TOTAL LGB
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Breathing? Breathlessness or chest pains	232	31	34	27	38	210	19	9	5	3	**	74	152	213	5	10	16
	5%	7%	8%	6%	9%	6%	3%	7%	2%	2%	**	5%	6%	5%	4%	9%	7%
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176	7	8	3	12	159	16	7	4	4	**	82	87	145	6	16	22
	4%	2%	2%	1%	3%	4%	3%	5%	2%	2%	**	5% b	3%	4%	5%	14% a	9% a
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	122	1	2	1	2	104	18	8	5	3	**	65	54	94	7	12	20
	3%	*%	*%	*%	*%	3%	3%	6%	2%	2%	**	4% b	2%	2%	6%	11% a	8% a
Your mental health? Anxiety, depression, or trauma-related conditions, for example	465	13	34	17	29	419	44	13	15	9	**	214	241	394	19	37	56
	11%	3%	8% a	4%	7%	12% be	7%	9%	7%	5%	**	14% b	9%	10%	16%	33% ab	24% a
Difficulty with speech? e.g. due to stroke, stutter or stammer	34	7	3	4	6	28	5	2	2	2	**	9	24	29	1	4	5
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	3% a	2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 256

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G9. Which of these – if any – impact or limit your daily activities or the work you can do?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB d
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Other illnesses/ conditions which impact or limit your daily activities or the work you can do (please specify)	230 5%	24 6%	42 9%	38 8%	28 7%	223 6% bde	6 1%	2 1%	2 1%	1 *%	** **	82 5%	144 6%	214 5%	3 3%	6 5%	9 4%
Nothing – no impairments or conditions impact or limit your daily activities or the work you can do	2623 60%	235 55% d	222 50%	274 60% bd	184 44%	2171 60%	418 66% a	85 62%	155 69%	125 66%	** **	997 64%	1558 60%	2461 62% cd	68 56% c	35 31%	103 44%
Prefer not to say	363 8%	25 6%	37 8%	23 5%	39 9%	220 6%	60 9% a	11 8%	27 12% a	21 11% a	** **	75 5%	154 6%	266 7%	10 8%	9 8%	19 8%
Don't know	59 1%	3 1%	4 1%	3 1%	3 1%	41 1%	19 3% a	1 1%	3 1%	8 4% a	** **	21 1%	37 1%	47 1%	1 1%	3 2%	4 2%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

OFCOM BBC PERFORMANCE TRACKER 2023-2024. April 2023 to March 2024.

Table 257

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G10. Which of these best describes you?

Base : All respondents

		AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	
Significance Level: 99%	Total	a	b	c	d		a	b	c	d	e	f	g	a	b	c	~d	
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Heterosexual or straight	3981	634	521	982	461	1686	1207	2461	174	227	419	804	503	826	77	52	**	
	90%	90%	94%	95%	96%	93%	89%	94%	93%	92%	92%	91%	84%	95%	95%	96%	**	
			a	a	a		g	afg	g	g	g	g						
Gay or lesbian	120	30	9	11	2	29	42	68	3	6	11	22	25	9	1	*	**	
	3%	4%	2%	1%	*%	2%	3%	3%	2%	2%	2%	3%	4%	1%	1%	1%	**	
		cd																
Bisexual	114	6	2	5	3	29	66	35	9	8	13	34	46	4	-	1	**	
	3%	1%	*%	1%	1%	2%	5%	1%	5%	3%	3%	4%	8%	*%	-%	2%	**	
							b		b			b	bef					
Prefer to use another term (please state)	16	4	1	1	-	8	11	3	1	2	5	8	5	1	-	-	**	
	*%	1%	*%	*%	-%	*%	1%	*%	1%	1%	1%	1%	1%	*%	-%	-%	**	
							b				b	b	b					
Prefer not to say	169	31	22	35	13	68	30	55	*	3	8	16	17	31	3	*	**	
	4%	4%	4%	3%	3%	4%	2%	2%	*%	1%	2%	2%	3%	4%	3%	1%	**	
Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d																		

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G10. Which of these best describes you?

Base : All respondents

	65+ AGE GROUP ENGLAND					ETHNICITY					OTHER ETHNIC GROUP ~f	RELIGION		SEXUALITY			TOTAL LGB
	Total	MALE a	FEMALE b	ABC1 c	C2DE d	WHITE a	TOTAL MINORITY ETHNIC b	MIXED c	SOUTH ASIAN d	BLACK e		NO RELIGION a	ANY RELIGION b	HETEROSEXUAL a	GAY/ LESBIAN b	BISEXUAL c	
Significance Level: 99%																	
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Heterosexual or straight	3981	394	432	429	397	3320	581	122	212	179	**	1391	2426	3981	-	-	-
	90%	92%	97%	95%	95%	91%	92%	89%	94%	94%	**	89%	93%	100%	-%	-%	-%
			a										a	bcd			
Gay or lesbian	120	8	1	8	1	110	6	2	3	2	**	73	45	-	120	-	120
	3%	2%	*%	2%	*%	3%	1%	1%	1%	1%	**	5%	2%	-%	100%	-%	51%
						b						b			acd		ac
Bisexual	114	3	2	1	3	87	22	11	1	4	**	59	50	-	-	114	114
	3%	1%	*%	*%	1%	2%	3%	8%	1%	2%	**	4%	2%	-%	-%	100%	49%
								ad				b				abd	ab
Prefer to use another term (please state)	16	1	-	1	-	13	1	-	-	-	**	7	6	-	-	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	**	*%	*%	-%	-%	-%	-%
Prefer not to say	169	21	10	15	16	105	24	2	11	5	**	39	69	-	-	-	-
	4%	5%	2%	3%	4%	3%	4%	2%	5%	3%	**	3%	3%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G11. Is your current gender identity the same as that assigned at birth?

Base : All respondents

	Total	AGE				AGE/SEG	IMPACTING/ LIMITING CONDITIONS							65+ AGE GROUP				N
		55-64	65-74	65+	75+	65+ OR DE	ANY	NONE	VISION	HEARING	MOBILITY	PHYSICAL	NEURO-DIVERSE	ENGLAND	SCOTLAND	WALES	IRELAND	~d
Significance Level: 99%		a	b	c	d		a	b	c	d	e	f	g	a	b	c		
Unweighted total	4400	643	615	1032	417	1856	1370	2594	186	247	474	892	600	697	113	124	98	
Effective Weighted Sample	3634	537	506	866	367	1560	1139	2132	157	207	385	745	501	666	109	118	86	
Total	4400	704	554	1034	480	1820	1355	2623	187	246	457	884	597	872	81	54	28	
Yes	4280	682	546	1019	473	1782	1324	2582	186	243	444	864	579	857	81	54	**	
	97%	97%	99%	99%	99%	98%	98%	98%	99%	99%	97%	98%	97%	98%	100%	100%	**	
No	55	8	2	5	3	16	19	24	1	1	6	11	10	5	-	-	**	
	1%	1%	*%	*%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-%	-%	**	
Prefer not to say	65	14	6	10	4	23	11	17	*	2	6	8	7	10	-	-	**	
	1%	2%	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	1%	1%	-%	-%	**	

Columns Tested: a,b,c,d - a,b,c,d,e,f,g - a,b,c,d

Interviewing conducted using a mix of face-to-face and online panels. Any column with a base size lower than 100 has been removed. Data is tested at the 99% confidence level.

G11. Is your current gender identity the same as that assigned at birth?

Base : All respondents

		65+ AGE GROUP ENGLAND				ETHNICITY						RELIGION		SEXUALITY			
		Total	MALE	FEMALE	ABC1	C2DE	WHITE	TOTAL MINORITY ETHNIC	MIXED	SOUTH ASIAN	BLACK	OTHER ETHNIC GROUP	NO RELIGION	ANY RELIGION	HETEROSEXUAL	GAY/ LESBIAN	BISEXUAL
Significance Level: 99%		a	b	c	d	a	b	c	d	e	~f	a	b	a	b	c	d
Unweighted total	4400	342	355	335	362	3698	571	130	197	171	73	1611	2553	3996	110	112	222
Effective Weighted Sample	3634	327	339	323	347	3005	517	114	182	156	65	1311	2122	3294	92	96	187
Total	4400	427	445	454	418	3635	634	137	226	191	80	1569	2597	3981	120	114	234
Yes	4280	416	441	449	408	3561	614	133	219	185	**	1528	2554	3945	113	103	216
	97%	98%	99%	99%	98%	98%	97%	97%	97%	97%	**	97%	98%	99%	94%	90%	92%
														bcd			
No	55	2	3	2	3	40	11	4	3	2	**	25	25	32	6	9	15
	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	**	2%	1%	1%	5%	8%	6%
															a	a	a
Prefer not to say	65	8	2	3	7	35	10	-	5	4	**	16	18	4	1	2	3
	1%	2%	*%	1%	2%	1%	2%	-%	2%	2%	**	1%	1%	*%	1%	2%	1%
																a	a

Columns Tested: a,b,c,d - a,b,c,d,e,f - a,b - a,b,c,d