

	Page	Table	Title	Base Description	Base
●	1	1	Q.3 Level of support for renewable energy for providing electricity, fuel and heat	Base: All Adults in UK	4268
●	5	2	Q.15A Awareness/knowledge of 'fracking'	Base: All Adults in UK	4268
●	10	3	Q.80 Knowledge before today about the Government promotion of 'Clean Growth'	Base: All Adults in UK	4268
●	15	4	Q.90 Products or services have taken out in the last 12 months	Base: All Adults in UK	4268
●	20	5	Q.91 Products or services have personally shopped around for in the last 12 months	Base: All Adults in UK	4268
	26	6	Q.92 Ways shopped around for - SUMMARY	Base: All who have personally shopped round for products or services in the last 12 months	732
●	27	7	Q.92_01 Ways shopped around for - Energy (gas\electricity)	Base: All who have personally shopped round for products or services in the last 12 months	732
	32	8	Q.93 Reasons why have taken out without shopping around? - SUMMARY	Base: All who haven't shopped around in the last 12 months	290
●	34	9	Q.93_01 Reasons why have taken out without shopping around? - Energy (gas\electricity)	Base: All who haven't shopped around for energy suppliers in the last 12 months	290
●	42	10	Q.94 Whether switched provider or contract for any products or services since July 2017	Base: All Adults in UK	4268
●	47	11	Q.95 Products and services responsible for purchasing, either on your own or jointly	Base: All who have not switched provider or contract in the last 12 months	4267
	51	12	Q.96 Reasons for not switching provider or contract for in the last 12 months - SUMMARY	Base: All who are personally responsible for products and services but not switched (Max 2 asked about)	1851
●	52	13	Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas\electricity)	Base: All who are personally responsible for products and services but not switched (Max 2 asked about)	1851
	56	14	Q.97 How easy or difficult found it to exit the previous contract - SUMMARY	Base: All who have switched in the last 12 months	606
●	57	15	Q.97_01 How easy or difficult found it to exit the previous contract - Energy (gas\electricity)	Base: All who have switched in the last 12 months	606
	61	16	Q.97_02 How easy or difficult found it to exit the previous contract - A Current account	Base: All who have switched in the last 12 months	65

	Page	Table	Title	Base Description	Base
	65	17	Q.97_03 How easy or difficult found it to exit the previous contract - A Credit card	Base: All who have switched in the last 12 months	74
	69	18	Q.97_04 How easy or difficult found it to exit the previous contract - A Mortgage	Base: All who have switched in the last 12 months	38
●	73	19	Q.97_05 How easy or difficult found it to exit the previous contract - Home insurance	Base: All who have switched in the last 12 months	353
●	77	20	Q.97_06 How easy or difficult found it to exit the previous contract - Car insurance	Base: All who have switched in the last 12 months	672
●	81	21	Q.97_07 How easy or difficult found it to exit the previous contract - A Mobile phone contract	Base: All who have switched in the last 12 months	355
	85	22	Q.97_08 How easy or difficult found it to exit the previous contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Base: All who have switched in the last 12 months	84
●	89	23	Q.97_09 How easy or difficult found it to exit the previous contract - Broadband (not bundled with another product)	Base: All who have switched in the last 12 months	194
	93	24	Q.97_10 How easy or difficult found it to exit the previous contract - Pay TV (not bundled with another product)	Base: All who have switched in the last 12 months	58
	97	25	Q.98 How easy or difficult found it to find a new provider or contract - SUMMARY	Base: All who have switched in the last 12 months	606
●	98	26	Q.98_01 How easy or difficult found it to find a new provider or contract - Energy (gas\electricity)	Base: All who have switched in the last 12 months	606
	102	27	Q.98_02 How easy or difficult found it to find a new provider or contract - A Current account	Base: All who have switched in the last 12 months	65
	106	28	Q.98_03 How easy or difficult found it to find a new provider or contract - A Credit card	Base: All who have switched in the last 12 months	74
	110	29	Q.98_04 How easy or difficult found it to find a new provider or contract - A Mortgage	Base: All who have switched in the last 12 months	38
●	114	30	Q.98_05 How easy or difficult found it to find a new provider or contract - Home insurance	Base: All who have switched in the last 12 months	353
●	118	31	Q.98_06 How easy or difficult found it to find a new provider or contract - Car insurance	Base: All who have switched in the last 12 months	672
●	122	32	Q.98_07 How easy or difficult found it to find a new provider or contract - A Mobile phone contract	Base: All who have switched in the last 12 months	355

	Page	Table	Title	Base Description	Base
	126	33	Q.98_08 How easy or difficult found it to find a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Base: All who have switched in the last 12 months	84
●	130	34	Q.98_09 How easy or difficult found it to find a new provider or contract - Broadband (not bundled with another product)	Base: All who have switched in the last 12 months	194
	134	35	Q.98_10 How easy or difficult found it to find a new provider or contract - Pay TV (not bundled with another product)	Base: All who have switched in the last 12 months	58
	138	36	Q.99 Whether experienced any problems during the switching process once you selected a new provider or contract - SUMMARY	Base: All who have switched in the last 12 months	606
●	139	37	Q.99_01 Whether experienced any problems during the switching process once you selected a new provider or contract - Energy (gas\electricity)	Base: All who have switched in the last 12 months	606
	143	38	Q.99_02 Whether experienced any problems during the switching process once you selected a new provider or contract - A Current account	Base: All who have switched in the last 12 months	65
	147	39	Q.99_03 Whether experienced any problems during the switching process once you selected a new provider or contract - A Credit card	Base: All who have switched in the last 12 months	74
	151	40	Q.99_04 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mortgage	Base: All who have switched in the last 12 months	38
●	155	41	Q.99_05 Whether experienced any problems during the switching process once you selected a new provider or contract - Home insurance	Base: All who have switched in the last 12 months	353
●	159	42	Q.99_06 Whether experienced any problems during the switching process once you selected a new provider or contract - Car insurance	Base: All who have switched in the last 12 months	672
●	163	43	Q.99_07 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mobile phone contract	Base: All who have switched in the last 12 months	355
	167	44	Q.99_08 Whether experienced any problems during the switching process once you selected a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Base: All who have switched in the last 12 months	84
●	171	45	Q.99_09 Whether experienced any problems during the switching process once you selected a new provider or contract - Broadband (not bundled with another product)	Base: All who have switched in the last 12 months	194
	175	46	Q.99_10 Whether experienced any problems during the switching process once you selected a new provider or contract - Pay TV (not bundled with another product)	Base: All who have switched in the last 12 months	58

	Page	Table	Title	Base Description	Base
●	179	47	Q.110 Whether bought anything online from different types of website in the last 12 months	Base: All Adults in UK	4268
●	184	48	Q.111 Online services have used in the last 12 months	Base: All Adults in UK	4268
	189	49	Q.112 Ease of understanding the terms and conditions - SUMMARY	Base: All who have bought anything online, used streaming services or rented a service online in the last 12 months	2519
●	190	50	Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months	2519
●	195	51	Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)	Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months	1763
●	200	52	Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)	Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months	1535
●	205	53	Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)	Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months	605
●	210	54	Q.113 Ease of understanding privacy notices for social media platforms	Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months	2413
●	215	55	Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website	Base: All Adults in UK	4268
●	220	56	Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online	Base: All Adults in UK	4268
●	225	57	Q.116 Awareness of consumer dispute resolution services before today	Base: All Adults in UK	4268
	229	58	Q.117 Whether statements true or false about ombudsman services - SUMMARY	Base: All aware of consumer dispute resolution services	2531
●	230	59	Q.117_01 Whether statement true or false about ombudsman services - An ombudsman is independent of businesses	Base: All aware of consumer dispute resolution services	2531
●	234	60	Q.117_02 Whether statement true or false about ombudsman services - Consumers need to pay a fee for using an ombudsman	Base: All aware of consumer dispute resolution services	2531
●	238	61	Q.117_03 Whether statement true or false about ombudsman services - Businesses are required to act on the decision of an ombudsman	Base: All aware of consumer dispute resolution services	2531

	Page	Table	Title	Base Description	Base
●	242	62	Q.117_04 Whether statement true or false about ombudsman services - Using an ombudsman means you have to go to court to resolve your dispute	Base: All aware of consumer dispute resolution services	2531
●	246	63	Q.117_05 Whether statement true or false about ombudsman services - An ombudsman's decision is impartial	Base: All aware of consumer dispute resolution services	2531
●	250	64	Q.117_06 Whether statement true or false about ombudsman services - Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint	Base: All aware of consumer dispute resolution services	2531
●	254	65	Q.120 Whether experienced a problem with any providers since July 2017	Base: All Adults in UK	4268
	263	66	Q.121 Whether contacted anyone when had most recent problem - SUMMARY	Base: All who have experienced a problem with a provider in the last 12 months	176
	264	67	Q.122 Whether resolved the problem directly with the provider - SUMMARY	Base: All who have experienced a problem with a provider in the last 12 months	176
	265	68	Q.123 Other actions took other than contacting the provider - SUMMARY	Base: All who contacted someone other than the provider about the problem or who did not resolve the problem with the provider	37
	266	69	Q.124 Reasons didn't use an ombudsman or another dispute resolution service for your problem - SUMMARY	Base: All who contacted someone other than the provider about the problem or who did not resolve the problem with the provider and not contacted a Dispute resolution service	33
	267	70	Q.130 How much trust to give impartial information - SUMMARY	Base: All Adults in UK	4268
●	268	71	Q.130_01 How much trust to give impartial information - Ofgem	Base: All Adults in UK	4268
●	273	72	Q.130_02 How much trust to give impartial information - Energy suppliers	Base: All Adults in UK	4268
●	278	73	Q.130_03 How much trust to give impartial information - Price comparison websites	Base: All Adults in UK	4268
●	283	74	Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert	Base: All Adults in UK	4268
●	288	75	Q.130_05 How much trust to give impartial information - Citizens Advice	Base: All Adults in UK	4268
●	293	76	Q.130_06 How much trust to give impartial information - Trading standards	Base: All Adults in UK	4268

	Page	Table	Title	Base Description	Base
●	298	77	Q.130_07 How much trust to give impartial information - Government websites	Base: All Adults in UK	4268
●	303	78	Q.27 Property type	Base: All Adults in UK	4268
●	307	79	Q.28 Main way property is heated during winter	Base: All Adults in UK	4268
●	311	80	Q.29 Whether connected to mains gas	Base: All Adults in UK	4268
●	315	81	Q.30 Whether use mains gas	Base: All adults whose property is connected to mains gas	3721
●	319	82	Q.31 Whether any pensioners living in household	Base: All Adults in UK	4268
●	323	83	Q.32 Whether any one in household has a long-standing illness, disability or infirmity	Base: All Adults in UK	4268
●	327	84	Q.33 Gross household income	Base: All Adults in UK	4268
●	331	85	Q.34 Gross household income (Banded)	Base: All adults who do not know their total household income before tax	864
●	335	86	Q.33/Q.34 Gross household income (Banded) - Total	Base: All Adults in UK	4268

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.3 Level of support for renewable energy for providing electricity, fuel and heat

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Strongly support	1595 37%	887 42%b	709 32%	232 40%h	301 42%fh	277 42%fh	260 35%h	235 38%h	290 30%	490 49%ijkl	569 42%kl	285 33%l	252 24%
Support	1886 44%	903 43%	983 45%	247 43%	300 42%	278 42%	359 49%deh	291 47%	412 43%	411 41%	591 43%	403 47%i	481 46%i
Neither support nor oppose	563 13%	213 10%	350 16%a	58 10%	86 12%	81 12%	87 12%	75 12%	175 18%cdefg	63 6%	145 11%i	125 14%ij	229 22%ijk
Oppose	112 3%	47 2%	65 3%	9 2%	14 2%	18 3%	13 2%	12 2%	46 5%cdefg	11 1%	35 3%i	27 3%i	38 4%i
Strongly oppose	58 1%	24 1%	33 2%	17 3%deg	5 1%	5 1%	12 2%	4 1%	15 2%	18 2%	19 1%	9 1%	11 1%
SUMMARY CODES													
SUPPORT	3481 82%	1790 86%b	1692 78%	479 83%h	601 84%h	555 83%h	619 84%h	525 85%h	703 74%	901 90%ijkl	1160 85%kl	688 79%l	732 71%
OPPOSE	170 4%	71 3%	99 5%	25 4%	20 3%	24 4%	25 3%	16 3%	61 6%defg	30 3%	54 4%	36 4%	50 5%i
Don't know	54 1%	13 1%	41 2%a	13 2%fg	8 1%	6 1%	6 1%	4 1%	17 2%	6 1%	5 *	18 2%ij	26 2%ij

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.3 Level of support for renewable energy for providing electricity, fuel and heat

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Strongly support	1595 37%	1118 39% ^c	279 38% ^c	179 28%	196 38%	546 38%	531 36%	311 39%	9 34%	293 34%	547 37%	312 40% ⁱ	300 41% ^{im}	143 34%	1250 37%	345 38%
Support	1886 44%	1250 44%	309 42%	291 46%	216 41%	617 43%	662 45%	377 47%	7 24%	355 42%	677 46%	362 46%	315 43%	178 43%	1484 44%	402 44%
Neither support nor oppose	563 13%	323 11%	104 14%	127 20% ^{ab}	86 16% ^g	195 14% ^g	205 14% ^g	67 8%	7 25%	149 17% ^{ijkl}	176 12%	80 10%	89 12%	69 17% ^{ijk}	446 13%	117 13%
Oppose	112 3%	77 3%	15 2%	20 3%	12 2%	42 3%	37 3%	19 2%	3 9%	31 4% ^{kl}	50 3% ^k	10 1%	13 2%	8 2%	87 3%	25 3%
Strongly oppose	58 1%	39 1%	12 2%	6 1%	6 1%	18 1%	15 1%	18 2% ^f	1 5%	9 1%	26 2%	10 1%	6 1%	7 2%	51 2%	7 1%
SUMMARY CODES																
SUPPORT	3481 82%	2367 84% ^c	589 81% ^c	470 74%	412 79%	1164 81%	1192 81%	688 86% ^{def}	16 58%	648 76%	1224 82% ^{im}	674 86% ^{ijm}	614 84% ^{im}	321 77%	2734 81%	747 82%
OPPOSE	170 4%	116 4%	26 4%	26 4%	18 3%	60 4%	52 4%	36 5%	4 14%	40 5% ^{kl}	76 5% ^{kl}	19 2%	19 3%	15 4%	138 4%	32 4%
Don't know	54 1%	28 1%	12 2%	15 2% ^a	7 1%	21 1%	16 1%	9 1%	1 3%	16 2% ^j	9 1%	10 1%	8 1%	11 3% ^j	42 1%	12 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.3 Level of support for renewable energy for providing electricity, fuel and heat

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Strongly support	1595 37%	30 18%	169 36%a	114 33%a	111 36%a	132 35%a	180 45%abcdejk	222 40%acj	229 39%aj	151 41%acj	63 31%a	136 38%a	58 49%abcdejk
Support	1886 44%	112 64%bcdefgh ijkl	197 42%	161 46%	163 53%bfgghk	170 45%	158 40%	223 40%	261 45%	145 40%	95 47%	150 42%	51 44%
Neither support nor oppose	563 13%	25 15%l	69 15%dl	51 15%dl	28 9%	46 12%l	43 11%	87 16%dl	77 13%l	50 14%l	34 17%dl	46 13%l	6 5%
Oppose	112 3%	5 3%	21 4%dgghl	11 3%h	4 1%	10 3%	9 2%	12 2%	7 1%	12 3%h	10 5%dgghl	10 3%	* *
Strongly oppose	58 1%	-	9 2%d	10 3%adfhij	-	9 2%dfh	2 1%	7 1%	4 1%	3 1%	1 *	12 3%adfhij	2 1%
SUMMARY CODES													
SUPPORT	3481 82%	142 82%	366 78%	276 78%	274 88%bceghjk	302 80%	338 85%bcgj	444 79%	491 84%bcj	296 81%	158 77%	286 79%	109 93%abceghijk
OPPOSE	170 4%	5 3%	30 6%dfgh	22 6%dfh	4 1%	19 5%dh	12 3%	18 3%	11 2%	15 4%d	11 5%dh	22 6%dh	2 2%
Don't know	54 1%	1 1%	4 1%	3 1%	4 1%	9 2%	5 1%	10 2%	6 1%	4 1%	1 1%	6 2%	1 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.3 Level of support for renewable energy for providing electricity, fuel and heat

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Strongly support	1595	200	146	200	221	172	135	1461	456	1140	304	1289	373	1219
	37%	33%	34%	43%ab	48%ab	54%abc	31%	38%f	38%	37%	34%	38%j	31%	40%l
Support	1886	242	192	199	198	127	184	1702	522	1364	378	1502	524	1361
	44%	40%	44%	43%	43%	40%	42%	44%	44%	44%	43%	45%	44%	44%
Neither support nor oppose	563	116	66	48	34	14	78	485	154	409	145	415	208	354
	13%	19%cde	15%cde	10%e	7%	4%	18%g	13%	13%	13%	16%k	12%	17% ^m	12%
Oppose	112	15	15	6	7	2	16	96	22	90	29	83	54	58
	3%	3%	3%ce	1%	1%	1%	4%	3%	2%	3%	3%	2%	4% ^m	2%
Strongly oppose	58	16	9	8	3	5	10	47	13	44	13	44	18	40
	1%	3%d	2%	2%	1%	1%	2%g	1%	1%	1%	1%	1%	2%	1%
SUMMARY CODES														
SUPPORT	3481	441	338	400	418	298	318	3163	978	2504	682	2791	897	2580
	82%	74%	78%	86%ab	90%ab	93%abc	73%	83%f	82%	81%	77%	83%j	75%	84%l
OPPOSE	170	31	24	13	9	7	27	143	36	134	42	128	72	98
	4%	5%de	5%de	3%	2%	2%	6%g	4%	3%	4%	5%	4%	6% ^m	3%
Don't know	54	11	6	2	1	1	12	42	19	35	14	41	20	34
	1%	2%cd	1%	*	*	*	3%g	1%	2%	1%	2%	1%	2%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.15A Awareness/knowledge of 'fracking'

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Knew a lot about it	603 14%	424 20% ^b	179 8%	34 6%	90 13% ^c	95 14% ^c	136 18% ^{cdh}	110 18% ^{cd}	137 14% ^c	226 23% ^{ijkl}	219 16% ^{kl}	86 10% ^l	71 7%
Knew a little about it	1950 46%	1010 48% ^b	941 43%	217 38%	255 36%	283 43% ^d	358 49% ^{cd}	353 57% ^{cdefh}	485 51% ^{cde}	540 54% ^{ijkl}	620 45% ^l	398 46% ^l	391 38%
Aware of it but did not really know what it was	786 18%	323 15%	463 21% ^a	100 17%	127 18%	123 19%	119 16%	105 17%	211 22% ^{cdfg}	132 13%	268 20% ⁱ	153 18% ⁱ	233 22% ^{ik}
Never heard of it	929 22%	331 16%	599 27% ^a	224 39% ^{efgh}	242 34% ^{efgh}	163 25% ^{fgh}	124 17% ^{gh}	53 9%	122 13% ^g	102 10%	257 19% ⁱ	228 26% ^{ij}	342 33% ^{ijk}
SUMMARY CODE													
AWARE	3339 78%	1756 84% ^b	1583 73%	351 61%	473 66%	502 75% ^{cd}	613 83% ^{cde}	568 91% ^{cdefh}	834 87% ^{cdef}	898 90% ^{ijkl}	1107 81% ^{kl}	638 74% ^l	695 67%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.15A Awareness/knowledge of 'fracking'

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Knew a lot about it	603 14%	469 17%bc	88 12%c	44 7%	60 12%	188 13%	208 14%	142 18%def	5 18%	104 12%	233 16%im	121 15%	98 13%	47 11%	491 15%	112 12%
Knew a little about it	1950 46%	1437 51%bc	270 37%	222 35%	201 38%	610 42%	683 47%de	441 55%def	13 47%	401 47%m	744 50%klm	335 43%	312 43%	157 38%	1495 44%	456 50%n
Aware of it but did not really know what it was	786 18%	502 18%	139 19%	136 21%a	104 20%	275 19%	268 18%	134 17%	3 12%	199 23%klm	300 20%lm	131 17%	101 14%	55 13%	616 18%	170 19%
Never heard of it	929 22%	427 15%	234 32%a	237 37%ab	157 30%fg	366 25%fg	307 21%g	84 10%	6 23%	149 17%j	209 14%	195 25%ij	219 30%ijk	157 38%ijkl	758 23%o	171 19%
SUMMARY CODE																
AWARE	3339 78%	2408 85%bc	497 68%c	402 63%	366 70%	1073 75%	1159 79%de	716 90%def	21 77%	704 83%klm	1277 86%ikl m	588 75%lm	511 70%lm	259 62%	2601 77%	737 81%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.15A Awareness/knowledge of 'fracking'

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Knew a lot about it	603 14%	19 11%	79 17%deg	69 20%adegi	33 11%	42 11%	60 15%g	56 10%	85 15%g	49 14%	32 15%	58 16%g	21 18%g
Knew a little about it	1950 46%	81 47%g	227 49%fg	169 48%fg	152 49%fg	173 46%g	157 39%	193 35%	300 51%fgl	186 51%fgl	102 50%fg	163 45%g	47 40%
Aware of it but did not really know what it was	786 18%	43 25%cfghi	96 21%f	57 16%	68 22%f	68 18%	58 15%	93 17%	97 17%	59 16%	43 21%	68 19%	36 30%bcfehgk
Never heard of it	929 22%	30 17%	66 14%	57 16%	57 18%	93 25%bchjl	122 31%abcdhij kl	217 39%abcdefh ijkl	103 18%	70 19%	28 14%	71 20%b	15 12%
SUMMARY CODE													
AWARE	3339 78%	144 83%fg	402 86%efgk	295 84%efg	253 82%fg	283 75%g	275 69%g	342 61%	482 82%efg	295 81%fg	177 86%efg	288 80%fg	103 88%efg

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.15A Awareness/knowledge of 'fracking'

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Knew a lot about it	603	57	59	87	81	86	39	564	159	444	112	489	177	426
	14%	9%	14%a	19%a	18%a	27%abcd	9%	15%f	13%	14%	13%	14%	15%	14%
Knew a little about it	1950	229	182	225	246	154	197	1753	457	1493	444	1500	612	1336
	46%	38%	42%	49%a	53%ab	48%a	45%	46%	39%	48%h	50%k	44%	51%m	44%
Aware of it but did not really know what it was	786	114	100	93	72	40	97	689	184	602	163	621	257	527
	18%	19%e	23%de	20%e	16%	12%	22%g	18%	16%	20%h	18%	18%	21%m	17%
Never heard of it	929	199	92	57	63	41	101	828	386	543	164	764	150	778
	22%	33%bcde	21%cde	12%	14%	13%	23%	22%	33%i	18%	19%	23%j	13%	25%l
SUMMARY CODE														
AWARE	3339	401	341	405	399	280	334	3005	800	2539	719	2610	1046	2289
	78%	67%	79%a	88%ab	86%ab	87%ab	77%	78%	67%	82%h	81%k	77%	87%m	75%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

Q.15A Awareness/knowledge of 'fracking'

Base: All Adults in UK

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	4268	3354	188
Weighted Base	4268	3481	170
Knew a lot about it	603 14%	549 16%	22 13%
Knew a little about it	1950 46%	1697 49%b	65 38%
Aware of it but did not really know what it was	786 18%	610 18%	31 18%
Never heard of it	929 22%	626 18%	52 30%a
SUMMARY CODE			
AWARE	3339 78%	2856 82%b	118 70%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.80 Knowledge before today about the Government promotion of 'Clean Growth'

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Hadn't heard about this before now	3049 71%	1403 67%	1646 75%a	402 70%	503 70%	466 70%	497 67%	452 73%	729 76%cdef	700 70%	945 69%	621 72%	783 75%ij
Hardly anything but I've heard of this	460 11%	228 11%	232 11%	75 13%h	76 11%	65 10%	94 13%h	62 10%	88 9%	95 10%	164 12%	101 12%	99 10%
A little	526 12%	309 15%b	217 10%	75 13%	96 13%h	92 14%h	91 12%	78 13%	94 10%	128 13%	177 13%	112 13%	109 10%
A fair amount	183 4%	119 6%b	64 3%	21 4%	24 3%	35 5%	42 6%	23 4%	38 4%	64 6%kl	61 4%	26 3%	32 3%
A lot	34 1%	18 1%	16 1%	- -	12 2%ch	7 1%c	9 1%c	3 1%	4 *	11 1%	13 1%	2 *	7 1%
SUMMARY CODES													
UNAWARE/HARDLY/LITTLE	4034 95%	1939 93%	2095 96%a	552 96%f	674 94%	623 94%	681 92%	592 95%	911 95%f	923 92%	1286 94%	834 96%ij	991 96%i
A LOT/FAIR AMOUNT	218 5%	137 7%b	80 4%	21 4%	35 5%	42 6%	51 7%ch	26 4%	42 4%	76 8%kl	74 5%k	29 3%	39 4%
ANYTHING	1203 28%	674 32%b	529 24%	171 30%h	206 29%h	199 30%h	235 32%h	166 27%	225 24%	299 30%l	415 30%l	242 28%l	247 24%
Don't know	17 *	10 *	7 *	2 *	5 1%	- -	5 1%	2 *	2 *	2 *	4 *	3 *	7 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.80 Knowledge before today about the Government promotion of 'Clean Growth'

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Hadn't heard about this before now	3049 71%	2009 71%	531 73%	461 72%	363 70%	1025 71%	1047 71%	586 73%	15 56%	646 76% _{jl}	1042 70%	564 72%	499 68%	297 72%	2347 70%	701 77% _{ln}
Hardly anything but I've heard of this	460 11%	314 11%	73 10%	69 11%	60 11%	165 11% _g	166 11% _g	66 8%	3 9%	83 10%	169 11%	78 10%	74 10%	56 13%	381 11% _{oo}	78 9%
A little	526 12%	350 12%	86 12%	82 13%	69 13%	176 12%	167 11%	108 13%	6 24%	91 11%	186 12%	96 12%	101 14%	53 13%	433 13% _{oo}	92 10%
A fair amount	183 4%	128 5% _c	33 5%	17 3%	21 4%	51 4%	73 5%	37 5%	2 6%	25 3%	65 4% _m	38 5% _{im}	49 7% _{ijm}	6 2%	154 5%	30 3%
A lot	34 1%	23 1%	5 1%	6 1%	6 1% _g	14 1% _g	11 1%	1 *	1 5%	6 1%	16 1%	5 1%	5 1%	2 *	29 1%	5 1%
SUMMARY CODES																
UNAWARE/HARDLY/LITTLE	4034 95%	2673 94%	689 94%	613 96%	493 94%	1365 95%	1380 94%	759 95%	24 88%	821 96% _{jl}	1396 94%	737 94%	674 92%	406 98% _{ijkl}	3162 94%	872 96% _{ln}
A LOT/FAIR AMOUNT	218 5%	151 5%	38 5%	23 4%	27 5%	65 5%	84 6%	38 5%	3 12%	31 4%	81 5% _{im}	44 6% _m	53 7% _{im}	8 2%	182 5%	35 4%
ANYTHING	1203 28%	815 29%	196 27%	175 27%	157 30%	406 28%	417 28%	212 26%	12 44%	206 24%	435 29% _i	217 28%	228 31% _i	116 28%	997 30% _{oo}	206 23%
Don't know	17 *	11 *	3 *	2 *	2 *	9 1% _f	2 *	3 *	-	1 *	8 1%	2 *	3 *	2 *	15 *	1 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.80 Knowledge before today about the Government promotion of 'Clean Growth'

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Hadn't heard about this before now	3049 71%	114 66%	337 72%g	236 67%	209 68%	276 73%g	290 73%g	338 61%	455 78%abcdgk	297 81%abcdefgk	152 74%g	254 71%g	90 76%g
Hardly anything but I've heard of this	460 11%	15 9%	60 13%hi	39 11%	37 12%i	32 9%	51 13%hi	80 14%ehi	46 8%	25 7%	23 11%	40 11%	12 10%
A little	526 12%	33 19%bfehij	52 11%	53 15%h	38 12%	47 12%	40 10%	95 17%bfhij	55 9%	36 10%	20 10%	45 12%	13 11%
A fair amount	183 4%	11 7%i	14 3%	16 5%i	24 8%bfhil	17 4%i	13 3%	37 7%bfhi	22 4%	5 1%	7 3%	15 4%i	3 2%
A lot	34 1%	-	3 1%	6 2%d	-	1 *	3 1%	7 1%	7 1%	1 *	1 1%	5 1%	-
SUMMARY CODES													
UNAWARE/HARDLY/LITTLE	4034 95%	162 93%	450 96%dg	327 93%	284 92%	354 94%	382 96%dg	513 92%	556 95%g	358 98%acdegkh	195 95%	338 94%	115 98%dg
A LOT/FAIR AMOUNT	218 5%	11 7%i	16 4%	22 6%i	24 8%bfil	18 5%i	15 4%	45 8%bfhil	28 5%i	7 2%	8 4%	19 5%i	3 2%
ANYTHING	1203 28%	59 34%hi	129 28%i	114 32%hi	99 32%hi	97 26%i	107 27%i	219 39%bfehijk	129 22%	68 18%	51 25%	104 29%hi	28 24%
Don't know	17 *	-	2 1%	2 1%	2 1%	3 1%	-	2 *	2 *	* *	1 1%	2 1%	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.80 Knowledge before today about the Government promotion of 'Clean Growth'

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Hadn't heard about this before now	3049	433	316	309	284	211	325	2724	851	2198	681	2360	881	2162
	71%	72% ^d	73% ^d	67%	61%	66%	75%	71%	72%	71%	77% ^k	70%	74% ^m	71%
Hardly anything but I've heard of this	460	64	53	65	65	36	41	419	125	335	79	378	120	339
	11%	11%	12%	14%	14%	11%	9%	11%	11%	11%	9%	11%	10%	11%
A little	526	74	44	65	81	48	52	474	149	377	83	441	134	391
	12%	12%	10%	14%	17% ^{ab}	15%	12%	12%	13%	12%	9%	13% ^j	11%	13%
A fair amount	183	24	16	23	27	19	14	170	48	135	33	150	47	137
	4%	4%	4%	5%	6%	6%	3%	4%	4%	4%	4%	4%	4%	4%
A lot	34	3	3	-	5	7	2	32	8	26	5	29	9	25
	1%	*	1%	-	1% ^c	2% ^{ac}	*	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
UNAWARE\HARDLY\LITTLE	4034	571	413	439	430	294	417	3617	1124	2910	843	3180	1136	2893
	95%	95%	95%	95%	93%	92%	96%	94%	95%	94%	95%	94%	95%	94%
A LOT\FAIR AMOUNT	218	27	19	23	33	26	15	202	56	161	39	178	56	161
	5%	4%	4%	5%	7%	8% ^a	4%	5%	5%	5%	4%	5%	5%	5%
ANYTHING	1203	165	116	152	179	109	108	1095	330	873	201	998	311	892
	28%	27%	27%	33%	39% ^{ab}	34%	25%	29%	28%	28%	23%	30% ^j	26%	29% ^l
Don't know	17	2	1	1	-	-	2	14	6	11	1	15	4	12
	*	*	*	*	-	-	*	*	*	*	*	*	*	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.80 Knowledge before today about the Government promotion of 'Clean Growth'

Base: All Adults in UK

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	4268	3354	188
Weighted Base	4268	3481	170
Hadn't heard about this before now	3049 71%	2448 70%	120 71%
Hardly anything but I've heard of this	460 11%	378 11%	16 9%
A little	526 12%	457 13%	22 13%
A fair amount	183 4%	159 5%	11 6%
A lot	34 1%	31 1%	- -
SUMMARY CODES			
UNAWARE/HARDLY/LITTLE	4034 95%	3284 94%	157 93%
A LOT/FAIR AMOUNT	218 5%	190 5%	11 6%
ANYTHING	1203 28%	1026 29%	48 28%
Don't know	17 *	7 *	2 1%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.90 Products or services have taken out in the last 12 months
 Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Car insurance	1600 37%	864 41%b	736 34%	112 19%	283 40%ch	285 43%ch	325 44%ch	275 44%ch	320 33%c	518 52%jkl	564 41%l	326 38%l	191 18%
Home insurance	1107 26%	560 27%	548 25%	22 4%	149 21%c	185 28%cd	219 30%cd	230 37%cdefh	301 31%cd	418 42%jkl	374 27%kl	192 22%l	123 12%
A Mobile phone contract	987 23%	519 25%b	468 21%	173 30%fgh	202 28%gh	225 34%dfgh	173 23%h	132 21%h	83 9%	270 27%l	346 25%l	199 23%l	171 17%
Energy (gas\electricity)	913 21%	468 22%	445 20%	66 12%	184 26%ch	170 26%ch	172 23%ch	139 22%c	180 19%cd	282 28%jkl	308 23%l	182 21%l	141 14%
Broadband (not bundled with another product)	529 12%	308 15%b	221 10%	67 12%h	129 18%cfgh	116 17%cgh	99 13%h	61 10%h	57 6%	144 14%l	178 13%l	119 14%l	87 8%
A Credit card	299 7%	161 8%	138 6%	43 7%h	84 12%cfgh	63 10%gh	54 7%h	31 5%h	24 2%	105 10%kl	119 9%l	54 6%l	21 2%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	284 7%	152 7%	132 6%	19 3%	57 8%ch	66 10%cgh	52 7%cd	40 6%cd	50 5%	110 11%jkl	92 7%l	42 5%	41 4%
A Current account	240 6%	136 7%b	104 5%	46 8%h	51 7%h	39 6%h	37 5%	36 6%h	31 3%	77 8%kl	95 7%kl	32 4%	35 3%
A Mortgage	207 5%	125 6%b	82 4%	16 3%h	72 10%cfgh	61 9%cfgh	41 6%cgh	10 2%h	6 1%	84 8%jkl	70 5%l	40 5%l	13 1%
Pay TV (not bundled with another product)	191 4%	117 6%b	73 3%	26 5%h	48 7%gh	39 6%gh	36 5%h	20 3%	21 2%	55 5%l	71 5%l	38 4%l	27 3%
SUMMARY CODE													
ANY	2708 63%	1399 67%b	1310 60%	335 58%h	482 67%ch	486 73%cdh	491 67%ch	422 68%ch	492 51%	747 75%jkl	935 69%kl	547 63%l	479 46%
3+ PRODUCTS	970 23%	549 26%b	421 19%	66 12%	205 29%ch	199 30%cgh	195 26%ch	150 24%ch	155 16%cd	346 35%jkl	345 25%kl	185 21%l	94 9%
None of these	1512 35%	673 32%	838 38%a	233 40%defg	223 31%	176 27%	240 33%e	193 31%	447 47%cdefg	241 24%	421 31%i	311 36%ij	539 52%ijk
Don't know	48 1%	15 1%	33 2%a	8 1%	9 1%	3 *	6 1%	5 1%	17 2%e	12 1%	9 1%	9 1%	18 2%j

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.90 Products or services have taken out in the last 12 months

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Car insurance	1600 37%	1265 45%bc	199 27%c	117 18%	114 22%	485 34%d	599 41%de	385 48%def	14 49%	228 27%	634 43%im	307 39%im	304 42%im	126 30%	1235 37%	365 40%
Home insurance	1107 26%	972 34%bc	76 10%	53 8%	68 13%	308 21%d	423 29%de	297 37%def	12 45%	224 26% m	469 32%ikl	193 25% m	165 23% m	56 14%	864 26%	243 27%
A Mobile phone contract	987 23%	635 22%	206 28%ac	127 20%	130 25%	342 24%	346 24%	162 20%	5 20%	139 16%	303 20%i	221 28%ij	210 29%ij	114 27%ij	792 24%	195 21%
Energy (gas/electricity)	913 21%	631 22%c	177 24%c	100 16%	127 24%f	308 21%	268 18%	203 25%f	5 19%	174 20%	376 25%ikl m	150 19%	137 19%	76 18%	738 22%	175 19%
Broadband (not bundled with another product)	529 12%	333 12%c	138 19%ac	54 8%	83 16%fg	194 13%f	158 11%	91 11%	3 12%	89 10%	199 13%im	108 14%im	98 13% m	35 8%	424 13%	105 12%
A Credit card	299 7%	191 7%c	78 11%ac	26 4%	46 9%f	101 7%	83 6%	66 8%f	2 6%	40 5%	114 8%i	61 8%i	58 8%i	26 6%	228 7%	71 8%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	284 7%	209 7%c	45 6%	27 4%	31 6%	92 6%	77 5%	83 10%def	1 5%	39 5%	119 8%i	62 8%i	42 6%	22 5%	213 6%	71 8%
A Current account	240 6%	156 5%	56 8%ac	28 4%	39 7%f	77 5%	69 5%	55 7%	* 1%	47 6%	96 6%	37 5%	39 5%	20 5%	181 5%	60 7%
A Mortgage	207 5%	194 7%bc	10 1%c	2 *	14 3%	88 6%dg	74 5%d	30 4%	1 5%	26 3%	85 6%im	48 6%im	37 5%i	11 3%	161 5%	46 5%
Pay TV (not bundled with another product)	191 4%	129 5%	40 5%c	20 3%	28 5%	61 4%	68 5%	33 4%	* 2%	35 4%	61 4%	44 6%	34 5%	16 4%	155 5%	36 4%
SUMMARY CODE																
ANY	2708 63%	1870 66%c	491 67%c	314 49%	312 60%	884 61%	939 64%	549 69%def	21 75%	475 56%	987 66%im	513 65%im	491 67%im	242 58%	2149 64%	560 62%
3+ PRODUCTS	970 23%	751 27%bc	146 20%c	65 10%	98 19%	314 22%	322 22%	231 29%def	6 22%	146 17%	394 27%im	185 24%im	176 24%im	69 17%	774 23%	197 22%
None of these	1512 35%	927 33%	236 32%	320 50%ab	208 40%g	540 37%g	510 35%g	240 30%	7 25%	370 43%jkl	483 32%	266 34%	232 32%	162 39%j	1177 35%	335 37%
Don't know	48 1%	37 1%	4 1%	1 1%	3 1%	16 1%	17 1%	11 1%	-	8 1%	16 1%	5 1%	8 1%	11 3%ijk	34 1%	14 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.90 Products or services have taken out in the last 12 months

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Car insurance	1600 37%	75 44%bgi	156 33%g	124 35%g	150 48%bceghij k	144 38%g	179 45%bcgi	152 27%	232 40%gi	118 32%	75 37%g	137 38%g	57 49%bcgij
Home insurance	1107 26%	53 30%bgi	104 22%g	97 27%gi	113 36%bcfgij	111 30%bgi	111 28%gi	75 13%	182 31%bgi	69 19%g	49 24%g	111 31%bgi	32 27%g
A Mobile phone contract	987 23%	34 20%	91 19%	65 18%	74 24%	87 23%	131 33%abcdehi jkl	166 30%abcdehij l	122 21%	69 19%	36 18%	89 25%c	24 20%
Energy (gas/electricity)	913 21%	34 20%	106 23%j	77 22%j	71 23%j	74 20%	105 26%egj	98 18%	128 22%j	77 21%	29 14%	91 25%gj	23 19%
Broadband (not bundled with another product)	529 12%	22 12%	47 10%	48 14%l	39 13%	45 12%	58 15%l	66 12%	75 13%	50 14%l	20 10%	51 14%l	8 6%
A Credit card	299 7%	9 5%	25 5%	19 5%	19 6%	20 5%	41 10%bcek	48 9%	47 8%	25 7%	14 7%	21 6%	10 9%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	284 7%	16 9%bcgi	22 5%	14 4%	44 14%bceghijk	24 6%	36 9%bcgi	20 4%	46 8%cgi	15 4%	11 6%	22 6%	13 11%bcgi
A Current account	240 6%	6 4%	12 3%	16 5%	24 8%bij	24 6%b	27 7%b	28 5%	42 7%bj	14 4%	6 3%	29 8%bij	12 10%abcgij
A Mortgage	207 5%	9 5%	18 4%	15 4%	17 5%	24 7%gj	34 9%bcgij	16 3%	31 5%	15 4%	4 2%	17 5%	4 4%
Pay TV (not bundled with another product)	191 4%	10 6%b	11 2%	19 5%b	17 5%b	16 4%	20 5%b	26 5%	23 4%	12 3%	5 2%	25 7%bij	7 6%
SUMMARY CODE													
ANY	2708 63%	110 63%j	283 61%j	227 64%ij	216 70%bghij	236 63%ij	297 75%abceghi j	342 61%j	361 62%j	200 55%	106 52%	249 69%bghij	83 70%ij
3+ PRODUCTS	970 23%	40 23%	86 18%	70 20%	91 29%bcgij	95 25%bg	124 31%bcgijkl	95 17%	155 27%bcgij	70 19%	39 19%	82 23%g	23 20%
None of these	1512 35%	63 36%f	177 38%dfk	123 35%f	92 30%	137 36%f	98 25%	213 38%dfk	217 37%dfk	154 42%dfkl	97 48%abcdefg hkl	107 30%	35 30%
Don't know	48 1%	1 1%	8 2%	2 1%	2 1%	3 1%	3 1%	4 1%	7 1%	11 3%cefg	2 1%	4 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.90 Products or services have taken out in the last 12 months

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Car insurance	1600 37%	156 26%	159 37%a	226 49%ab	241 52%ab	204 64%abcd	92 21%	1508 39%f	490 41%i	1110 36%	245 28%	1350 40%j	413 35%	1186 39%l
Home insurance	1107 26%	114 19%	93 21%	143 31%ab	159 34%ab	168 53%abcd	86 20%	1021 27%f	282 24%	826 27%	222 25%	884 26%	362 30% <i>m</i>	745 24%
A Mobile phone contract	987 23%	122 20%	91 21%	130 28%ab	175 38%abc	127 40%abc	61 14%	926 24%f	339 29%i	647 21%	147 17%	839 25%j	149 12%	838 27%l
Energy (gas/electricity)	913 21%	136 23%	126 29%a	112 24%	142 31%a	107 33%ac	75 17%	838 22%f	274 23%	639 21%	182 21%	730 22%	223 19%	690 22%l
Broadband (not bundled with another product)	529 12%	87 14%	70 16%	70 15%	83 18%	69 22%ac	38 9%	491 13%f	190 16%i	339 11%	89 10%	440 13%j	80 7%	449 15%l
A Credit card	299 7%	29 5%	31 7%	52 11%ab	51 11%a	16%ab	7 2%	292 8%f	107 9%i	192 6%	38 4%	261 8%j	38 3%	261 9%l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	284 7%	36 6%	28 7%	29 6%	53 11%abc	42 13%abc	21 5%	263 7%	102 9%i	182 6%	36 4%	246 7%j	69 6%	213 7%
A Current account	240 6%	29 5%	31 7%	30 6%	32 7%	32 10%a	15 3%	226 6%f	62 5%	178 6%	45 5%	195 6%	45 4%	196 6%l
A Mortgage	207 5%	14 2%	16 4%	26 6%a	49 11%abc	52 16%abc	3 1%	204 5%f	83 7%i	124 4%	17 2%	188 6%j	8 1%	199 6%l
Pay TV (not bundled with another product)	191 4%	25 4%	27 6%	26 6%	25 5%	32 10%acd	11 3%	180 5%f	66 6%	125 4%	31 3%	160 5%	26 2%	164 5%l
SUMMARY CODE														
ANY	2708 63%	370 62%	307 71%a	345 75%a	357 77%a	274 85%abcd	224 51%	2485 65%f	788 66%i	1920 62%	480 54%	2223 66%j	642 54%	2064 67%l
3+ PRODUCTS	970 23%	105 17%	106 24%a	132 29%a	176 38%abc	164 51%abcd	49 11%	921 24%f	323 27%i	648 21%	159 18%	810 24%j	205 17%	766 25%l
None of these	1512 35%	227 38%bcde	121 28%e	115 25%e	104 23%e	46 14%	207 47%g	1305 34%	391 33%	1121 36%	392 44%k	1114 33%	534 45% <i>m</i>	975 32%
Don't know	48 1%	2 *	5 1%	3 1%	1 *	1 *	4 1%	43 1%	7 1%	41 1%	11 1%	36 1%	20 2% <i>m</i>	27 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.90 Products or services have taken out in the last 12 months

Base: All Adults in UK

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR CAR INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)
Unweighted Base	4268	732	3536	118	4150	180	4088	129	4139	743	3525	1253	3015	669	3599	147	4121	353	3915	97	4171
Weighted Base	4268	813	3455	144	4124	229	4039	184	4084	856	3412	1440	2828	795	3473	171	4097	417	3851	116*	4152
Car insurance	1600 37%	441 54%b	1158 34%	89 62% <i>d</i>	1510 37%	133 58% <i>f</i>	1467 36%	120 65% <i>h</i>	1480 36%	642 75% <i>j</i>	958 28%	1224 85% <i>l</i>	376 13%	414 52% <i>n</i>	1186 34%	111 65% <i>p</i>	1488 36%	212 51% <i>r</i>	1388 36%	61 52% <i>t</i>	1539 37%
Home insurance	1107 26%	360 44% <i>b</i>	747 22%	69 48% <i>d</i>	1039 25%	92 40% <i>f</i>	1015 25%	122 66% <i>h</i>	985 24%	710 83% <i>j</i>	397 12%	686 48% <i>l</i>	421 15%	262 33% <i>n</i>	845 24%	94 55% <i>p</i>	1014 25%	157 38% <i>r</i>	951 25%	44 38% <i>t</i>	1063 26%
A Mobile phone contract	987 23%	237 29% <i>b</i>	750 22%	63 43% <i>d</i>	924 22%	98 43% <i>f</i>	889 22%	79 43% <i>h</i>	908 22%	264 31% <i>j</i>	722 21%	472 33% <i>l</i>	515 18%	623 78% <i>n</i>	364 10%	67 39% <i>p</i>	919 22%	178 43% <i>r</i>	809 21%	53 45% <i>t</i>	934 22%
Energy (gas/electricity)	913 21%	625 77% <i>b</i>	288 8%	66 46% <i>d</i>	847 21%	83 36% <i>f</i>	829 21%	89 48% <i>h</i>	824 20%	335 39% <i>j</i>	578 17%	426 30% <i>l</i>	487 17%	244 31% <i>n</i>	669 19%	77 45% <i>p</i>	836 20%	179 43% <i>r</i>	734 19%	44 38% <i>t</i>	869 21%
Broadband (not bundled with another product)	529 12%	179 22% <i>b</i>	350 10%	32 22% <i>d</i>	497 12%	51 22% <i>f</i>	478 12%	61 33% <i>h</i>	468 11%	172 20% <i>j</i>	357 10%	255 18% <i>l</i>	274 10%	178 22% <i>n</i>	351 10%	25 15% <i>p</i>	504 12%	306 74% <i>r</i>	223 6%	53 46% <i>t</i>	476 11%
A Credit card	299 7%	95 12% <i>b</i>	203 6%	41 29% <i>d</i>	257 6%	158 69% <i>f</i>	141 3%	35 19% <i>h</i>	264 6%	100 12% <i>j</i>	198 6%	148 10% <i>l</i>	150 5%	95 12% <i>n</i>	203 6%	32 19% <i>p</i>	267 7%	60 14% <i>r</i>	239 6%	21 18% <i>t</i>	278 7%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	284 7%	89 11% <i>b</i>	195 6%	28 19% <i>d</i>	256 6%	32 14% <i>f</i>	252 6%	43 23% <i>h</i>	241 6%	127 15% <i>j</i>	157 5%	147 10% <i>l</i>	137 5%	98 12% <i>n</i>	186 5%	123 72% <i>p</i>	161 4%	31 7%	253 7%	14 12% <i>t</i>	270 7%
A Current account	240 6%	77 9% <i>b</i>	163 5%	92 64% <i>d</i>	148 4%	53 23% <i>f</i>	187 5%	27 14% <i>h</i>	214 5%	86 10% <i>j</i>	154 5%	122 8% <i>l</i>	118 4%	89 11% <i>n</i>	152 4%	25 14% <i>p</i>	216 5%	48 11% <i>r</i>	192 5%	18 15% <i>t</i>	223 5%
A Mortgage	207 5%	93 11% <i>b</i>	114 3%	27 19% <i>d</i>	180 4%	39 17% <i>f</i>	168 4%	140 76% <i>h</i>	67 2%	119 14% <i>j</i>	88 3%	120 8% <i>l</i>	87 3%	64 8% <i>n</i>	142 4%	23 13% <i>p</i>	184 4%	49 12% <i>r</i>	157 4%	20 17% <i>t</i>	187 5%
Pay TV (not bundled with another product)	191 4%	55 7% <i>b</i>	135 4%	20 14% <i>d</i>	171 4%	24 10% <i>f</i>	167 4%	24 13% <i>h</i>	167 4%	61 7% <i>j</i>	130 4%	103 7% <i>l</i>	88 3%	75 9% <i>n</i>	116 3%	22 13% <i>p</i>	168 4%	73 17% <i>r</i>	118 3%	81 70% <i>t</i>	109 3%
SUMMARY CODE																					
ANY	2708 63%	741 91% <i>b</i>	1967 57%	134 93% <i>d</i>	2574 62%	215 94% <i>f</i>	2494 62%	173 94% <i>h</i>	2535 62%	801 94% <i>j</i>	1908 56%	1321 92% <i>l</i>	1388 49%	735 92% <i>n</i>	1974 57%	166 97% <i>p</i>	2542 62%	385 92% <i>r</i>	2324 60%	114 98% <i>t</i>	2594 62%
3+ PRODUCTS	970 23%	419 51% <i>b</i>	552 16%	85 59% <i>d</i>	885 21%	134 59% <i>f</i>	836 21%	135 73% <i>h</i>	836 20%	499 58% <i>j</i>	472 14%	651 45% <i>l</i>	320 11%	378 47% <i>n</i>	593 17%	119 69% <i>p</i>	852 21%	248 59% <i>r</i>	723 19%	70 60% <i>t</i>	900 22%
None of these	1512 35%	71 9%	1440 42% <i>a</i>	10 7%	1502 36% <i>c</i>	14 6%	1498 37% <i>e</i>	11 6%	1500 37% <i>g</i>	56 6%	1456 43% <i>i</i>	115 8%	1397 49% <i>k</i>	54 7%	1457 42% <i>m</i>	5 3%	1507 37% <i>o</i>	32 8%	1480 38% <i>q</i>	2 2%	1510 36% <i>s</i>
Don't know	48 1%	1 *	47 1% <i>a</i>	-	48 1%	-	48 1%	-	48 1%	-	48 1% <i>i</i>	4 *	43 2% <i>k</i>	6 1%	42 1%	-	48 1%	-	48 1% <i>q</i>	-	48 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t
* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Car insurance	1440 34%	786 38%b	654 30%	119 21%	264 37%ch	262 39%ch	298 40%ch	247 40%ch	251 26%c	456 46%kl	534 39%kl	285 33%l	165 16%
Home insurance	856 20%	451 22%b	405 19%	25 4%	126 18%c	155 23%cd	195 27%cdh	162 26%cdh	193 20%c	334 33%jkl	289 21%l	154 18%l	79 8%
Energy (gas\electricity)	813 19%	433 21%b	380 17%	58 10%	168 23%ch	145 22%ch	166 23%ch	131 21%ch	145 15%c	259 26%jkl	281 21%l	158 18%l	116 11%
A Mobile phone contract	795 19%	439 21%b	356 16%	155 27%fgh	173 24%gh	168 25%fgh	143 19%h	96 16%h	60 6%	229 23%kl	286 21%l	150 17%l	131 13%
Broadband (not bundled with another product)	417 10%	251 12%b	166 8%	54 9%h	118 17%cefg	81 12%gh	83 11%gh	47 8%h	33 3%	134 13%jkl	138 10%l	84 10%l	61 6%
A Credit card	229 5%	139 7%b	90 4%	29 5%h	80 11%cefg	51 8%gh	39 5%h	18 3%h	12 1%	87 9%kl	83 6%l	42 5%l	17 2%
A Mortgage	184 4%	114 5%b	70 3%	15 3%h	69 10%cfgh	54 8%cfgh	33 4%gh	9 1%h	3 *	80 8%kl	58 4%l	35 4%l	10 1%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171 4%	110 5%b	61 3%	9 1%	42 6%ch	39 6%ch	38 5%ch	21 3%	22 2%	68 7%kl	54 4%l	26 3%	22 2%
A Current account	144 3%	90 4%b	54 2%	33 6%gh	37 5%gh	22 3%h	26 4%h	15 2%h	11 1%	58 6%jkl	48 4%l	23 3%	15 1%
Pay TV (not bundled with another product)	116 3%	75 4%b	41 2%	14 2%h	31 4%h	29 4%h	21 3%h	14 2%h	8 1%	30 3%	46 3%l	20 2%	20 2%
SUMMARY CODE													
ANY	2477 58%	1306 63%b	1171 54%	302 53%h	483 68%cgh	451 68%cgh	472 64%ch	370 60%ch	399 42%	684 68%kl	885 65%kl	488 56%l	420 40%
3+ PRODUCTS	707 17%	416 20%b	291 13%	49 8%	159 22%ch	153 23%ch	152 21%ch	113 18%ch	81 8%	288 29%jkl	249 18%kl	127 15%l	43 4%
None of these	1762 41%	774 37%	989 45%a	266 46%defg	230 32%	212 32%	261 35%	247 40%de	546 57%cdefg	313 31%	475 35%	372 43%ij	603 58%ijk
Don't know	29 1%	7 *	21 1%a	8 1%d	2 *	2 *	4 1%	3 1%	11 1%d	3 *	5 *	6 1%	15 1%ij

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Car insurance	1440 34%	1136 40%bc	183 25%c	106 17%	96 18%	459 32%d	522 36%de	350 44%def	9 34%	188 22%	568 38%im	283 36%i	274 38%im	126 30%i	1140 34%	300 33%
Home insurance	856 20%	756 27%bc	61 8%c	35 6%	50 10%	253 18%d	292 20%cd	255 32%def	6 22%	146 17% m	373 25%ikl	163 21% m	127 17% m	47 11%	681 20%	175 19%
Energy (gas/electricity)	813 19%	580 20%c	151 21%c	78 12%	88 17%	260 18%	267 18%	191 24%def	7 25%	140 16%	338 23%ikl m	145 19%	119 16%	71 17%	640 19%	173 19%
A Mobile phone contract	795 19%	516 18%	163 22%ac	105 16%	109 21%	268 19%	266 18%	146 18%	7 24%	96 11%	248 17%i	182 23%ij	180 25%ij	90 22%ij	642 19%	154 17%
Broadband (not bundled with another product)	417 10%	263 9%c	107 15%ac	43 7%	59 11%	155 11%f	123 8%	75 9%	3 12%	58 7%	157 11%i	87 11%i	84 12%i	31 8%	322 10%	95 10%
A Credit card	229 5%	140 5%c	68 9%ac	20 3%	40 8%f	81 6%f	56 4%	49 6%f	2 8%	27 3%	97 7%i	47 6%i	39 5%i	18 4%	177 5%	51 6%
A Mortgage	184 4%	165 6%bc	18 2%c	1 *	11 2%	78 5%d	66 5%cd	28 3%	1 5%	18 2%	77 5%i	45 6%i	32 4%i	13 3%	139 4%	45 5%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171 4%	117 4%	34 5%	18 3%	20 4%	47 3%	52 4%	51 6%ef	1 5%	21 2%	67 5%i	42 5%i	28 4%	13 3%	134 4%	37 4%
A Current account	144 3%	94 3%c	38 5%ac	11 2%	21 4%	42 3%	48 3%	33 4%	- -	19 2%	64 4%il	35 5%il	14 2%	11 3%	110 3%	35 4%
Pay TV (not bundled with another product)	116 3%	76 3%	30 4%c	11 2%	25 5%efg	33 2%	40 3%	17 2%	2 6%	19 2%	36 2%	30 4% m	26 4% m	5 1%	94 3%	23 2%
SUMMARY CODE																
ANY	2477 58%	1720 61%c	448 61%c	280 44%	287 55%	820 57%	837 57%	510 64%def	18 64%	399 47%	908 61%i	477 61%i	455 62%i	238 57%i	1972 59%	505 56%
3+ PRODUCTS	707 17%	564 20%bc	100 14%c	38 6%	58 11%	226 16%cd	234 16%cd	182 23%def	7 26%	86 10%	294 20%im	151 19%im	126 17%im	51 12%	557 17%	150 17%
None of these	1762 41%	1092 39%	280 38%	357 56%ab	232 44%g	610 42%g	619 42%g	284 35%	10 36%	448 53%jkl m	571 38%	303 39%	269 37%	170 41%	1366 41%	397 44%
Don't know	29 1%	22 1%	3 *	2 *	3 1%	10 1%	9 1%	7 1%	- -	6 1%	7 *	4 *	6 1%	7 2% jkl	22 1%	7 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Car insurance	1440 34%	76 44% ^{begik}	141 30% ^g	131 37% ^{bg}	110 35% ^g	128 34% ^g	158 40% ^{bgi}	134 24%	209 36% ^g	116 32% ^g	76 37% ^g	120 33% ^g	42 36% ^g
Home insurance	856 20%	47 27% ^{bgi}	73 16% ^g	90 26% ^{bgi}	83 27% ^{bgi}	79 21% ^g	82 21% ^g	62 11%	123 21% ^{bg}	63 17% ^g	45 22% ^g	84 23% ^{bg}	27 22% ^g
Energy (gas/electricity)	813 19%	32 18%	86 18% ^g	79 22% ^{gl}	63 20% ^g	66 18%	85 21% ^{gl}	75 13%	112 19% ^g	91 25% ^{beghijl}	35 17%	76 21% ^{gl}	14 12%
A Mobile phone contract	795 19%	25 14%	72 15%	58 17%	54 17%	75 20%	96 24% ^{abcdhijk}	145 26% ^{abcdehijkl}	95 16%	64 17%	28 14%	64 18%	19 16%
Broadband (not bundled with another product)	417 10%	21 12% ^l	37 8%	50 14% ^{bdghl}	25 8%	38 10% ^l	49 12% ^{hl}	51 9%	43 7%	40 11% ^l	18 9%	40 11% ^l	5 4%
A Credit card	229 5%	7 4%	25 5%	23 7% ^{hj}	11 4%	15 4%	32 8% ^{dehj}	39 7% ^{hj}	21 4%	25 7% ^{hj}	5 3%	17 5%	8 7%
A Mortgage	184 4%	11 6% ^g	15 3%	17 5% ^g	11 4%	21 6% ^g	32 8% ^{bdgh}	8 1%	26 4% ^g	16 4% ^g	8 4% ^g	16 4% ^g	4 3%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171 4%	8 5%	12 3%	14 4%	22 7% ^{bg}	18 5% ^{gi}	22 6% ^{bgi}	12 2%	21 4%	7 2%	11 5% ^{gi}	17 5% ^{gi}	8 7% ^{bgi}
A Current account	144 3%	4 2%	4 1%	21 6% ^{bg}	15 5% ^{bh}	17 4% ^b	14 4% ^b	17 3% ^b	13 2%	10 3%	6 3% ^b	18 5% ^{bh}	4 4% ^b
Pay TV (not bundled with another product)	116 3%	8 5% ^{bei}	5 1%	11 3%	8 3%	4 1%	14 4% ^{be}	23 4% ^{bei}	16 3%	5 1%	3 1%	14 4% ^{be}	5 4% ^{be}
SUMMARY CODE													
ANY	2477 58%	112 64% ^{bi}	246 52%	212 60% ^b	177 57%	224 60% ^b	273 69% ^{bcdeghijkl}	321 57%	335 57%	192 53%	111 54%	210 58%	64 55%
3+ PRODUCTS	707 17%	32 19%	57 12%	70 20% ^{bg}	59 19% ^{bg}	67 18% ^{bg}	88 22% ^{bg}	70 13%	94 16%	66 18% ^{bg}	29 14%	57 16%	17 14%
None of these	1762 41%	60 35%	218 46% ^{af}	139 39% ^f	131 42% ^f	149 40% ^f	122 31%	235 42% ^f	250 43% ^f	165 45% ^{af}	92 45% ^f	147 41% ^f	54 45% ^f
Don't know	29 1%	2 1%	5 1% ^h	1 *	1 *	2 1%	2 *	4 1%	* *	8 2% ^{ch}	2 1%	2 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Car insurance	1440	139	155	197	227	181	71	1369	439	1001	206	1229	333	1106
	34%	23%	36%a	43%a	49%ab	57%abc	16%	36%f	37%i	32%	23%	36%j	28%	36%l
Home insurance	856	80	72	119	140	135	52	804	231	625	160	694	234	623
	20%	13%	17%	26%ab	30%ab	42%abcd	12%	21%f	19%	20%	18%	21%	20%	20%
Energy (gas/electricity)	813	98	105	106	128	101	57	756	241	572	145	667	179	634
	19%	16%	24%a	23%a	28%a	31%ac	13%	20%f	20%	19%	16%	20%j	15%	21%l
A Mobile phone contract	795	87	73	99	132	101	41	754	270	525	117	677	115	680
	19%	14%	17%	21%a	28%abc	32%abc	10%	20%f	23%i	17%	13%	20%j	10%	22%l
Broadband (not bundled with another product)	417	62	45	56	70	47	30	387	145	271	62	355	58	358
	10%	10%	10%	12%	15%a	15%	7%	10%f	12%i	9%	7%	11%j	5%	12%l
A Credit card	229	20	18	50	45	42	7	222	78	151	24	205	24	205
	5%	3%	4%	11%ab	10%ab	13%ab	2%	6%f	7%i	5%	3%	6%j	2%	7%l
A Mortgage	184	5	15	29	43	43	1	184	78	107	14	169	5	179
	4%	1%	3%a	6%a	9%ab	14%abc	*	5%f	7%i	3%	2%	5%j	*	6%l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171	23	25	17	32	22	11	160	63	108	23	147	29	142
	4%	4%	6%	4%	7%a	7%	2%	4%f	5%i	4%	3%	4%j	2%	5%l
A Current account	144	16	11	27	22	29	5	139	38	106	18	127	17	127
	3%	3%	2%	6%ab	5%	9%abd	1%	4%f	3%	3%	2%	4%j	1%	4%l
Pay TV (not bundled with another product)	116	12	17	19	20	19	2	114	44	72	14	102	14	103
	3%	2%	4%	4%a	4%a	6%a	1%	3%f	4%i	2%	2%	3%j	1%	3%l
SUMMARY CODE														
ANY	2477	318	288	330	350	261	178	2299	740	1737	414	2057	537	1938
	58%	53%	67%a	71%a	76%ab	81%abc	41%	60%f	62%i	56%	47%	61%j	45%	63%l
3+ PRODUCTS	707	53	75	95	137	129	20	687	236	471	89	617	114	593
	17%	9%	17%a	20%a	30%abc	40%abcd	5%	18%f	20%i	15%	10%	18%j	9%	19%l
None of these	1762	278	141	132	112	60	253	1510	440	1323	466	1291	648	1111
	41%	46%bcde	32%de	29%e	24%	19%	58%g	39%	37%	43%h	53%k	38%	54%m	36%
Don't know	29	4	4	-	-	-	4	25	6	23	2	26	11	17
	1%	1%	1%c	-	-	-	1%	1%	1%	1%	*	1%	1%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	WHETHER TOOK OUT ENERGY		WHETHER TOOK OUT A CURRENT ACCOUNT		WHETHER TOOK OUT A CREDIT CARD		WHETHER TOOK OUT A MORTGAGE		WHETHER TOOK OUT HOME INSURANCE		WHETHER TOOK OUT CAR INSURANCE		WHETHER TOOK OUT A MOBILE PHONE CONTRACT		WHETHER TOOK OUT A BUNDLED CONTRACT		WHETHER TOOK OUT BROADBAND		WHETHER TOOK OUT PAY TV	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)
Unweighted Base	4268	844	3424	216	4052	243	4025	147	4121	1009	3259	1423	2845	848	3420	253	4015	465	3803	165	4103
Weighted Base	4268	913	3355	240	4028	299	3969	207	4061	1107	3161	1600	2668	987	3281	284	3984	529	3739	191	4077
Car insurance	1440	426	1014	122	1318	148	1292	120	1320	686	754	1224	216	472	968	147	1292	255	1185	103	1337
	34%	47% b	30%	51% d	33%	50% f	33%	58% h	32%	62% j	24%	77% l	8%	48% n	30%	52% p	32%	48% r	32%	54% t	33%
Home insurance	856	335	522	86	771	100	756	119	737	710	146	642	215	264	592	127	730	172	685	61	796
	20%	37% b	16%	36% d	19%	34% f	19%	58% h	18%	64% j	5%	40% l	8%	27% n	18%	45% p	18%	32% r	18%	32% t	20%
Energy (gas/electricity)	813	625	188	77	736	95	718	93	721	360	453	441	372	237	577	89	724	179	634	55	758
	19%	69% b	6%	32% d	18%	32% f	18%	45% h	18%	33% j	14%	28% l	14%	24% n	18%	31% p	18%	34% r	17%	29% t	19%
A Mobile phone contract	795	244	552	89	707	95	700	64	731	262	533	414	381	623	173	98	698	178	618	75	721
	19%	27% b	16%	37% d	18%	32% f	18%	31% h	18%	24% j	17%	26% l	14%	63% n	5%	34% p	18%	34% r	17%	39% t	18%
Broadband (not bundled with another product)	417	179	238	48	369	60	357	49	367	157	260	212	205	178	239	31	386	306	110	73	344
	10%	20% b	7%	20% d	9%	20% f	9%	24% h	9%	14% j	8%	13% l	8%	18% n	7%	11% p	10%	58% r	3%	38% t	8%
A Credit card	229	83	145	53	175	158	71	39	190	92	137	133	96	98	131	32	197	51	178	24	205
	5%	9% b	4%	22% d	4%	53% f	2%	19% h	5%	8% j	4%	8% l	4%	10% n	4%	11% p	5%	10% r	5%	12% t	5%
A Mortgage	184	89	95	27	158	35	150	140	44	122	62	120	64	79	105	43	141	61	123	24	161
	4%	10% b	3%	11% d	4%	12% f	4%	68% h	1%	11% j	2%	7% l	2%	8% n	3%	15% p	4%	12% r	3%	12% t	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171	77	94	25	146	32	139	23	148	94	77	111	60	67	104	123	48	25	146	22	149
	4%	8% b	3%	10% d	4%	11% f	4%	11% h	4%	8% j	2%	7% l	2%	7% n	3%	43% p	1%	5%	4%	12% t	4%
A Current account	144	66	78	92	52	41	103	27	117	69	76	89	55	63	82	28	117	32	112	20	124
	3%	7% b	2%	38% d	1%	14% f	3%	13% h	3%	6% j	2%	6% l	2%	6% n	2%	10% p	3%	6% r	3%	10% t	3%
Pay TV (not bundled with another product)	116	44	73	18	99	21	96	20	97	44	73	61	55	53	63	14	103	53	63	81	35
	3%	5% b	2%	7% d	2%	7% f	2%	9% h	2%	4% j	2%	4% l	2%	5% n	2%	5% p	3%	10% r	2%	43% t	1%
SUMMARY CODE																					
ANY	2477	801	1676	197	2280	256	2221	187	2290	922	1555	1376	1101	855	1622	241	2236	467	2010	159	2318
	58%	88% b	50%	82% d	57%	86% f	56%	90% h	56%	83% j	49%	86% l	41%	87% n	49%	85% p	56%	88% r	54%	84% t	57%
3+ PRODUCTS	707	382	325	95	612	135	572	130	577	459	248	561	146	352	355	135	571	230	476	88	619
	17%	42% b	10%	39% d	15%	45% f	14%	63% h	14%	41% j	8%	35% l	5%	36% n	11%	48% p	14%	44% r	13%	46% t	15%
None of these	1762	112	1650	43	1719	43	1719	20	1742	184	1578	223	1540	131	1632	43	1719	62	1700	31	1731
	41%	12%	49% a	18%	43% c	14%	43% e	10%	43% g	17%	50% i	14%	58% k	13%	50% m	15%	43% o	12%	45% q	16%	42% s
Don't know	29	-	29	-	29	-	29	-	29	1	28	1	28	1	28	-	29	-	29	-	29
	1%	-	1% a	-	1%	-	1%	-	1%	*	1% i	*	1% k	*	1% m	-	1%	-	1%	-	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.91 Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	WHETHER SWITCHED ENERGY		WHETHER SWITCHED CURRENT ACCOUNT		WHETHER SWITCHED CREDIT CARD		WHETHER SWITCHED MORTGAGE		WHETHER SWITCHED HOME INSURANCE		WHETHER SWITCHED CAR INSURANCE		WHETHER SWITCHED MOBILE PHONE CONTRACT		WHETHER SWITCHED BUNDLED CONTRACT		WHETHER SWITCHED BROADBAND		WHETHER SWITCHED PAY TV	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)
Unweighted Base	4268	606	3662	65	4203	74	4194	38	4230	353	3915	672	3596	355	3913	84	4184	194	4074	58	4210
Weighted Base	4268	642	3626	77*	4191	88*	4180	56*	4212	398	3870	785	3483	416	3852	93*	4175	220	4048	61*	4207
Car insurance	1440	299	1141	36	1404	46	1394	34	1406	299	1141	734	706	194	1246	55	1385	101	1339	23	1417
	34%	47% ^b	31%	46% ^d	34%	53% ^f	33%	61% ^h	33%	75% ^j	29%	93% ^l	20%	47% ⁿ	32%	59% ^p	33%	46% ^r	33%	37%	34%
Home insurance	856	244	613	29	827	40	817	33	823	349	507	362	494	111	746	44	812	58	798	14	842
	20%	38% ^b	17%	38% ^d	20%	45% ^f	20%	60% ^h	20%	88% ^j	13%	46% ^l	14%	27% ⁿ	19%	48% ^p	19%	26% ^r	20%	24%	20%
Energy (gas/electricity)	813	492	321	34	780	35	779	24	790	156	657	238	575	106	707	20	793	71	742	15	798
	19%	77% ^b	9%	43% ^d	19%	39% ^f	19%	42% ^h	19%	39% ^j	17%	30% ^l	17%	26% ⁿ	18%	22% ^p	19%	32% ^r	18%	25%	19%
A Mobile phone contract	795	151	644	27	768	28	767	16	780	103	692	199	596	319	476	27	768	69	726	12	783
	19%	24% ^b	18%	35% ^d	18%	32% ^f	18%	28% ^h	19%	26% ^j	18%	25% ^l	17%	77% ⁿ	12%	29% ^p	18%	31% ^r	18%	20%	19%
Broadband (not bundled with another product)	417	115	301	17	399	25	392	15	402	70	346	104	312	72	345	13	404	150	267	21	395
	10%	18% ^b	8%	23% ^d	10%	28% ^f	9%	26% ^h	10%	18% ^j	9%	13% ^l	9%	17% ⁿ	9%	14% ^p	10%	68% ^r	7%	35% ^t	9%
A Credit card	229	55	174	23	206	70	159	12	217	47	182	58	171	42	187	12	217	31	198	7	222
	5%	9% ^b	5%	30% ^d	5%	79% ^f	4%	22% ^h	5%	12% ^j	5%	7% ^l	5%	10% ⁿ	5%	13% ^p	5%	14% ^r	5%	11%	5%
A Mortgage	184	54	130	9	175	14	170	40	145	44	140	54	131	30	154	15	169	21	163	4	180
	4%	8% ^b	4%	12% ^d	4%	16% ^f	4%	71% ^h	3%	11% ^j	4%	7% ^l	4%	7% ⁿ	4%	17% ^p	4%	10% ^r	4%	7%	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	171	44	127	8	163	9	162	9	162	49	122	60	111	33	138	58	113	11	160	5	166
	4%	7% ^b	4%	10% ^d	4%	10% ^f	4%	16% ^h	4%	12% ^j	3%	8% ^l	3%	8% ⁿ	4%	62% ^p	3%	5%	4%	7%	4%
A Current account	144	45	100	45	99	19	125	3	141	24	120	43	101	30	115	7	137	16	129	2	143
	3%	7% ^b	3%	58% ^d	2%	22% ^f	3%	5%	3%	6% ^j	3%	5% ^l	3%	7% ⁿ	3%	8% ^p	3%	7% ^r	3%	3%	3%
Pay TV (not bundled with another product)	116	24	92	6	111	9	108	3	113	21	95	31	85	16	101	4	112	21	95	31	85
	3%	4%	3%	8% ^d	3%	10% ^f	3%	5%	3%	5% ^j	2%	4% ^l	2%	4%	3%	4%	3%	10% ^r	2%	51% ^t	2%
SUMMARY CODE																					
ANY	2477	588	1889	68	2409	82	2395	53	2424	381	2096	761	1716	391	2086	83	2394	199	2278	56	2421
	58%	92% ^b	52%	87% ^d	57%	93% ^f	57%	94% ^h	58%	96% ^j	54%	97% ^l	49%	94% ⁿ	54%	89% ^p	57%	90% ^r	56%	91% ^t	58%
3+ PRODUCTS	707	267	440	35	672	47	659	35	672	222	485	311	395	155	552	53	654	97	609	16	691
	17%	42% ^b	12%	45% ^d	16%	54% ^f	16%	63% ^h	16%	56% ^j	13%	40% ^l	11%	37% ⁿ	14%	57% ^p	16%	44% ^r	15%	26%	16%
None of these	1762	54	1709	10	1753	6	1756	3	1759	17	1746	24	1738	23	1740	10	1752	21	1741	5	1757
	41%	8%	47% ^a	13%	42% ^c	7%	42% ^e	6%	42% ^g	4%	45% ⁱ	3%	50% ^k	5%	45% ^m	11%	42% ^o	10%	43% ^q	9%	42% ^s
Don't know	29	-	29	-	29	-	29	-	29	-	29	-	29	3	26	-	29	-	29	-	29
	1%	-	1% ^a	-	1%	-	1%	-	1%	-	1%	-	1% ^k	1%	1%	-	1%	-	1%	-	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t
* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92 Ways shopped around for - SUMMARY

Base: All who have personally shopped round for products or services in the last 12 months

	Energy (gas/electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	732	118	180	129	743	1253	669	147	353	97
Weighted Base	813	144	229	184	856	1440	795	171	417	116
An online price comparison website or app	521 64%	52 36%	137 60%	79 43%	515 60%	950 66%	326 41%	84 49%	186 45%	36 31%
Phoning or emailing providers/suppliers directly (or they phoned you)	89 11%	10 7%	12 5%	14 7%	103 12%	162 11%	98 12%	29 17%	55 13%	19 16%
Visiting websites of individual providers/suppliers	137 17%	42 29%	44 19%	35 19%	172 20%	278 19%	244 31%	49 29%	102 25%	29 25%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	6 4%	9 4%	3 2%	32 4%	44 3%	15 2%	9 5%	18 4%	4 3%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	23 16%	46 20%	15 8%	150 18%	236 16%	79 10%	23 13%	67 16%	11 9%
Customer review websites (e.g. Trustpilot)	27 3%	6 4%	7 3%	5 3%	36 4%	58 4%	47 6%	8 5%	23 6%	7 6%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	27 3%	29 20%	8 3%	16 8%	23 3%	19 1%	174 22%	13 8%	18 4%	6 5%
Using a broker/financial adviser	- -	3 2%	1 1%	72 39%	38 4%	42 3%	2 *	- -	3 1%	1 1%
Looked at leaflets/information sent in the mail	18 2%	10 7%	10 4%	1 1%	30 3%	24 2%	17 2%	10 6%	14 3%	2 2%
Sought advice from family, friends, colleagues	50 6%	26 18%	11 5%	14 7%	56 7%	93 6%	105 13%	19 11%	51 12%	18 16%
Other	14 2%	2 1%	3 1%	3 2%	5 1%	4 *	5 1%	* *	7 2%	1 1%
None	9 1%	- -	2 1%	- -	2 *	1 *	3 *	- -	3 1%	6 5%
Don't know	10 1%	5 3%	3 1%	2 1%	14 2%	13 1%	9 1%	- -	5 1%	1 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92_01 Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped round for products or services in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	732	372	360	46	139	111	124	107	205	196	219	152	165
Weighted Base	813	433	380	58*	168	145	166	131	145	259	281	158	116
An online price comparison website or app	521 64%	280 65%	240 63%	29 50%	123 73% <i>cgh</i>	104 72% <i>cgh</i>	115 69% <i>cgh</i>	74 56%	76 52%	173 67% <i>l</i>	175 62%	109 69% <i>l</i>	64 55%
Phoning or emailing providers\suppliers directly (or they phoned you)	89 11%	35 8%	54 14% <i>a</i>	5 9%	10 6%	15 10%	12 7%	18 14%	29 20% <i>def</i>	28 11%	31 11%	16 10%	14 12%
Visiting websites of individual providers\suppliers	137 17%	73 17%	64 17%	15 26%	30 18%	20 13%	22 13%	25 19%	25 17%	56 21% <i>l</i>	43 15%	25 16%	13 12%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	19 4%	16 4%	4 7%	5 3%	5 3%	6 4%	7 6%	7 5%	12 5% <i>k</i>	19 7% <i>kl</i>	1 1%	2 2%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	64 15%	57 15%	7 11%	14 9%	30 21% <i>dh</i>	26 16% <i>h</i>	34 26% <i>dh</i>	10 7%	47 18% <i>l</i>	45 16%	18 11%	12 10%
Customer review websites (e.g. Trustpilot)	27 3%	19 4%	9 2%	3 4%	7 4%	6 4%	6 4%	4 3%	2 2%	12 5% <i>j</i>	4 1%	6 4%	5 5% <i>j</i>
Visiting providers\suppliers in person (e.g. shops, banks, offices)	27 3%	17 4%	10 3%	4 7%	5 3%	2 1%	2 1%	10 8% <i>ef</i>	4 3%	7 3%	11 4%	1 1%	8 7% <i>k</i>
Using a broker\financial adviser	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked at leaflets\information sent in the mail	18 2%	10 2%	8 2%	-	4 2%	3 2%	-	2 1%	9 6% <i>fg</i>	2 1%	10 4%	1 1%	4 3%
Sought advice from family, friends, colleagues	50 6%	22 5%	27 7%	8 14% <i>efg</i>	10 6%	5 4%	7 4%	5 4%	13 9%	10 4%	13 5%	10 7%	16 14% <i>ijk</i>
Other	14 2%	8 2%	6 2%	1 2%	-	-	5 3%	2 2%	5 4% <i>de</i>	3 1%	3 1%	2 1%	5 4% <i>j</i>
None	9 1%	4 1%	5 1%	1 2%	-	-	-	2 1%	6 4% <i>def</i>	1 *	3 1%	1 *	4 4% <i>ik</i>
Don't know	10 1%	6 1%	4 1%	1 2%	3 2%	2 1%	2 1%	1 1%	-	2 1%	5 2%	2 1%	2 2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92_01 Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped round for products or services in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	732	482	129	118	88	225	245	163	10	154	302	121	94	61	566	166
Weighted Base	813	580	151	78	88*	260	267	191	7**	140	338	145	119*	71*	640	173
An online price comparison website or app	521 64%	380 66% ^c	99 65% ^c	38 49%	52 59%	165 63%	172 64%	129 68%	3 46%	63 45%	243 72% ⁱ	96 66% ⁱ	74 62% ⁱ	44 62% ⁱ	409 64%	112 65%
Phoning or emailing providers/suppliers directly (or they phoned you)	89 11%	66 11%	14 9%	8 11%	12 13%	23 9%	39 15% ^g	14 7%	1 18%	19 13%	34 10%	10 7%	16 13%	11 16%	73 11%	17 10%
Visiting websites of individual providers/suppliers	137 17%	100 17%	27 18%	10 12%	14 16%	46 18%	46 17%	30 16%	-	27 19% ^m	56 17%	36 25% ^{lm}	13 11%	5 7%	104 16%	33 19%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	26 4%	8 5%	1 1%	5 6%	18 7% ^f	6 2%	5 3%	-	4 3%	17 5%	5 3%	3 2%	6 8%	30 5%	4 3%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	96 17%	17 11%	8 11%	18 20%	35 13%	35 13%	34 18%	-	23 16%	48 14%	19 13%	23 19%	8 11%	105 16% ^o	17 10%
Customer review websites (e.g. Trustpilot)	27 3%	22 4%	4 3%	1 1%	2 3%	11 4%	8 3%	6 3%	-	2 1%	13 4%	3 2%	7 6% ⁱ	3 4%	21 3%	7 4%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	27 3%	18 3%	4 3%	5 6%	6 7%	8 3%	8 3%	4 2%	1 9%	6 4%	8 2%	6 4%	3 3%	3 4%	15 2%	12 7% ⁿ
Using a broker/financial adviser	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked at leaflets/information sent in the mail	18 2%	12 2%	4 2%	2 3%	2 2%	4 2%	5 2%	7 4%	-	6 4%	6 2%	1 1%	5 4%	-	13 2%	5 3%
Sought advice from family, friends, colleagues	50 6%	22 4%	17 11% ^a	11 14% ^a	7 8%	22 8%	13 5%	7 4%	-	13 9%	20 6%	8 5%	6 5%	2 3%	42 7%	8 5%
Other	14 2%	8 1%	1 1%	5 6% ^{ab}	2 2%	5 2%	3 1%	4 2%	-	6 4% ^k	5 1%	-	* *	3 4% ^k	10 2%	3 2%
None	9 1%	3 1%	2 2%	3 4% ^a	2 2% ^f	4 2%	-	1 *	2 27%	5 3% ^k	4 1%	-	-	-	7 1%	2 1%
Don't know	10 1%	5 1%	3 2%	2 3%	2 2%	3 1%	2 1%	2 1%	-	1 1%	2 1%	2 2%	3 3%	1 2%	9 1%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92_01 Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped round for products or services in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	732	29	78	75	51	66	75	61	102	78	33	70	14
Weighted Base	813	32**	86*	79*	63*	66*	85*	75*	112*	91*	35*	76*	14**
An online price comparison website or app	521 64%	23 74%	58 68%	58 73%	35 56%	48 73%	50 59%	43 57%	79 70%	55 60%	20 58%	45 59%	6 44%
Phoning or emailing providers/suppliers directly (or they phoned you)	89 11%	6 20%	6 6%	6 7%	6 9%	8 11%	5 6%	17 23%bcfij	12 11%	7 8%	2 5%	14 19%bf	1 6%
Visiting websites of individual providers/suppliers	137 17%	4 12%	16 18%	16 20%	9 14%	5 8%	24 28%ehj	15 20%	14 13%	14 15%	3 9%	15 20%	2 14%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	2 6%	3 4%	1 2%	- -	3 4%	5 5%	8 10%di	5 5%	2 2%	4 11%d	2 2%	- -
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	4 13%	12 14%	8 10%	16 26%c	9 13%	12 14%	16 22%	14 13%	13 14%	3 9%	14 18%	- -
Customer review websites (e.g. Trustpilot)	27 3%	1 5%	3 4%	1 2%	4 6%	4 7%k	2 2%	3 4%	5 4%	2 2%	1 4%	- -	- -
Visiting providers/suppliers in person (e.g. shops, banks, offices)	27 3%	2 7%	2 2%	4 5%	2 3%	3 5%	1 1%	3 4%	5 4%	4 4%	- -	1 2%	- -
Using a broker/financial adviser	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Looked at leaflets/information sent in the mail	18 2%	- -	4 4%	2 2%	2 4%	1 2%	1 1%	3 4%	2 2%	2 2%	1 2%	- -	- -
Sought advice from family, friends, colleagues	50 6%	2 5%	4 5%	7 9%	1 1%	3 4%	5 6%	5 7%	5 5%	7 7%	2 6%	6 8%	3 21%
Other	14 2%	1 2%	1 2%	* *	- -	1 1%	2 2%	1 1%	1 1%	1 1%	- -	2 2%	4 28%
None	9 1%	1 2%	2 3%	- -	- -	- -	1 1%	1 2%	- -	4 4%	- -	- -	- -
Don't know	10 1%	- -	2 2%	2 3%	- -	1 2%	- -	2 2%	- -	1 1%	2 6%fh	1 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92_01 Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped round for products or services in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
		Unweighted Base	732	120	101	87	100	71	87	645	198	534	169	562
Weighted Base	813	98	105*	106*	128*	101*	57*	756	241	572	145	667	179	634
An online price comparison website or app	521 64%	50 51%	71 68%a	70 66%a	85 66%a	77 76%a	20 35%	501 66%f	164 68%	357 62%	76 52%	444 67%j	95 53%	426 67%l
Phoning or emailing providers/suppliers directly (or they phoned you)	89 11%	7 8%	16 15%	17 16%	13 10%	8 8%	8 14%	81 11%	29 12%	60 11%	20 14%	70 10%	32 18% ^m	57 9%
Visiting websites of individual providers/suppliers	137 17%	10 10%	20 19%	23 22%a	17 13%	16 16%	7 12%	130 17%	35 15%	102 18%	18 13%	118 18%	33 18%	104 16%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	1 1%	3 3%	9 9%a	7 6%	6 6%	1 1%	34 4%	11 4%	24 4%	3 2%	31 5%	10 5%	25 4%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	8 9%	12 12%	26 25%ab	22 17%	17 17%	5 8%	117 15%	36 15%	86 15%	26 18%	95 14%	21 11%	101 16%
Customer review websites (e.g. Trustpilot)	27 3%	2 2%	4 4%	3 3%	3 2%	5 5%	1 1%	27 4%	9 4%	19 3%	4 2%	24 4%	4 2%	24 4%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	27 3%	9 9% ^{ce}	5 5%	2 1%	5 4%	1 1%	4 7%	23 3%	5 2%	22 4%	5 3%	22 3%	4 2%	23 4%
Using a broker/financial adviser	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked at leaflets/information sent in the mail	18 2%	2 2%	5 5%	3 2%	1 1%	1 1%	2 3%	16 2%	2 1%	15 3%	5 3%	13 2%	9 5% ^m	9 1%
Sought advice from family, friends, colleagues	50 6%	12 12% ^e	7 7%	7 6%	7 5%	3 3%	11 19% ^g	39 5%	9 4%	41 7%	16 11% ^k	34 5%	15 8%	34 5%
Other	14 2%	5 5% ^e	1 1%	2 2%	1 1%	-	5 9% ^g	8 1%	3 1%	11 2%	10 7% ^k	4 1%	5 3%	8 1%
None	9 1%	5 5% ^{ce}	3 2%	-	1 1%	-	5 9% ^g	4 1%	-	9 2%	5 3% ^k	4 1%	7 4% ^m	2 *
Don't know	10 1%	1 1%	2 2%	-	-	3 3%	-	10 1%	6 3% ⁱ	4 1%	1 1%	9 1%	1 *	9 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.92_01 Ways shopped around for - Energy (gas\electricity)

Base: All who have personally shopped round for products or services in the last 12 months

	Total	WHETHER TOOK OUT ENERGY		WHETHER SWITCHED ENERGY		WHETHER EXPERIENCED PROBLEM WITH ENERGY PROVIDER	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)
Unweighted Base	732	554	178	454	278	88	644
Weighted Base	813	625	188	492	321	93*	721
An online price comparison website or app	521 64%	406 65%	115 61%	327 66%	194 60%	64 69%	457 63%
Phoning or emailing providers\suppliers directly (or they phoned you)	89 11%	73 12%	17 9%	58 12%	32 10%	12 12%	78 11%
Visiting websites of individual providers\suppliers	137 17%	103 17%	34 18%	70 14%	66 21% ^c	14 15%	123 17%
Checked best-buy tables (e.g. internet, newspaper)	34 4%	27 4%	7 4%	18 4%	16 5%	3 4%	31 4%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	121 15%	94 15%	27 15%	71 14%	51 16%	8 8%	114 16%
Customer review websites (e.g. Trustpilot)	27 3%	21 3%	7 4%	17 3%	11 3%	3 3%	25 3%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	27 3%	19 3%	8 4%	16 3%	11 3%	5 5%	22 3%
Using a broker\financial adviser	- -	- -	- -	- -	- -	- -	- -
Looked at leaflets\information sent in the mail	18 2%	10 2%	7 4%	8 2%	10 3%	4 5%	13 2%
Sought advice from family, friends, colleagues	50 6%	37 6%	13 7%	25 5%	24 8%	7 7%	43 6%
Other	14 2%	12 2%	2 1%	11 2%	3 1%	1 1%	13 2%
None	9 1%	8 1%	1 *	9 2% ^d	- -	4 4% ^f	5 1%
Don't know	10 1%	9 1%	1 1%	2 *	8 3% ^c	- -	10 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93 Reasons why have taken out without shopping around? - SUMMARY

Base: All who haven't shopped around in the last 12 months

	Energy (gas\electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	290	142	118	51	395	363	328	150	207	98
Weighted Base	288	148	141	67	397	376	364	161	223	109
Takes too much time\effort	46 16%	17 11%	12 8%	7 10%	68 17%	66 18%	46 13%	22 13%	35 16%	21 19%
Too difficult to compare	13 4%	1 1%	1 *	-	3 1%	11 3%	12 3%	7 4%	10 5%	4 4%
Too difficult to find information about products\services	3 1%	1 *	3 2%	-	2 1%	2 1%	4 1%	* *	1 *	1 1%
Not worth it as no real difference between providers	16 6%	5 3%	4 3%	4 5%	32 8%	25 7%	17 5%	6 4%	9 4%	5 5%
Don't know where to shop around	6 2%	2 1%	1 1%	5 7%	4 1%	4 1%	* *	1 1%	-	4 4%
Wouldn't know what to look for	4 1%	4 3%	1 1%	1 1%	7 2%	3 1%	2 1%	5 3%	1 *	-
The offer from the provider was just what I wanted	61 21%	17 11%	38 27%	17 25%	114 29%	111 30%	86 24%	47 29%	65 29%	21 19%
I feel loyalty to my provider \ have an established relationship	42 15%	49 33%	37 26%	11 16%	79 20%	70 19%	84 23%	20 12%	34 15%	10 9%
Provider understands my needs	18 6%	14 10%	10 7%	2 3%	43 11%	37 10%	31 9%	13 8%	9 4%	11 10%
Too risky to switch (e.g. disruption to service)	8 3%	1 *	2 1%	1 2%	2 1%	2 1%	1 *	-	1 1%	-
Never really thought about it	30 11%	21 14%	24 17%	5 7%	28 7%	31 8%	39 11%	18 11%	20 9%	16 14%
Husband/ wife / partner / family member does it for me	32 11%	8 6%	6 4%	4 6%	30 8%	37 10%	17 5%	19 12%	12 6%	6 5%
Followed personal recommendation	3 1%	-	2 1%	-	3 1%	1 *	4 1%	1 1%	4 2%	-
Happy with current provider / deal	8 3%	2 2%	4 3%	1 2%	6 1%	8 2%	12 3%	1 1%	9 4%	4 4%
Provider contacted me directly	3 1%	-	-	-	-	-	-	-	-	-
Existing deal was (automatically) renewed	-	-	-	-	2 *	4 1%	-	-	-	-
No particular reason	-	-	-	1 2%	1 *	1 *	2 1%	2 1%	-	1 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93 Reasons why have taken out without shopping around? - SUMMARY

Base: All who haven't shopped around in the last 12 months

	Energy (gas/electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	290	142	118	51	395	363	328	150	207	98
Weighted Base	288	148	141	67	397	376	364	161	223	109
Other	23 8%	16 11%	10 7%	14 22%	24 6%	13 3%	19 5%	13 8%	26 12%	11 10%
None	-	-	-	-	-	1 *	4 1%	-	-	-
Don't know	12 4%	2 1%	6 4%	3 5%	14 3%	17 4%	18 5%	4 2%	9 4%	9 8%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	290	130	160	23	44	42	40	33	108	66	73	53	98
Weighted Base	288	131	157	28**	46*	52*	48*	41*	73*	81*	88*	52*	65*
Takes too much time/effort	46 16%	20 15%	26 16%	5 18%	6 13%	6 13%	10 20%	9 22%	9 13%	10 13%	13 15%	4 7%	19 29%ijk
Too difficult to compare	13 4%	7 6%	5 3%	3 10%	1 3%	1 3%	4 7%	1 3%	2 3%	4 5%	2 2%	2 4%	5 8%
Too difficult to find information about products/services	3 1%	* *	3 2%	- -	- -	- -	- -	- -	3 4%	- -	1 1%	- -	2 3%
Not worth it as no real difference between providers	16 6%	8 6%	8 5%	- -	- -	3 6%	2 5%	8 19%dh	3 4%	4 5%	6 7%	2 4%	4 6%
Don't know where to shop around	6 2%	3 2%	3 2%	2 7%	1 3%	- -	1 2%	- -	2 3%	1 1%	2 2%	- -	3 5%
Wouldn't know what to look for	4 1%	- -	4 2%	1 4%	- -	1 2%	- -	- -	1 2%	1 2%	1 1%	1 2%	1 1%
The offer from the provider was just what I wanted	61 21%	22 16%	39 25%	4 13%	8 18%	11 21%	12 26%	8 20%	17 23%	14 18%	22 24%	8 16%	16 25%
I feel loyalty to my provider \ have an established relationship	42 15%	18 14%	24 15%	1 4%	7 15%	7 13%	7 15%	3 8%	16 22%	12 15%	13 14%	12 23%l	5 8%
Provider understands my needs	18 6%	8 6%	10 6%	1 5%	4 10%	1 2%	2 5%	2 4%	7 10%	6 7%	5 5%	2 5%	4 7%
Too risky to switch (e.g. disruption to service)	8 3%	5 4%	3 2%	- -	1 3%	- -	4 8%	1 2%	2 3%	- -	5 5%	1 3%	2 3%
Never really thought about it	30 11%	16 12%	15 9%	4 16%	6 14%	4 7%	4 8%	6 15%	6 8%	9 11%	9 10%	4 9%	8 12%
Husband/ wife / partner / family member does it for me	32 11%	13 10%	19 12%	- -	3 7%	12 23%	4 9%	3 8%	9 12%	18 22%j	- -	9 18%j	5 8%j
Followed personal recommendation	3 1%	3 2%	- -	- -	- -	3 5%	- -	- -	- -	2 2%	- -	- -	1 1%
Happy with current provider / deal	8 3%	7 5%	2 1%	1 4%	1 2%	2 3%	- -	- -	5 7%	3 4%	3 4%	1 2%	1 1%
Provider contacted me directly	3 1%	2 2%	1 1%	1 3%	- -	1 2%	1 2%	1 1%	1 1%	- -	- -	1 1%	3 4%
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	290	130	160	23	44	42	40	33	108	66	73	53	98
Weighted Base	288	131	157	28**	46*	52*	48*	41*	73*	81*	88*	52*	65*
Other	23	13	10	4	6	2	6	4	2	5	13	4	1
	8%	10%	6%	13%	13%h	3%	12%	11%	3%	6%	14%l	8%	2%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	5	7	3	5	1	-	-	3	2	6	4	-
	4%	4%	4%	10%	11%f	2%	-	-	4%	3%	7%l	8%l	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	290	170	52	67	64	87	71	63	4	80	120	37	35	18	234	56
Weighted Base	288	184	61*	42*	59*	91*	70*	65*	2**	65*	118	42*	41*	21**	231	57*
Takes too much time/effort	46 16%	29 15%	8 14%	9 21%	10 16%	17 19%	11 16%	8 12%	-	11 17%	18 15%	5 13%	7 16%	5 25%	37 16%	9 16%
Too difficult to compare	13 4%	8 4%	1 2%	3 8%	5 8%e	-	5 7%e	3 4%	-	2 3%	3 3%	4 10%	1 1%	3 13%	11 5%	2 3%
Too difficult to find information about products/services	3 1%	2 1%	-	1 2%	2 3%	*	1 1%	-	-	3 4%	*	-	-	-	3 1%	-
Not worth it as no real difference between providers	16 6%	10 6%	1 1%	5 11%b	4 6%	3 3%	4 6%	5 8%	*	6 9%	7 6%	3 6%	1 2%	-	13 6%	3 5%
Don't know where to shop around	6 2%	4 2%	1 2%	1 3%	4 7%	1 1%	1 1%	* 1%	-	2 4%	2 2%	2 4%	-	-	5 2%	1 1%
Wouldn't know what to look for	4 1%	1 *	2 4%a	1 1%	2 3%	2 2%	-	-	-	1 1%	2 2%	1 3%	-	-	4 2%	-
The offer from the provider was just what I wanted	61 21%	37 20%	14 23%	9 21%	12 21%	22 24%	14 20%	12 18%	-	19 29%	22 19%	10 23%	9 21%	1 5%	50 22%	11 19%
I feel loyalty to my provider \ have an established relationship	42 15%	28 15%	9 15%	5 11%	6 10%	9 10%	12 17%	14 22%	1 32%	10 15%	22 18%	3 8%	3 8%	4 18%	27 12%	14 25% ⁿ
Provider understands my needs	18 6%	11 6%	5 8%	2 5%	3 4%	4 4%	5 7%	6 9%	-	4 7%	10 9%	2 4%	1 3%	-	12 5%	6 10%
Too risky to switch (e.g. disruption to service)	8 3%	6 3%	1 2%	1 3%	1 2%	5 6%	2 3%	-	-	2 3%	2 2%	3 6%	1 3%	1 3%	6 3%	2 4%
Never really thought about it	30 11%	15 8%	9 15%	6 15%	11 18%g	11 12%	6 8%	3 5%	-	9 14%	13 11%	2 5%	3 8%	3 14%	27 12%	3 6%
Husband/ wife / partner / family member does it for me	32 11%	26 14%	3 5%	2 6%	3 5%	9 10%	11 15%	9 14%	1 29%	2 3%	11 10%	8 18%i	7 16%i	4 20%	25 11%	6 11%
Followed personal recommendation	3 1%	2 1%	-	1 2%	2 3%	-	-	-	-	-	3 2%	-	-	-	2 1%	1 1%
Happy with current provider / deal	8 3%	5 3%	3 4%	1 2%	-	5 5%	1 1%	3 4%	-	-	6 5%	1 2%	1 2%	1 5%	7 3%	2 3%
Provider contacted me directly	3 1%	1 *	1 1%	2 5%a	2 3%	1 1%	-	-	1 26%	2 3%	1 *	-	1 2%	-	3 1%	1 1%
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	290	170	52	67	64	87	71	63	4	80	120	37	35	18	234	56
Weighted Base	288	184	61*	42*	59*	91*	70*	65*	2**	65*	118	42*	41*	21**	231	57*
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	23	14	7	1	3	7	6	7	*	5	8	3	6	1	21	2
	8%	8%	12%	3%	5%	7%	9%	11%	12%	7%	7%	8%	15%	5%	9%	4%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	7	4	1	3	5	2	2	-	1	7	1	1	2	11	1
	4%	4%	6%	2%	4%	5%	3%	3%	-	2%	6%	3%	3%	8%	5%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	290	16	33	16	21	21	30	30	53	16	9	29	16
Weighted Base	288	15**	35**	16**	22**	22**	33**	34**	49*	16**	7**	25**	13**
Takes too much time/effort	46 16%	3 17%	6 17%	2 12%	2 8%	3 11%	10 29%	3 10%	9 19%	2 11%	2 29%	1 2%	5 37%
Too difficult to compare	13 4%	2 11%	-	-	1 6%	-	3 10%	1 2%	4 9%	-	1 9%	1 3%	-
Too difficult to find information about products/services	3 1%	* 2%	1 3%	-	-	-	-	-	2 3%	-	-	-	-
Not worth it as no real difference between providers	16 6%	-	1 4%	1 8%	4 18%	-	2 7%	2 5%	* 1%	1 5%	-	3 11%	1 11%
Don't know where to shop around	6 2%	1 6%	1 3%	-	-	-	1 2%	2 7%	1 1%	-	-	-	* 4%
Wouldn't know what to look for	4 1%	1 8%	-	-	-	1 6%	-	-	1 1%	-	-	1 2%	-
The offer from the provider was just what I wanted	61 21%	2 15%	10 29%	2 14%	3 12%	2 11%	10 32%	10 30%	9 19%	1 6%	-	7 26%	4 27%
I feel loyalty to my provider \ have an established relationship	42 15%	* 3%	5 14%	3 17%	3 15%	8 36%	6 17%	2 7%	6 12%	4 23%	-	4 17%	1 7%
Provider understands my needs	18 6%	-	2 7%	1 7%	-	2 11%	-	-	4 9%	5 33%	1 8%	1 3%	1 4%
Too risky to switch (e.g. disruption to service)	8 3%	1 6%	2 5%	1 3%	-	-	-	1 3%	-	-	* 4%	2 9%	1 9%
Never really thought about it	30 11%	3 18%	4 11%	-	4 16%	2 10%	1 4%	6 19%	5 10%	2 13%	1 8%	2 9%	1 5%
Husband/ wife / partner / family member does it for me	32 11%	4 25%	1 3%	4 26%	4 18%	2 8%	2 7%	2 5%	6 12%	1 5%	3 41%	3 14%	-
Followed personal recommendation	3 1%	-	-	-	-	-	-	2 6%	-	-	1 10%	-	-
Happy with current provider / deal	8 3%	-	1 3%	1 5%	-	1 6%	-	1 3%	3 5%	2 10%	-	-	-
Provider contacted me directly	3 1%	-	-	-	2 7%	-	-	-	1 1%	-	1 7%	1 3%	-
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	290	16	33	16	21	21	30	30	53	16	9	29	16
Weighted Base	288	15**	35**	16**	22**	22**	33**	34**	49*	16**	7**	25**	13**
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	23	-	3	1	-	5	2	1	8	1	-	1	-
	8%	-	8%	6%	-	24%	6%	3%	16%	8%	-	6%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	3	-	1	-	1	3	2	-	-	3	-
	4%	-	8%	-	4%	-	4%	9%	4%	-	-	10%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	290	71	45	29	32	19	47	243	71	219	79	211	118	172
Weighted Base	288	58*	42*	32**	40**	26**	30*	257	81*	206	67*	221	88	200
Takes too much time/effort	46 16%	14 25%	8 19%	4 13%	6 14%	1 3%	8 25%	38 15%	14 17%	32 15%	13 20%	33 15%	15 17%	31 15%
Too difficult to compare	13 4%	4 7%	5 12%	1 2%	- -	- -	1 2%	12 5%	4 5%	8 4%	1 2%	11 5%	4 4%	9 4%
Too difficult to find information about products/services	3 1%	3 4%	* 1%	- -	- -	- -	3 8%g	* *	- -	3 1%	2 2%	1 1%	3 3% ^m	- -
Not worth it as no real difference between providers	16 6%	4 8%	7 16%	- -	1 2%	1 6%	2 6%	14 6%	2 3%	14 7%	4 7%	11 5%	4 5%	11 6%
Don't know where to shop around	6 2%	4 7%	- -	- -	- -	- -	1 4%	5 2%	1 1%	6 3%	1 1%	6 3%	2 2%	4 2%
Wouldn't know what to look for	4 1%	2 3%	1 1%	1 4%	- -	- -	1 2%	3 1%	1 2%	2 1%	2 3%	2 1%	1 1%	2 1%
The offer from the provider was just what I wanted	61 21%	13 23%	11 26%	7 21%	10 25%	7 26%	2 8%	58 23% ^f	17 21%	43 21%	13 19%	48 22%	16 19%	44 22%
I feel loyalty to my provider \ have an established relationship	42 15%	6 10%	8 19%	5 16%	7 17%	4 14%	4 14%	37 15%	8 10%	33 16%	11 17%	30 14%	20 22% ^m	22 11%
Provider understands my needs	18 6%	3 6%	2 4%	3 11%	3 7%	2 9%	* 1%	17 7%	2 2%	16 8%	3 5%	14 7%	7 8%	10 5%
Too risky to switch (e.g. disruption to service)	8 3%	2 3%	- -	3 8%	2 6%	- -	1 3%	7 3%	1 1%	7 3%	2 3%	6 3%	4 4%	5 2%
Never really thought about it	30 11%	7 13%	3 7%	4 14%	3 7%	2 6%	4 12%	27 10%	6 7%	25 12%	7 11%	23 11%	8 9%	22 11%
Husband/ wife / partner / family member does it for me	32 11%	3 5%	2 4%	2 8%	5 13%	9 34%	3 9%	29 11%	16 19% ⁱ	16 8%	7 10%	25 11%	11 12%	21 11%
Followed personal recommendation	3 1%	1 1%	- -	- -	- -	- -	1 2%	2 1%	- -	3 1%	1 1%	2 1%	- -	3 1%
Happy with current provider / deal	8 3%	1 1%	2 5%	3 10%	2 4%	- -	1 2%	8 3%	1 1%	8 4%	2 4%	6 3%	5 6%	4 2%
Provider contacted me directly	3 1%	3 6%	- -	- -	- -	- -	3 9%g	1 *	1 1%	3 1%	2 3%	1 1%	1 1%	3 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.93_01 Reasons why have taken out without shopping around? - Energy (gas/electricity)

Base: All who haven't shopped around for energy suppliers in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	290	71	45	29	32	19	47	243	71	219	79	211	118	172
Weighted Base	288	58*	42*	32**	40**	26**	30*	257	81*	206	67*	221	88	200
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	23	1	3	3	1	1	1	22	7	16	7	16	3	20
	8%	2%	7%	9%	3%	5%	4%	9%	9%	8%	10%	7%	4%	10%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	12	-	1	2	2	1	1	12	1	11	1	11	3	9
	4%	-	3%	5%	4%	5%	2%	4%	1%	5%	2%	5%	3%	5%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.94 Whether switched provider or contract for any products or services since July 2017

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Car insurance	785 18%	441 21%b	344 16%	46 8%	131 18%ch	161 24%cdh	192 26%cdh	133 21%ch	122 13%c	248 25%kl	298 22%kl	155 18%l	84 8%
Energy (gas/electricity)	642 15%	324 16%	318 15%	28 5%	109 15%c	125 19%ch	131 18%c	108 17%c	140 15%c	200 20%jkl	213 16%l	125 14%l	104 10%
A Mobile phone contract	416 10%	210 10%	206 9%	76 13%dh	60 8%h	106 16%dfgh	80 11%h	63 10%h	31 3%	99 10%l	175 13%kl	72 8%	70 7%
Home insurance	398 9%	203 10%	195 9%	4 1%	47 7%c	66 10%cd	103 14%cdh	86 14%cdh	92 10%cd	139 14%jkl	135 10%l	74 9%l	50 5%
Broadband (not bundled with another product)	220 5%	124 6%b	96 4%	29 5%h	54 8%h	39 6%h	48 6%h	30 5%h	20 2%	54 5%l	79 6%l	56 6%l	32 3%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	93 2%	51 2%	42 2%	6 1%	15 2%	21 3%ch	23 3%ch	14 2%	13 1%	32 3%l	25 2%	20 2%	16 2%
A Credit card	88 2%	52 2%	36 2%	6 1%	28 4%cgh	20 3%ch	16 2%h	9 1%	9 1%	31 3%l	28 2%l	21 2%l	8 1%
A Current account	77 2%	47 2%b	30 1%	13 2%	17 2%h	11 2%	18 2%h	8 1%	10 1%	26 3%l	29 2%l	13 1%	10 1%
Pay TV (not bundled with another product)	61 1%	40 2%b	22 1%	10 2%	14 2%h	11 2%	9 1%	10 2%	8 1%	12 1%	23 2%	12 1%	14 1%
A Mortgage	56 1%	29 1%	27 1%	2 *	10 1%h	27 4%cdfgh	13 2%ch	3 *	2 *	19 2%l	23 2%l	12 1%l	1 *
SUMMARY CODE													
ANY	1833 43%	946 45%b	887 41%	184 32%	306 43%ch	357 54%cdgh	386 52%cdh	291 47%ch	307 32%	490 49%kl	687 50%kl	348 40%l	307 30%
3+ PRODUCTS	235 6%	138 7%b	97 4%	8 1%	36 5%c	52 8%ch	64 9%cdh	43 7%ch	31 3%c	93 9%jkl	79 6%l	49 6%l	14 1%
None of these	2381 56%	1123 54%	1258 58%a	382 66%defg	401 56%ef	304 46%	342 46%	323 52%e	629 66%defg	498 50%	669 49%	506 58%ij	708 68%ijk
Don't know	55 1%	18 1%	37 2%a	9 2%	8 1%	4 1%	8 1%	6 1%	20 2%e	12 1%	9 1%	12 1%	22 2%j

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.94 Whether switched provider or contract for any products or services since July 2017

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Car insurance	785 18%	630 22%bc	89 12%	60 9%	48 9%	265 18% ^d	265 18% ^d	202 25% ^{def}	5 19%	113 13%	295 20% ⁱ	151 19% ⁱ	162 22% ^{im}	64 15%	622 19%	163 18%
Energy (gas/electricity)	642 15%	461 16% ^c	106 15%	75 12%	69 13%	210 15%	203 14%	153 19% ^{def}	6 22%	119 14%	253 17% ^{il}	117 15%	94 13%	59 14%	528 16% ^o	114 12%
A Mobile phone contract	416 10%	251 9%	105 14% ^{ac}	56 9%	61 12%	138 10%	140 10%	73 9%	3 11%	67 8%	122 8%	92 12% ^{ij}	85 12% ^{ij}	49 12% ^{ij}	351 10% ^o	65 7%
Home insurance	398 9%	364 13% ^{bc}	19 3%	15 2%	24 5%	115 8% ^d	122 8% ^d	134 17% ^{def}	3 11%	75 9% ^m	155 10% ^m	75 10% ^m	72 10% ^m	21 5%	312 9%	86 9%
Broadband (not bundled with another product)	220 5%	131 5%	59 8% ^{ac}	29 5%	28 5%	81 6%	71 5%	37 5%	2 9%	32 4%	76 5%	50 6% ⁱ	43 6%	18 4%	180 5%	40 4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	93 2%	71 3% ^b	8 1%	12 2%	6 1%	28 2%	34 2%	25 3% ^d	-	12 1%	36 2%	23 3% ⁱ	14 2%	7 2%	77 2%	16 2%
A Credit card	88 2%	63 2% ^c	18 2%	7 1%	18 3% ^f	30 2% ^f	14 1%	27 3% ^f	-	16 2%	31 2%	21 3%	16 2%	4 1%	69 2%	19 2%
A Current account	77 2%	50 2%	17 2%	7 1%	14 3%	25 2%	27 2%	12 2%	-	17 2%	35 2% ^l	13 2%	7 1%	5 1%	63 2%	15 2%
Pay TV (not bundled with another product)	61 1%	40 1%	12 2%	9 1%	8 1%	13 1%	27 2% ^e	13 2%	* 2%	14 2%	18 1%	15 2%	11 2%	3 1%	52 2%	10 1%
A Mortgage	56 1%	55 2% ^{bc}	1 *	-	2 *	26 2% ^{dg}	21 1%	5 1%	1 5%	4 *	15 1%	21 3% ^{ij}	12 2% ⁱ	5 1%	44 1%	12 1%
SUMMARY CODE																
ANY	1833 43%	1284 45% ^c	322 44% ^c	213 33%	206 39%	617 43%	598 41%	395 49% ^{def}	15 55%	312 37%	669 45% ⁱ	348 44% ⁱ	338 46% ⁱ	165 40%	1496 45% ^o	337 37%
3+ PRODUCTS	235 6%	202 7% ^{bc}	20 3%	13 2%	15 3%	67 5%	80 5% ^d	70 9% ^{def}	3 10%	33 4%	86 6% ⁱ	58 7% ⁱ	38 5%	20 5%	187 6%	48 5%
None of these	2381 56%	1509 53%	403 55%	422 66% ^{ab}	311 60% ^g	810 56% ^g	849 58% ^g	387 48%	13 45%	531 62% ^{ijkl}	801 54%	422 54%	385 53%	241 58%	1826 54%	555 61% ⁿ
Don't know	55 1%	42 1% ^c	6 1%	4 1%	5 1%	13 1%	18 1%	18 2% ^e	-	10 1%	16 1%	14 2%	7 1%	9 2%	38 1%	17 2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.94 Whether switched provider or contract for any products or services since July 2017

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Car insurance	785 18%	44 25%beg	67 14%	65 19%g	73 24%beg	57 15%	91 23%beg	65 12%	115 20%bg	63 17%g	51 25%begi	65 18%g	29 24%beg
Energy (gas/electricity)	642 15%	33 19%gj	77 16%g	57 16%g	48 15%g	55 15%	70 18%gj	58 10%	96 16%g	58 16%g	23 11%	49 14%	19 16%
A Mobile phone contract	416 10%	17 10%	47 10%	28 8%	24 8%	29 8%	59 15%bcdehijk	79 14%codehijk	49 8%	22 6%	17 8%	33 9%	12 10%
Home insurance	398 9%	23 13%begi	32 7%	38 11%g	48 15%befghi	27 7%	36 9%g	25 4%	59 10%g	27 7%	21 10%g	45 12%begi	17 15%begi
Broadband (not bundled with another product)	220 5%	12 7%l	17 4%	22 6%l	9 3%	27 7%bdl	27 7%dl	27 5%l	27 5%	22 6%l	11 5%l	19 5%l	1 1%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	93 2%	6 3%i	10 2%	9 3%i	9 3%i	10 3%i	4 1%	8 1%	12 2%	2 1%	6 3%i	9 3%i	7 6%bghi
A Credit card	88 2%	2 1%	8 2%	12 3%d	3 1%	5 1%	11 3%	13 2%	11 2%	7 2%	3 2%	10 3%	3 2%
A Current account	77 2%	1 1%	3 1%	9 2%b	6 2%	9 2%	5 1%	13 2%b	10 2%	7 2%	3 2%	11 3%b	-
Pay TV (not bundled with another product)	61 1%	5 3%d	4 1%	6 2%	1 *	4 1%	5 1%	15 3%d	7 1%	5 1%	2 1%	8 2%d	2 1%
A Mortgage	56 1%	5 3%k	5 1%	3 1%	3 1%	8 2%	8 2%	6 1%	11 2%	3 1%	1 1%	2 1%	2 1%
SUMMARY CODE													
ANY	1833 43%	80 46%i	188 40%	143 41%	138 44%	143 38%	204 51%bceghij	238 43%	258 44%i	133 36%	84 41%	160 45%i	64 55%bceghij
3+ PRODUCTS	235 6%	17 10%bg	21 4%g	28 8%bg	21 7%g	23 6%g	24 6%g	12 2%	35 6%g	20 6%g	11 6%g	20 5%g	4 4%
None of these	2381 56%	92 53%	273 58%fl	207 59%fl	169 54%	228 61%fl	190 48%	317 57%fl	322 55%fl	220 60%fl	118 58%fl	192 54%	54 45%
Don't know	55 1%	2 1%	8 2%	2 1%	4 1%	4 1%	3 1%	4 1%	6 1%	12 3%cefg	3 1%	7 2%	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.94 Whether switched provider or contract for any products or services since July 2017

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Car insurance	785	66	94	109	146	99	36	749	252	533	115	667	162	623
	18%	11%	22%a	24%a	32%abc	31%abc	8%	20%f	21%i	17%	13%	20%j	14%	20%l
Energy (gas\electricity)	642	95	80	76	107	88	64	578	195	446	140	501	167	474
	15%	16%	18%	16%	23%ac	27%abc	15%	15%	16%	14%	16%	15%	14%	15%
A Mobile phone contract	416	57	44	47	74	52	24	392	144	272	64	352	53	363
	10%	10%	10%	10%	16%abc	16%abc	5%	10%f	12%i	9%	7%	10%j	4%	12%l
Home insurance	398	36	33	59	73	64	33	365	112	286	78	319	116	282
	9%	6%	8%	13%ab	16%ab	20%abc	8%	10%	9%	9%	9%	9%	10%	9%
Broadband (not bundled with another product)	220	32	37	39	33	12	11	209	79	140	50	170	28	192
	5%	5%	9%ae	8%e	7%	4%	3%	5%f	7%i	5%	6%	5%	2%	6%l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	93	16	8	11	17	18	11	82	31	62	17	76	24	69
	2%	3%	2%	2%	4%	6%b	3%	2%	3%	2%	2%	2%	2%	2%
A Credit card	88	8	10	25	13	14	4	85	29	59	9	79	11	77
	2%	1%	2%	5%ab	3%	4%a	1%	2%f	2%	2%	1%	2%j	1%	3%l
A Current account	77	15	7	14	8	13	5	72	15	62	16	62	17	61
	2%	3%	2%	3%	2%	4%	1%	2%	1%	2%	2%	2%	1%	2%
Pay TV (not bundled with another product)	61	13	10	10	5	10	6	55	18	44	11	50	11	50
	1%	2%	2%	2%	1%	3%	1%	1%	2%	1%	1%	1%	1%	2%
A Mortgage	56	1	1	13	14	17	1	55	31	25	3	53	2	54
	1%	*	*	3%ab	3%ab	5%ab	*	1%f	3%i	1%	*	2%j	*	2%l
SUMMARY CODE														
ANY	1833	267	219	260	270	208	154	1679	557	1275	334	1496	404	1429
	43%	45%	51%	56%a	58%ab	65%abc	35%	44%f	47%i	41%	38%	44%j	34%	47%l
3+ PRODUCTS	235	13	25	34	58	47	5	230	88	147	37	198	41	194
	6%	2%	6%a	7%a	13%abc	15%abc	1%	6%f	7%i	5%	4%	6%	3%	6%l
None of these	2381	326	210	199	192	113	272	2109	615	1765	536	1836	769	1607
	56%	54%cde	48%e	43%	42%	35%	62%g	55%	52%	57%h	61%k	54%	64%m	52%
Don't know	55	7	4	3	1	-	9	45	13	42	13	41	23	31
	1%	1%	1%	1%	*	-	2%g	1%	1%	1%	1%	1%	2%m	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.94 Whether switched provider or contract for any products or services since July 2017

Base: All Adults in UK

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR CAR INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)
Unweighted Base	4268	732	3536	118	4150	180	4088	129	4139	743	3525	1253	3015	669	3599	147	4121	353	3915	97	4171
Weighted Base	4268	813	3455	144	4124	229	4039	184	4084	856	3412	1440	2828	795	3473	171	4097	417	3851	116*	4152
Car insurance	785	238	547	43	742	58	727	54	731	362	423	734	51	199	586	60	725	104	681	31	754
	18%	29%b	16%	30% <i>d</i>	18%	25% <i>f</i>	18%	29% <i>h</i>	18%	42% <i>j</i>	12%	51% <i>l</i>	2%	25% <i>n</i>	17%	35% <i>p</i>	18%	25% <i>r</i>	18%	27% <i>t</i>	18%
Energy (gas/electricity)	642	492	150	45	597	55	587	54	588	244	398	299	343	151	490	44	598	115	526	24	617
	15%	60% <i>b</i>	4%	31% <i>d</i>	14%	24% <i>f</i>	15%	29% <i>h</i>	14%	28% <i>j</i>	12%	21% <i>l</i>	12%	19% <i>n</i>	14%	26% <i>p</i>	15%	28% <i>r</i>	14%	21%	15%
A Mobile phone contract	416	106	310	30	386	42	374	30	386	111	305	194	223	319	97	33	383	72	344	16	400
	10%	13% <i>b</i>	9%	21% <i>d</i>	9%	18% <i>f</i>	9%	16% <i>h</i>	9%	13% <i>j</i>	9%	13% <i>l</i>	8%	40% <i>n</i>	3%	19% <i>p</i>	9%	17% <i>r</i>	9%	14%	10%
Home insurance	398	156	241	24	374	47	351	44	354	349	49	299	99	103	295	49	349	70	327	21	377
	9%	19% <i>b</i>	7%	17% <i>d</i>	9%	20% <i>f</i>	9%	24% <i>h</i>	9%	41% <i>j</i>	1%	21% <i>l</i>	4%	13% <i>n</i>	8%	29% <i>p</i>	9%	17% <i>r</i>	9%	18% <i>t</i>	9%
Broadband (not bundled with another product)	220	71	149	16	204	31	189	21	198	58	162	101	119	69	151	11	208	150	70	21	199
	5%	9% <i>b</i>	4%	11% <i>d</i>	5%	14% <i>f</i>	5%	12% <i>h</i>	5%	7% <i>j</i>	5%	7% <i>l</i>	4%	9% <i>n</i>	4%	7%	5%	36% <i>r</i>	2%	18% <i>t</i>	5%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	93	20	73	7	86	12	81	15	78	44	49	55	38	27	66	58	35	13	80	4	89
	2%	3%	2%	5% <i>d</i>	2%	5% <i>f</i>	2%	8% <i>h</i>	2%	5% <i>j</i>	1%	4% <i>l</i>	1%	3% <i>n</i>	2%	34% <i>p</i>	1%	3%	2%	4%	2%
A Credit card	88	35	54	19	69	70	18	14	74	40	48	46	42	28	60	9	79	25	63	9	80
	2%	4% <i>b</i>	2%	13% <i>d</i>	2%	31% <i>f</i>	*	8% <i>h</i>	2%	5% <i>j</i>	1%	3% <i>l</i>	1%	4% <i>n</i>	2%	5% <i>p</i>	2%	6% <i>r</i>	2%	7% <i>t</i>	2%
A Current account	77	34	44	45	32	23	54	9	68	29	48	36	42	27	50	8	69	17	60	6	71
	2%	4% <i>b</i>	1%	31% <i>d</i>	1%	10% <i>f</i>	1%	5% <i>h</i>	2%	3% <i>j</i>	1%	2% <i>l</i>	1%	3% <i>n</i>	1%	5% <i>p</i>	2%	4% <i>r</i>	2%	5% <i>t</i>	2%
Pay TV (not bundled with another product)	61	15	46	2	60	7	55	4	57	14	47	23	38	12	49	5	57	21	40	31	30
	1%	2%	1%	1%	1%	3%	1%	2%	1%	2%	1%	2%	1%	2%	1%	3%	1%	5% <i>r</i>	1%	27% <i>t</i>	1%
A Mortgage	56	24	32	3	53	12	44	40	16	33	23	34	22	16	40	9	47	15	41	3	53
	1%	3% <i>b</i>	1%	2%	1%	5% <i>f</i>	1%	21% <i>h</i>	*	4% <i>j</i>	1%	2% <i>l</i>	1%	2%	1%	5% <i>p</i>	1%	3% <i>r</i>	1%	3%	1%
SUMMARY CODE																					
ANY	1833	634	1199	99	1733	168	1664	121	1712	612	1221	1026	807	528	1305	132	1701	293	1540	88	1744
	43%	78% <i>b</i>	35%	69% <i>d</i>	42%	74% <i>f</i>	41%	66% <i>h</i>	42%	71% <i>j</i>	36%	71% <i>l</i>	29%	66% <i>n</i>	38%	77% <i>p</i>	42%	70% <i>r</i>	40%	76% <i>t</i>	42%
3+ PRODUCTS	235	149	86	29	206	41	194	41	194	176	60	193	42	112	123	35	200	83	152	20	216
	6%	18% <i>b</i>	3%	20% <i>d</i>	5%	18% <i>f</i>	5%	22% <i>h</i>	5%	20% <i>j</i>	2%	13% <i>l</i>	1%	14% <i>n</i>	4%	21% <i>p</i>	5%	20% <i>r</i>	4%	17% <i>t</i>	5%
None of these	2381	174	2207	45	2336	59	2322	63	2317	244	2137	408	1973	264	2117	39	2342	119	2261	27	2354
	56%	21%	64% <i>a</i>	31%	57% <i>c</i>	26%	57% <i>e</i>	34%	57% <i>g</i>	28%	63% <i>i</i>	28%	70% <i>k</i>	33%	61% <i>m</i>	23%	57% <i>o</i>	29%	59% <i>q</i>	23%	57% <i>s</i>
Don't know	55	5	49	-	55	2	53	-	55	*	54	6	48	4	51	-	55	5	50	1	54
	1%	1%	1%	-	1%	1%	1%	-	1%	*	2% <i>i</i>	*	2% <i>k</i>	1%	1%	-	1%	1%	1%	1%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t
* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.95 Products and services responsible for purchasing, either on your own or jointly

Base: All who have not switched provider or contract in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4267	2018	2249	466	650	551	583	557	1460	786	1086	885	1510
Weighted Base	4267	2085	2181	575	715	665	736	620	956	1000	1364	865	1037
A Current account	2092	1052	1041	148	336	336	371	350	551	564	677	406	445
	49%	50%	48%	26%	47% ^c	51% ^c	50% ^c	56% ^{cd}	58% ^{cdef}	56% ^{ijkl}	50% ^l	47%	43%
A Mobile phone contract	1854	954	900	189	372	309	356	286	341	498	615	384	357
	43%	46% ^b	41%	33%	52% ^{cgh}	46% ^{ch}	48% ^{ch}	46% ^{ch}	36%	50% ^{ijkl}	45% ^l	44% ^l	34%
Energy (gas\electricity)	1775	868	906	92	285	276	328	300	494	434	576	329	436
	42%	42%	42%	16%	40% ^c	41% ^c	45% ^c	48% ^{cde}	52% ^{cdef}	43% ^k	42%	38%	42%
Home insurance	1581	802	778	47	225	256	272	281	500	453	525	313	290
	37%	38%	36%	8%	31% ^c	38% ^{cd}	37% ^c	45% ^{cdef}	52% ^{cdefg}	45% ^{ijkl}	38% ^l	36% ^l	28%
A Credit card	1411	723	687	74	226	259	268	250	335	464	475	263	209
	33%	35% ^b	32%	13%	32% ^c	39% ^{cd}	36% ^c	40% ^{cdh}	35% ^c	46% ^{ijkl}	35% ^{kl}	30% ^l	20%
Car insurance	1409	737	672	79	246	220	239	241	382	408	460	295	245
	33%	35% ^b	31%	14%	34% ^c	33% ^c	33% ^c	39% ^{cf}	40% ^{cdef}	41% ^{ijkl}	34% ^l	34% ^l	24%
Broadband (not bundled with another product)	1289	646	643	78	231	238	238	234	270	371	438	250	231
	30%	31%	29%	14%	32% ^c	36% ^{ch}	32% ^c	38% ^{ch}	28% ^c	37% ^{ijkl}	32% ^l	29% ^l	22%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	924	512	412	41	162	181	201	165	173	282	312	168	162
	22%	25% ^b	19%	7%	23% ^{ch}	27% ^{ch}	27% ^{ch}	27% ^{ch}	18% ^c	28% ^{ijkl}	23% ^l	19% ^l	16%
A Mortgage	844	462	382	28	180	203	220	140	73	294	281	177	92
	20%	22% ^b	18%	5%	25% ^{ch}	31% ^{cdgh}	30% ^{cgh}	23% ^{ch}	8% ^c	29% ^{ijkl}	21% ^l	20% ^l	9%
Pay TV (not bundled with another product)	796	412	384	49	127	151	174	128	166	241	237	170	148
	19%	20%	18%	9%	18% ^c	23% ^{cdh}	24% ^{cdh}	21% ^c	17% ^c	24% ^{ijkl}	17% ^l	20% ^l	14%
SUMMARY CODE													
ANY	3153	1595	1559	327	535	515	557	492	726	799	1050	623	681
	74%	76% ^b	71%	57%	75% ^c	77% ^c	76% ^c	79% ^c	76% ^c	80% ^{kl}	77% ^{kl}	72% ^l	66%
None of these	1038	463	574	232	171	141	163	118	213	182	303	222	330
	24%	22%	26% ^a	40% ^{defgh}	24% ^g	21%	22%	19%	22%	18%	22% ⁱ	26% ⁱ	32% ^{ijk}
Don't know	76	27	48	15	9	9	15	11	17	19	12	19	25
	2%	1%	2% ^a	3%	1%	1%	2%	2%	2%	2%	1%	2% ^j	2% ^j

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.95 Products and services responsible for purchasing, either on your own or jointly

Base: All who have not switched provider or contract in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4267	2557	665	994	587	1403	1483	745	36	1092	1506	683	606	380	3301	966
Weighted Base	4267	2833	731	639	521	1440	1465	800	28**	852	1486	784	730	416	3358	908
A Current account	2092 49%	1488 53%bc	320 44%	268 42%	232 45%	681 47%	731 50%cd	427 53%de	17 61%	481 56%klm	791 53%klm	350 45%	309 42%	163 39%	1610 48%	483 53%no
A Mobile phone contract	1854 43%	1262 45%c	332 45%c	234 37%	236 45%	607 42%	649 44%	347 43%	11 41%	344 40%	663 45%i	358 46%i	320 44%	169 41%	1478 44%	376 41%
Energy (gas/electricity)	1775 42%	1205 43%b	278 38%	276 43%b	229 44%	568 39%	619 42%	344 43%	12 42%	450 53%jkl m	667 45%klm	281 36%	250 34%	127 31%	1380 41%	394 43%
Home insurance	1581 37%	1255 44%bc	176 24%	139 22%	130 25%	495 34%cd	598 41%de	343 43%de	14 50%	376 44%klm	632 43%klm	237 30%	227 31%	109 26%	1204 36%	377 41%no
A Credit card	1411 33%	1065 38%bc	199 27%c	131 21%	145 28%	434 30%	503 34%de	314 39%def	12 42%	266 31%	565 38%ikl m	238 30%	220 30%	121 29%	1095 33%	316 35%
Car insurance	1409 33%	1086 38%bc	185 25%c	121 19%	119 23%	419 29%cd	538 37%de	319 40%de	10 36%	244 29%	576 39%ikl m	247 32%	223 31%	118 29%	1081 32%	327 36%no
Broadband (not bundled with another product)	1289 30%	916 32%c	208 28%c	150 23%	164 32%	390 27%	447 31%	279 35%e	8 29%	233 27%	528 36%ikl m	235 30%	191 26%	102 25%	1013 30%	276 30%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	924 22%	680 24%bc	143 20%c	99 15%	101 19%	297 21%	329 22%	192 24%	4 15%	136 16%	344 23%i	181 23%i	176 24%i	86 21%	748 22%	175 19%
A Mortgage	844 20%	768 27%bc	52 7%c	18 3%	72 14%	289 20%cd	278 19%cd	196 24%def	5 18%	105 12%	301 20%i	172 22%i	177 24%i	88 21%i	653 19%	191 21%
Pay TV (not bundled with another product)	796 19%	588 21%bc	109 15%	87 14%	91 17%	255 18%	272 19%	169 21%	9 33%	146 17%	292 20%	143 18%	152 21% m	62 15%	628 19%	168 18%
SUMMARY CODE																
ANY	3153 74%	2143 76%c	540 74%c	432 68%	396 76%e	1026 71%	1080 74%	621 78%e	26 93%	661 78%klm	1148 77%klm	570 73% lm	498 68%	277 67%	2488 74%	666 73%
None of these	1038 24%	637 22%	178 24%	203 32% ab	119 23%	383 27% g	366 25% g	162 20%	2 7%	175 21%	316 21%	199 25% ij	221 30% ij	126 30% ij	818 24%	220 24%
Don't know	76 2%	53 2% c	13 2% c	3 *	6 1%	31 2%	19 1%	18 2%	- -	16 2%	22 1%	14 2%	12 2%	12 3%	52 2%	23 3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.95 Products and services responsible for purchasing, either on your own or jointly

Base: All who have not switched provider or contract in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4267	179	475	368	309	392	384	504	576	355	216	379	130
Weighted Base	4267	173	468	352	310	374	397	559	585	365	205	359	118
A Current account	2092 49%	96 56%cdgk	227 48%dg	157 45%g	117 38%	181 48%dg	217 55%cdgk	207 37%	329 56%bcdegk	197 54%cdgk	115 56%cdgk	158 44%g	91 77%abcdefghijk
A Mobile phone contract	1854 43%	67 39%	202 43%cd	156 44%cd	103 33%	164 44%cd	209 53%abcdegi jk	218 39%	274 47%dg	157 43%cd	84 41%	157 44%cd	62 53%adg
Energy (gas/electricity)	1775 42%	73 42%g	206 44%g	135 38%g	115 37%g	156 42%g	174 44%g	161 29%	274 47%cdgi	140 38%g	97 47%cdg	165 46%cdg	79 67%abcdefghijk
Home insurance	1581 37%	70 40%g	183 39%g	131 37%g	102 33%g	164 44%dgk	163 41%dg	104 19%	236 40%dg	144 39%g	87 43%dg	126 35%g	70 60%abcdefghijk
A Credit card	1411 33%	57 33%	134 29%	105 30%	75 24%	138 37%bdg	163 41%bcdgik	143 26%	240 41%bcdgik	109 30%	68 33%dg	116 32%dg	64 54%abcdefghijk
Car insurance	1409 33%	58 34%g	150 32%g	104 30%g	89 29%g	144 38%cdg	151 38%cdg	119 21%	230 39%bcdgik	130 36%g	63 31%g	112 31%g	58 49%abcdgijk
Broadband (not bundled with another product)	1289 30%	47 27%	142 30%g	124 35%dg	76 25%	115 31%g	131 33%dg	130 23%	206 35%dg	112 31%g	64 31%g	104 29%	38 32%g
A bundled contract combining 2+ services (e.g. broadband and pay- TV)	924 22%	42 24%g	86 18%	64 18%	55 18%	85 23%g	134 34%abcdegi jk	87 16%	161 28%bdgij	60 17%	35 17%	79 22%g	37 31%bdgij
A Mortgage	844 20%	32 18%g	85 18%g	78 22%dg	45 14%	76 20%g	110 28%abdegij	65 12%	128 22%dg	73 20%g	36 18%g	80 22%dg	35 30%abdegij
Pay TV (not bundled with another product)	796 19%	27 16%	77 16%	88 25%abdgiijk	39 13%	86 23%bdgi	90 23%bdgi	76 14%	134 23%bdgi	52 14%	36 17%	65 18%	26 22%dg
SUMMARY CODE													
ANY	3153 74%	113 65%	351 75%ag	261 74%a	218 70%	275 74%	320 81%adegij	380 68%	453 77%adgi	250 69%	145 71%	277 77%agi	111 94%abcdefghijk
None of these	1038 24%	60 34%bcefhkl	104 22%l	87 25%l	88 28%fhkl	95 25%fl	76 19%l	174 31%bfhkl	118 20%l	99 27%fhkl	56 27%fhkl	73 20%l	7 6%
Don't know	76 2%	1 *	14 3%fg	4 1%	4 1%	4 1%	1 *	5 1%	14 2%f	16 4%acdefgl	3 2%	10 3%f	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.95 Products and services responsible for purchasing, either on your own or jointly

Base: All who have not switched provider or contract in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4267	770	449	410	365	226	670	3597	1048	3219	1124	3128	1639	2623
Weighted Base	4267	600	432	462	463	320	435	3832	1186	3081	883	3372	1196	3065
A Current account	2092	298	237	282	246	175	226	1867	562	1530	480	1608	666	1424
	49%	50%	55%	61%ad	53%	55%	52%	49%	47%	50%	54%k	48%	56%m	46%
A Mobile phone contract	1854	237	212	247	223	179	151	1703	563	1291	358	1492	457	1394
	43%	40%	49%a	53%a	48%a	56%a	35%	44%f	47%i	42%	41%	44%j	38%	45%l
Energy (gas\electricity)	1775	285	209	238	200	131	213	1562	477	1298	424	1346	579	1195
	42%	47%	48%	52%de	43%	41%	49%g	41%	40%	42%	48%k	40%	48%m	39%
Home insurance	1581	202	177	209	202	140	161	1420	414	1167	348	1230	582	996
	37%	34%	41%a	45%a	44%a	44%a	37%	37%	35%	38%	39%	36%	49%n	33%
A Credit card	1411	137	144	212	210	159	95	1316	389	1022	271	1137	411	997
	33%	23%	33%a	46%ab	45%ab	50%ab	22%	34%f	33%	33%	31%	34%	34%	33%
Car insurance	1409	164	148	198	175	131	126	1283	410	999	271	1136	465	943
	33%	27%	34%a	43%ab	38%a	41%a	29%	33%f	35%	32%	31%	34%	39%n	31%
Broadband (not bundled with another product)	1289	158	150	194	173	126	112	1178	375	914	242	1046	361	928
	30%	26%	35%a	42%ab	37%a	39%a	26%	31%f	32%	30%	27%	31%j	30%	30%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	924	87	94	140	138	102	61	863	322	602	171	750	222	700
	22%	15%	22%a	30%ab	30%ab	32%ab	14%	23%f	27%i	20%	19%	22%	19%	23%l
A Mortgage	844	43	87	137	168	126	28	816	326	518	115	727	116	725
	20%	7%	20%a	30%ab	36%ab	39%abc	6%	21%f	27%i	17%	13%	22%j	10%	24%l
Pay TV (not bundled with another product)	796	88	90	135	115	79	61	735	257	539	160	636	212	582
	19%	15%	21%a	29%ab	25%a	25%a	14%	19%f	22%i	17%	18%	19%	18%	19%
SUMMARY CODE														
ANY	3153	481	352	406	380	279	331	2823	883	2270	667	2480	906	2245
	74%	80%	82%	88%abd	82%	87%a	76%	74%	74%	74%	75%	74%	76%	73%
None of these	1038	112	70	55	81	41	96	941	284	753	204	830	272	763
	24%	19%ce	16%	12%	17%c	13%	22%	25%	24%	24%	23%	25%	23%	25%
Don't know	76	7	9	2	2	1	8	68	19	57	12	62	18	57
	2%	1%	2%cd	*	*	*	2%	2%	2%	2%	1%	2%	1%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.96 Reasons for not switching provider or contract for in the last 12 months - SUMMARY

Base: All who are personally responsible for products and services but not switched (Max 2 asked about)

	Energy (gas/electricity)	A Current account	A Credit card	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	1851	826	387	538	464	718	265	413	209
Weighted Base	1775	808	418	525	487	779	273	433	221
Happy with current provider or contract	1334 75%	720 89%	334 80%	408 78%	382 79%	594 76%	196 72%	334 77%	175 79%
Don't know how to switch	17 1%	5 1%	1 *	1 *	3 1%	6 1%	1 1%	6 1%	3 2%
Takes too much time to switch	61 3%	7 1%	9 2%	9 2%	13 3%	15 2%	11 4%	9 2%	4 2%
Too much hassle to switch	161 9%	35 4%	25 6%	28 5%	23 5%	37 5%	15 5%	28 6%	14 6%
Don't think it would make any difference	43 2%	14 2%	14 3%	12 2%	6 1%	18 2%	4 1%	6 1%	3 1%
Too risky to switch	17 1%	3 *	1 *	- -	3 1%	4 1%	1 *	- -	- *
Couldn't find a better deal	78 4%	10 1%	13 3%	32 6%	39 8%	37 5%	16 6%	17 4%	8 4%
Difficult to switch as not online \ not comfortable online	5 *	- -	- -	- -	2 *	- -	- -	- -	1 *
Product was not due for renewal	89 5%	11 1%	17 4%	31 6%	17 3%	74 9%	23 9%	33 8%	6 3%
Not responsible for this decision	30 2%	7 1%	3 1%	13 2%	11 2%	8 1%	5 2%	8 2%	4 2%
Did not think about switching	13 1%	5 1%	3 1%	2 *	3 1%	1 *	- -	- -	1 *
Other	39 2%	5 1%	18 4%	7 1%	3 1%	15 2%	10 4%	14 3%	8 4%
None	6 *	7 1%	- -	1 *	2 *	2 *	3 1%	- -	3 1%
Don't know	19 1%	8 1%	1 *	10 2%	10 2%	10 1%	6 2%	5 1%	1 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)
Base: All who are personally responsible for products and services but not switched (Max 2 asked about)

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	1851	879	972	78	254	226	267	267	759	354	477	352	668
Weighted Base	1775	868	906	92*	285	276	328	300	494	434	576	329	436
Happy with current provider or contract	1334 75%	653 75%	681 75%	60 66%	209 74%	213 77%	228 69%	229 76%	395 80%cdf	315 73%	418 73%	247 75%	355 81%ijk
Too much hassle to switch	161 9%	79 9%	83 9%	6 7%	18 6%	30 11%	31 9%	24 8%	52 11%d	56 13%jl	46 8%	27 8%	32 7%
Product was not due for renewal	89 5%	44 5%	45 5%	7 8%h	16 6%h	17 6%h	25 8%h	12 4%	11 2%	26 6%k	39 7%kl	8 2%	16 4%
Couldn't find a better deal	78 4%	37 4%	41 5%	5 6%	11 4%	11 4%	21 6%h	17 6%h	13 3%	32 7%jl	20 4%	15 4%	12 3%
Takes too much time to switch	61 3%	30 3%	31 3%	2 2%	9 3%	13 5%	12 4%	12 4%	13 3%	19 4%l	27 5%l	7 2%	8 2%
Don't think it would make any difference	43 2%	24 3%	19 2%	2 2%	7 3%	1 *	9 3%e	9 3%e	14 3%e	9 2%	10 2%	9 3%	15 3%
Not responsible for this decision	30 2%	12 1%	18 2%	8 8%efgh	8 3%e	1 *	3 1%	5 2%	6 1%	2 1%	11 2%	11 3%i	6 1%
Don't know how to switch	17 1%	11 1%	6 1%	-	2 1%	1 1%	5 2%	1 *	8 2%	5 1%	7 1%	1 *	4 1%
Too risky to switch	17 1%	11 1%	6 1%	-	3 1%	2 1%	2 *	6 2%	6 1%	5 1%	6 1%	2 1%	4 1%
Did not think about switching	13 1%	13 1%b	1 *	-	3 1%	5 2%	1 *	1 *	3 1%	5 1%	3 *	3 1%	2 1%
Difficult to switch as not online \ not comfortable online	5 *	3 *	2 *	-	-	-	3 1%	2 1%	* *	-	3 1%	-	2 *
Other	39 2%	18 2%	21 2%	2 3%	12 4%	4 2%	6 2%	5 2%	9 2%	2 *	22 4%i	8 2%i	8 2%
None	6 *	1 *	5 1%	2 2%dgh	-	1 *	3 1%	-	-	2 *	3 1%	-	1 *
Don't know	19 1%	6 1%	13 1%	-	4 1%	5 2%	4 1%	2 1%	5 1%	3 1%	3 1%	5 2%	7 2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l
 * small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)

Base: All who are personally responsible for products and services but not switched (Max 2 asked about)

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	1851	1136	256	446	260	585	660	328	16	588	683	251	211	118	1419	432
Weighted Base	1775	1205	278	276	229	568	619	344	12**	450	667	281	250	127	1380	394
Happy with current provider or contract	1334 75%	897 74%	206 74%	219 80%a	169 74%	423 74%	487 79%g	245 71%	9 75%	343 76%	499 75%	206 73%	184 74%	102 81%	1045 76%	289 73%
Too much hassle to switch	161 9%	115 10%	24 9%	20 7%	25 11%	47 8%	57 9%	29 9%	2 15%	48 11% ^m	66 10% ^m	23 8%	19 8%	5 4%	127 9%	34 9%
Product was not due for renewal	89 5%	67 6%	13 5%	9 3%	7 3%	39 7% ^{df}	24 4%	19 5%	-	23 5%	25 4%	11 4%	25 10% ^{ijk}	5 4%	63 5%	26 7%
Couldn't find a better deal	78 4%	65 5% ^c	8 3%	5 2%	9 4%	23 4%	18 3%	28 8% ^{ef}	1 4%	13 3%	35 5% ^m	18 7% ^{im}	10 4%	1 1%	63 5%	16 4%
Takes too much time to switch	61 3%	45 4%	9 3%	5 2%	10 4%	13 2%	28 5% ^{ee}	9 3%	2 18%	8 2%	25 4%	19 7% ^{il}	3 1%	6 5% ^l	49 4%	12 3%
Don't think it would make any difference	43 2%	29 2%	6 2%	8 3%	3 1%	10 2%	17 3%	12 4%	* 3%	13 3%	12 2%	5 2%	11 4% ^j	2 1%	32 2%	11 3%
Not responsible for this decision	30 2%	18 2%	10 3% ^{ac}	3 1%	5 2%	7 1%	6 1%	11 3% ^f	1 8%	5 1%	7 1%	11 4% ^{ij}	5 2%	3 2%	26 2%	5 1%
Don't know how to switch	17 1%	12 1%	1 *	4 1%	2 1%	8 1%	4 1%	2 1%	1 12%	7 2%	3 1%	4 2%	3 1%	-	14 1%	3 1%
Too risky to switch	17 1%	14 1%	-	3 1%	2 1%	2 *	7 1%	5 1%	* 3%	3 1%	5 1%	6 2%	1 1%	2 2%	12 1%	4 1%
Did not think about switching	13 1%	7 1%	4 2%	2 1%	2 1%	6 1%	2 *	2 1%	-	4 1%	6 1%	3 1%	-	-	7 1%	6 2% ⁿ
Difficult to switch as not online \ not comfortable online	5 *	4 *	-	1 *	* *	1 *	-	3 1% ^f	1 5%	2 *	-	2 1% ^j	-	1 1% ^j	4 *	1 *
Other	39 2%	22 2%	9 3%	8 3%	5 2%	12 2%	15 2%	8 2%	-	7 2%	19 3%	4 1%	7 3%	2 1%	31 2%	9 2%
None	6 *	4 *	1 *	1 *	4 2% ^{efg}	-	2 *	-	-	1 *	4 1%	-	1 *	-	6 *	-
Don't know	19 1%	12 1%	2 1%	6 2%	3 1%	9 2%	4 1%	3 1%	-	3 1%	9 1%	2 1%	3 1%	2 2%	17 1%	2 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)

Base: All who are personally responsible for products and services but not switched (Max 2 asked about)

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1851	75	224	146	126	167	175	154	277	132	104	181	90
Weighted Base	1775	73*	206	135	115	156	174	161	274	140	97*	165	79*
Happy with current provider or contract	1334 75%	55 76%k	154 75%k	103 76%k	78 67%	116 74%k	151 86%bcdeghi jk	118 73%k	213 78%dk	106 76%k	71 74%	101 61%	69 87%bdegjk
Too much hassle to switch	161 9%	5 7%	20 10%	8 6%	15 13%fi	17 11%fi	7 4%	15 9%	26 10%	6 4%	14 15%cfi	19 12%fi	8 10%
Product was not due for renewal	89 5%	4 6%g	9 4%	8 6%g	14 12%befgj	5 3%	3 2%	1 1%	23 8%fgj	8 6%g	1 1%	9 6%g	3 4%
Couldn't find a better deal	78 4%	1 2%	8 4%	6 5%	6 5%	2 1%	4 2%	7 4%	11 4%	8 5%	4 4%	19 12%abcefg h i	2 3%
Takes too much time to switch	61 3%	3 4%	7 3%	2 2%	3 2%	8 5%	6 4%	9 6%	8 3%	6 4%	2 3%	5 3%	3 4%
Don't think it would make any difference	43 2%	1 1%	7 3%	2 1%	4 3%	6 4%	3 2%	5 3%	4 1%	4 3%	1 1%	4 2%	3 4%
Not responsible for this decision	30 2%	2 2%	4 2%	2 2%	2 2%	4 2%	3 2%	4 3%	2 1%	2 1%	-	5 3%	-
Don't know how to switch	17 1%	-	* *	2 2%	-	3 2%	2 1%	3 2%	1 *	2 2%	1 1%	2 1%	1 1%
Too risky to switch	17 1%	-	4 2%	-	1 1%	2 1%	1 *	1 1%	1 *	1 *	3 3%ch	1 1%	2 2%
Did not think about switching	13 1%	-	4 2%	2 2%	* *	-	-	-	1 *	4 3%	-	2 1%	-
Difficult to switch as not online \ not comfortable online	5 *	-	-	1 1%	-	1 *	-	-	2 1%	-	1 1%	* *	-
Other	39 2%	2 3%	4 2%	3 2%	2 1%	10 6%bfhkl	2 1%	4 3%	5 2%	4 3%	2 2%	1 1%	-
None	6 *	-	-	-	-	-	-	6 4%bcefhik	-	-	-	-	-
Don't know	19 1%	1 1%	5 2%h	1 1%	2 2%	2 1%	-	3 2%	* *	-	2 2%	3 2%h	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)

Base: All who are personally responsible for products and services but not switched (Max 2 asked about)

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1851	386	220	212	157	93	331	1520	420	1431	550	1295	820	1031
Weighted Base	1775	285	209	238	200	131*	213	1562	477	1298	424	1346	579	1195
Happy with current provider or contract	1334 75%	217 76%e	158 76%e	178 75%	161 80%e	83 63%	164 77%	1170 75%	355 74%	979 75%	309 73%	1023 76%	459 79% <i>m</i>	875 73%
Too much hassle to switch	161 9%	23 8%	15 7%	20 8%	12 6%	15 11%	17 8%	144 9%	33 7%	128 10%	47 11%	114 8%	56 10%	105 9%
Product was not due for renewal	89 5%	10 3%	14 7%	15 6%	15 8%	9 7%	4 2%	85 5% <i>f</i>	33 7% <i>i</i>	56 4%	16 4%	73 5%	15 3%	74 6% <i>l</i>
Couldn't find a better deal	78 4%	7 3%	8 4%	7 3%	14 7% <i>a</i>	12 9% <i>ac</i>	8 4%	70 5%	13 3%	65 5%	17 4%	61 5%	17 3%	61 5% <i>l</i>
Takes too much time to switch	61 3%	9 3%	5 2%	11 5%	5 3%	12 9% <i>abd</i>	4 2%	58 4%	23 5%	38 3%	13 3%	49 4%	16 3%	45 4%
Don't think it would make any difference	43 2%	11 4%	2 1%	10 4%	3 1%	2 1%	7 4%	36 2%	13 3%	31 2%	12 3%	31 2%	20 3%	23 2%
Not responsible for this decision	30 2%	4 1%	6 3%	6 2%	2 1%	-	2 1%	28 2%	7 2%	23 2%	6 1%	24 2%	6 1%	25 2%
Don't know how to switch	17 1%	4 2%	2 1%	-	2 1%	1 *	7 3% <i>g</i>	10 1%	4 1%	14 1%	8 2% <i>k</i>	9 1%	10 2% <i>m</i>	7 1%
Too risky to switch	17 1%	1 *	4 2%	3 1%	-	3 2%	2 1%	15 1%	5 1%	12 1%	6 1%	11 1%	6 1%	11 1%
Did not think about switching	13 1%	3 1%	1 1%	2 1%	-	5 4% <i>d</i>	3 1%	11 1%	4 1%	9 1%	1 *	12 1%	3 1%	10 1%
Difficult to switch as not online \ not comfortable online	5 *	-	-	1 1%	-	2 1%	-	5 *	3 1%	2 *	1 *	4 *	1 *	4 *
Other	39 2%	9 3%	5 2%	5 2%	5 2%	3 2%	6 3%	33 2%	12 3%	27 2%	13 3%	25 2%	11 2%	29 2%
None	6 *	3 1%	1 1%	-	-	2 1%	-	6 *	1 *	5 *	-	6 *	-	6 *
Don't know	19 1%	2 1%	5 2% <i>cd</i>	-	-	1 1%	3 1%	16 1%	7 1%	12 1%	7 2%	12 1%	5 1%	14 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97 How easy or difficult found it to exit the previous contract - SUMMARY

Base: All who have switched in the last 12 months

	Energy (gas\electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	606	65	74	38	353	672	355	84	194	58
Weighted Base	642	77	88	56	398	785	416	93	220	61
Very easy	357 56%	45 58%	50 57%	30 54%	255 64%	503 64%	198 47%	43 46%	107 49%	28 45%
Fairly easy	204 32%	23 30%	27 31%	20 35%	122 31%	251 32%	168 40%	34 36%	80 36%	26 42%
Fairly difficult	32 5%	3 4%	5 6%	3 5%	5 1%	17 2%	34 8%	11 11%	18 8%	2 3%
Very difficult	29 4%	2 2%	1 1%	- -	4 1%	3 *	11 3%	3 3%	9 4%	6 10%
SUMMARY CODES										
EASY	561 87%	68 88%	78 88%	50 90%	377 95%	754 96%	365 88%	77 82%	187 85%	53 87%
DIFFICULT	60 9%	5 6%	6 7%	3 5%	8 2%	20 3%	44 11%	13 14%	27 12%	8 13%
Not applicable	11 2%	5 6%	4 5%	3 5%	9 2%	5 1%	6 2%	3 3%	4 2%	-
Don't know	9 1%	-	-	-	3 1%	5 1%	-	*	1 1%	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_01 How easy or difficult found it to exit the previous contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	606	289	317	23	96	100	101	90	196	156	170	126	154
Weighted Base	642	324	318	28**	109*	125*	131*	108*	140	200	213	125	104
Very easy	357	191	167	16	53	71	73	62	81	120	112	66	60
	56%	59%	52%	58%	48%	57%	56%	57%	58%	60%	53%	53%	58%
Fairly easy	204	98	106	9	36	37	50	34	37	55	74	41	33
	32%	30%	33%	32%	33%	30%	38%h	31%	27%	28%	35%	33%	32%
Fairly difficult	32	13	18	-	12	5	2	8	6	12	10	6	4
	5%	4%	6%	-	11%f	4%	1%	7%f	4%	6%	5%	5%	4%
Very difficult	29	16	13	-	6	8	4	3	7	9	9	6	5
	4%	5%	4%	-	6%	6%	3%	3%	5%	4%	4%	5%	5%
SUMMARY CODES													
EASY	561	288	273	25	89	109	124	96	119	175	186	107	93
	87%	89%	86%	90%	82%	87%	94%dh	88%	85%	88%	87%	86%	90%
DIFFICULT	60	29	31	-	18	13	6	11	12	21	19	12	8
	9%	9%	10%	-	16%f	10%	5%	10%	9%	10%	9%	10%	8%
Not applicable	11	4	8	3	-	1	-	2	5	3	4	3	1
	2%	1%	2%	10%	-	1%	-	1%	4%df	2%	2%	3%	1%
Don't know	9	3	6	-	2	2	1	-	4	1	4	2	2
	1%	1%	2%	-	2%	1%	1%	-	3%	*	2%	2%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_01 How easy or difficult found it to exit the previous contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	606	395	95	116	75	187	199	135	9	142	237	97	77	53	491	115
Weighted Base	642	461	106*	75	69*	210	203	153	6**	119	253	117*	94*	59*	528	114*
Very easy	357 56%	263 57%	58 55%	37 49%	37 54%	123 59%	110 54%	83 54%	3 54%	68 58%	157 62%lm	64 55%	44 47%	24 41%	300 57%	58 51%
Fairly easy	204 32%	144 31%	36 34%	23 31%	19 28%	58 28%	74 36%	51 33%	2 36%	33 28%	66 26%	39 33%	39 41%j	27 46%ij	164 31%	39 35%
Fairly difficult	32 5%	22 5%	4 4%	5 7%	6 9%	10 5%	7 4%	8 5%	1 10%	4 3%	12 5%	5 5%	7 7%	4 6%	24 5%	7 6%
Very difficult	29 4%	16 4%	6 6%	6 8%a	5 7%f	12 6%	4 2%	7 5%	-	10 8%j	8 3%	5 4%	3 3%	3 5%	24 4%	5 4%
SUMMARY CODES																
EASY	561 87%	407 88%c	94 89%	60 80%	56 82%	181 86%	183 90%	134 88%	6 90%	102 86%	223 88%	103 88%	83 88%	51 87%	464 88%	97 86%
DIFFICULT	60 9%	38 8%	11 10%	11 15%a	11 16%f	22 11%	11 6%	15 10%	1 10%	13 11%	20 8%	10 9%	9 10%	7 12%	48 9%	12 11%
Not applicable	11 2%	9 2%	1 1%	1 1%	1 2%	4 2%	4 2%	2 1%	-	2 1%	6 2%	3 3%	1 1%	-	7 1%	4 4%
Don't know	9 1%	6 1%	-	3 4%b	-	2 1%	4 2%	2 1%	-	2 2%	4 2%	1 1%	1 1%	1 1%	9 2%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_01 How easy or difficult found it to exit the previous contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	606	30	75	53	44	56	63	49	91	53	24	48	20
Weighted Base	642	33**	77*	57*	48*	55*	70*	58*	96*	58*	23**	49*	19**
Very easy	357 56%	16 49%	43 56%g	42 73%dfg	25 52%	36 65%fg	29 41%	20 35%	65 68%fg	35 59%g	12 52%	28 57%g	8 42%
Fairly easy	204 32%	12 37%	20 26%	11 19%	15 31%	16 28%	32 46%bch	27 47%bch	22 23%	17 29%	7 32%	17 34%	8 45%
Fairly difficult	32 5%	1 3%	1 2%	2 3%	4 9%	2 5%	4 6%	8 14%b	4 5%	2 3%	1 4%	1 3%	1 4%
Very difficult	29 4%	2 5%	5 7%	1 1%	2 3%	1 2%	4 6%	2 4%	2 2%	4 7%	1 6%	3 6%	2 8%
SUMMARY CODES													
EASY	561 87%	28 86%	63 82%	52 92%	40 83%	51 93%	61 86%	48 82%	87 91%	51 88%	19 84%	45 91%	16 88%
DIFFICULT	60 9%	3 8%	7 9%	2 4%	6 12%	4 7%	9 12%	10 18%c	6 6%	6 10%	2 10%	5 9%	2 12%
Not applicable	11 2%	2 6%	5 6%	1 1%	1 1%	-	*	-	1 1%	1 2%	-	-	-
Don't know	9 1%	-	2 3%	2 3%	2 4%	-	1 1%	-	1 1%	-	1 6%	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_01 How easy or difficult found it to exit the previous contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	606	120	85	65	84	61	93	513	165	441	169	436	216	390
Weighted Base	642	95	80*	76*	107*	88*	64*	578	195	446	140	501	167	474
Very easy	357	53	40	42	61	53	34	324	102	255	81	276	94	264
	56%	56%	50%	55%	57%	60%	53%	56%	52%	57%	58%	55%	56%	56%
Fairly easy	204	29	23	22	35	24	20	184	73	131	37	167	48	156
	32%	31%	29%	29%	33%	27%	31%	32%	37%	29%	26%	33%	28%	33%
Fairly difficult	32	2	8	5	5	4	2	30	7	25	7	24	7	24
	5%	2%	10% ^a	7%	5%	5%	3%	5%	3%	6%	5%	5%	4%	5%
Very difficult	29	7	5	4	3	4	4	24	9	20	8	20	9	19
	4%	7%	7%	6%	3%	5%	6%	4%	5%	4%	6%	4%	6%	4%
SUMMARY CODES														
EASY	561	83	62	64	96	77	53	508	175	386	118	443	141	420
	87%	87%	78%	84%	90% ^b	87%	84%	88%	90%	87%	84%	88%	85%	88%
DIFFICULT	60	9	13	10	9	8	6	54	16	45	16	45	17	44
	9%	9%	17%	13%	8%	9%	9%	9%	8%	10%	11%	9%	10%	9%
Not applicable	11	1	3	2	1	1	1	10	3	8	2	9	5	6
	2%	1%	4%	3%	1%	2%	2%	2%	2%	2%	2%	2%	3%	1%
Don't know	9	2	1	-	1	2	3	6	2	7	5	4	4	5
	1%	3%	1%	-	1%	2%	5% ^g	1%	1%	2%	3% ^k	1%	2%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_02 How easy or difficult found it to exit the previous contract - A Current account

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	65	38	27	10	14	7	13	7	14	18	23	11	13
Weighted Base	77*	47*	30**	13**	17**	11**	18**	8**	10**	26**	29**	13**	10**
Very easy	45 58%	34 71%	11 36%	3 26%	11 66%	7 61%	13 70%	6 73%	5 46%	18 69%	14 49%	7 52%	6 60%
Fairly easy	23 30%	11 23%	12 41%	8 58%	4 24%	3 26%	3 15%	2 27%	4 35%	6 22%	11 37%	4 33%	3 28%
Fairly difficult	3 4%	1 2%	2 8%	2 16%	- -	- -	- -	- -	1 13%	1 3%	- -	1 11%	1 11%
Very difficult	2 2%	2 3%	- -	- -	2 9%	- -	- -	- -	- -	- -	2 5%	- -	- -
SUMMARY CODES													
EASY	68 88%	44 94%	23 77%	11 84%	15 91%	9 87%	15 85%	8 100%	8 82%	24 90%	25 86%	11 85%	9 89%
DIFFICULT	5 6%	3 6%	2 8%	2 16%	2 9%	- -	- -	- -	1 13%	1 3%	2 5%	1 11%	1 11%
Not applicable	5 6%	- -	5 15%	- -	- -	1 13%	3 15%	- -	* 5%	2 6%	2 9%	* 4%	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_02 How easy or difficult found it to exit the previous contract - A Current account

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	65	38	14	11	13	22	21	9	-	19	26	10	5	5	52	13
Weighted Base	77*	50*	17**	7**	14**	25**	27**	12**	-**	17**	35**	13**	7**	5**	63*	15**
Very easy	45 58%	31 61%	10 56%	3 39%	4 29%	14 58%	15 56%	11 93%	-	10 59%	21 59%	11 79%	2 35%	1 13%	36 58%	9 58%
Fairly easy	23 30%	14 28%	6 35%	2 29%	7 55%	7 30%	7 28%	1 7%	-	5 30%	9 25%	3 21%	4 65%	2 42%	19 30%	4 29%
Fairly difficult	3 4%	3 5%	-	1 10%	1 8%	-	2 9%	-	-	1 8%	-	-	-	2 44%	3 5%	-
Very difficult	2 2%	-	2 9%	-	-	2 6%	-	-	-	-	2 4%	-	-	-	2 2%	-
SUMMARY CODES																
EASY	68 88%	45 89%	16 91%	5 69%	11 84%	22 87%	22 84%	12 100%	-	15 89%	30 84%	13 100%	7 100%	3 56%	55 88%	13 87%
DIFFICULT	5 6%	3 5%	2 9%	1 10%	1 8%	2 6%	2 9%	-	-	1 8%	2 4%	-	-	2 44%	5 8%	-
Not applicable	5 6%	3 6%	-	2 22%	1 8%	2 7%	2 7%	-	-	* 3%	4 12%	-	-	-	3 4%	2 13%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_02 How easy or difficult found it to exit the previous contract - A Current account

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	65	2	2	7	4	8	4	12	8	5	3	10	-
Weighted Base	77*	1**	3**	9**	6**	9**	5**	13**	10**	7**	3**	11**	..**
Very easy	45 58%	* 28%	3 100%	7 79%	1 23%	7 76%	2 33%	3 23%	7 69%	5 67%	3 79%	7 68%	-
Fairly easy	23 30%	1 72%	-	- 77%	4 24%	2 29%	1 29%	7 52%	2 23%	1 11%	1 21%	4 32%	-
Fairly difficult	3 4%	-	-	2 21%	-	-	-	1 5%	1 9%	-	-	-	-
Very difficult	2 2%	-	-	-	-	-	-	-	-	2 22%	-	-	-
SUMMARY CODES													
EASY	68 88%	1 100%	3 100%	7 79%	6 100%	9 100%	3 61%	10 75%	9 91%	5 78%	3 100%	11 100%	-
DIFFICULT	5 6%	-	-	2 21%	-	-	-	1 5%	1 9%	2 22%	-	-	-
Not applicable	5 6%	-	-	-	-	-	2 39%	3 20%	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_02 How easy or difficult found it to exit the previous contract - A Current account

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	65	15	8	11	6	8	7	58	12	53	15	50	20	45
Weighted Base	77*	15**	7**	14**	8**	13**	5**	72*	15**	62*	16**	62*	17**	61*
Very easy	45 58%	5 35%	4 51%	6 44%	7 92%	10 76%	3 68%	41 57%	6 39%	39 62%	9 57%	36 58%	11 68%	33 55%
Fairly easy	23 30%	5 31%	4 49%	8 56%	- -	1 11%	1 13%	22 31%	5 32%	18 29%	4 24%	19 31%	4 21%	20 32%
Fairly difficult	3 4%	2 12%	- -	- -	1 8%	- -	* 9%	3 4%	2 13%	1 2%	1 9%	2 3%	1 8%	2 3%
Very difficult	2 2%	2 10%	- -	- -	- -	- -	- -	2 2%	- -	2 3%	- -	2 3%	- -	2 3%
SUMMARY CODES														
EASY	68 88%	10 66%	7 100%	14 100%	7 92%	11 87%	4 81%	64 88%	11 71%	57 92%	13 81%	55 89%	15 89%	53 87%
DIFFICULT	5 6%	3 22%	- -	- -	1 8%	- -	* 9%	5 6%	2 13%	3 5%	1 9%	4 6%	1 8%	4 6%
Not applicable	5 6%	2 12%	- -	- -	- -	2 13%	* 10%	4 6%	2 16%	2 3%	2 11%	3 5%	* 3%	4 7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_03 How easy or difficult found it to exit the previous contract - A Credit card

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	74	40	34	5	22	15	11	8	13	21	22	19	12
Weighted Base	88*	52*	36*	6**	28**	20**	16**	9**	9**	31**	28**	21**	8**
Very easy	50 57%	33 62%	18 50%	1 16%	16 57%	13 66%	11 66%	6 71%	3 37%	21 68%	15 52%	13 61%	2 20%
Fairly easy	27 31%	13 25%	14 40%	5 84%	8 30%	7 34%	3 19%	1 8%	3 38%	6 19%	10 35%	8 39%	3 43%
Fairly difficult	5 6%	2 4%	3 9%	-	4 14%	-	1 4%	-	1 10%	2 5%	2 8%	-	2 21%
Very difficult	1 1%	-	1 2%	-	-	-	-	-	1 7%	-	-	-	1 8%
SUMMARY CODES													
EASY	78 88%	46 87%	32 89%	6 100%	24 86%	20 100%	14 85%	7 79%	7 75%	27 87%	25 87%	21 100%	5 64%
DIFFICULT	6 7%	2 4%	4 11%	-	4 14%	-	1 4%	-	1 17%	2 5%	2 8%	-	2 29%
Not applicable	4 5%	4 8%	-	-	-	-	2 11%	2 21%	1 8%	2 8%	1 5%	-	1 7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_03 How easy or difficult found it to exit the previous contract - A Credit card

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	74	49	15	10	16	24	13	21	-	16	27	15	12	4	57	17
Weighted Base	88*	63*	18**	7**	18**	30**	14**	27**	**	16**	31**	21**	16**	4**	69*	19**
Very easy	50 57%	38 61%	9 52%	3 39%	3 16%	21 70%	7 48%	20 75%	-	7 45%	19 60%	16 76%	7 42%	2 52%	37 54%	13 70%
Fairly easy	27 31%	18 29%	6 36%	3 38%	10 56%	8 28%	4 31%	5 18%	-	4 26%	11 34%	5 24%	5 33%	2 48%	22 31%	6 30%
Fairly difficult	5 6%	2 3%	2 13%	1 15%	4 25%	-	-	1 4%	-	3 18%	* 1%	-	2 14%	-	5 8%	-
Very difficult	1 1%	1 1%	-	-	1 4%	-	-	-	-	1 4%	-	-	-	-	1 1%	-
SUMMARY CODES																
EASY	78 88%	57 90%	15 87%	5 77%	13 72%	29 98%	11 78%	25 93%	-	11 71%	29 94%	21 100%	12 76%	4 100%	59 85%	19 100%
DIFFICULT	6 7%	3 4%	2 13%	1 15%	5 28%	-	-	1 4%	-	3 21%	* 1%	-	2 14%	-	6 9%	-
Not applicable	4 5%	4 6%	-	1 8%	-	1 2%	3 22%	1 3%	-	1 8%	1 4%	-	2 11%	-	4 6%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_03 How easy or difficult found it to exit the previous contract - A Credit card

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	74	2	6	10	3	4	9	10	12	5	3	8	2
Weighted Base	88*	2**	8**	12**	3**	5**	11**	13**	11**	7**	3**	10**	3**
Very easy	50 57%	1 68%	7 83%	7 62%	1 47%	2 48%	6 53%	4 33%	7 60%	6 86%	3 80%	4 41%	2 55%
Fairly easy	27 31%	1 32%	-	4 38%	1 28%	3 52%	2 21%	7 58%	2 20%	1 14%	1 20%	4 38%	1 45%
Fairly difficult	5 6%	-	-	-	-	-	1 10%	1 9%	2 14%	-	-	2 16%	-
Very difficult	1 1%	-	-	-	-	-	-	-	1 5%	-	-	-	-
SUMMARY CODES													
EASY	78 88%	2 100%	7 83%	12 100%	2 75%	5 100%	8 74%	11 91%	9 81%	7 100%	3 100%	8 79%	3 100%
DIFFICULT	6 7%	-	-	-	-	-	1 10%	1 9%	2 19%	-	-	2 16%	-
Not applicable	4 5%	-	1 17%	-	1 25%	-	2 16%	-	-	-	-	1 5%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_03 How easy or difficult found it to exit the previous contract - A Credit card

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	74	11	11	19	9	9	6	68	22	52	10	64	14	60
Weighted Base	88*	8**	10**	25**	13**	14**	4**	85*	29**	59*	9**	79*	11**	77*
Very easy	50 57%	1 15%	2 23%	18 71%	7 56%	11 80%	- -	50 60%	17 57%	34 57%	6 62%	45 57%	6 50%	45 58%
Fairly easy	27 31%	3 32%	5 52%	6 23%	4 31%	3 20%	1 35%	26 31%	10 33%	18 30%	1 9%	27 34%	3 30%	24 31%
Fairly difficult	5 6%	3 40%	* 4%	2 7%	- -	- -	1 32%	4 5%	1 4%	4 7%	2 17%	4 5%	1 8%	5 6%
Very difficult	1 1%	1 7%	- -	- -	- -	- -	1 17%	- -	- -	1 1%	1 7%	- -	1 6%	- -
SUMMARY CODES														
EASY	78 88%	4 47%	7 75%	24 93%	11 86%	14 100%	1 35%	77 90%	27 90%	51 87%	6 70%	71 90%	9 80%	69 89%
DIFFICULT	6 7%	4 47%	* 4%	2 7%	- -	- -	2 50%	4 5%	1 4%	5 8%	2 24%	4 5%	1 14%	5 6%
Not applicable	4 5%	1 6%	2 21%	- -	2 14%	- -	1 15%	4 5%	2 6%	3 4%	1 6%	4 5%	1 6%	4 5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_04 How easy or difficult found it to exit the previous contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	38	17	21	1	8	17	8	2	2	12	15	9	2
Weighted Base	56*	29**	27**	2**	10**	27**	13**	3**	2**	19**	23**	12**	1**
Very easy	30 54%	17 58%	14 51%	-	5 50%	12 46%	10 78%	3 100%	-	16 83%	8 33%	7 55%	-
Fairly easy	20 35%	11 37%	9 34%	-	5 50%	13 48%	1 11%	-	1 37%	1 7%	14 63%	3 21%	1 100%
Fairly difficult	3 5%	2 6%	1 5%	-	-	2 6%	1 11%	-	-	-	-	3 24%	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	50 90%	27 94%	23 84%	-	10 100%	25 94%	11 89%	3 100%	1 37%	17 90%	22 96%	9 76%	1 100%
DIFFICULT	3 5%	2 6%	1 5%	-	-	2 6%	1 11%	-	-	-	-	3 24%	-
Not applicable	3 5%	-	3 11%	2 100%	-	-	-	-	1 63%	2 10%	1 4%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_04 How easy or difficult found it to exit the previous contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	38	37	1	-	2	16	15	4	1	3	10	14	8	3	30	8
Weighted Base	56*	55*	1**	-**	2**	26**	21**	5**	1**	4**	15**	21**	12**	5**	44**	12**
Very easy	30	29	1	-	-	14	12	3	1	-	11	10	7	2	21	9
	54%	53%	100%	-	-	55%	55%	53%	100%	-	74%	50%	63%	37%	48%	76%
Fairly easy	20	20	-	-	2	10	5	2	-	1	2	10	3	3	18	1
	35%	36%	-	-	100%	38%	26%	47%	-	33%	16%	50%	24%	63%	42%	11%
Fairly difficult	3	3	-	-	-	-	3	-	-	-	1	-	2	-	1	2
	5%	5%	-	-	-	-	14%	-	-	-	10%	-	14%	-	3%	13%
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
EASY	50	49	1	-	2	24	17	5	1	1	13	21	10	5	40	10
	90%	89%	100%	-	100%	93%	81%	100%	100%	33%	90%	100%	86%	100%	90%	87%
DIFFICULT	3	3	-	-	-	-	3	-	-	-	1	-	2	-	1	2
	5%	5%	-	-	-	-	14%	-	-	-	10%	-	14%	-	3%	13%
Not applicable	3	3	-	-	-	2	1	-	-	3	-	-	-	-	3	-
	5%	5%	-	-	-	7%	5%	-	-	67%	-	-	-	-	6%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_04 How easy or difficult found it to exit the previous contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	38	3	3	2	2	6	5	4	7	2	1	2	1
Weighted Base	56*	5**	5**	3**	3**	8**	8**	6**	11**	3**	1**	2**	2**
Very easy	30 54%	2 37%	5 100%	2 58%	3 100%	3 35%	1 18%	3 46%	6 55%	2 66%	1 100%	1 72%	2 100%
Fairly easy	20 35%	1 25%	-	1 42%	-	5 65%	5 61%	2 32%	5 45%	-	-	1 28%	-
Fairly difficult	3 5%	-	-	-	-	-	2 21%	1 22%	-	-	-	-	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	50 90%	3 61%	5 100%	3 100%	3 100%	8 100%	6 79%	5 78%	11 100%	2 66%	1 100%	2 100%	2 100%
DIFFICULT	3 5%	-	-	-	-	-	2 21%	1 22%	-	-	-	-	-
Not applicable	3 5%	2 39%	-	-	-	-	-	-	-	1 34%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_04 How easy or difficult found it to exit the previous contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	38	1	1	9	9	11	1	37	21	17	2	36	2	36
Weighted Base	56*	1**	1**	13**	14**	17**	1**	55*	31**	25**	3**	53*	2**	54*
Very easy	30 54%	-	-	6 48%	10 72%	11 67%	-	30 55%	15 48%	15 62%	2 65%	28 54%	-	30 56%
Fairly easy	20 35%	-	1 100%	4 27%	4 28%	4 23%	-	20 36%	15 47%	5 21%	-	20 37%	1 37%	19 35%
Fairly difficult	3 5%	-	-	1 10%	-	2 9%	-	3 5%	2 5%	1 6%	-	3 6%	-	3 5%
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
EASY	50 90%	-	1 100%	10 75%	14 100%	15 91%	-	50 91%	29 95%	21 83%	2 65%	48 91%	1 37%	50 91%
DIFFICULT	3 5%	-	-	1 10%	-	2 9%	-	3 5%	2 5%	1 6%	-	3 6%	-	3 5%
Not applicable	3 5%	1 100%	-	2 14%	-	-	1 100%	2 3%	-	3 11%	1 35%	2 4%	1 63%	2 3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_05 How easy or difficult found it to exit the previous contract - Home insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	353	176	177	3	37	47	70	71	125	107	103	73	70
Weighted Base	398	203	195	4**	47*	66*	103*	86*	92	139	135*	74*	50*
Very easy	255 64%	137 68%	118 61%	-	31 65%	40 60%	68 66%	60 70%	56 61%	100 72%kl	93 69%kl	38 51%	25 50%
Fairly easy	122 31%	57 28%	64 33%	1 34%	12 27%	22 34%	33 32%	21 24%	32 35%	35 25%	34 26%	30 41%ij	22 45%ij
Fairly difficult	5 1%	1 *	4 2%	-	-	2 4%	-	2 2%	1 1%	-	2 1%	3 4%i	-
Very difficult	4 1%	2 1%	2 1%	-	2 3%	-	2 1%	1 1%	-	-	2 1%	2 2%	1 1%
SUMMARY CODES													
EASY	377 95%	194 96%	183 94%	1 34%	43 92%	62 94%	101 99%	81 94%	88 96%	135 97%	127 94%	68 92%	47 95%
DIFFICULT	8 2%	3 1%	5 3%	-	2 3%	2 4%	2 1%	2 2%	1 1%	-	3 2%	5 6%i	1 1%
Not applicable	9 2%	5 2%	5 2%	3 66%	2 5%	1 2%	-	1 2%	1 1%	4 3%	3 2%	1 1%	1 2%
Don't know	3 1%	1 *	3 1%	-	-	-	-	2 2%	2 2%	-	2 1%	1 1%	1 2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_05 How easy or difficult found it to exit the previous contract - Home insurance

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	353	312	16	25	22	97	114	117	3	87	140	59	52	15	273	80
Weighted Base	398	364	19**	15**	24**	115*	122	134	3**	75*	155	75*	72*	21**	312	86*
Very easy	255 64%	236 65%	11 58%	9 57%	14 58%	59 52%	78 64%	101 75%e	3 100%	48 64%	108 70%	43 58%	41 58%	14 66%	208 67%	47 55%
Fairly easy	122 31%	110 30%	7 37%	4 29%	10 42%	45 39%g	39 32%	28 21%	-	21 28%	40 26%	25 33%	29 41%	7 34%	91 29%	31 36%
Fairly difficult	5 1%	5 1%	-	-	-	2 2%	-	2 2%	-	2 3%j	-	1 2%	1 2%	-	2 1%	3 3%
Very difficult	4 1%	3 1%	-	1 4%	-	2 2%	-	2 1%	-	1 1%	2 1%	2 2%	-	-	3 1%	1 1%
SUMMARY CODES																
EASY	377 95%	346 95%	18 95%	13 86%	24 100%	104 91%	117 96%	129 96%	3 100%	69 92%	148 96%	69 91%	70 98%	21 100%	299 96%	78 91%
DIFFICULT	8 2%	8 2%	-	1 4%	-	4 4%	-	4 3%	-	3 4%	2 1%	3 4%	1 2%	-	5 2%	3 4%
Not applicable	9 2%	7 2%	1 5%	1 7%	-	6 5%	3 2%	1 1%	-	2 3%	5 3%	2 3%	-	-	8 2%	2 2%
Don't know	3 1%	3 1%	-	* 3%	-	1 1%	2 2%	1 *	-	1 1%	1 *	2 2%	-	-	1 *	3 3% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_05 How easy or difficult found it to exit the previous contract - Home insurance

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	353	19	31	38	40	26	34	18	53	22	19	37	16
Weighted Base	398	23**	32**	38*	48*	27**	36**	25**	59*	27**	21**	45*	17**
Very easy	255 64%	13 56%	25 78%	27 70%	37 77%	11 43%	21 58%	8 32%	44 73%	15 56%	16 79%	29 65%	9 54%
Fairly easy	122 31%	6 26%	4 14%	11 28%	9 19%	12 47%	13 37%	17 68%	14 24%	9 34%	4 21%	14 31%	7 43%
Fairly difficult	5 1%	- -	1 4%	- -	2 3%	- -	- -	- -	1 1%	1 4%	- -	- -	- -
Very difficult	4 1%	- -	2 5%	- -	- -	2 6%	- -	- -	- -	- -	- -	- -	1 3%
SUMMARY CODES													
EASY	377 95%	19 82%	30 92%	37 98%	46 96%	24 90%	34 94%	25 100%	58 97%	24 90%	21 100%	43 96%	17 97%
DIFFICULT	8 2%	- -	3 8%	- -	2 3%	2 6%	- -	- -	1 1%	1 4%	- -	- -	1 3%
Not applicable	9 2%	4 18%	- -	1 2%	- -	1 4%	1 4%	- -	* 1%	- -	- -	2 4%	- -
Don't know	3 1%	- -	- -	- -	* 1%	- -	1 2%	- -	1 1%	2 6%	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_05 How easy or difficult found it to exit the previous contract - Home insurance

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	353	44	33	50	54	43	310	81	272	82	269	144	209	
Weighted Base	398	36*	33**	59*	73*	64*	365	112*	286	78*	319	116	282	
Very easy	255 64%	21 58%	22 65%	35 59%	47 64%	42 66%	16 47%	240 66% ^f	69 62%	187 65%	42 55%	212 66%	71 62%	184 65%
Fairly easy	122 31%	14 39%	9 27%	21 35%	27 36%	17 27%	16 49% ^g	105 29%	39 35%	83 29%	31 40%	90 28%	40 35%	81 29%
Fairly difficult	5 1%	- -	3 8%	- -	- -	- -	- -	5 1%	1 1%	3 1%	1 1%	4 1%	1 1%	4 1%
Very difficult	4 1%	1 2%	- -	- -	- -	2 2%	1 2%	3 1%	2 1%	2 1%	1 1%	3 1%	- -	4 1%
SUMMARY CODES														
EASY	377 95%	35 97%	31 92%	56 94%	73 100%	59 93%	32 96%	345 95%	108 96%	269 94%	74 95%	302 95%	112 97%	265 94%
DIFFICULT	8 2%	1 2%	3 8%	- -	- -	2 2%	1 2%	8 2%	3 2%	5 2%	1 2%	7 2%	1 1%	7 3%
Not applicable	9 2%	- -	- -	4 6%	- -	3 4%	- -	9 3%	1 1%	8 3%	2 2%	8 2%	1 1%	8 3%
Don't know	3 1%	1 2%	- -	- -	- -	- -	1 2%	3 1%	- -	3 1%	1 1%	2 1%	2 1%	2 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_06 How easy or difficult found it to exit the previous contract - Car insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	672	362	310	34	108	117	135	107	171	184	222	149	117
Weighted Base	785	441	344	46*	131*	161	192	133	122	248	298	155	84
Very easy	503 64%	281 64%	222 64%	29 63%	78 59%	107 66%	116 61%	93 70%	81 66%	168 68%l	195 65%l	95 61%	45 54%
Fairly easy	251 32%	145 33%	107 31%	16 35%	48 37%	49 30%	71 37%h	36 27%	32 26%	69 28%	94 31%	53 34%	36 43%ij
Fairly difficult	17 2%	10 2%	7 2%	- -	5 3%	3 2%	3 2%	3 2%	4 3%	7 3%	5 2%	4 3%	1 2%
Very difficult	3 *	1 *	2 1%	- -	1 1%	1 1%	- -	- -	1 1%	1 *	- -	2 2%	- -
SUMMARY CODES													
EASY	754 96%	425 97%	329 96%	45 98%	126 96%	155 97%	187 97%h	129 97%	113 92%	237 96%	289 97%	148 95%	81 97%
DIFFICULT	20 3%	11 3%	9 3%	- -	6 4%	4 2%	3 2%	3 2%	5 4%	8 3%	5 2%	7 4%	1 2%
Not applicable	5 1%	2 1%	3 1%	1 2%	- -	1 1%	- -	1 1%	1 1%	2 1%	2 1%	* *	- -
Don't know	5 1%	1 *	4 1%	- -	- -	- -	2 1%	- -	4 3%e	1 *	2 1%	1 *	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_06 How easy or difficult found it to exit the previous contract - Car insurance

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	672	506	79	82	46	216	235	171	4	116	262	117	124	53	524	148
Weighted Base	785	630	89*	60*	48*	265	265	202	5**	113*	295	151	162	64*	622	163
Very easy	503 64%	411 65%	50 57%	39 65%	28 59%	165 62%	163 61%	143 71%	4 78%	68 61%	203 69%	95 63%	96 59%	40 63%	388 62%	115 70%
Fairly easy	251 32%	198 31%	34 38%	16 27%	18 38%	90 34%	91 34%	51 25%	1 22%	36 32%	81 28%	50 33%	63 39%j	21 33%	211 34%o	40 25%
Fairly difficult	17 2%	10 2%	4 4%	3 5%a	2 4%	4 2%	8 3%	3 2%	-	7 6%j	5 2%	3 2%	2 1%	-	10 2%	6 4%
Very difficult	3 *	2 *	1 2%	-	-	1 1%	1 *	1 *	-	-	1 *	1 1%	1 1%	-	3 1%	-
SUMMARY CODES																
EASY	754 96%	609 97%	84 94%	55 93%	47 96%	255 96%	254 96%	194 96%	5 100%	104 92%	284 96%	145 96%	159 98%i	62 96%	600 96%	155 95%
DIFFICULT	20 3%	12 2%	5 6%	3 5%	2 4%	6 2%	9 3%	4 2%	-	7 6%	6 2%	4 3%	3 2%	-	14 2%	6 4%
Not applicable	5 1%	4 1%	-	1 2%	-	3 1%	1 1%	1 *	-	* *	2 1%	1 1%	-	1 2%	5 1%	* *
Don't know	5 1%	5 1%	-	-	-	2 1%	1 *	3 1%	-	1 1%	2 1%	-	-	2 3%	4 1%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_06 How easy or difficult found it to exit the previous contract - Car insurance

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	672	35	58	62	61	53	86	49	98	49	43	53	25
Weighted Base	785	44*	67*	65*	73*	57*	91*	65*	115*	63*	51*	65*	29**
Very easy	503 64%	20 47%	57 85% ^{aefghk}	49 75% ^{afgk}	54 73% ^{afgk}	34 59%	50 55%	29 44%	77 66% ^{ag}	46 72% ^{ag}	38 76% ^{afgk}	35 54%	16 54%
Fairly easy	251 32%	19 43% ^{bdj}	9 13%	17 25%	15 21%	22 39% ^{bd}	36 39% ^{bdj}	33 51% ^{bcdhij}	35 31% ^b	16 26%	10 20%	27 41% ^{bdj}	12 43%
Fairly difficult	17 2%	-	1 1%	-	5 6% ^h	1 1%	2 2%	2 4%	1 1%	-	2 4%	3 4%	1 2%
Very difficult	3 *	-	-	-	-	-	1 1%	-	1 1%	1 2%	-	-	-
SUMMARY CODES													
EASY	754 96%	39 89%	66 99%	65 100% ^a	69 94%	56 99%	86 94%	62 95%	112 97%	62 98%	49 96%	61 95%	28 98%
DIFFICULT	20 3%	-	1 1%	-	5 6%	1 1%	3 3%	2 4%	2 1%	1 2%	2 4%	3 4%	1 2%
Not applicable	5 1%	2 6% ^h	-	-	-	-	2 2%	1 2%	-	-	-	-	-
Don't know	5 1%	2 5%	-	-	-	-	1 1%	-	2 1%	-	-	1 1%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_06 How easy or difficult found it to exit the previous contract - Car insurance

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	672	77	87	92	104	68	52	620	194	478	119	550	199	473
Weighted Base	785	66*	94*	109*	146*	99*	36*	749	252	533	115	667	162	623
Very easy	503	48	55	76	92	64	21	482	163	340	75	427	99	404
	64%	72%	58%	69%	63%	64%	58%	64%	65%	64%	65%	64%	61%	65%
Fairly easy	251	14	37	30	50	33	13	238	82	170	32	219	52	199
	32%	22%	39%a	27%	35%	33%	37%	32%	33%	32%	28%	33%	32%	32%
Fairly difficult	17	3	2	4	3	-	1	16	3	14	4	13	4	12
	2%	4%	2%	3%	2%	-	2%	2%	1%	3%	3%	2%	3%	2%
Very difficult	3	-	-	-	1	-	-	3	1	2	1	2	1	2
	*	-	-	-	1%	-	-	*	1%	*	1%	*	1%	*
SUMMARY CODES														
EASY	754	62	91	105	142	97	34	720	245	510	106	646	151	603
	96%	94%	97%	97%	97%	97%	95%	96%	97%	96%	92%	97% ^e	94%	97%
DIFFICULT	20	3	2	4	4	-	1	19	4	16	5	16	5	15
	3%	4%	2%	3%	3%	-	2%	3%	2%	3%	4%	2%	3%	2%
Not applicable	5	*	1	-	-	3	*	5	1	4	1	4	1	4
	1%	1%	1%	-	-	3%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	5	1	1	-	-	-	1	5	2	4	3	2	4	2
	1%	1%	1%	-	-	-	2%	1%	1%	1%	3% ^k	*	2% ^m	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_07 How easy or difficult found it to exit the previous contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	355	165	190	60	54	85	60	52	44	71	126	69	89
Weighted Base	416	210	206	76*	60*	106*	80*	63*	31*	99*	175	72*	70*
Very easy	198 47%	105 50%	92 45%	31 41%	29 49%	54 51%	33 41%	36 57%	15 47%	57 57%l	82 47%	30 42%	29 41%
Fairly easy	168 40%	85 40%	83 40%	34 45%	25 41%	38 36%	40 50%g	18 29%	13 41%	33 33%	70 40%	34 47%	31 45%
Fairly difficult	34 8%	13 6%	21 10%	7 9%	2 4%	14 13%	3 3%	6 9%	2 5%	4 4%	17 9%	6 8%	7 10%
Very difficult	11 3%	6 3%	5 2%	2 2%	4 6%e	-	4 4%	-	2 7%eg	2 2%	4 2%	2 2%	3 4%
SUMMARY CODES													
EASY	365 88%	190 90%	175 85%	65 86%	54 90%	92 87%	72 90%	54 86%	28 88%	90 90%	152 87%	64 89%	60 86%
DIFFICULT	44 11%	19 9%	26 13%	9 11%	6 10%	14 13%	6 8%	6 9%	4 12%	6 6%	20 12%	8 11%	10 14%
Not applicable	6 2%	1 1%	5 2%	2 2%	-	-	2 2%	3 5%	-	4 4%	3 2%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_07 How easy or difficult found it to exit the previous contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	355	190	88	73	62	114	119	56	4	66	103	74	68	44	298	57
Weighted Base	416	251	105*	56*	61*	138	140	73*	3**	67*	122*	92*	85*	49*	351	65*
Very easy	198 47%	126 50%	49 47%	23 40%	24 39%	64 46%	68 48%	40 55%	2 80%	32 48%	61 50%	37 40%	49 58%k	19 38%	172 49%	25 39%
Fairly easy	168 40%	101 40%	42 40%	22 39%	24 40%	60 43%	60 43%	24 33%	-	26 38%	52 43%	37 40%	30 35%	22 45%	138 39%	30 46%
Fairly difficult	34 8%	14 6%	9 9%	9 15%a	10 16%f	9 6%	8 6%	7 9%	1 20%	7 10%	7 5%	12 13%	3 4%	5 10%	26 7%	7 11%
Very difficult	11 3%	4 1%	5 4%	3 5%	4 6%	3 2%	1 1%	2 3%	-	* 1%	1 1%	5 6%	1 1%	3 6%	10 3%	1 1%
SUMMARY CODES																
EASY	365 88%	227 90%c	91 87%	45 80%	48 78%	123 89%	127 91%d	64 88%	2 80%	58 86%	113 93%k	74 80%	79 93%k	41 83%	310 88%	55 85%
DIFFICULT	44 11%	18 7%	13 13%	11 20%a	13 22%ef	12 9%	10 7%	9 12%	1 20%	7 11%	7 6%	17 18%jl	4 5%	8 17%	36 10%	8 13%
Not applicable	6 2%	6 3%	-	-	-	3 2%	3 2%	-	-	2 3%	1 1%	2 2%	2 2%	-	5 1%	2 2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_07 How easy or difficult found it to exit the previous contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	355	13	38	26	22	26	52	66	43	16	16	28	9
Weighted Base	416	17**	47*	28**	24**	29**	59*	79*	49*	22**	17**	33**	12**
Very easy	198 47%	4 21%	29 62%g	12 41%	13 52%	11 38%	28 48%g	20 25%	29 60%g	18 79%	9 55%	21 63%	4 37%
Fairly easy	168 40%	10 58%	10 21%	14 50%	9 36%	17 60%	21 36%	45 57%bfh	16 33%	2 8%	7 42%	10 31%	6 51%
Fairly difficult	34 8%	2 10%	4 8%	2 8%	3 12%	1 2%	7 12%	11 13%	3 7%	1 6%	- -	- -	- -
Very difficult	11 3%	- -	2 5%	- -	- -	- -	1 1%	4 5%	- -	- -	* 3%	2 6%	2 13%
SUMMARY CODES													
EASY	365 88%	13 79%	39 83%	26 92%	21 88%	28 98%	50 85%	65 82%	46 93%	19 87%	17 97%	31 94%	11 87%
DIFFICULT	44 11%	2 10%	6 13%	2 8%	3 12%	1 2%	8 13%	14 18%	3 7%	1 6%	* 3%	2 6%	2 13%
Not applicable	6 2%	2 11%	2 3%	- -	- -	- -	1 2%	- -	- -	2 7%	- -	- -	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_07 How easy or difficult found it to exit the previous contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	355	59	44	38	56	35	31	324	118	237	63	292	60	295
Weighted Base	416	57*	44*	47*	74*	52*	24**	392	144	272	64*	352	53*	363
Very easy	198	20	19	24	43	21	10	188	63	135	25	172	22	175
	47%	35%	43%	51%	58%a	41%	41%	48%	43%	50%	39%	49%	42%	48%
Fairly easy	168	27	20	19	27	21	9	159	55	112	26	142	25	142
	40%	47%	44%	41%	36%	41%	37%	40%	38%	41%	40%	40%	47%	39%
Fairly difficult	34	8	3	2	4	5	3	30	18	16	5	29	3	30
	8%	13%	6%	4%	5%	10%	13%	8%	12%	6%	8%	8%	6%	8%
Very difficult	11	3	3	-	-	2	2	9	7	4	6	5	2	9
	3%	5%	7% ^d	-	-	3%	9%	2%	5%	1%	9% ^k	1%	4%	2%
SUMMARY CODES														
EASY	365	47	38	43	70	42	19	347	118	247	51	314	47	318
	88%	82%	87%	92%	95% ^a	81%	78%	88%	82%	91% ^h	79%	89% ^j	90%	87%
DIFFICULT	44	10	6	2	4	7	5	39	25	20	10	34	5	39
	11%	18% ^d	13%	4%	5%	13%	22%	10%	17% ⁱ	7%	16%	10%	10%	11%
Not applicable	6	-	-	2	-	3	-	6	2	5	3	3	-	6
	2%	-	-	4%	-	6%	-	2%	1%	2%	5% ^k	1%	-	2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_08 How easy or difficult found it to exit the previous contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	84	41	43	6	13	16	18	11	20	23	19	20	22
Weighted Base	93*	51*	42*	6**	15**	21**	23**	14**	13**	32**	25**	20**	16**
Very easy	43 46%	25 50%	17 41%	3 48%	10 66%	4 19%	10 43%	7 53%	8 64%	16 49%	8 32%	12 59%	8 46%
Fairly easy	34 36%	17 33%	17 41%	3 52%	5 34%	10 47%	9 40%	4 30%	2 15%	10 32%	14 56%	4 19%	6 36%
Fairly difficult	11 11%	8 16%	3 6%	- -	- -	5 25%	3 14%	1 8%	1 7%	5 16%	3 11%	2 9%	1 5%
Very difficult	3 3%	1 1%	2 5%	- -	- -	1 5%	1 3%	- -	1 7%	1 3%	- -	1 6%	1 4%
SUMMARY CODES													
EASY	77 82%	42 83%	35 82%	6 100%	15 100%	14 66%	20 83%	11 82%	10 79%	26 81%	22 89%	15 78%	13 81%
DIFFICULT	13 14%	9 17%	5 11%	- -	- -	6 30%	4 17%	1 8%	2 15%	6 19%	3 11%	3 15%	1 9%
Not applicable	3 3%	- -	3 6%	- -	- -	1 4%	- -	1 10%	* 3%	- -	- -	1 7%	1 7%
Don't know	* *	- -	* 1%	- -	- -	- -	- -	- -	* 3%	- -	- -	- -	* 3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_08 How easy or difficult found it to exit the previous contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	84	56	7	20	9	26	29	20	-	15	32	21	10	6	68	16
Weighted Base	93*	71*	8**	12**	6**	28**	34**	25**	-**	12**	36**	23**	14**	7**	77*	16**
Very easy	43 46%	32 45%	5 60%	6 51%	2 31%	14 49%	15 46%	11 46%	-	5 42%	19 54%	9 40%	7 51%	2 26%	32 41%	11 68%
Fairly easy	34 36%	29 40%	2 20%	4 31%	4 69%	9 32%	12 37%	8 32%	-	3 28%	12 32%	10 44%	3 22%	6 74%	31 41%	3 17%
Fairly difficult	11 11%	7 10%	1 10%	1 6%	-	4 13%	3 8%	4 17%	-	3 24%	3 8%	2 10%	3 19%	-	11 14%	-
Very difficult	3 3%	2 3%	-	1 6%	-	-	2 5%	1 4%	-	-	1 3%	1 3%	1 8%	-	1 1%	2 10%
SUMMARY CODES																
EASY	77 82%	61 85%	6 80%	10 82%	6 100%	23 81%	28 83%	19 79%	-	9 70%	31 86%	20 84%	10 73%	7 100%	63 82%	14 85%
DIFFICULT	13 14%	10 13%	1 10%	1 12%	-	4 13%	4 13%	5 21%	-	3 24%	4 10%	3 13%	4 27%	-	12 15%	2 10%
Not applicable	3 3%	1 2%	1 10%	* 3%	-	2 6%	1 2%	-	-	* 3%	1 4%	1 3%	-	-	2 2%	1 5%
Don't know	* *	- -	- -	* 3%	- -	- -	* 1%	- -	- -	* 3%	- -	- -	- -	- -	* 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_08 How easy or difficult found it to exit the previous contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	84	4	10	7	9	8	4	8	11	2	6	10	5
Weighted Base	93*	6**	10**	9**	9**	10**	4**	8**	12**	2**	6**	9**	7**
Very easy	43 46%	1 15%	5 51%	7 71%	4 52%	6 54%	2 50%	2 19%	4 35%	1 54%	4 64%	6 62%	2 20%
Fairly easy	34 36%	3 51%	2 22%	1 12%	2 26%	5 46%	1 33%	6 81%	4 30%	-	2 36%	3 30%	4 58%
Fairly difficult	11 11%	2 34%	1 10%	2 16%	2 22%	-	1 17%	-	2 15%	-	-	-	2 22%
Very difficult	3 3%	-	-	-	-	-	-	-	1 10%	1 46%	-	1 8%	-
SUMMARY CODES													
EASY	77 82%	4 66%	7 73%	8 84%	7 78%	10 100%	4 83%	8 100%	8 65%	1 54%	6 100%	8 92%	6 78%
DIFFICULT	13 14%	2 34%	1 10%	2 16%	2 22%	-	1 17%	-	3 25%	1 46%	-	1 8%	2 22%
Not applicable	3 3%	-	1 13%	-	-	-	-	-	1 10%	-	-	-	-
Don't know	* *	-	* 4%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_08 How easy or difficult found it to exit the previous contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	84	17	7	10	13	11	14	70	27	57	19	65	28	56
Weighted Base	93*	16**	8**	11**	17**	18**	11**	82*	31**	62*	17**	76*	24**	69*
Very easy	43 46%	7 43%	3 41%	6 53%	9 54%	6 35%	5 42%	38 47%	11 35%	32 51%	5 31%	38 49%	14 60%	29 41%
Fairly easy	34 36%	5 31%	3 45%	4 37%	5 27%	8 45%	4 33%	30 37%	15 48%	19 31%	6 38%	28 36%	6 24%	28 41%
Fairly difficult	11 11%	3 21%	1 14%	- -	2 11%	3 20%	2 16%	9 11%	3 11%	7 12%	4 22%	7 9%	2 9%	9 12%
Very difficult	3 3%	1 4%	- -	1 10%	- -	- -	1 6%	2 3%	1 4%	2 3%	1 4%	2 3%	1 4%	2 3%
SUMMARY CODES														
EASY	77 82%	12 75%	7 86%	10 90%	14 81%	14 80%	8 74%	68 84%	26 83%	51 82%	12 69%	65 85%	20 84%	57 82%
DIFFICULT	13 14%	4 25%	1 14%	1 10%	2 11%	3 20%	2 22%	11 13%	5 14%	9 14%	4 26%	9 12%	3 13%	10 15%
Not applicable	3 3%	- -	- -	- -	1 8%	- -	- -	3 3%	1 3%	2 3%	* 2%	2 3%	* 2%	2 3%
Don't know	* *	- -	- -	- -	- -	- -	* 4%	- -	- -	* 1%	* 2%	- -	* 2%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_09 How easy or difficult found it to exit the previous contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	194	104	90	24	46	33	37	27	27	41	61	52	40
Weighted Base	220	124*	96*	29**	54*	39*	48*	30**	20**	54*	79*	56*	32*
Very easy	107 49%	64 51%	44 46%	6 22%	26 48%	22 55%	31 65%	15 50%	8 38%	27 51%	37 47%	32 58%	11 34%
Fairly easy	80 36%	45 37%	34 36%	16 55%	22 41%	11 29%	11 22%	12 39%	9 43%	17 31%	33 42%	16 29%	14 43%
Fairly difficult	18 8%	9 7%	9 10%	4 13%	4 8%	3 9%	3 6%	3 11%	1 3%	2 4%	8 10%	4 7%	5 15%
Very difficult	9 4%	2 2%	6 7%	3 10%	2 4%	1 3%	-	-	2 12%	2 4%	1 1%	4 6%	2 7%
SUMMARY CODES													
EASY	187 85%	109 88%	78 81%	22 77%	48 89%	33 84%	42 87%	27 89%	16 80%	44 82%	70 89%	48 87%	25 78%
DIFFICULT	27 12%	11 9%	16 16%	7 23%	6 11%	5 12%	3 6%	3 11%	3 15%	4 8%	9 11%	7 13%	7 22%
Not applicable	4 2%	3 3%	1 1%	-	-	2 4%	2 3%	-	1 5%	4 8%	-	-	-
Don't know	1 1%	-	1 1%	-	-	-	1 3%	-	-	1 2%	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_09 How easy or difficult found it to exit the previous contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	194	104	51	39	28	73	61	30	2	33	67	43	34	17	159	35
Weighted Base	220	131*	59*	29*	28**	81*	71*	37**	2**	32**	76*	50*	43*	18**	180	40*
Very easy	107 49%	73 55%b	22 37%	13 44%	13 47%	41 51%	31 43%	21 57%	1 52%	18 55%	42 55%k	17 34%	25 58%k	5 30%	86 48%	22 54%
Fairly easy	80 36%	46 35%	22 37%	12 43%	11 40%	28 35%	29 40%	11 30%	-	11 35%	22 29%	22 44%	15 35%	9 51%	65 36%	15 37%
Fairly difficult	18 8%	7 5%	8 14%	3 10%	3 12%	5 6%	6 8%	3 8%	1 48%	2 7%	5 6%	6 13%	3 7%	2 13%	17 10%	1 3%
Very difficult	9 4%	3 3%	4 7%	1 3%	-	3 4%	4 5%	2 5%	-	1 3%	5 6%	2 4%	-	1 6%	7 4%	1 3%
SUMMARY CODES																
EASY	187 85%	118 90%b	44 74%	25 87%	25 88%	69 86%	60 84%	32 87%	1 52%	29 90%	65 85%	39 78%	40 93%	14 81%	151 84%	36 91%
DIFFICULT	27 12%	11 8%	13 21%a	4 13%	3 12%	8 10%	9 13%	5 13%	1 48%	3 10%	9 12%	8 17%	3 7%	3 19%	25 14%	2 5%
Not applicable	4 2%	3 2%	2 3%	-	-	3 4%	1 1%	-	-	-	3 3%	2 3%	-	-	3 1%	2 4%
Don't know	1 1%	-	1 2%	-	-	-	1 2%	-	-	-	-	1 3%	-	-	1 1%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_09 How easy or difficult found it to exit the previous contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	194	9	15	20	8	23	23	24	24	19	11	17	1
Weighted Base	220	12**	17**	22**	9**	27**	27**	27**	27**	22**	11**	19**	1**
Very easy	107 49%	6 52%	12 73%	13 60%	5 56%	13 48%	11 39%	6 23%	14 51%	8 37%	8 76%	10 56%	1 100%
Fairly easy	80 36%	1 9%	2 12%	9 40%	3 34%	9 34%	12 43%	17 63%	8 30%	10 46%	3 24%	6 33%	-
Fairly difficult	18 8%	1 11%	1 4%	-	1 10%	1 4%	4 14%	3 11%	5 19%	1 5%	-	1 8%	-
Very difficult	9 4%	2 20%	2 11%	-	-	1 3%	1 3%	1 3%	-	1 5%	-	1 4%	-
SUMMARY CODES													
EASY	187 85%	7 61%	14 85%	22 100%	8 90%	22 82%	22 82%	23 86%	22 81%	19 83%	11 100%	17 89%	1 100%
DIFFICULT	27 12%	4 31%	3 15%	-	1 10%	2 7%	5 18%	4 14%	5 19%	2 10%	-	2 11%	-
Not applicable	4 2%	1 8%	-	-	-	2 6%	-	-	-	2 7%	-	-	-
Don't know	1 1%	-	-	-	-	1 5%	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_09 How easy or difficult found it to exit the previous contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	194	34	34	34	28	9	15	179	69	125	48	146	33	161
Weighted Base	220	32*	37*	39*	33**	12**	11**	209	79*	140	50*	170	28**	192
Very easy	107	14	18	20	18	6	4	103	42	65	30	77	8	99
	49%	43%	49%	52%	53%	47%	38%	49%	53%	47%	61%	45%	31%	52%
Fairly easy	80	12	14	15	10	5	6	74	22	57	11	69	15	65
	36%	36%	36%	37%	31%	40%	56%	35%	28%	41%	22%	41%j	55%	34%
Fairly difficult	18	5	4	1	4	-	1	18	9	9	6	12	1	18
	8%	15%	12%	3%	12%	-	6%	8%	12%	6%	13%	7%	2%	9%
Very difficult	9	2	1	1	-	-	-	9	4	5	2	6	2	6
	4%	6%	3%	3%	-	-	-	4%	5%	3%	4%	4%	9%	3%
SUMMARY CODES														
EASY	187	25	32	35	28	10	10	177	65	123	41	146	24	164
	85%	79%	86%	89%	84%	86%	94%	85%	81%	87%	83%	86%	85%	85%
DIFFICULT	27	7	5	3	4	-	1	26	13	14	9	18	3	24
	12%	21%	14%	6%	12%	-	6%	13%	16%	10%	17%	11%	11%	12%
Not applicable	4	-	-	2	-	2	-	4	2	3	-	4	1	3
	2%	-	-	4%	-	14%	-	2%	2%	2%	-	3%	4%	2%
Don't know	1	-	-	-	1	-	-	1	-	1	-	1	-	1
	1%	-	-	-	4%	-	-	1%	-	1%	-	1%	-	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_10 How easy or difficult found it to exit the previous contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	58	35	23	8	12	10	7	9	12	9	19	11	19
Weighted Base	61*	40*	22**	10**	14**	11**	9**	10**	8**	12**	23**	12**	14**
Very easy	28 45%	17 44%	10 48%	3 25%	6 46%	6 60%	5 54%	4 40%	3 44%	6 47%	9 38%	10 80%	4 26%
Fairly easy	26 42%	18 46%	8 35%	5 49%	6 44%	3 31%	4 46%	5 45%	3 35%	4 33%	12 53%	2 20%	7 50%
Fairly difficult	2 3%	1 4%	* 2%	- -	- -	- -	- -	1 14%	* 5%	- -	1 4%	- -	1 7%
Very difficult	6 10%	3 7%	3 15%	3 26%	1 9%	1 9%	- -	- -	1 16%	2 20%	1 6%	- -	2 17%
SUMMARY CODES													
EASY	53 87%	35 89%	18 83%	8 74%	13 91%	10 91%	9 100%	9 86%	6 79%	10 80%	21 91%	12 100%	11 76%
DIFFICULT	8 13%	4 11%	4 17%	3 26%	1 9%	1 9%	- -	1 14%	2 21%	2 20%	2 9%	- -	3 24%
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_10 How easy or difficult found it to exit the previous contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	58	34	11	13	6	13	26	12	1	15	18	14	8	3	48	10
Weighted Base	61*	40*	12**	9**	8**	13**	27**	13**	***	14**	18**	15**	11**	3**	52*	10**
Very easy	28 45%	20 49%	5 41%	3 32%	5 65%	4 30%	12 46%	7 49%	-	7 50%	9 53%	6 41%	3 30%	2 56%	22 43%	5 55%
Fairly easy	26 42%	16 39%	6 50%	4 43%	3 35%	7 55%	14 51%	2 15%	-	6 39%	6 32%	7 45%	6 57%	1 44%	22 43%	3 35%
Fairly difficult	2 3%	-	-	2 22%	-	1 5%	1 3%	-	*	* 3%	1 8%	-	-	-	1 2%	1 10%
Very difficult	6 10%	5 12%	1 9%	* 4%	-	1 10%	-	5 36%	-	1 9%	1 6%	2 14%	2 14%	-	6 12%	-
SUMMARY CODES																
EASY	53 87%	36 88%	11 91%	6 75%	8 100%	11 85%	27 97%	9 64%	-	13 88%	15 86%	13 86%	10 86%	3 100%	45 87%	9 90%
DIFFICULT	8 13%	5 12%	1 9%	2 25%	-	2 15%	1 3%	5 36%	*	2 12%	3 14%	2 14%	2 14%	-	7 13%	1 10%
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_10 How easy or difficult found it to exit the previous contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	58	5	4	5	1	3	4	12	8	5	2	7	2
Weighted Base	61*	5**	4**	6**	1**	4**	5**	15**	7**	5**	2**	8**	2**
Very easy	28 45%	-	2 56%	3 59%	-	2 54%	4 81%	5 36%	4 53%	-	2 100%	4 58%	1 52%
Fairly easy	26 42%	2 35%	-	2 41%	1 100%	2 46%	1 19%	9 64%	2 22%	4 78%	-	3 42%	1 48%
Fairly difficult	2 3%	-	-	-	-	-	-	-	1 12%	1 22%	-	-	-
Very difficult	6 10%	3 65%	2 44%	-	-	-	-	-	1 13%	-	-	-	-
SUMMARY CODES													
EASY	53 87%	2 35%	2 56%	6 100%	1 100%	4 100%	5 100%	15 100%	5 75%	4 78%	2 100%	8 100%	2 100%
DIFFICULT	8 13%	3 65%	2 44%	-	-	-	-	-	2 25%	1 22%	-	-	-
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.97_10 How easy or difficult found it to exit the previous contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	58	13	11	9	4	7	8	50	15	43	14	44	15	43
Weighted Base	61*	13**	10**	10**	5**	10**	6**	55*	18**	44*	11**	50*	11**	50*
Very easy	28 45%	6 44%	6 55%	6 57%	2 38%	5 45%	2 31%	26 47%	9 51%	19 43%	2 21%	25 51%	3 31%	24 48%
Fairly easy	26 42%	4 29%	4 41%	4 43%	2 43%	4 40%	1 24%	24 44%	7 41%	18 42%	6 55%	19 39%	5 45%	21 41%
Fairly difficult	2 3%	-	* 4%	-	1 18%	-	1 10%	1 2%	-	2 4%	1 13%	* 1%	* 4%	1 3%
Very difficult	6 10%	3 27%	-	-	-	2 15%	2 35%	4 7%	1 7%	5 11%	1 11%	5 10%	2 20%	4 8%
SUMMARY CODES														
EASY	53 87%	9 73%	10 96%	10 100%	4 82%	9 85%	3 55%	50 91%	17 93%	37 85%	9 76%	45 90%	8 77%	45 89%
DIFFICULT	8 13%	3 27%	* 4%	-	1 18%	2 15%	3 45%	5 9%	1 7%	7 15%	3 24%	5 10%	3 23%	5 11%
Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98 How easy or difficult found it to find a new provider or contract - SUMMARY

Base: All who have switched in the last 12 months

	Energy (gas\electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	606	65	74	38	353	672	355	84	194	58
Weighted Base	642	77	88	56	398	785	416	93	220	61
Very easy	422 66%	50 65%	59 67%	35 62%	262 66%	533 68%	233 56%	53 57%	119 54%	34 56%
Fairly easy	175 27%	26 34%	25 29%	17 31%	123 31%	226 29%	154 37%	29 31%	84 38%	20 32%
Fairly difficult	14 2%	* 1%	2 3%	3 5%	6 1%	18 2%	19 4%	8 9%	6 3%	1 2%
Very difficult	16 3%	- -	- -	- -	1 *	1 *	4 1%	1 1%	7 3%	5 8%
SUMMARY CODES										
EASY	597 93%	76 99%	85 96%	52 93%	385 97%	759 97%	388 93%	82 88%	202 92%	54 88%
DIFFICULT	30 5%	* 1%	2 3%	3 5%	6 2%	19 2%	23 6%	9 10%	13 6%	6 11%
Not applicable	8 1%	* 1%	1 1%	1 2%	4 1%	3 *	4 1%	3 3%	4 2%	1 2%
Don't know	7 1%	- -	- -	- -	3 1%	4 *	2 *	- -	- -	- -

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_01 How easy or difficult found it to find a new provider or contract - Energy (gas\electricity)

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	606	289	317	23	96	100	101	90	196	156	170	126	154
Weighted Base	642	324	318	28**	109*	125*	131*	108*	140	200	213	125	104
Very easy	422 66%	216 67%	206 65%	21 75%	69 63%	86 69%	89 68%	70 65%	87 62%	146 73% ^j	132 62%	83 66%	61 59%
Fairly easy	175 27%	84 26%	91 29%	5 20%	32 29%	29 23%	36 27%	33 30%	39 28%	44 22%	63 30%	33 26%	34 33% ⁱ
Fairly difficult	14 2%	8 2%	6 2%	- -	2 2%	4 3%	1 1%	2 2%	4 3%	3 2%	6 3%	1 1%	3 3%
Very difficult	16 3%	11 3%	6 2%	- -	4 3%	4 3%	4 3%	2 2%	3 2%	3 1%	6 3%	3 3%	5 5%
SUMMARY CODES													
EASY	597 93%	300 93%	297 93%	26 94%	101 92%	116 93%	125 96%	103 95%	126 90%	191 95%	196 92%	116 93%	95 91%
DIFFICULT	30 5%	19 6%	11 4%	- -	6 5%	8 6%	4 3%	4 4%	8 6%	6 3%	12 5%	5 4%	8 8%
Not applicable	8 1%	2 *	6 2%	2 6%	- -	1 1%	- -	2 1%	3 2%	3 2%	2 1%	2 2%	* *
Don't know	7 1%	3 1%	3 1%	- -	3 2%	- -	1 1%	- -	3 2%	- -	3 2%	2 2%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_01 How easy or difficult found it to find a new provider or contract - Energy (gas\electricity)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	606	395	95	116	75	187	199	135	9	142	237	97	77	53	491	115
Weighted Base	642	461	106*	75	69*	210	203	153	6**	119	253	117*	94*	59*	528	114*
Very easy	422 66%	309 67%	67 64%	46 62%	45 65%	139 66%	131 65%	103 67%	4 66%	75 64%	179 71%	71 61%	62 65%	35 60%	350 66%	72 64%
Fairly easy	175 27%	124 27%	31 29%	21 27%	18 27%	53 25%	60 30%	41 27%	2 25%	32 27%	58 23%	35 30%	30 31%	21 35%	143 27%	32 28%
Fairly difficult	14 2%	7 2%	3 3%	4 5%a	3 4%	4 2%	4 2%	2 2%	1 10%	3 2%	4 2%	2 2%	2 2%	3 5%	10 2%	4 3%
Very difficult	16 3%	9 2%	4 4%	3 5%	3 4%f	9 4%f	1 *	4 2%	- -	6 5%	5 2%	5 4%	2 2%	- -	14 3%	2 2%
SUMMARY CODES																
EASY	597 93%	432 94%	98 93%	67 89%	63 92%	192 92%	192 94%	144 94%	6 90%	108 91%	236 93%	106 91%	91 97%	56 95%	493 93%	104 92%
DIFFICULT	30 5%	16 3%	7 6%	7 9%a	6 8%f	13 6%	5 2%	6 4%	1 10%	8 7%	9 4%	7 6%	3 3%	3 5%	24 5%	6 5%
Not applicable	8 1%	7 2%	- -	1 1%	- -	3 2%	3 1%	2 1%	- -	2 1%	3 1%	3 3%	- -	- -	5 1%	3 2%
Don't know	7 1%	5 1%	1 1%	* 1%	- -	1 *	4 2%	2 1%	- -	1 1%	4 2%	1 1%	- -	- -	6 1%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_01 How easy or difficult found it to find a new provider or contract - Energy (gas\electricity)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	606	30	75	53	44	56	63	49	91	53	24	48	20
Weighted Base	642	33**	77*	57*	48*	55*	70*	58*	96*	58*	23**	49*	19**
Very easy	422 66%	18 54%	50 66%	41 72%g	32 66%	38 69%	41 58%	28 49%	71 74%g	46 79%fg	16 70%	30 61%	11 60%
Fairly easy	175 27%	13 40%	16 21%	13 23%	14 30%	16 29%	22 31%i	27 46%bchi	18 19%	8 13%	5 24%	17 34%i	5 27%
Fairly difficult	14 2%	- -	1 1%	1 2%	- -	1 2%	2 3%	2 4%	3 3%	3 5%	- -	- -	1 4%
Very difficult	16 3%	1 2%	4 5%	1 1%	1 2%	- -	4 6%	- -	* *	1 2%	- -	3 5%	2 8%
SUMMARY CODES													
EASY	597 93%	31 94%	67 87%	54 95%	46 96%	54 98%b	63 89%	55 96%	89 94%	54 93%	21 94%	47 95%	16 88%
DIFFICULT	30 5%	1 2%	5 6%	1 2%	1 2%	1 2%	6 9%	2 4%	3 3%	4 7%	- -	3 5%	2 12%
Not applicable	8 1%	1 4%	4 5%	- -	1 1%	- -	* 1%	- -	1 1%	- -	- -	- -	- -
Don't know	7 1%	- -	1 1%	2 3%	- -	- -	1 1%	- -	2 2%	- -	1 6%	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_01 How easy or difficult found it to find a new provider or contract - Energy (gas\electricity)

Base: All who have switched in the last 12 months

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	606	120	85	65	84	61	93	513	165	441	169	436	216	390
Weighted Base	642	95	80*	76*	107*	88*	64*	578	195	446	140	501	167	474
Very easy	422	54	52	50	72	62	36	386	125	298	95	326	104	319
	66%	57%	66%	66%	68%	71%	57%	67%	64%	67%	68%	65%	62%	67%
Fairly easy	175	28	22	22	30	19	18	157	58	117	35	139	48	127
	27%	29%	28%	29%	28%	22%	28%	27%	30%	26%	25%	28%	29%	27%
Fairly difficult	14	4	1	2	1	-	2	11	4	10	4	9	5	9
	2%	4%	1%	2%	1%	-	4%	2%	2%	2%	3%	2%	3%	2%
Very difficult	16	6	3	-	3	3	3	13	5	11	2	15	5	12
	3%	6% ^c	4%	-	3%	4%	5%	2%	3%	3%	1%	3%	3%	2%
SUMMARY CODES														
EASY	597	81	74	72	102	82	54	543	182	415	131	466	151	446
	93%	86%	93%	95%	96% ^a	93%	85%	94% ^f	93%	93%	93%	93%	91%	94%
DIFFICULT	30	10	4	2	3	3	6	24	9	21	6	24	10	20
	5%	10% ^c	5%	2%	3%	4%	9%	4%	5%	5%	4%	5%	6%	4%
Not applicable	8	1	2	2	1	1	1	7	3	5	1	7	3	5
	1%	1%	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%
Don't know	7	2	-	1	-	2	2	4	1	6	2	4	3	4
	1%	3%	-	1%	-	2%	4% ^g	1%	*	1%	2%	1%	2%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_02 How easy or difficult found it to find a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	65	38	27	10	14	7	13	7	14	18	23	11	13
Weighted Base	77*	47*	30**	13**	17**	11**	18**	8**	10**	26**	29**	13**	10**
Very easy	50	34	16	3	13	8	14	6	6	21	16	8	6
	65%	72%	54%	26%	76%	74%	79%	73%	55%	78%	55%	63%	60%
Fairly easy	26	13	13	10	4	3	4	2	4	6	13	4	3
	34%	27%	44%	74%	24%	26%	21%	27%	35%	22%	45%	33%	35%
Fairly difficult	*	*	-	-	-	-	-	-	*	-	-	-	*
	1%	1%	-	-	-	-	-	-	4%	-	-	-	5%
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	76	47	30	13	17	11	18	8	9	26	29	12	9
	99%	99%	98%	100%	100%	100%	100%	100%	91%	100%	100%	96%	95%
DIFFICULT	*	*	-	-	-	-	-	-	*	-	-	-	*
	1%	1%	-	-	-	-	-	-	4%	-	-	-	5%
Not applicable	*	-	*	-	-	-	-	-	*	-	-	*	-
	1%	-	2%	-	-	-	-	-	5%	-	-	4%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_02 How easy or difficult found it to find a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	65	38	14	11	13	22	21	9	-	19	26	10	5	5	52	13
Weighted Base	77*	50*	17**	7**	14**	25**	27**	12**	-**	17**	35**	13**	7**	5**	63*	15**
Very easy	50 65%	36 72%	10 57%	3 39%	4 29%	18 70%	17 65%	11 93%	-	11 64%	24 68%	11 79%	2 35%	2 43%	40 64%	10 68%
Fairly easy	26 34%	14 28%	7 43%	4 54%	9 67%	7 30%	9 33%	1 7%	-	5 30%	11 32%	3 21%	4 65%	3 57%	22 35%	4 29%
Fairly difficult	* 1%	* 1%	-	-	* 3%	-	-	-	-	* 3%	-	-	-	-	* 1%	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
EASY	76 99%	50 99%	17 100%	7 93%	13 97%	25 100%	26 98%	12 100%	-	16 95%	35 100%	13 100%	7 100%	5 100%	62 99%	14 97%
DIFFICULT	* 1%	* 1%	-	-	* 3%	-	-	-	-	* 3%	-	-	-	-	* 1%	-
Not applicable	* 1%	-	-	* 7%	-	-	* 2%	-	-	* 3%	-	-	-	-	-	* 3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_02 How easy or difficult found it to find a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	65	2	2	7	4	8	4	12	8	5	3	10	-
Weighted Base	77*	1**	3**	9**	6**	9**	5**	13**	10**	7**	3**	11**	..**
Very easy	50 65%	* 28%	3 100%	8 95%	1 23%	7 76%	3 61%	5 35%	8 77%	5 71%	3 79%	7 68%	-
Fairly easy	26 34%	1 72%	-	-	4 77%	2 24%	1 29%	9 65%	2 23%	2 29%	1 21%	4 32%	-
Fairly difficult	* 1%	-	-	* 5%	-	-	-	-	-	-	-	-	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	76 99%	1 100%	3 100%	8 95%	6 100%	9 100%	4 90%	13 100%	10 100%	7 100%	3 100%	11 100%	-
DIFFICULT	* 1%	-	-	* 5%	-	-	-	-	-	-	-	-	-
Not applicable	* 1%	-	-	-	-	-	* 10%	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_02 How easy or difficult found it to find a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	65	15	8	11	6	8	7	58	12	53	15	50	20	45
Weighted Base	77*	15**	7**	14**	8**	13**	5**	72*	15**	62*	16**	62*	17**	61*
Very easy	50 65%	10 63%	2 32%	6 44%	7 92%	11 89%	3 68%	47 65%	9 57%	41 67%	11 73%	39 63%	12 73%	38 63%
Fairly easy	26 34%	5 31%	5 68%	8 56%	1 8%	11 11%	1 13%	26 35%	7 43%	19 32%	4 24%	22 36%	4 21%	23 37%
Fairly difficult	* 1%	* 3%	-	-	-	-	* 9%	-	-	*	*	-	*	-
Very difficult	- -	- -	-	-	-	-	- -	-	-	-	-	-	-	-
SUMMARY CODES														
EASY	76 99%	15 94%	7 100%	14 100%	8 100%	13 100%	4 81%	72 100%	15 100%	61 98%	15 97%	61 99%	16 94%	61 100%
DIFFICULT	* 1%	* 3%	-	-	-	-	* 9%	-	-	*	3%	-	*	-
Not applicable	* 1%	* 3%	-	-	-	-	* 10%	-	-	*	-	*	-	-
Don't know	- -	- -	-	-	-	-	- -	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_03 How easy or difficult found it to find a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	74	40	34	5	22	15	11	8	13	21	22	19	12
Weighted Base	88*	52*	36*	6**	28**	20**	16**	9**	9**	31**	28**	21**	8**
Very easy	59 67%	38 73%	21 59%	1 16%	20 72%	16 79%	12 76%	7 75%	3 37%	24 78%	21 73%	13 61%	2 20%
Fairly easy	25 29%	12 24%	13 36%	5 84%	7 24%	4 21%	4 24%	2 19%	4 42%	6 20%	6 23%	8 39%	4 58%
Fairly difficult	2 3%	* 1%	2 5%	- -	1 4%	- -	- -	- -	1 13%	- -	1 4%	- -	1 15%
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	85 96%	50 97%	34 95%	6 100%	27 96%	20 100%	16 100%	9 94%	7 79%	30 98%	27 96%	21 100%	6 78%
DIFFICULT	2 3%	* 1%	2 5%	- -	1 4%	- -	- -	- -	1 13%	- -	1 4%	- -	1 15%
Not applicable	1 1%	1 2%	-	-	-	-	-	1 6%	1 8%	1 2%	-	-	1 7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_03 How easy or difficult found it to find a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	74	49	15	10	16	24	13	21	-	16	27	15	12	4	57	17
Weighted Base	88*	63*	18**	7**	18**	30**	14**	27**	**	16**	31**	21**	16**	4**	69*	19**
Very easy	59 67%	47 73%	10 57%	3 39%	6 36%	22 73%	8 57%	23 87%	-	9 55%	21 67%	18 88%	8 50%	3 84%	44 63%	16 83%
Fairly easy	25 29%	15 24%	6 37%	4 53%	9 51%	7 25%	6 43%	3 10%	-	5 30%	10 33%	2 12%	7 43%	1 16%	22 32%	3 17%
Fairly difficult	2 3%	1 2%	1 6%	-	2 13%	-	-	-	-	1 7%	-	-	1 7%	-	2 3%	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
EASY	85 96%	62 97%	17 94%	7 92%	15 87%	29 98%	14 100%	26 97%	-	14 85%	31 100%	21 100%	15 93%	4 100%	66 95%	19 100%
DIFFICULT	2 3%	1 2%	1 6%	-	2 13%	-	-	-	-	1 7%	-	-	1 7%	-	2 3%	-
Not applicable	1 1%	1 1%	-	1 8%	-	1 2%	-	1 3%	-	1 8%	-	-	-	-	1 2%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_03 How easy or difficult found it to find a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	74	2	6	10	3	4	9	10	12	5	3	8	2
Weighted Base	88*	2**	8**	12**	3**	5**	11**	13**	11**	7**	3**	10**	3**
Very easy	59 67%	1 68%	8 100%	6 53%	1 47%	4 74%	6 53%	6 47%	7 60%	7 100%	3 80%	8 73%	3 100%
Fairly easy	25 29%	1 32%	-	6 47%	1 28%	1 26%	5 47%	6 44%	3 30%	-	1 20%	2 22%	-
Fairly difficult	2 3%	-	-	-	-	-	-	1 9%	1 10%	-	-	-	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	85 96%	2 100%	8 100%	12 100%	2 75%	5 100%	11 100%	11 91%	10 90%	7 100%	3 100%	10 95%	3 100%
DIFFICULT	2 3%	-	-	-	-	-	-	1 9%	1 10%	-	-	-	-
Not applicable	1 1%	-	-	-	1 25%	-	-	-	-	-	-	1 5%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_03 How easy or difficult found it to find a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	74	11	11	19	9	9	6	68	22	52	10	64	14	60
Weighted Base	88*	8**	10**	25**	13**	14**	4**	85*	29**	59*	9**	79*	11**	77*
Very easy	59 67%	1 15%	3 26%	22 88%	8 66%	12 90%	- -	59 70%	22 76%	37 63%	6 62%	54 68%	6 50%	54 70%
Fairly easy	25 29%	4 53%	7 66%	3 12%	4 34%	1 10%	2 54%	23 28%	6 21%	19 33%	2 20%	23 30%	4 33%	22 28%
Fairly difficult	2 3%	2 26%	- -	- -	- -	- -	1 31%	1 1%	1 4%	1 2%	1 12%	1 1%	1 10%	1 1%
Very difficult	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
EASY	85 96%	6 67%	9 93%	25 100%	13 100%	14 100%	2 54%	83 98%	28 96%	56 96%	7 82%	77 98%	9 84%	75 98%
DIFFICULT	2 3%	2 26%	- -	- -	- -	- -	1 31%	1 1%	1 4%	1 2%	1 12%	1 1%	1 10%	1 1%
Not applicable	1 1%	1 6%	1 7%	- -	- -	- -	1 15%	1 1%	- -	1 2%	1 6%	1 1%	1 6%	1 1%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_04 How easy or difficult found it to find a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	38	17	21	1	8	17	8	2	2	12	15	9	2
Weighted Base	56*	29**	27**	2**	10**	27**	13**	3**	2**	19**	23**	12**	1**
Very easy	35 62%	17 59%	18 66%	2 100%	6 58%	14 53%	10 78%	3 100%	-	16 84%	12 52%	7 55%	-
Fairly easy	17 31%	10 36%	7 25%	-	3 26%	13 47%	1 11%	-	1 37%	1 7%	10 44%	4 34%	1 100%
Fairly difficult	3 5%	2 6%	1 5%	-	2 16%	-	1 11%	-	-	2 8%	-	1 11%	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	52 93%	27 94%	25 91%	2 100%	8 84%	27 100%	11 89%	3 100%	1 37%	18 92%	22 96%	11 89%	1 100%
DIFFICULT	3 5%	2 6%	1 5%	-	2 16%	-	1 11%	-	-	2 8%	-	1 11%	-
Not applicable	1 2%	-	1 4%	-	-	-	-	-	1 63%	-	1 4%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_04 How easy or difficult found it to find a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	38	37	1	-	2	16	15	4	1	3	10	14	8	3	30	8
Weighted Base	56*	55*	1**	-**	2**	26**	21**	5**	1**	4**	15**	21**	12**	5**	44**	12**
Very easy	35 62%	33 61%	1 100%	-	-	16 63%	13 62%	4 75%	1 100%	2 44%	9 63%	14 69%	8 67%	2 37%	26 59%	9 76%
Fairly easy	17 31%	17 31%	-	-	2 100%	8 31%	6 27%	1 25%	-	1 33%	2 16%	6 31%	4 33%	3 63%	14 32%	3 24%
Fairly difficult	3 5%	3 5%	-	-	-	2 6%	1 7%	-	-	-	3 21%	-	-	-	3 7%	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
EASY	52 93%	51 93%	1 100%	-	2 100%	25 94%	19 89%	5 100%	1 100%	3 77%	12 79%	21 100%	12 100%	5 100%	40 91%	12 100%
DIFFICULT	3 5%	3 5%	-	-	-	2 6%	1 7%	-	-	-	3 21%	-	-	-	3 7%	-
Not applicable	1 2%	1 2%	-	-	-	-	1 5%	-	-	1 23%	-	-	-	-	1 2%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_04 How easy or difficult found it to find a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	38	3	3	2	2	6	5	4	7	2	1	2	1
Weighted Base	56*	5**	5**	3**	3**	8**	8**	6**	11**	3**	1**	2**	2**
Very easy	35 62%	4 75%	5 100%	1 42%	3 100%	3 35%	3 37%	3 54%	7 66%	2 66%	1 100%	1 72%	2 100%
Fairly easy	17 31%	1 25%	-	-	-	5 65%	5 63%	1 23%	4 34%	-	-	1 28%	-
Fairly difficult	3 5%	-	-	2 58%	-	-	-	1 22%	-	-	-	-	-
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	52 93%	5 100%	5 100%	1 42%	3 100%	8 100%	8 100%	5 78%	11 100%	2 66%	1 100%	2 100%	2 100%
DIFFICULT	3 5%	-	-	2 58%	-	-	-	1 22%	-	-	-	-	-
Not applicable	1 2%	-	-	-	-	-	-	-	-	1 34%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_04 How easy or difficult found it to find a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	38	1	1	9	9	11	1	37	21	17	2	36	2	36
Weighted Base	56*	1**	1**	13**	14**	17**	1**	55*	31**	25**	3**	53*	2**	54*
Very easy	35 62%	-	-	8 62%	10 76%	11 65%	-	35 63%	18 57%	17 69%	2 65%	33 62%	-	35 64%
Fairly easy	17 31%	-	1 100%	4 27%	3 24%	4 26%	-	17 31%	13 43%	4 15%	-	17 32%	1 37%	17 30%
Fairly difficult	3 5%	-	-	1 10%	-	2 9%	-	3 5%	-	3 12%	-	3 6%	-	3 5%
Very difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
EASY	52 93%	-	1 100%	12 90%	14 100%	15 91%	-	52 95%	31 100%	21 84%	2 65%	50 94%	1 37%	51 95%
DIFFICULT	3 5%	-	-	1 10%	-	2 9%	-	3 5%	-	3 12%	-	3 6%	-	3 5%
Not applicable	1 2%	1 100%	-	-	-	-	1 100%	-	-	1 4%	1 35%	-	1 63%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_05 How easy or difficult found it to find a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	353	176	177	3	37	47	70	71	125	107	103	73	70
Weighted Base	398	203	195	4**	47*	66*	103*	86*	92	139	135*	74*	50*
Very easy	262 66%	147 72%b	116 59%	-	35 75%	38 58%	75 73%h	61 71%	53 58%	99 71%l	97 72%kl	42 57%	24 48%
Fairly easy	123 31%	53 26%	70 36%	3 76%	12 25%	24 36%	27 26%	23 27%	34 37%	38 27%	33 25%	27 37%	24 49%ij
Fairly difficult	6 1%	1 *	5 3%	-	-	2 4%	2 2%	-	2 2%	-	3 2%	3 4%i	-
Very difficult	1 *	1 *	-	-	-	-	-	1 1%	-	-	-	-	1 1%
SUMMARY CODES													
EASY	385 97%	200 99%	185 95%	3 76%	47 100%	62 94%	101 98%	84 98%	87 95%	136 98%	131 97%	70 94%	48 97%
DIFFICULT	6 2%	1 1%	5 3%	-	-	2 4%	2 2%	1 1%	2 2%	-	3 2%	3 4%i	1 1%
Not applicable	4 1%	1 1%	3 1%	1 24%	-	1 2%	-	-	1 1%	2 2%	-	1 1%	* 1%
Don't know	3 1%	1 *	2 1%	-	-	-	-	2 2%	1 1%	-	2 1%	1 1%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_05 How easy or difficult found it to find a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	353	312	16	25	22	97	114	117	3	87	140	59	52	15	273	80
Weighted Base	398	364	19**	15**	24**	115*	122	134	3**	75*	155	75*	72*	21**	312	86*
Very easy	262 66%	244 67%	9 49%	9 57%	14 58%	64 56%	82 67%	99 74%e	3 100%	45 60%	112 72%	47 63%	45 62%	14 66%	218 70%o	45 52%
Fairly easy	123 31%	108 30%	9 46%	5 37%	8 35%	44 38%g	38 31%	33 24%	-	26 35%	40 26%	23 31%	26 36%	7 34%	87 28%	35 41%n
Fairly difficult	6 1%	6 2%	-	-	2 7%	3 3%	-	1 1%	-	3 3%	1 *	1 2%	1 2%	-	4 1%	2 2%
Very difficult	1 *	-	-	1 4%	-	1 *	-	-	-	1 1%	-	-	-	-	-	1 1%
SUMMARY CODES																
EASY	385 97%	353 97%	18 95%	14 94%	22 93%	108 94%	119 98%	132 98%	3 100%	71 94%	152 98%	70 93%	70 98%	21 100%	305 98%	80 93%
DIFFICULT	6 2%	6 2%	-	1 4%	2 7%	4 3%	-	1 1%	-	3 4%	1 *	1 2%	1 2%	-	4 1%	2 3%
Not applicable	4 1%	2 1%	1 5%	* 3%	-	2 2%	1 1%	1 1%	-	* 1%	1 1%	2 3%	-	-	3 1%	1 1%
Don't know	3 1%	3 1%	-	-	-	1 1%	2 1%	1 *	-	1 1%	1 *	2 2%	-	-	1 *	2 3%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_05 How easy or difficult found it to find a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	353	19	31	38	40	26	34	18	53	22	19	37	16
Weighted Base	398	23**	32**	38*	48*	27**	36**	25**	59*	27**	21**	45*	17**
Very easy	262 66%	12 52%	26 79%	26 68%	36 75%	11 41%	24 67%	11 46%	44 75%	14 50%	17 84%	32 72%	9 54%
Fairly easy	123 31%	9 37%	6 18%	12 32%	12 25%	15 55%	10 27%	12 47%	14 24%	11 40%	3 16%	13 28%	7 43%
Fairly difficult	6 1%	- -	1 4%	- -	- -	- -	2 5%	2 7%	- -	1 4%	- -	- -	- -
Very difficult	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
SUMMARY CODES													
EASY	385 97%	21 90%	31 96%	38 100%	48 100%	26 96%	34 94%	23 93%	58 98%	24 90%	21 100%	45 100%	17 97%
DIFFICULT	6 2%	- -	1 4%	- -	- -	- -	2 5%	2 7%	- -	1 4%	- -	- -	1 3%
Not applicable	4 1%	2 10%	- -	- -	- -	1 4%	- -	- -	* 1%	- -	- -	- -	- -
Don't know	3 1%	- -	- -	- -	- -	- -	1 2%	- -	- 1%	2 6%	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_05 How easy or difficult found it to find a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	353	44	33	50	54	43	310	81	272	82	269	144	209	
Weighted Base	398	36*	33**	59*	73*	64*	33*	365	112*	286	78*	319	116	282
Very easy	262	22	21	39	50	45	16	246	74	189	44	218	70	192
	66%	60%	64%	65%	68%	71%	49%	67%f	66%	66%	56%	68%	61%	68%
Fairly easy	123	11	11	20	23	17	13	110	36	87	31	92	41	81
	31%	30%	33%	34%	32%	27%	39%	30%	32%	30%	40%	29%	36%	29%
Fairly difficult	6	3	1	1	-	-	3	3	1	5	2	4	2	4
	1%	7%de	4%	1%	-	-	8%g	1%	1%	2%	2%	1%	1%	1%
Very difficult	1	1	-	-	-	-	1	-	-	1	-	-	-	1
	*	2%	-	-	-	-	2%g	-	-	*	1%	-	-	*
SUMMARY CODES														
EASY	385	32	32	58	73	62	29	356	109	276	74	309	111	274
	97%	90%	96%	99%	100%a	98%	89%	97%f	98%	96%	96%	97%	96%	97%
DIFFICULT	6	3	1	1	-	-	3	3	1	5	2	4	2	5
	2%	9%de	4%	1%	-	-	10%g	1%	1%	2%	3%	1%	1%	2%
Not applicable	4	-	-	-	-	1	-	4	1	2	*	3	1	2
	1%	-	-	-	-	2%	-	1%	1%	1%	1%	1%	1%	1%
Don't know	3	1	-	-	-	-	1	2	-	3	1	2	1	2
	1%	2%	-	-	-	-	2%	1%	-	1%	1%	1%	1%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_06 How easy or difficult found it to find a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	672	362	310	34	108	117	135	107	171	184	222	149	117
Weighted Base	785	441	344	46*	131*	161	192	133	122	248	298	155	84
Very easy	533 68%	318 72% ^b	216 63%	31 67%	89 68%	111 69%	132 69%	93 70%	78 63%	182 73% ^l	196 66%	109 70% ^l	47 56%
Fairly easy	226 29%	115 26%	111 32%	13 29%	39 30%	43 26%	58 30%	37 28%	35 29%	58 23%	90 30%	44 28%	34 41% ^{ik}
Fairly difficult	18 2%	6 1%	12 3%	2 4%	2 1%	6 3%	2 1%	3 2%	4 4%	5 2%	11 4% ^k	-	2 2% ^k
Very difficult	1 *	-	1 *	-	1 1%	-	-	-	-	-	-	1 1%	-
SUMMARY CODES													
EASY	759 97%	433 98% ^b	326 95%	44 96%	128 98%	154 96%	190 99% ^h	130 98% ^h	113 92%	240 97%	286 96%	153 99%	81 96%
DIFFICULT	19 2%	6 1%	13 4%	2 4%	3 2%	6 3%	2 1%	3 2%	4 4%	5 2%	11 4%	1 1%	2 2%
Not applicable	3 *	-	3 1%	-	-	1 1%	-	-	1 1%	2 1%	-	*	-
Don't know	4 *	1 *	2 1%	-	-	-	-	-	4 3% ^{ef}	1 *	1 *	1 *	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_06 How easy or difficult found it to find a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	672	506	79	82	46	216	235	171	4	116	262	117	124	53	524	148
Weighted Base	785	630	89*	60*	48*	265	265	202	5**	113*	295	151	162	64*	622	163
Very easy	533 68%	425 68%	64 72%	40 68%	34 71%	173 65%	171 65%	150 74%	5 100%	78 69%	215 73% ^l	102 68%	97 60%	42 65%	419 67%	114 70%
Fairly easy	226 29%	185 29%	23 25%	16 26%	12 26%	81 31%	84 32%	49 24%	-	30 27%	72 24%	45 30%	58 36% ^j	21 32%	183 29%	43 27%
Fairly difficult	18 2%	13 2%	2 3%	3 5%	2 4%	8 3%	6 2%	2 1%	-	3 3%	6 2%	3 2%	5 3%	1 2%	15 2%	3 2%
Very difficult	1 *	1 *	-	-	-	-	1 *	-	-	-	-	-	1 1%	-	1 *	-
SUMMARY CODES																
EASY	759 97%	610 97%	86 97%	56 94%	47 96%	254 96%	255 96%	199 98%	5 100%	108 95%	286 97%	147 97%	156 96%	63 98%	602 97%	158 97%
DIFFICULT	19 2%	14 2%	2 3%	3 5%	2 4%	8 3%	7 3%	2 1%	-	3 3%	6 2%	3 2%	6 4%	1 2%	16 3%	3 2%
Not applicable	3 *	2 *	-	* 1%	-	1 1%	1 1%	-	-	* *	1 *	1 1%	-	-	2 *	* *
Don't know	4 *	4 1%	-	-	-	2 1%	1 *	1 1%	-	1 1%	2 1%	-	-	-	2 *	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_06 How easy or difficult found it to find a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	672	35	58	62	61	53	86	49	98	49	43	53	25
Weighted Base	785	44*	67*	65*	73*	57*	91*	65*	115*	63*	51*	65*	29**
Very easy	533 68%	21 48%	57 86% ^{aefgk}	50 76% ^{agk}	55 75% ^{ag}	37 66%	55 60%	30 47%	87 75% ^{afgk}	47 74% ^{ag}	40 79% ^{afgk}	37 57%	17 60%
Fairly easy	226 29%	18 42% ^{bhj}	7 10%	15 24%	18 24%	19 33% ^b	32 35% ^{bj}	31 47% ^{bcdhij}	26 22%	14 22%	9 17%	27 42% ^{bhij}	11 38%
Fairly difficult	18 2%	1 3%	3 4%	-	1 1%	1 1%	2 3%	4 6%	1 1%	3 4%	2 4%	-	1 2%
Very difficult	1 *	-	-	-	-	-	1 1%	-	-	-	-	-	-
SUMMARY CODES													
EASY	759 97%	39 90%	64 96%	65 100% ^a	73 99% ^a	56 99%	87 95%	61 94%	113 98%	61 96%	49 96%	64 99%	28 98%
DIFFICULT	19 2%	1 3%	3 4%	-	1 1%	1 1%	3 4%	4 6%	1 1%	3 4%	2 4%	-	1 2%
Not applicable	3 *	2 6% ^h	-	-	-	-	1 1%	-	-	-	-	-	-
Don't know	4 *	1 2%	-	-	-	-	1 1%	-	2 1%	-	-	1 1%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_06 How easy or difficult found it to find a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	672	77	87	92	104	68	52	620	194	478	119	550	199	473
Weighted Base	785	66*	94*	109*	146*	99*	36*	749	252	533	115	667	162	623
Very easy	533	46	62	76	104	66	20	513	170	364	79	453	101	432
	68%	69%	66%	70%	71%	66%	56%	69%	67%	68%	69%	68%	63%	69%
Fairly easy	226	16	31	30	37	32	14	212	75	151	28	197	50	176
	29%	24%	33%	27%	25%	32%	38%	28%	30%	28%	24%	30%	31%	28%
Fairly difficult	18	3	-	3	4	-	1	17	5	13	5	13	5	13
	2%	5%be	-	3%	3%	-	4%	2%	2%	2%	5%	2%	3%	2%
Very difficult	1	-	-	-	1	-	-	1	-	1	-	1	-	1
	*	-	-	-	1%	-	-	*	-	*	-	*	-	*
SUMMARY CODES														
EASY	759	62	94	106	141	98	34	725	245	514	107	650	152	608
	97%	93%	99%a	97%	97%	99%	93%	97%	97%	96%	93%	97%j	94%	98%l
DIFFICULT	19	3	-	3	5	-	1	18	5	14	5	14	5	14
	2%	5%be	-	3%	3%	-	4%	2%	2%	3%	5%	2%	3%	2%
Not applicable	3	*	-	-	-	1	*	2	1	1	-	3	1	1
	*	1%	-	-	-	1%	1%	*	1%	*	-	*	1%	*
Don't know	4	1	1	-	-	-	1	3	-	4	3	1	4	-
	*	1%	1%	-	-	-	2%	*	-	1%	3%k	*	2%m	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_07 How easy or difficult found it to find a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	355	165	190	60	54	85	60	52	44	71	126	69	89
Weighted Base	416	210	206	76*	60*	106*	80*	63*	31*	99*	175	72*	70*
Very easy	233 56%	125 59%	108 53%	40 53%	35 58%	58 55%	43 54%	41 65%	17 53%	72 73% ^{kl}	95 55%	33 45%	33 47%
Fairly easy	154 37%	75 36%	79 38%	32 43%	21 35%	41 39%	31 39%	17 27%	12 37%	24 24%	68 39% ⁱ	33 46% ⁱ	29 41% ⁱ
Fairly difficult	19 4%	9 4%	9 5%	2 3%	3 5%	6 6%	4 4%	2 4%	2 5%	- -	7 4%	6 8% ⁱ	5 8% ⁱ
Very difficult	4 1%	1 *	4 2%	- -	1 2%	- -	1 2%	- -	2 6% ^{ce}	1 1%	2 1%	- -	2 3%
SUMMARY CODES													
EASY	388 93%	200 95%	187 91%	72 95%	55 93%	100 94%	74 92%	58 92%	28 89%	97 97% ^l	163 93%	66 92%	62 88%
DIFFICULT	23 6%	10 5%	13 6%	2 3%	4 7%	6 6%	5 6%	2 4%	3 11%	1 1%	9 5%	6 8% ⁱ	7 10% ⁱ
Not applicable	4 1%	- -	4 2%	2 2%	- -	- -	1 1%	1 1%	- -	2 2%	1 1%	- -	1 1%
Don't know	2 *	- -	2 1%	- -	- -	- -	- -	2 3%	- -	- -	2 1%	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_07 How easy or difficult found it to find a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	355	190	88	73	62	114	119	56	4	66	103	74	68	44	298	57
Weighted Base	416	251	105*	56*	61*	138	140	73*	3**	67*	122*	92*	85*	49*	351	65*
Very easy	233 56%	148 59%	58 56%	27 49%	26 43%	73 52%	83 59%	50 68% ^d	2 80%	37 55%	71 58%	50 54%	52 61%	24 48%	205 58% ^o	28 43%
Fairly easy	154 37%	89 35%	43 41%	20 36%	26 42%	59 43%	49 35%	20 28%	1 20%	21 32%	45 37%	36 39%	26 31%	25 50%	126 36%	28 43%
Fairly difficult	19 4%	10 4%	3 3%	5 9%	7 11% ^e	4 3%	5 4%	3 4%	-	6 9%	4 4%	3 3%	4 5%	1 2%	13 4%	5 8%
Very difficult	4 1%	2 1%	-	3 5% ^{ab}	2 3%	1 *	1 1%	1 1%	-	-	1 1%	2 2%	2 2%	-	4 1%	1 1%
SUMMARY CODES																
EASY	388 93%	236 94% ^c	101 96% ^c	47 85%	52 85%	132 95% ^d	131 94%	70 95%	3 100%	58 86%	116 95%	87 94%	78 93%	48 98%	331 94% ^o	56 87%
DIFFICULT	23 6%	12 5%	3 3%	8 13% ^{ab}	8 13% ^{ef}	5 3%	7 5%	3 5%	-	6 9%	5 4%	4 5%	6 7%	1 2%	17 5%	6 9%
Not applicable	4 1%	2 1%	1 1%	1 2%	1 2%	2 1%	1 1%	-	-	3 4%	1 1%	-	-	-	3 1%	1 1%
Don't know	2 *	2 1%	-	-	-	-	2 1%	-	-	-	-	2 2%	-	-	-	2 2% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_07 How easy or difficult found it to find a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	355	13	38	26	22	26	52	66	43	16	16	28	9
Weighted Base	416	17**	47*	28**	24**	29**	59*	79*	49*	22**	17**	33**	12**
Very easy	233 56%	4 21%	37 79%g	16 56%	14 57%	15 53%	35 59%g	26 32%	36 74%g	13 57%	10 58%	23 70%	6 49%
Fairly easy	154 37%	10 58%	8 16%	10 37%	8 34%	13 47%	22 37%b	47 59%bfh	10 20%	7 30%	6 34%	9 28%	5 38%
Fairly difficult	19 4%	2 10%	3 5%	2 6%	1 5%	-	1 2%	4 5%	3 6%	1 6%	1 8%	-	-
Very difficult	4 1%	-	-	-	-	-	1 1%	2 2%	-	-	-	1 2%	2 13%
SUMMARY CODES													
EASY	388 93%	13 79%	44 95%	26 94%	22 91%	29 100%	57 96%	72 92%	46 94%	19 87%	16 92%	33 98%	11 87%
DIFFICULT	23 6%	2 10%	3 5%	2 6%	1 5%	-	2 4%	6 7%	3 6%	1 6%	1 8%	1 2%	2 13%
Not applicable	4 1%	2 11%	-	-	1 4%	-	-	1 1%	-	-	-	-	-
Don't know	2 *	-	-	-	-	-	-	-	-	2 7%	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_07 How easy or difficult found it to find a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	355	59	44	38	56	35	31	324	118	237	63	292	60	295
Weighted Base	416	57*	44*	47*	74*	52*	24**	392	144	272	64*	352	53*	363
Very easy	233	23	24	28	41	38	10	223	81	152	37	197	28	205
	56%	41%	55%	59%	56%	72%a	44%	57%	56%	56%	57%	56%	53%	56%
Fairly easy	154	24	19	17	29	15	7	147	51	103	20	135	20	134
	37%	41%	44%	37%	39%	28%	30%	38%	36%	38%	30%	38%	39%	37%
Fairly difficult	19	6	1	-	3	-	4	15	9	10	4	14	3	16
	4%	11%ce	1%	-	4%	-	17%	4%	6%	4%	7%	4%	5%	4%
Very difficult	4	3	-	-	-	-	2	2	3	2	3	2	2	3
	1%	5%	-	-	-	-	9%	1%	2%	1%	5%k	*	3%	1%
SUMMARY CODES														
EASY	388	47	44	45	70	52	18	370	133	255	56	331	49	339
	93%	82%	99%a	96%	95%	100%a	74%	94%	92%	94%	87%	94%	92%	93%
DIFFICULT	23	9	1	-	3	-	6	17	11	12	7	16	4	19
	6%	16%bcde	1%	-	4%	-	26%	4%	8%	4%	11%k	5%	8%	5%
Not applicable	4	1	-	2	1	-	-	4	-	4	1	3	-	4
	1%	2%	-	4%	1%	-	-	1%	-	1%	1%	1%	-	1%
Don't know	2	-	-	-	-	-	-	2	-	2	-	2	-	2
	*	-	-	-	-	-	-	*	-	1%	-	*	-	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_08 How easy or difficult found it to find a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	84	41	43	6	13	16	18	11	20	23	19	20	22
Weighted Base	93*	51*	42*	6**	15**	21**	23**	14**	13**	32**	25**	20**	16**
Very easy	53 57%	30 60%	23 54%	6 87%	10 66%	7 33%	11 47%	9 62%	11 84%	20 64%	11 44%	11 58%	10 63%
Fairly easy	29 31%	16 31%	13 31%	1 13%	4 30%	11 52%	8 32%	4 28%	1 6%	7 21%	12 47%	6 30%	4 26%
Fairly difficult	8 9%	5 10%	3 7%	- -	1 4%	2 11%	5 21%	- -	- -	5 16%	1 5%	1 6%	1 3%
Very difficult	1 1%	- -	1 2%	- -	- -	- -	- -	- -	1 7%	- -	1 4%	- -	- -
SUMMARY CODES													
EASY	82 88%	46 90%	36 85%	6 100%	14 96%	18 85%	18 79%	12 90%	12 90%	27 84%	23 91%	17 87%	15 89%
DIFFICULT	9 10%	5 10%	4 9%	- -	1 4%	2 11%	5 21%	- -	1 7%	5 16%	2 9%	1 6%	1 3%
Not applicable	3 3%	- -	3 6%	- -	- -	1 4%	- -	1 10%	* 3%	- -	- -	1 7%	1 7%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_08 How easy or difficult found it to find a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	84	56	7	20	9	26	29	20	-	15	32	21	10	6	68	16
Weighted Base	93*	71*	8**	12**	6**	28**	34**	25**	-**	12**	36**	23**	14**	7**	77*	16**
Very easy	53 57%	38 53%	7 90%	8 69%	2 36%	18 62%	19 57%	14 57%	-	6 51%	23 64%	14 59%	7 47%	3 45%	41 54%	12 71%
Fairly easy	29 31%	26 36%	-	3 23%	3 55%	8 29%	10 29%	7 30%	-	5 38%	10 28%	7 28%	5 36%	2 31%	25 32%	4 24%
Fairly difficult	8 9%	6 8%	-	1 5%	1 9%	-	4 12%	3 13%	-	-	2 5%	2 9%	2 17%	2 24%	8 10%	-
Very difficult	1 1%	1 1%	-	-	-	1 3%	-	-	-	1 8%	-	-	-	-	1 1%	-
SUMMARY CODES																
EASY	82 88%	63 89%	7 90%	11 92%	6 91%	26 91%	29 85%	22 87%	-	11 89%	33 92%	21 88%	12 83%	6 76%	66 86%	16 95%
DIFFICULT	9 10%	7 9%	-	1 5%	1 9%	1 3%	4 12%	3 13%	-	1 8%	2 5%	2 9%	2 17%	2 24%	9 12%	-
Not applicable	3 3%	1 2%	1 10%	* 3%	-	2 6%	1 2%	-	-	* 3%	1 4%	1 3%	-	-	2 2%	1 5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_08 How easy or difficult found it to find a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	84	4	10	7	9	8	4	8	11	2	6	10	5
Weighted Base	93*	6**	10**	9**	9**	10**	4**	8**	12**	2**	6**	9**	7**
Very easy	53 57%	1 15%	7 69%	7 71%	6 73%	4 41%	3 67%	3 38%	6 54%	2 100%	4 66%	7 74%	3 38%
Fairly easy	29 31%	3 54%	1 8%	1 12%	2 27%	6 59%	1 33%	4 55%	3 27%	-	1 12%	2 26%	3 40%
Fairly difficult	8 9%	2 30%	-	2 16%	-	-	-	1 7%	1 10%	-	1 21%	-	2 22%
Very difficult	1 1%	-	1 10%	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	82 88%	4 70%	8 77%	8 84%	9 100%	10 100%	4 100%	7 93%	10 81%	2 100%	5 79%	9 100%	6 78%
DIFFICULT	9 10%	2 30%	1 10%	2 16%	-	-	-	1 7%	1 10%	-	1 21%	-	2 22%
Not applicable	3 3%	-	1 13%	-	-	-	-	-	1 10%	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_08 How easy or difficult found it to find a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	84	17	7	10	13	11	14	70	27	57	19	65	28	56
Weighted Base	93*	16**	8**	11**	17**	18**	11**	82*	31**	62*	17**	76*	24**	69*
Very easy	53 57%	10 60%	3 42%	6 49%	9 54%	8 44%	8 70%	45 55%	16 50%	37 61%	9 52%	44 58%	18 76%	35 50%
Fairly easy	29 31%	3 20%	5 58%	5 40%	5 31%	7 37%	2 16%	27 33%	10 33%	18 30%	7 43%	21 28%	4 18%	24 35%
Fairly difficult	8 9%	2 14%	-	1 10%	1 8%	3 19%	1 5%	7 9%	5 15%	3 5%	1 3%	7 10%	-	8 11%
Very difficult	1 1%	1 6%	-	-	-	-	1 9%	-	-	1 2%	-	1 1%	1 4%	-
SUMMARY CODES														
EASY	82 88%	13 80%	8 100%	10 90%	14 85%	14 81%	10 86%	72 88%	26 82%	56 90%	16 94%	66 86%	22 94%	59 85%
DIFFICULT	9 10%	3 20%	-	1 10%	1 8%	3 19%	2 14%	7 9%	5 15%	4 7%	1 3%	8 11%	1 4%	8 11%
Not applicable	3 3%	-	-	-	1 8%	-	-	3 3%	1 3%	2 3%	*	2 3%	*	2 3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_09 How easy or difficult found it to find a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	194	104	90	24	46	33	37	27	27	41	61	52	40
Weighted Base	220	124*	96*	29**	54*	39*	48*	30**	20**	54*	79*	56*	32*
Very easy	119 54%	73 59%	46 48%	10 34%	28 53%	26 65%	28 58%	19 63%	9 42%	36 67%	36 46%	37 66%	10 31%
Fairly easy	84 38%	45 36%	39 40%	15 54%	24 45%	11 29%	14 30%	10 35%	8 40%	13 24%	36 46%i	17 30%	18 56%ik
Fairly difficult	6 3%	2 1%	4 4%	- -	1 1%	1 3%	3 6%	1 3%	- -	1 2%	2 3%	- -	2 7%k
Very difficult	7 3%	3 2%	4 5%	3 12%	1 2%	- -	2 3%	- -	2 8%	- -	4 5%	2 4%	1 3%
SUMMARY CODES													
EASY	202 92%	118 95%	85 88%	25 88%	52 97%	37 95%	42 88%	29 97%	17 82%	49 92%	73 92%	53 96%	27 86%
DIFFICULT	13 6%	5 4%	8 8%	3 12%	1 3%	1 3%	5 10%	1 3%	2 8%	1 2%	6 8%	2 4%	3 10%
Not applicable	4 2%	1 1%	3 3%	- -	- -	1 3%	1 3%	- -	2 10%	3 6%	- -	- -	1 3%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_09 How easy or difficult found it to find a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	194	104	51	39	28	73	61	30	2	33	67	43	34	17	159	35
Weighted Base	220	131*	59*	29*	28**	81*	71*	37**	2**	32**	76*	50*	43*	18**	180	40*
Very easy	119 54%	76 58%	30 50%	13 44%	13 47%	49 60%	32 44%	23 62%	2 100%	15 46%	49 64%	23 45%	24 57%	8 48%	100 56%	19 48%
Fairly easy	84 38%	52 39%	19 32%	13 46%	13 44%	29 36%	31 43%	11 29%	-	12 39%	21 27%	25 49% ^{cj}	19 43%	7 38%	65 36%	18 46%
Fairly difficult	6 3%	-	4 6% ^a	2 7% ^a	2 8%	1 1%	1 2%	1 4%	-	2 5%	1 1%	1 1%	-	3 14%	6 3%	-
Very difficult	7 3%	2 1%	5 8% ^a	1 3%	-	1 1%	6 8%	1 3%	-	2 7%	4 6%	1 2%	-	-	6 3%	1 4%
SUMMARY CODES																
EASY	202 92%	128 97% ^b	49 82%	26 90%	26 92%	78 97%	62 87%	34 91%	2 100%	27 84%	70 91%	48 95%	43 100%	15 86%	165 92%	37 94%
DIFFICULT	13 6%	2 1%	8 14% ^a	3 10% ^a	2 8%	2 2%	7 9%	2 7%	-	4 13%	5 6%	1 3%	-	3 14%	12 6%	1 4%
Not applicable	4 2%	2 1%	2 4%	-	-	1 1%	2 3%	1 3%	-	1 3%	2 3%	1 3%	-	-	3 2%	1 2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_09 How easy or difficult found it to find a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	194	9	15	20	8	23	23	24	24	19	11	17	1
Weighted Base	220	12**	17**	22**	9**	27**	27**	27**	27**	22**	11**	19**	1**
Very easy	119 54%	5 46%	12 73%	14 63%	6 66%	15 57%	15 56%	9 34%	13 49%	10 45%	9 86%	9 48%	1 100%
Fairly easy	84 38%	5 46%	3 16%	6 29%	3 34%	8 31%	10 36%	17 61%	12 45%	10 44%	2 14%	8 44%	-
Fairly difficult	6 3%	-	-	1 4%	-	1 4%	1 5%	1 3%	2 6%	-	-	-	-
Very difficult	7 3%	-	2 11%	-	-	1 3%	1 3%	1 3%	-	2 7%	-	1 8%	-
SUMMARY CODES													
EASY	202 92%	11 92%	15 89%	20 92%	9 100%	23 87%	25 91%	26 95%	25 94%	20 89%	11 100%	17 92%	1 100%
DIFFICULT	13 6%	-	2 11%	1 4%	-	2 8%	2 9%	1 5%	2 6%	2 7%	-	1 8%	-
Not applicable	4 2%	1 8%	-	1 4%	-	1 5%	-	-	-	1 4%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_09 How easy or difficult found it to find a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	194	34	34	34	28	9	15	179	69	125	48	146	33	161
Weighted Base	220	32*	37*	39*	33**	12**	11**	209	79*	140	50*	170	28**	192
Very easy	119	12	23	24	18	10	2	117	46	73	30	89	12	107
	54%	38%	63%	62%	55%	80%	22%	56%	58%	52%	60%	52%	45%	55%
Fairly easy	84	15	12	14	12	2	6	77	29	55	15	69	12	72
	38%	48%	33%	35%	37%	20%	56%	37%	37%	39%	30%	40%	42%	37%
Fairly difficult	6	3	2	1	-	-	1	4	3	2	1	4	-	6
	3%	9%	4%	3%	-	-	13%	2%	4%	2%	3%	2%	-	3%
Very difficult	7	1	-	-	2	-	-	7	2	6	2	5	2	6
	3%	3%	-	-	5%	-	-	4%	2%	4%	5%	3%	6%	3%
SUMMARY CODES														
EASY	202	27	36	38	31	12	9	194	75	128	45	158	24	179
	92%	85%	96%	97%	92%	100%	78%	93%	94%	91%	90%	93%	87%	93%
DIFFICULT	13	4	2	1	2	-	1	11	5	8	4	9	2	11
	6%	12%	4%	3%	5%	-	13%	6%	6%	6%	8%	5%	6%	6%
Not applicable	4	1	-	-	1	-	1	3	-	4	1	3	2	2
	2%	3%	-	-	4%	-	9%	2%	-	3%	2%	2%	7%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_10 How easy or difficult found it to find a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	58	35	23	8	12	10	7	9	12	9	19	11	19
Weighted Base	61*	40*	22**	10**	14**	11**	9**	10**	8**	12**	23**	12**	14**
Very easy	34 56%	22 56%	12 56%	3 25%	8 55%	7 68%	6 64%	7 69%	4 55%	6 47%	13 56%	11 88%	5 35%
Fairly easy	20 32%	14 35%	6 27%	5 49%	5 36%	2 14%	3 36%	3 31%	2 24%	4 33%	9 38%	2 12%	5 38%
Fairly difficult	1 2%	-	1 6%	-	-	1 9%	-	-	*	-	-	-	1 10%
Very difficult	5 8%	3 7%	2 11%	3 26%	1 9%	-	-	-	1 16%	2 20%	1 6%	-	1 10%
SUMMARY CODES													
EASY	54 88%	36 91%	18 83%	8 74%	13 91%	9 82%	9 100%	10 100%	6 79%	10 80%	22 94%	12 100%	10 73%
DIFFICULT	6 11%	3 7%	4 17%	3 26%	1 9%	1 9%	-	-	2 21%	2 20%	1 6%	-	3 20%
Not applicable	1 2%	1 3%	-	-	-	1 9%	-	-	-	-	-	-	1 7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_10 How easy or difficult found it to find a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	58	34	11	13	6	13	26	12	1	15	18	14	8	3	48	10
Weighted Base	61*	40*	12**	9**	8**	13**	27**	13**	***	14**	18**	15**	11**	3**	52*	10**
Very easy	34 56%	25 61%	4 33%	6 66%	5 65%	5 43%	16 59%	8 57%	-	8 55%	12 68%	9 62%	3 30%	2 56%	27 53%	7 73%
Fairly easy	20 32%	11 28%	6 50%	2 25%	3 35%	5 39%	11 41%	1 7%	-	4 26%	5 26%	4 24%	6 57%	1 44%	17 34%	2 23%
Fairly difficult	1 2%	1 2%	-	* 5%	-	1 7%	-	-	* 100%	1 9%	-	-	-	-	1 2%	* 4%
Very difficult	5 8%	4 9%	1 9%	* 4%	-	* 2%	-	5 36%	-	* 2%	1 6%	2 14%	2 14%	-	5 10%	-
SUMMARY CODES																
EASY	54 88%	36 88%	10 83%	8 91%	8 100%	10 82%	27 100%	9 64%	-	12 81%	16 94%	13 86%	10 86%	3 100%	45 86%	9 96%
DIFFICULT	6 11%	5 12%	1 9%	1 9%	-	1 10%	-	5 36%	* 100%	2 12%	1 6%	2 14%	2 14%	-	6 12%	* 4%
Not applicable	1 2%	-	1 8%	-	-	1 8%	-	-	-	1 7%	-	-	-	-	1 2%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_10 How easy or difficult found it to find a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	58	5	4	5	1	3	4	12	8	5	2	7	2
Weighted Base	61*	5**	4**	6**	1**	4**	5**	15**	7**	5**	2**	8**	2**
Very easy	34 56%	-	2 56%	5 82%	1 100%	2 54%	5 100%	7 46%	5 65%	1 13%	2 100%	4 58%	2 100%
Fairly easy	20 32%	2 35%	-	-	-	2 46%	-	8 54%	2 22%	4 78%	-	3 42%	-
Fairly difficult	1 2%	-	-	-	-	-	-	-	1 13%	* 9%	-	-	-
Very difficult	5 8%	3 65%	2 44%	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
EASY	54 88%	2 35%	2 56%	5 82%	1 100%	4 100%	5 100%	15 100%	6 87%	4 91%	2 100%	8 100%	2 100%
DIFFICULT	6 11%	3 65%	2 44%	-	-	-	-	-	1 13%	* 9%	-	-	-
Not applicable	1 2%	-	-	1 18%	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.98_10 How easy or difficult found it to find a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	58	13	11	9	4	7	8	50	15	43	14	44	15	43
Weighted Base	61*	13**	10**	10**	5**	10**	6**	55*	18**	44*	11**	50*	11**	50*
Very easy	34 56%	5 43%	6 55%	8 76%	3 57%	7 70%	2 40%	32 58%	11 61%	23 54%	5 40%	30 59%	4 39%	30 59%
Fairly easy	20 32%	3 22%	4 41%	2 24%	2 43%	2 15%	1 8%	19 35%	6 32%	14 32%	4 40%	15 30%	4 38%	16 31%
Fairly difficult	1 2%	1 7%	* 4%	- -	- -	- -	1 15%	* 1%	- -	1 3%	* 1%	- -	1 12%	- -
Very difficult	5 8%	3 20%	- -	- -	- -	2 15%	1 20%	4 7%	1 7%	4 9%	* 3%	5 10%	1 11%	4 8%
SUMMARY CODES														
EASY	54 88%	8 65%	10 96%	10 100%	5 100%	9 85%	3 48%	51 92%	17 93%	37 86%	9 80%	45 90%	8 77%	46 90%
DIFFICULT	6 11%	3 27%	* 4%	- -	- -	2 15%	2 35%	4 8%	1 7%	5 12%	1 11%	5 10%	3 23%	4 8%
Not applicable	1 2%	1 8%	- -	- -	- -	- -	1 16%	- -	- -	1 2%	1 9%	- -	- -	1 2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99 Whether experienced any problems during the switching process once you selected a new provider or contract - SUMMARY

Base: All who have switched in the last 12 months

	Energy (gas/electricity)	A Current account	A Credit card	A Mortgage	Home insurance	Car insurance	A Mobile phone contract	A bundled contract combining 2+ services (e.g. broadband and pay-TV)	Broadband (not bundled with another product)	Pay TV (not bundled with another product)
Unweighted Base	606	65	74	38	353	672	355	84	194	58
Weighted Base	642	77	88	56	398	785	416	93	220	61
Yes	73 11%	5 7%	3 3%	5 9%	14 3%	37 5%	22 5%	12 13%	27 12%	5 9%
No	562 88%	71 92%	84 95%	50 90%	381 96%	746 95%	391 94%	79 85%	193 88%	56 91%
Don't know	6 1%	1 2%	1 1%	1 2%	4 1%	2 *	3 1%	2 2%	- -	- -

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_01 Whether experienced any problems during the switching process once you selected a new provider or contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	606	289	317	23	96	100	101	90	196	156	170	126	154
Weighted Base	642	324	318	28**	109*	125*	131*	108*	140	200	213	125	104
Yes	73	39	35	-	20	24	12	7	9	31	21	14	7
	11%	12%	11%	-	19%gh	19%gh	9%	7%	7%	16%l	10%	12%	6%
No	562	284	278	26	89	101	119	99	127	168	190	108	96
	88%	88%	87%	94%	81%	81%	91%	92%e	91%de	84%	89%	87%	93%i
Don't know	6	1	6	2	-	-	-	2	3	1	2	2	1
	1%	*	2%	6%	-	-	-	1%	2%	*	1%	2%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_01 Whether experienced any problems during the switching process once you selected a new provider or contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	606	395	95	116	75	187	199	135	9	142	237	97	77	53	491	115
Weighted Base	642	461	106*	75	69*	210	203	153	6**	119	253	117*	94*	59*	528	114*
Yes	73	52	13	8	11	33	14	14	1	13	26	17	9	7	62	11
	11%	11%	12%	11%	16%f	16%f	7%	9%	11%	11%	10%	15%	10%	12%	12%	9%
No	562	403	93	66	57	175	187	137	5	105	223	98	85	51	461	101
	88%	88%	88%	88%	83%	84%	92% ^{cde}	89%	89%	88%	88%	84%	90%	88%	87%	89%
Don't know	6	6	-	1	1	1	2	2	-	1	4	2	-	-	4	2
	1%	1%	-	1%	1%	1%	1%	2%	-	1%	2%	1%	-	-	1%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_01 Whether experienced any problems during the switching process once you selected a new provider or contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	606	30	75	53	44	56	63	49	91	53	24	48	20
Weighted Base	642	33**	77*	57*	48*	55*	70*	58*	96*	58*	23**	49*	19**
Yes	73	4	11	3	5	5	14	10	5	5	4	9	-
	11%	12%	14%	5%	10%	9%	19%ch	18%h	5%	8%	19%	17%h	-
No	562	29	63	54	42	50	56	48	89	54	18	41	19
	88%	88%	83%	95%f	87%	91%	79%	82%	94%bf	92%	81%	83%	100%
Don't know	6	-	2	-	2	-	1	-	1	-	-	-	-
	1%	-	3%	-	3%	-	2%	-	1%	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_01 Whether experienced any problems during the switching process once you selected a new provider or contract - Energy (gas/electricity)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	606	120	85	65	84	61	93	513	165	441	169	436	216	390
Weighted Base	642	95	80*	76*	107*	88*	64*	578	195	446	140	501	167	474
Yes	73	8	14	12	6	16	4	69	28	46	18	56	12	61
	11%	8%	17% ^d	16% ^d	5%	18% ^d	7%	12%	14%	10%	13%	11%	7%	13% ^l
No	562	86	66	62	100	72	58	504	168	394	122	439	152	410
	88%	90%	83%	82%	94% ^{bce}	82%	91%	87%	86%	88%	87%	88%	91%	86%
Don't know	6	1	-	2	1	-	1	5	-	6	*	6	3	3
	1%	1%	-	2%	1%	-	2%	1%	-	1%	*	1%	2%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_02 Whether experienced any problems during the switching process once you selected a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	65	38	27	10	14	7	13	7	14	18	23	11	13
Weighted Base	77*	47*	30**	13**	17**	11**	18**	8**	10**	26**	29**	13**	10**
Yes	5	4	1	-	3	-	2	-	1	3	2	-	1
	7%	9%	3%	-	16%	-	9%	-	9%	10%	5%	-	11%
No	71	43	28	13	13	11	17	8	9	24	27	12	8
	92%	91%	93%	100%	80%	100%	91%	100%	86%	90%	95%	96%	82%
Don't know	1	-	1	-	1	-	-	-	*	-	-	*	1
	2%	-	4%	-	4%	-	-	-	5%	-	-	4%	7%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_02 Whether experienced any problems during the switching process once you selected a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	65	38	14	11	13	22	21	9	-	19	26	10	5	5	52	13
Weighted Base	77*	50*	17**	7**	14**	25**	27**	12**	-**	17**	35**	13**	7**	5**	63*	15**
Yes	5 7%	3 5%	3 15%	-	-	3 13%	2 7%	-	-	1 5%	4 12%	-	-	-	5 8%	-
No	71 92%	48 95%	14 81%	7 93%	14 100%	21 85%	24 91%	12 100%	-	16 92%	31 88%	13 100%	7 100%	4 85%	57 91%	14 97%
Don't know	1 2%	-	1 4%	* 7%	-	1 3%	* 2%	-	-	* 3%	-	-	-	1 15%	1 1%	* 3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_02 Whether experienced any problems during the switching process once you selected a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	65	2	2	7	4	8	4	12	8	5	3	10	-
Weighted Base	77*	1**	3**	9**	6**	9**	5**	13**	10**	7**	3**	11**	..**
Yes	5	1	-	-	-	2	-	-	1	2	-	-	-
	7%	72%	-	-	-	19%	-	-	9%	22%	-	-	-
No	71	*	3	9	6	7	4	13	9	5	3	11	-
	92%	28%	100%	100%	100%	81%	90%	100%	91%	78%	79%	100%	-
Don't know	1	-	-	-	-	-	*	-	-	-	1	-	-
	2%	-	-	-	-	-	10%	-	-	-	21%	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_02 Whether experienced any problems during the switching process once you selected a new provider or contract - A Current account

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	65	15	8	11	6	8	7	58	12	53	15	50	20	45
Weighted Base	77*	15**	7**	14**	8**	13**	5**	72*	15**	62*	16**	62*	17**	61*
Yes	5 7%	2 10%	-	-	-	2 13%	-	5 7%	-	5 8%	2 13%	3 5%	1 5%	4 7%
No	71 92%	13 87%	7 100%	14 100%	8 100%	11 87%	4 90%	67 92%	15 96%	56 91%	14 87%	57 93%	15 92%	56 92%
Don't know	1 2%	* 3%	-	-	-	-	* 10%	1 1%	1 4%	* 1%	-	1 2%	* 3%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_03 Whether experienced any problems during the switching process once you selected a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	74	40	34	5	22	15	11	8	13	21	22	19	12
Weighted Base	88*	52*	36*	6**	28**	20**	16**	9**	9**	31**	28**	21**	8**
Yes	3	-	3	-	-	-	1	1	-	1	1	-	-
	3%	-	8%	-	-	-	9%	16%	-	5%	5%	-	-
No	84	51	33	6	28	20	15	7	8	29	27	21	7
	95%	98%	92%	100%	100%	100%	91%	78%	92%	93%	95%	100%	93%
Don't know	1	1	-	-	-	-	-	1	1	1	-	-	1
	1%	2%	-	-	-	-	-	6%	8%	2%	-	-	7%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_03 Whether experienced any problems during the switching process once you selected a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	74	49	15	10	16	24	13	21	-	16	27	15	12	4	57	17
Weighted Base	88*	63*	18**	7**	18**	30**	14**	27**	**	16**	31**	21**	16**	4**	69*	19**
Yes	3 3%	3 5%	-	-	-	-	1 10%	1 5%	-	-	-	3 14%	-	-	1 2%	1 8%
No	84 95%	60 94%	18 100%	7 92%	18 100%	29 98%	13 90%	25 92%	-	15 92%	31 100%	18 86%	16 100%	4 100%	67 96%	17 92%
Don't know	1 1%	1 1%	-	1 8%	-	1 2%	-	1 3%	-	1 8%	-	-	-	-	1 2%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_03 Whether experienced any problems during the switching process once you selected a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	74	2	6	10	3	4	9	10	12	5	3	8	2
Weighted Base	88*	2**	8**	12**	3**	5**	11**	13**	11**	7**	3**	10**	3**
Yes	3	-	-	-	-	-	-	-	-	-	1	1	-
	3%	-	-	-	-	-	-	-	-	-	43%	14%	-
No	84	2	8	12	2	5	11	13	11	7	2	8	3
	95%	100%	100%	100%	75%	100%	100%	100%	100%	100%	57%	81%	100%
Don't know	1	-	-	-	1	-	-	-	-	-	-	1	-
	1%	-	-	-	25%	-	-	-	-	-	-	5%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_03 Whether experienced any problems during the switching process once you selected a new provider or contract - A Credit card

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	74	11	11	19	9	9	6	68	22	52	10	64	14	60
Weighted Base	88*	8**	10**	25**	13**	14**	4**	85*	29**	59*	9**	79*	11**	77*
Yes	3	-	-	1	-	-	-	3	-	3	1	1	1	1
	3%	-	-	6%	-	-	-	3%	-	5%	16%	2%	13%	2%
No	84	8	9	24	13	14	3	81	29	55	7	77	9	75
	95%	94%	93%	94%	100%	100%	85%	96%	100%	93%	78%	97%	80%	97%
Don't know	1	1	1	-	-	-	1	1	-	1	1	1	1	1
	1%	6%	7%	-	-	-	15%	1%	-	2%	6%	1%	6%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_04 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	38	17	21	1	8	17	8	2	2	12	15	9	2
Weighted Base	56*	29**	27**	2**	10**	27**	13**	3**	2**	19**	23**	12**	1**
Yes	5	3	2	-	2	-	2	2	-	5	-	-	-
	9%	11%	6%	-	16%	-	13%	51%	-	25%	-	-	-
No	50	26	24	2	8	27	11	2	1	14	22	12	1
	90%	89%	91%	100%	84%	100%	87%	49%	37%	75%	96%	100%	100%
Don't know	1	-	1	-	-	-	-	-	1	-	1	-	-
	2%	-	4%	-	-	-	-	-	63%	-	4%	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_04 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	38	37	1	-	2	16	15	4	1	3	10	14	8	3	30	8
Weighted Base	56*	55*	1**	-**	2**	26**	21**	5**	1**	4**	15**	21**	12**	5**	44**	12**
Yes	5 9%	5 9%	-	-	-	3 12%	2 8%	-	-	-	3 22%	2 8%	-	-	3 7%	2 14%
No	50 90%	49 89%	1 100%	-	2 100%	23 88%	18 87%	5 100%	1 100%	3 77%	11 78%	19 92%	12 100%	5 100%	40 91%	10 86%
Don't know	1 2%	1 2%	-	-	-	-	1 5%	-	-	1 23%	-	-	-	-	1 2%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_04 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	38	3	3	2	2	6	5	4	7	2	1	2	1
Weighted Base	56*	5**	5**	3**	3**	8**	8**	6**	11**	3**	1**	2**	2**
Yes	5	-	2	2	-	-	-	-	2	-	-	-	-
	9%	-	34%	58%	-	-	-	-	15%	-	-	-	-
No	50	5	3	1	3	8	8	6	9	2	1	2	2
	90%	100%	66%	42%	100%	100%	100%	100%	85%	66%	100%	100%	100%
Don't know	1	-	-	-	-	-	-	-	-	1	-	-	-
	2%	-	-	-	-	-	-	-	-	34%	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_04 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mortgage

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	38	1	1	9	9	11	1	37	21	17	2	36	2	36
Weighted Base	56*	1**	1**	13**	14**	17**	1**	55*	31**	25**	3**	53*	2**	54*
Yes	5	-	-	2	2	2	-	5	2	3	-	5	-	5
	9%	-	-	13%	12%	9%	-	9%	5%	13%	-	9%	-	9%
No	50	-	1	12	12	15	-	50	29	21	2	48	1	49
	90%	-	100%	87%	88%	91%	-	91%	95%	83%	65%	91%	37%	91%
Don't know	1	1	-	-	-	-	1	-	-	1	1	-	1	-
	2%	100%	-	-	-	-	100%	-	-	4%	35%	-	63%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_05 Whether experienced any problems during the switching process once you selected a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	353	176	177	3	37	47	70	71	125	107	103	73	70
Weighted Base	398	203	195	4**	47*	66*	103*	86*	92	139	135*	74*	50*
Yes	14	6	8	-	2	2	3	3	3	5	7	1	-
	3%	3%	4%	-	4%	4%	3%	4%	3%	4%	5%	2%	-
No	381	196	185	3	45	63	100	81	88	134	126	72	49
	96%	97%	95%	76%	96%	96%	97%	95%	95%	96%	94%	97%	98%
Don't know	4	1	3	1	-	-	-	2	1	-	2	1	1
	1%	1%	1%	24%	-	-	-	2%	1%	-	1%	1%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_05 Whether experienced any problems during the switching process once you selected a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	353	312	16	25	22	97	114	117	3	87	140	59	52	15	273	80
Weighted Base	398	364	19**	15**	24**	115*	122	134	3**	75*	155	75*	72*	21**	312	86*
Yes	14	11	2	1	-	3	6	5	-	-	7	4	3	-	11	3
	3%	3%	8%	7%	-	2%	5%	4%	-	-	4%	5%	4%	-	3%	3%
No	381	351	17	13	24	111	114	129	3	75	147	69	69	21	300	80
	96%	96%	87%	90%	100%	97%	94%	96%	100%	99%k	95%	91%	96%	100%	96%	94%
Don't know	4	2	1	*	-	1	2	1	-	*	1	3	-	-	1	3
	1%	1%	5%	3%	-	1%	1%	1%	-	1%	*	3%	-	-	*	3%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_05 Whether experienced any problems during the switching process once you selected a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	353	19	31	38	40	26	34	18	53	22	19	37	16
Weighted Base	398	23**	32**	38*	48*	27**	36**	25**	59*	27**	21**	45*	17**
Yes	14	-	1	1	-	2	5	2	3	-	-	-	-
	3%	-	3%	3%	-	8%	14%	6%	5%	-	-	-	-
No	381	23	32	37	48	23	31	23	55	26	21	45	17
	96%	100%	97%	97%	100%	88%	86%	94%	93%	94%	100%	100%	100%
Don't know	4	-	-	-	-	1	-	-	1	2	-	-	-
	1%	-	-	-	-	4%	-	-	2%	6%	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_05 Whether experienced any problems during the switching process once you selected a new provider or contract - Home insurance

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	353	44	33	50	54	43	310	81	272	82	269	144	209	
Weighted Base	398	36*	33**	59*	73*	64*	365	112*	286	78*	319	116	282	
Yes	14	2	-	1	1	3	12	4	9	2	11	3	10	
	3%	5%	-	2%	2%	5%	3%	4%	3%	3%	3%	3%	4%	
No	381	34	33	58	72	61	350	107	273	74	305	111	269	
	96%	95%	100%	98%	98%	95%	96%	96%	96%	95%	96%	96%	95%	
Don't know	4	-	-	-	-	-	4	-	4	1	3	1	3	
	1%	-	-	-	-	-	1%	-	1%	1%	1%	1%	1%	

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_06 Whether experienced any problems during the switching process once you selected a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	672	362	310	34	108	117	135	107	171	184	222	149	117
Weighted Base	785	441	344	46*	131*	161	192	133	122	248	298	155	84
Yes	37	20	16	3	4	8	10	7	5	19	11	4	2
	5%	5%	5%	7%	3%	5%	5%	5%	4%	8%	4%	3%	3%
No	746	420	326	43	127	153	182	126	115	229	287	151	80
	95%	95%	95%	93%	97%	95%	95%	95%	94%	92%	96%	97%	96%
Don't know	2	-	2	-	-	-	-	-	2	-	-	*	1
	*	-	1%	-	-	-	-	-	1%	-	-	*	1%j

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_06 Whether experienced any problems during the switching process once you selected a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	672	79	82	46	216	235	171	4	116	262	117	124	53	524	148
Weighted Base	785	89*	60*	48*	265	265	202	5**	113*	295	151	162	64*	622	163
Yes	37	8	1	1	12	14	9	-	4	11	10	5	6	32	5
	5%	4%	8%	3%	4%	5%	5%	-	4%	4%	7%	3%	10%	5%	3%
No	746	81	58	47	252	249	193	5	108	284	140	157	58	590	157
	95%	92%	97%	97%	95%	94%	95%	100%	96%	96%	93%	97%	90%	95%	96%
Don't know	2	-	*	-	1	1	-	-	*	1	-	-	-	1	1
	*	-	1%	-	*	*	-	-	*	*	-	-	-	*	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_06 Whether experienced any problems during the switching process once you selected a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	672	35	58	62	61	53	86	49	98	49	43	53	25
Weighted Base	785	44*	67*	65*	73*	57*	91*	65*	115*	63*	51*	65*	29**
Yes	37	2	4	4	1	2	5	7	5	1	3	3	-
	5%	4%	5%	6%	2%	3%	5%	11%	4%	2%	7%	5%	-
No	746	42	63	61	72	55	86	58	110	62	47	61	29
	95%	96%	95%	94%	98%	97%	94%	89%	95%	98%	93%	94%	100%
Don't know	2	-	-	-	-	-	*	-	1	-	-	1	-
	*	-	-	-	-	-	1%	-	1%	-	-	1%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_06 Whether experienced any problems during the switching process once you selected a new provider or contract - Car insurance

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	672	77	87	92	104	68	52	620	194	478	119	550	199	473
Weighted Base	785	66*	94*	109*	146*	99*	36*	749	252	533	115	667	162	623
Yes	37	2	*	8	1	5	1	35	12	25	8	28	10	27
	5%	3%	*	7% ^{bd}	1%	5%	4%	5%	5%	5%	7%	4%	6%	4%
No	746	64	94	101	145	94	34	712	240	506	106	638	150	596
	95%	96%	100% ^c	93%	99% ^c	95%	95%	95%	95%	95%	92%	96%	93%	96%
Don't know	2	*	-	-	-	-	*	1	-	2	1	*	2	-
	*	1%	-	-	-	-	1%	*	-	*	1% ^k	*	1% ^m	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_07 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	355	165	190	60	54	85	60	52	44	71	126	69	89
Weighted Base	416	210	206	76*	60*	106*	80*	63*	31*	99*	175	72*	70*
Yes	22	9	13	4	3	6	3	6	*	8	8	2	5
	5%	4%	6%	5%	6%	6%	4%	9%	1%	8%	5%	3%	7%
No	391	201	190	72	56	99	77	55	31	92	164	70	65
	94%	96%	92%	95%	94%	93%	96%	88%	99%	92%	94%	97%	93%
Don't know	3	-	3	-	-	1	-	2	-	-	3	-	-
	1%	-	1%	-	-	1%	-	3%	-	-	2%	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_07 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	355	190	88	73	62	114	119	56	4	66	103	74	68	44	298	57
Weighted Base	416	251	105*	56*	61*	138	140	73*	3**	67*	122*	92*	85*	49*	351	65*
Yes	22	16	3	3	5	10	3	4	-	4	3	4	9	3	19	3
	5%	6%	3%	6%	8%	7%	2%	6%	-	6%	2%	4%	10%j	7%	6%	4%
No	391	233	102	52	56	129	134	69	3	63	118	87	76	46	332	59
	94%	93%	97%	94%	92%	93%	95%	94%	100%	94%	97%	94%	90%	93%	94%	91%
Don't know	3	3	-	-	-	-	3	-	-	-	1	2	-	-	-	3
	1%	1%	-	-	-	-	2%	-	-	-	1%	2%	-	-	-	5%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_07 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	355	13	38	26	22	26	52	66	43	16	16	28	9
Weighted Base	416	17**	47*	28**	24**	29**	59*	79*	49*	22**	17**	33**	12**
Yes	22	-	2	2	1	2	5	3	2	1	3	-	
	5%	-	5%	6%	6%	5%	3%	6%	6%	7%	9%	9%	-
No	391	17	44	26	23	27	56	74	46	19	16	30	12
	94%	100%	95%	94%	94%	95%	95%	94%	94%	86%	91%	91%	100%
Don't know	3	-	-	-	-	1	-	-	2	-	-	-	-
	1%	-	-	-	-	2%	-	-	7%	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_07 Whether experienced any problems during the switching process once you selected a new provider or contract - A Mobile phone contract

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	355	59	44	38	56	35	31	324	118	237	63	292	60	295
Weighted Base	416	57*	44*	47*	74*	52*	24**	392	144	272	64*	352	53*	363
Yes	22	2	3	4	4	2	-	22	12	11	7	15	2	20
	5%	3%	6%	8%	6%	3%	-	6%	8%	4%	11%k	4%	4%	6%
No	391	54	42	43	70	51	24	367	131	260	57	334	51	340
	94%	95%	94%	92%	94%	97%	100%	94%	91%	95%	89%	95%	96%	94%
Don't know	3	1	-	-	-	-	-	3	1	2	-	3	-	3
	1%	2%	-	-	-	-	-	1%	1%	1%	-	1%	-	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_08 Whether experienced any problems during the switching process once you selected a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	84	41	43	6	13	16	18	11	20	23	19	20	22
Weighted Base	93*	51*	42*	6**	15**	21**	23**	14**	13**	32**	25**	20**	16**
Yes	12	8	4	-	-	5	5	-	3	5	5	2	-
	13%	15%	10%	-	-	22%	20%	-	19%	15%	21%	10%	-
No	79	43	36	6	15	17	19	12	10	27	20	16	16
	85%	85%	86%	100%	100%	78%	80%	90%	78%	85%	79%	84%	98%
Don't know	2	-	2	-	-	-	-	1	*	-	-	1	*
	2%	-	4%	-	-	-	-	10%	3%	-	-	7%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_08 Whether experienced any problems during the switching process once you selected a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	84	56	7	20	9	26	29	20	-	15	32	21	10	6	68	16
Weighted Base	93*	71*	8**	12**	6**	28**	34**	25**	**	12**	36**	23**	14**	7**	77*	16**
Yes	12	10	2	-	-	2	6	4	-	1	5	3	3	-	11	1
	13%	15%	20%	-	-	5%	19%	16%	-	6%	14%	13%	21%	-	14%	6%
No	79	60	6	12	6	25	27	21	-	11	29	20	11	7	64	16
	85%	84%	80%	97%	100%	89%	81%	84%	-	91%	82%	87%	79%	100%	83%	94%
Don't know	2	1	-	*	-	2	-	-	-	*	1	-	-	-	2	-
	2%	2%	-	3%	-	6%	-	-	-	3%	4%	-	-	-	2%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_08 Whether experienced any problems during the switching process once you selected a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	84	4	10	7	9	8	4	8	11	2	6	10	5
Weighted Base	93*	6**	10**	9**	9**	10**	4**	8**	12**	2**	6**	9**	7**
Yes	12 13%	-	-	2 16%	-	4 41%	-	2 19%	4 31%	1 46%	-	-	-
No	79 85%	6 100%	9 87%	8 84%	9 100%	6 59%	4 100%	6 81%	8 65%	1 54%	6 100%	9 100%	7 100%
Don't know	2 2%	-	1 13%	-	-	-	-	-	* 3%	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_08 Whether experienced any problems during the switching process once you selected a new provider or contract - A bundled contract combining 2+ services (e.g. broadband and pay-TV)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	84	17	7	10	13	11	14	70	27	57	19	65	28	56
Weighted Base	93*	16**	8**	11**	17**	18**	11**	82*	31**	62*	17**	76*	24**	69*
Yes	12	2	1	1	4	3	2	10	5	7	5	7	4	8
	13%	10%	10%	10%	22%	18%	14%	13%	14%	12%	30%	9%	17%	11%
No	79	15	7	10	12	15	10	70	27	53	11	68	19	60
	85%	90%	90%	90%	70%	82%	86%	85%	86%	85%	68%	89%	81%	87%
Don't know	2	-	-	-	1	-	-	2	-	2	*	1	*	1
	2%	-	-	-	8%	-	-	2%	-	3%	2%	2%	2%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_09 Whether experienced any problems during the switching process once you selected a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	194	104	90	24	46	33	37	27	27	41	61	52	40
Weighted Base	220	124*	96*	29**	54*	39*	48*	30**	20**	54*	79*	56*	32*
Yes	27	15	12	5	7	3	4	5	3	8	12	4	3
	12%	12%	13%	19%	13%	8%	9%	16%	13%	15%	15%	8%	10%
No	193	109	84	23	47	36	44	25	18	46	67	51	28
	88%	88%	87%	81%	87%	92%	91%	84%	87%	85%	85%	92%	90%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_09 Whether experienced any problems during the switching process once you selected a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	194	104	51	39	28	73	61	30	2	33	67	43	34	17	159	35
Weighted Base	220	131*	59*	29*	28**	81*	71*	37**	2**	32**	76*	50*	43*	18**	180	40*
Yes	27	13	7	7	5	10	10	2	1	5	11	4	5	2	26	1
	12%	10%	12%	24% ^a	17%	12%	13%	5%	48%	16%	14%	8%	11%	13%	14%	4%
No	193	118	52	22	23	71	62	35	1	27	66	46	38	15	154	38
	88%	90% ^c	88%	76%	83%	88%	87%	95%	52%	84%	86%	92%	89%	87%	86%	96%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_09 Whether experienced any problems during the switching process once you selected a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	194	9	15	20	8	23	23	24	24	19	11	17	1
Weighted Base	220	12**	17**	22**	9**	27**	27**	27**	27**	22**	11**	19**	1**
Yes	27	3	1	1	2	3	4	5	3	2	-	2	-
	12%	22%	8%	6%	19%	11%	16%	19%	11%	11%	-	12%	-
No	193	9	15	21	7	24	23	22	24	20	11	17	1
	88%	78%	92%	94%	81%	89%	84%	81%	89%	89%	100%	88%	100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_09 Whether experienced any problems during the switching process once you selected a new provider or contract - Broadband (not bundled with another product)

Base: All who have switched in the last 12 months

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	194	34	34	34	28	9	15	179	69	125	48	146	33	161
Weighted Base	220	32*	37*	39*	33**	12**	11**	209	79*	140	50*	170	28**	192
Yes	27	3	7	4	4	1	1	26	8	20	10	18	6	21
	12%	11%	18%	11%	13%	8%	12%	12%	10%	14%	19%	10%	21%	11%
No	193	29	30	35	29	11	10	183	72	121	40	152	22	171
	88%	89%	82%	89%	87%	92%	88%	88%	90%	86%	81%	90%	79%	89%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_10 Whether experienced any problems during the switching process once you selected a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	58	35	23	8	12	10	7	9	12	9	19	11	19
Weighted Base	61*	40*	22**	10**	14**	11**	9**	10**	8**	12**	23**	12**	14**
Yes	5 9%	5 14%	-	2 15%	3 19%	-	-	1 8%	* 4%	3 26%	1 4%	-	1 10%
No	56 91%	34 86%	22 100%	9 85%	11 81%	11 100%	9 100%	9 92%	7 96%	9 74%	22 96%	12 100%	13 90%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_10 Whether experienced any problems during the switching process once you selected a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	58	34	11	13	6	13	26	12	1	15	18	14	8	3	48	10
Weighted Base	61*	40*	12**	9**	8**	13**	27**	13**	***	14**	18**	15**	11**	3**	52*	10**
Yes	5 9%	3 8%	1 9%	1 13%	2 22%	* 2%	2 7%	2 11%	- -	* 2%	4 20%	- -	2 14%	- -	5 10%	- -
No	56 91%	37 92%	11 91%	7 87%	6 78%	12 98%	25 93%	12 89%	* 100%	14 98%	14 80%	15 100%	10 86%	3 100%	46 90%	10 100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_10 Whether experienced any problems during the switching process once you selected a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	58	5	4	5	1	3	4	12	8	5	2	7	2
Weighted Base	61*	5**	4**	6**	1**	4**	5**	15**	7**	5**	2**	8**	2**
Yes	5 9%	3 60%	-	-	-	-	-	-	1 12%	-	-	2 22%	-
No	56 91%	2 40%	4 100%	6 100%	1 100%	4 100%	5 100%	15 100%	6 88%	5 100%	2 100%	6 78%	2 100%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.99_10 Whether experienced any problems during the switching process once you selected a new provider or contract - Pay TV (not bundled with another product)

Base: All who have switched in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	58	13	11	9	4	7	8	50	15	43	14	44	15	43
Weighted Base	61*	13**	10**	10**	5**	10**	6**	55*	18**	44*	11**	50*	11**	50*
Yes	5	*	-	2	1	2	*	5	-	5	2	3	*	5
	9%	2%	-	16%	18%	15%	5%	9%	-	12%	20%	6%	3%	10%
No	56	12	10	9	4	9	6	50	18	38	9	47	11	45
	91%	98%	100%	84%	82%	85%	95%	91%	100%	88%	80%	94%	97%	90%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.110 Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2868 67%	1452 70% ^b	1416 65%	438 76% ^{gh}	587 82% ^{cfgh}	556 84% ^{cfgh}	537 73% ^{gh}	413 67% ^h	336 35%	806 81% ^{ijkl}	1039 76% ^{kl}	554 64% ^l	470 45%
A single retailer website (e.g. a high street retailer website)	2054 48%	1000 48%	1054 48%	314 55% ^{gh}	404 56% ^{gh}	380 57% ^{gh}	400 54% ^{gh}	294 47% ^h	262 27%	627 63% ^{ijkl}	776 57% ^{kl}	355 41% ^l	296 29%
SUMMARY CODE													
ANY	3187 75%	1597 77% ^b	1590 73%	485 84% ^{gh}	628 88% ^{fgh}	588 88% ^{fgh}	597 81% ^{gh}	454 73% ^h	435 45%	866 87% ^{ijkl}	1134 83% ^{kl}	629 73% ^l	559 54%
No purchases of this type in the last 12 months	1033 24%	471 23%	562 26% ^a	87 15%	84 12%	73 11%	133 18% ^{de}	160 26% ^{cdef}	496 52% ^{cdefg}	130 13%	224 16%	229 26% ^{ij}	450 43% ^{ijk}
Don't know	48 1%	19 1%	29 1%	3 1%	3 *	3 1%	6 1%	7 1%	25 3% ^{cdefg}	4 *	6 *	9 1%	29 3% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.110 Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2868	1940	550	334	319	1004	959	569	14	391	1001	601	563	312	2282	586
	67%	68% ^c	75% ^{ac}	52%	61%	70% ^{df}	65%	71% ^{df}	51%	46%	67% ⁱ	77% ^{ij}	77% ^{ij}	75% ^{ij}	68%	65%
A single retailer website (e.g. a high street retailer website)	2054	1472	351	199	211	694	688	444	12	288	723	431	413	199	1630	424
	48%	52% ^c	48% ^c	31%	40%	48% ^d	47% ^d	55% ^{def}	42%	34%	49% ⁱ	55% ^{ijm}	57% ^{ijm}	48% ⁱ	49%	47%
SUMMARY CODE																
ANY	3187	2145	601	392	372	1094	1075	624	17	475	1110	657	609	336	2551	637
	75%	76% ^c	82% ^{ac}	61%	71%	76% ^d	73%	78% ^{df}	63%	56%	75% ⁱ	84% ^{ij}	83% ^{ij}	81% ^{ij}	76% ^o	70%
No purchases of this type in the last 12 months	1033	659	125	236	147	325	379	167	9	360	359	123	118	74	782	252
	24%	23% ^b	17%	37% ^{ab}	28% ^{eg}	23%	26% ^g	21%	32%	42% ^{ijkl}	24% ^{klm}	16%	16%	18%	23%	28% ⁿ
Don't know	48	31	4	10	3	20	11	10	1	18	16	3	4	6	27	20
	1%	1%	1%	2%	1%	1%	1%	1%	5%	2% ^{ijkl}	1%	*	1%	1%	1%	2% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.110 Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2868 67%	108 62%	304 65%	228 65%	215 69%	237 63%	296 74% abcegi kl	376 67%	437 75% abcegi kl	230 63%	130 64%	237 66%	70 59%
A single retailer website (e.g. a high street retailer website)	2054 48%	90 52% ce	226 48% e	147 42%	153 49% e	144 38%	232 58% bcdegi k	264 47% e	327 56% bcegi jk	165 45%	86 42%	160 45%	59 50% e
SUMMARY CODE													
ANY	3187 75%	126 73%	337 72%	251 71%	227 73%	253 67%	327 82% abcdei kl	454 81% abcdei kl	462 79% bceij l	259 71%	141 69%	269 75% e	81 69%
No purchases of this type in the last 12 months	1033 24%	45 26% fg	130 28% fgh	93 27% fgh	79 25% fg	117 31% fgh	68 17%	100 18%	119 20%	95 26% fg	61 30% fgh	90 25% fg	37 31% fgh
Don't know	48 1%	2 1%	2 *	7 2% bk	4 1%	6 2%	2 1%	5 1%	4 1%	12 3% bfghk	2 1%	1 *	- -

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.110 Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2868 67%	298 50%	300 69%a	368 80%ab	403 87%abc	299 93%abcd	140 32%	2728 71%f	932 79%i	1936 63%	450 51%	2414 72%j	511 43%	2354 77%l
A single retailer website (e.g. a high street retailer website)	2054 48%	208 35%	203 47%a	286 62%ab	297 64%ab	247 77%abcd	107 25%	1947 51%f	651 55%i	1403 46%	324 37%	1727 51%j	395 33%	1657 54%l
SUMMARY CODE														
ANY	3187 75%	378 63%	344 79%a	410 89%ab	432 93%abc	311 97%abc	196 45%	2992 78%f	1003 85%i	2184 71%	524 59%	2658 79%j	625 52%	2559 83%l
No purchases of this type in the last 12 months	1033 24%	213 36%bcde	86 20%code	52 11%de	30 7%	10 3%	231 53%g	802 21%	176 15%	857 28%h	344 39%k	684 20%	545 46%m	487 16%
Don't know	48 1%	9 1%cd	3 1%	1 *	- -	- -	8 2%	40 1%	7 1%	40 1%	15 2%	32 1%	26 2%m	21 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.110 Whether bought anything online from different types of website in the last 12 months****Base: All Adults in UK**

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	4268	3403	113
Weighted Base	4268	3702	95
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2868 67%	2818 76%b	35 37%
A single retailer website (e.g. a high street retailer website)	2054 48%	1986 54%b	14 15%
SUMMARY CODE			
ANY	3187 75%	3087 83%b	40 42%
No purchases of this type in the last 12 months	1033 24%	590 16%	53 56%a
Don't know	48 1%	24 1%	2 2%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.111 Online services have used in the last 12 months

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Streaming services (e.g. Netflix, Spotify)	1854 43%	989 47% ^b	865 40%	419 73% ^{defgh}	471 66% ^{efgh}	358 54% ^{fgh}	333 45% ^{gh}	171 28% ^h	102 11%	548 55% ^{ijkl}	677 50% ^{kl}	359 41% ^l	270 26%
Social media (e.g. Facebook, Twitter, Instagram)	2735 64%	1318 63%	1417 65%	525 91% ^{defgh}	624 87% ^{efgh}	523 79% ^{fgh}	503 68% ^{gh}	322 52% ^h	238 25%	665 66% ^l	981 72% ^{ikl}	554 64% ^l	536 52%
Renting a service from another individual (e.g. Airbnb, Uber)	770 18%	425 20% ^b	345 16%	178 31% ^{efgh}	219 31% ^{efgh}	160 24% ^{fgh}	94 13% ^h	73 12% ^h	46 5%	280 28% ^{ijkl}	315 23% ^{kl}	99 11% ^l	76 7%
SUMMARY CODE													
ANY	3082 72%	1540 74% ^b	1542 71%	546 95% ^{efgh}	675 94% ^{efgh}	582 87% ^{fgh}	574 78% ^{gh}	392 63% ^h	314 33%	765 76% ^{kl}	1097 80% ^{kl}	624 72% ^l	597 58%
ALL 3	584 14%	317 15% ^b	267 12%	163 28% ^{efgh}	191 27% ^{efgh}	111 17% ^{fgh}	65 9% ^h	44 7% ^h	10 1%	218 22% ^{kl}	247 18% ^{kl}	72 8% ^l	48 5%
None of these	1164 27%	538 26%	625 29%	28 5%	37 5%	83 12% ^{cd}	159 22% ^{cde}	224 36% ^{cdef}	632 66% ^{cdefg}	233 23%	267 20%	239 28% ^j	425 41% ^{ijk}
Don't know	22 1%	8 *	14 1%	1 *	2 *	1 *	4 1%	4 1%	10 1% ^e	2 *	1 *	4 *	15 1% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.111 Online services have used in the last 12 months

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Streaming services (e.g. Netflix, Spotify)	1854 43%	1204 42% ^c	405 55% ^{ac}	214 33%	244 47% ^g	666 46% ^{fg}	620 42%	314 39%	8 28%	209 25%	608 41% ⁱ	429 55% ^{ij}	390 53% ^{ij}	217 52% ^{ij}	1490 44% ^o	364 40%
Social media (e.g. Facebook, Twitter, Instagram)	2735 64%	1723 61%	575 79% ^{ac}	386 61%	331 63%	1005 70% ^{dfg}	916 63%	465 58%	12 44%	355 42%	896 60% ⁱ	606 77% ^{ijm}	584 80% ^{ijm}	295 71% ^{ij}	2204 66% ^o	531 58%
Renting a service from another individual (e.g. Airbnb, Uber)	770 18%	529 19% ^c	177 24% ^{ac}	55 9%	126 24% ^{fg}	295 20% ^{fg}	213 15%	127 16%	7 26%	90 11%	274 18% ⁱ	174 22% ^{im}	171 23% ^{ijm}	61 15% ⁱ	635 19% ^o	135 15%
SUMMARY CODE																
ANY	3082 72%	1966 69%	632 86% ^{ac}	429 67%	381 73% ^g	1115 77% ^{dfg}	1029 70%	535 67%	17 63%	424 50%	1023 69% ⁱ	670 86% ^{ij}	620 85% ^{ij}	345 83% ^{ij}	2478 74% ^o	604 67%
ALL 3	584 14%	399 14% ^c	140 19% ^{ac}	38 6%	98 19% ^{fg}	223 16% ^{fg}	172 12%	88 11%	3 11%	60 7%	211 14% ⁱ	136 17% ^{im}	131 18% ^{ijm}	47 11% ⁱ	497 15% ^o	88 10%
None of these	1164 27%	853 30% ^b	97 13%	206 32% ^b	139 27% ^e	315 22%	431 29% ^{ee}	263 33% ^{de}	10 37%	419 49% ^{ijkl}	458 31% ^{klm}	112 14%	107 15%	68 16%	872 26%	291 32% ⁿ
Don't know	22 1%	15 1%	2 *	4 1%	3 1%	10 1%	5 *	3 *	- -	10 1% ^{jk}	5 *	1 *	3 *	2 *	10 *	13 1% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.111 Online services have used in the last 12 months

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Streaming services (e.g. Netflix, Spotify)	1854 43%	60 35%	210 45%ajl	146 42%l	116 38%	160 43%l	196 49%acdijl	246 44%jl	299 51%acdegijl	150 41%l	70 34%	167 46%adjl	33 28%
Social media (e.g. Facebook, Twitter, Instagram)	2735 64%	119 69%cej	293 63%i	208 59%	202 65%ij	217 58%	300 75%bcdehijkl	392 70%bcejkl	388 66%cej	200 55%	113 55%	227 63%i	77 65%
Renting a service from another individual (e.g. Airbnb, Uber)	770 18%	18 11%	69 15%d	55 16%dl	17 6%	53 14%d	83 21%abdejl	167 30%abcdefijkl	143 24%abcdejk	68 19%adjl	24 11%d	63 18%adl	9 8%
SUMMARY CODE													
ANY	3082 72%	129 75%ej	327 70%j	236 67%	216 70%	245 65%	318 80%bcdehij	454 81%bcdehijkl	429 73%ej	240 66%	125 61%	270 75%cej	92 78%cej
ALL 3	584 14%	16 9%l	59 13%dl	39 11%dl	15 5%	43 11%dl	69 17%acdeijl	116 21%abcdeijkl	123 21%abcdeijkl	42 11%dl	17 8%l	44 12%dl	3 2%
None of these	1164 27%	44 25%	141 30%fg	112 32%fgk	93 30%fg	131 35%afghkl	79 20%	103 18%	154 26%fg	114 31%fg	78 38%afghkl	89 25%g	26 22%
Don't know	22 1%	-	-	3 1%b	1 *	-	-	1 *	2 *	11 3%abdefghk	2 1%b	1 *	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.111 Online services have used in the last 12 months

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Streaming services (e.g. Netflix, Spotify)	1854	175	177	262	269	225	69	1785	633	1221	244	1608	203	1651
	43%	29%	41%a	57%ab	58%ab	70%abcd	16%	47%f	53%i	40%	28%	48%j	17%	54%l
Social media (e.g. Facebook, Twitter, Instagram)	2735	318	286	336	357	245	144	2591	948	1787	419	2310	396	2335
	64%	53%	66%a	73%ab	77%ab	76%ab	33%	68%f	80%i	58%	47%	68%j	33%	76%l
Renting a service from another individual (e.g. Airbnb, Uber)	770	52	67	105	127	131	22	748	223	548	70	699	95	674
	18%	9%	15%a	23%ab	27%ab	41%abcd	5%	20%f	19%	18%	8%	21%j	8%	22%l
SUMMARY CODE														
ANY	3082	377	336	387	397	289	185	2897	1046	2036	484	2592	498	2580
	72%	63%	78%a	84%ab	86%ab	90%abc	43%	76%f	88%i	66%	55%	77%j	42%	84%l
ALL 3	584	31	46	78	100	104	5	579	162	422	44	540	44	541
	14%	5%	11%a	17%ab	22%ab	32%abcd	1%	15%f	14%	14%	5%	16%j	4%	18%l
None of these	1164	221	97	76	66	31	246	917	137	1027	392	767	689	474
	27%	37%bcde	22%cde	16%e	14%	10%	57%g	24%	12%	33%h	44%k	23%	58%m	15%
Don't know	22	2	1	-	-	-	3	19	3	19	7	15	9	12
	1%	*	*	-	-	-	1%	*	*	1%	1%	*	1%	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.111 Online services have used in the last 12 months

Base: All Adults in UK

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	4268	3403	113
Weighted Base	4268	3702	95
Streaming services (e.g. Netflix, Spotify)	1854 43%	1819 49%b	22 23%
Social media (e.g. Facebook, Twitter, Instagram)	2735 64%	2658 72%b	51 54%
Renting a service from another individual (e.g. Airbnb, Uber)	770 18%	746 20%b	6 7%
SUMMARY CODE			
ANY	3082 72%	2973 80%b	59 62%
ALL 3	584 14%	579 16%b	3 3%
None of these	1164 27%	720 19%	33 35%a
Don't know	22 1%	9 *	3 3%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112 Ease of understanding the terms and conditions - SUMMARY

Base: All who have bought anything online, used streaming services or rented a service online in the last 12 months

	When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	When you buy from a single retailer website (e.g. a high street retailer website)	When you use streaming services (e.g. Netflix, Spotify)	When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)
Unweighted Base	2519	1763	1535	605
Weighted Base	2868	2054	1854	770
Very easy	590 21%	349 17%	434 23%	164 21%
Fairly easy	996 35%	738 36%	582 31%	241 31%
Fairly difficult	311 11%	214 10%	141 8%	76 10%
Very difficult	157 5%	94 5%	75 4%	32 4%
SUMMARY CODES				
EASY	1586 55%	1087 53%	1016 55%	404 53%
DIFFICULT	468 16%	308 15%	216 12%	108 14%
I have not seen \ read the terms and conditions	799 28%	648 32%	616 33%	255 33%
Don't know	16 1%	11 1%	7 *	2 *

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)

Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2519	1218	1301	345	522	443	406	349	454	605	781	529	604
Weighted Base	2868	1452	1416	438	587	556	537	413	336	806	1039	554	470
Very easy	590 21%	288 20%	302 21%	94 22%h	126 21%h	146 26%fgh	99 18%	77 19%	48 14%	133 17%	208 20%	135 24%i	115 24%ij
Fairly easy	996 35%	500 34%	496 35%	157 36%	205 35%	189 34%	181 34%	139 34%	123 37%	266 33%	354 34%	200 36%	176 37%
Fairly difficult	311 11%	172 12%	139 10%	40 9%	49 8%	58 10%	72 13%d	51 12%	41 12%d	101 13%	111 11%	49 9%	50 11%
Very difficult	157 5%	74 5%	83 6%	15 3%	19 3%	16 3%	43 8%cde	27 6%de	37 11%cddeg	60 7%l	52 5%	28 5%	18 4%
SUMMARY CODES													
EASY	1586 55%	788 54%	798 56%	252 57%	331 56%	336 60%fgh	280 52%	216 52%	171 51%	399 50%	561 54%	335 60%ij	291 62%ij
DIFFICULT	468 16%	246 17%	222 16%	54 12%	68 12%	75 13%	115 21%cde	77 19%cd	79 23%cde	160 20%ijkl	163 16%	77 14%	67 14%
I have not seen \ read the terms and conditions	799 28%	414 28%	385 27%	131 30%	187 32%h	146 26%	139 26%	114 28%	82 24%	242 30%l	310 30%l	140 25%	106 23%
Don't know	16 1%	5 *	11 1%	1 *	1 *	- -	3 1%	6 1%de	4 1%de	4 *	4 *	2 *	6 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)

Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2519	1538	481	465	310	865	854	474	13	397	894	504	449	275	1988	531
Weighted Base	2868	1940	550	334	319	1004	959	569	14**	391	1001	601	563	312	2282	586
Very easy	590 21%	364 19%	129 24%a	81 24%a	77 24%	217 22%	185 19%	106 19%	5 36%	76 19%	179 18%	143 24%j	117 21%	75 24%j	507 22%o	83 14%
Fairly easy	996 35%	671 35%	184 33%	125 37%	123 39%	328 33%	332 35%	208 37%	2 15%	115 29%	367 37%i	204 34%	205 36%i	105 34%	801 35%	195 33%
Fairly difficult	311 11%	223 11%	48 9%	34 10%	31 10%	113 11%	111 12%	56 10%	- -	36 9%	116 12%k	47 8%	70 12%k	42 13%k	253 11%	58 10%
Very difficult	157 5%	112 6%	23 4%	23 7%	19 6%	54 5%	39 4%	44 8%f	1 7%	32 8%kl	65 6%k	21 3%	25 4%	14 5%	116 5%	42 7%
SUMMARY CODES																
EASY	1586 55%	1034 53%	313 57%	206 62%a	200 63%efg	545 54%	517 54%	313 55%	7 51%	191 49%	545 54%	348 58%i	322 57%i	180 58%i	1308 57%o	278 47%
DIFFICULT	468 16%	335 17%b	71 13%	57 17%	50 16%	168 17%	150 16%	100 18%	1 7%	69 18%k	181 18%k	68 11%	95 17%k	56 18%k	368 16%	100 17%
I have not seen \ read the terms and conditions	799 28%	558 29%c	163 30%c	70 21%	67 21%	289 29%d	287 30%d	151 27%	5 36%	129 33%jlm	267 27%	183 30%	143 25%	76 24%	592 26%	206 35%n
Don't know	16 1%	13 1%	2 *	1 *	3 1%	2 *	6 1%	5 1%	1 6%	2 1%	7 1%	3 1%	3 1%	- -	14 1%	2 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)

Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2519	97	256	214	184	218	258	310	387	193	121	217	64
Weighted Base	2868	108*	304	228	215	237	296	376	437	230	130	237	70*
Very easy	590 21%	12 11%	111 37% ^{adefghi jkl}	66 29% ^{adfhijl}	34 16%	52 22% ^{afil}	43 15%	81 21% ^{ail}	82 19% ⁱ	22 9%	21 16%	61 26% ^{adfil}	6 9%
Fairly easy	996 35%	27 25%	71 23%	85 37% ^b	100 47% ^{abefijk}	73 31%	100 34% ^b	155 41% ^{abeij}	166 38% ^{ab}	67 29%	39 30%	82 34% ^b	31 44% ^{abi}
Fairly difficult	311 11%	8 7%	23 8%	15 6%	28 13% ^c	40 17% ^{abchk}	38 13% ^c	41 11%	38 9%	29 13% ^c	16 12%	19 8%	16 22% ^{abcghk}
Very difficult	157 5%	4 4%	16 5%	12 5%	6 3%	9 4%	18 6%	16 4%	24 6%	15 7% ^l	15 11% ^{abdeghl}	22 9% ^{degl}	-
SUMMARY CODES													
EASY	1586 55%	39 36%	182 60% ^{afij}	151 66% ^{aefhij}	134 62% ^{afij}	125 53% ^{ai}	143 48%	236 63% ^{aefij}	247 57% ^{aij}	89 39%	60 46%	142 60% ^{afij}	37 53% ^a
DIFFICULT	468 16%	12 11%	39 13%	27 12%	34 16%	49 21% ^{abc}	56 19% ^c	57 15%	62 14%	45 20% ^c	31 24% ^{abcgh}	41 17%	16 22%
I have not seen \ read the terms and conditions	799 28%	55 51% ^{bcdefgh jkl}	79 26%	49 21%	47 22%	61 26%	94 32% ^{cdgk}	80 21%	128 29% ^{cg}	95 41% ^{bcdeghk l}	39 30%	54 23%	17 25%
Don't know	16 1%	2 2% ^h	4 1% ^h	1 1%	-	1 1%	1 *	4 1%	-	1 *	1 1%	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)

Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2519	329	295	313	312	208	190	2329	799	1720	482	2033	588	1929
Weighted Base	2868	298	300	368	403	299	140	2728	932	1936	450	2414	511	2354
Very easy	590 21%	83 28% ^{cde}	69 23%	72 20%	80 20%	51 17%	33 24%	557 20%	222 24% ⁱ	369 19%	84 19%	506 21%	81 16%	510 22% ^l
Fairly easy	996 35%	100 34%	101 34%	131 36%	153 38%	102 34%	56 40%	939 34%	320 34%	676 35%	157 35%	837 35%	192 38%	800 34%
Fairly difficult	311 11%	21 7%	29 10%	45 12% ^a	50 12% ^a	33 11%	8 5%	303 11% ^f	107 11%	204 11%	52 12%	258 11%	73 14% ^m	238 10%
Very difficult	157 5%	16 5%	18 6%	21 6%	14 4%	23 8% ^d	8 6%	149 5%	38 4%	119 6% ^h	44 10% ^k	113 5%	43 8% ^m	115 5%
SUMMARY CODES														
EASY	1586 55%	183 61% ^e	170 57%	204 55%	233 58%	153 51%	90 64% ^g	1496 55%	542 58%	1044 54%	241 54%	1343 56%	273 53%	1310 56%
DIFFICULT	468 16%	37 12%	46 15%	65 18%	64 16%	56 19%	16 11%	452 17%	145 16%	323 17%	96 21% ^k	371 15%	116 23% ^m	352 15%
I have not seen \ read the terms and conditions	799 28%	78 26%	81 27%	97 26%	104 26%	90 30%	33 24%	765 28%	243 26%	555 29%	110 24%	688 28%	119 23%	679 29% ^l
Don't know	16 1%	1 *	3 1%	2 1%	2 *	-	2 1%	14 1%	2 *	14 1%	3 1%	13 1%	3 1%	12 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.112_01 Ease of understanding the terms and conditions - When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)****Base: All who have used a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy) in the last 12 months**

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	2519	2456	42
Weighted Base	2868	2818	35*
Very easy	590 21%	579 21%	9 25%
Fairly easy	996 35%	983 35%	11 30%
Fairly difficult	311 11%	304 11%	5 15%
Very difficult	157 5%	154 5%	2 4%
SUMMARY CODES			
EASY	1586 55%	1561 55%	20 55%
DIFFICULT	468 16%	458 16%	7 20%
I have not seen \ read the terms and conditions	799 28%	783 28%	9 25%
Don't know	16 1%	16 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)

Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	1763	823	940	239	339	293	292	241	359	464	576	334	389
Weighted Base	2054	1000	1054	314	404	380	400	294	262	627	776	355	296
Very easy	349 17%	166 17%	183 17%	65 21%fgh	76 19%h	86 23%fgh	55 14%	39 13%	28 11%	100 16%	131 17%	75 21%l	43 15%
Fairly easy	738 36%	346 35%	391 37%	118 37%	146 36%	137 36%	140 35%	100 34%	97 37%	200 32%	282 36%	138 39%	118 40%i
Fairly difficult	214 10%	119 12%	95 9%	21 7%	34 9%	36 10%	50 12%c	36 12%c	37 14%cd	64 10%	92 12%	32 9%	27 9%
Very difficult	94 5%	46 5%	47 4%	3 1%	10 3%	11 3%	31 8%cde	18 6%cd	19 7%cde	41 7%l	30 4%	13 4%	10 3%
SUMMARY CODES													
EASY	1087 53%	512 51%	575 55%	183 58%fgh	222 55%	223 59%fgh	195 49%	139 47%	125 48%	300 48%	414 53%	213 60%i	161 54%
DIFFICULT	308 15%	165 17%	143 14%	24 8%	45 11%	47 12%	81 20%cde	55 19%cd	56 22%cde	105 17%	121 16%	45 13%	36 12%
I have not seen \ read the terms and conditions	648 32%	316 32%	332 31%	107 34%	135 33%	109 29%	122 30%	97 33%	77 30%	217 35%k	238 31%	96 27%	98 33%
Don't know	11 1%	6 1%	5 *	- -	2 *	1 *	2 *	3 1%	3 1%	5 1%	3 *	2 1%	1 *

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)

Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	1763	1158	302	279	207	583	592	364	14	293	643	344	317	166	1383	380
Weighted Base	2054	1472	351	199	211	694	688	444	12**	288	723	431	413	199	1630	424
Very easy	349 17%	234 16%	75 21%a	34 17%	37 17%	115 17%	110 16%	82 18%	2 16%	40 14%	115 16%	85 20%	73 18%	36 18%	285 17%	65 15%
Fairly easy	738 36%	521 35%	117 33%	86 43%ab	82 39%	237 34%	248 36%	167 38%	2 21%	81 28%	275 38%i	157 37%i	151 37%i	73 36%	593 36%	144 34%
Fairly difficult	214 10%	164 11%	32 9%	16 8%	24 11%	69 10%	77 11%	44 10%	1 8%	25 9%	84 12%k	31 7%	48 12%	27 14%k	179 11%	36 8%
Very difficult	94 5%	70 5%	13 4%	11 5%	13 6%	32 5%	23 3%	25 6%	* 4%	20 7%k	42 6%k	12 3%	13 3%	7 3%	67 4%	27 6%
SUMMARY CODES																
EASY	1087 53%	754 51%	192 55%	120 60%a	119 56%	353 51%	358 52%	249 56%	4 37%	122 42%	390 54%i	242 56%i	224 54%i	108 54%i	878 54%	209 49%
DIFFICULT	308 15%	233 16%	45 13%	27 14%	37 17%	100 14%	100 14%	70 16%	1 12%	45 16%k	126 17%k	42 10%	61 15%	34 17%k	245 15%	63 15%
I have not seen \ read the terms and conditions	648 32%	475 32%c	113 32%	52 26%	54 26%	240 35%dg	228 33%	121 27%	6 51%	122 42%ijkl m	201 28%	142 33%	126 30%	57 29%	499 31%	149 35%
Don't know	11 1%	9 1%	1 *	1 *	2 1%	1 *	3 *	5 1%	- -	- -	6 1%	4 1%	2 *	- -	7 *	4 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)

Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1763	79	189	134	127	125	198	218	285	137	78	142	51
Weighted Base	2054	90*	226	147	153	144	232	264	327	165	86*	160	59*
Very easy	349 17%	8 9%	68 30% ^{adefghi jl}	34 23% ^{adejl}	15 10%	11 8%	42 18% ^{ej}	43 16% ^e	58 18% ^{ej}	26 16%	6 7%	34 21% ^{adejl}	5 8%
Fairly easy	738 36%	25 28%	55 24%	58 39% ^b	84 55% ^{abcetgh ijk}	48 33%	76 33%	107 41% ^{bi}	118 36% ^b	46 28%	30 35%	65 41% ^{bi}	24 42% ^b
Fairly difficult	214 10%	6 7%	16 7%	8 5%	18 12%	29 20% ^{abcfhk}	19 8%	33 12% ^{ck}	36 11%	21 13% ^{ck}	13 15% ^{ck}	8 5%	8 14%
Very difficult	94 5%	3 3%	8 3%	7 5%	6 4%	5 4%	8 3%	14 5%	14 4%	12 7%	6 6%	10 7%	1 1%
SUMMARY CODES													
EASY	1087 53%	34 37%	123 54% ^{ae}	91 62% ^{aeij}	99 65% ^{aeij}	59 41%	118 51%	150 57% ^{aeij}	176 54% ^{ae}	72 44%	36 42%	99 62% ^{aeij}	29 50%
DIFFICULT	308 15%	9 10%	23 10%	15 10%	24 15%	34 23% ^{abcfk}	26 11%	47 18% ^b	50 15%	33 20% ^{bcf}	18 21% ^{bcf}	19 12%	9 15%
I have not seen \ read the terms and conditions	648 32%	46 51% ^{bcdeghk}	79 35% ^{dg}	39 26%	31 20%	51 35% ^{dg}	87 38% ^{cdgk}	64 24%	101 31% ^d	59 36% ^{dg}	30 35% ^d	41 25%	21 35% ^d
Don't know	11 1%	2 2% ^h	1 *	2 1%	-	1 *	-	3 1%	-	-	1 1%	2 1%	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)

Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1763	236	202	243	226	170	149	1614	527	1236	343	1416	458	1304
Weighted Base	2054	208	203	286	297	247	107	1947	651	1403	324	1727	395	1657
Very easy	349 17%	40 19%	28 14%	50 18%	50 17%	48 19%	15 14%	335 17%	121 19%	229 16%	41 13%	307 18% ^j	42 11%	306 18% ^l
Fairly easy	738 36%	77 37%	87 43% ^e	115 40% ^e	111 37%	70 28%	40 37%	698 36%	244 37%	494 35%	124 38%	613 36%	156 39%	582 35%
Fairly difficult	214 10%	12 6%	21 10%	31 11%	36 12% ^a	30 12% ^a	7 6%	208 11%	72 11%	142 10%	35 11%	179 10%	55 14% ^m	159 10%
Very difficult	94 5%	9 4%	4 2%	16 5%	10 3%	13 5%	9 9% ^g	84 4%	17 3%	76 5% ^h	21 7%	72 4%	24 6%	69 4%
SUMMARY CODES														
EASY	1087 53%	117 56%	115 56%	165 58% ^e	161 54%	117 47%	55 51%	1032 53%	365 56%	723 52%	165 51%	921 53%	198 50%	887 54%
DIFFICULT	308 15%	21 10%	25 12%	47 16%	46 16%	43 17%	16 15%	292 15%	90 14%	218 16%	56 17%	251 15%	80 20% ^m	228 14%
I have not seen \ read the terms and conditions	648 32%	70 34%	61 30%	73 25%	87 29%	87 35% ^c	37 34%	611 31%	196 30%	452 32%	101 31%	545 32%	114 29%	534 32%
Don't know	11 1%	-	2 1%	1 *	3 1%	-	-	11 1%	1 *	10 1%	2 1%	9 1%	3 1%	8 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_02 Ease of understanding the terms and conditions - When you buy from a single retailer website (e.g. a high street retailer website)

Base: All who have used a single retailer website (e.g. a high street retailer website) in the last 12 months

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	1763	1669	15
Weighted Base	2054	1986	14**
Very easy	349 17%	341 17%	3 20%
Fairly easy	738 36%	722 36%	3 18%
Fairly difficult	214 10%	208 10%	3 21%
Very difficult	94 5%	88 4%	* 3%
SUMMARY CODES			
EASY	1087 53%	1062 53%	5 38%
DIFFICULT	308 15%	296 15%	4 25%
I have not seen \ read the terms and conditions	648 32%	616 31%	5 37%
Don't know	11 1%	11 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	1535	768	767	326	408	274	247	141	139	385	490	328	332
Weighted Base	1854	989	865	419	471	358	333	171	102	548	677	359	270
Very easy	434 23%	224 23%	210 24%	108 26%h	110 23%h	92 26%h	66 20%	45 26%h	13 13%	93 17%	176 26%i	94 26%i	70 26%i
Fairly easy	582 31%	304 31%	278 32%	139 33%	148 32%	112 31%	108 32%	44 26%	31 30%	172 31%	202 30%	117 32%	92 34%
Fairly difficult	141 8%	76 8%	64 7%	28 7%	25 5%	32 9%	26 8%	19 11%d	11 11%d	54 10%	42 6%	24 7%	21 8%
Very difficult	75 4%	46 5%	29 3%	4 1%	12 3%	11 3%	26 8%cde	9 5%c	13 12%cdeg	32 6%	23 3%	13 4%	8 3%
SUMMARY CODES													
EASY	1016 55%	527 53%	488 56%	247 59%h	258 55%h	204 57%h	174 52%	89 52%	44 43%	265 48%	377 56%i	211 59%i	162 60%i
DIFFICULT	216 12%	123 12%	93 11%	32 8%	37 8%	43 12%	51 15%cd	28 16%cd	24 24%cd	86 16%jk	65 10%	37 10%	28 11%
I have not seen \ read the terms and conditions	616 33%	336 34%	280 32%	140 33%	175 37%	111 31%	107 32%	51 30%	31 31%	194 35%	232 34%	112 31%	78 29%
Don't know	7 *	3 *	4 *	- -	- -	- -	1 *	3 2%cde	3 3%cd	4 1%	2 *	- -	1 *

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	1535	884	345	282	223	546	518	239	7	185	501	355	311	183	1220	315
Weighted Base	1854	1204	405	214	244	666	620	314	8**	209	608	429	390	217	1490	364
Very easy	434 23%	256 21%	108 27%a	62 29%a	67 28%f	163 25%	125 20%	72 23%	4 46%	57 27%	132 22%	101 24%	93 24%	50 23%	368 25%o	65 18%
Fairly easy	582 31%	384 32%	121 30%	65 31%	86 35%	194 29%	217 35%eg	85 27%	-	47 23%	199 33%i	145 34%i	113 29%	79 36%i	473 32%	109 30%
Fairly difficult	141 8%	98 8%	27 7%	14 7%	15 6%	54 8%	46 7%	25 8%	-	13 6%	54 9%k	21 5%	40 10%k	13 6%	112 7%	29 8%
Very difficult	75 4%	54 5%	12 3%	9 4%	15 6%f	31 5%f	14 2%	15 5%	1 7%	13 6%k	32 5%k	10 2%	13 3%	7 3%	58 4%	17 5%
SUMMARY CODES																
EASY	1016 55%	640 53%	229 57%	127 59%	154 63%eg	357 54%	342 55%	157 50%	4 46%	105 50%	331 54%	246 57%	206 53%	129 59%	841 56%o	175 48%
DIFFICULT	216 12%	152 13%	39 10%	23 11%	30 12%	85 13%	60 10%	40 13%	1 7%	26 12%	86 14%k	31 7%	53 14%k	20 9%	169 11%	46 13%
I have not seen \ read the terms and conditions	616 33%	407 34%	135 33%	62 29%	58 24%	225 34%d	216 35%d	114 36%d	4 47%	77 37%	189 31%	149 35%	132 34%	69 32%	475 32%	141 39%n
Don't know	7 *	4 *	1 *	2 1%	1 1%	-	2 *	3 1%e	-	2 1%	2 *	3 1%	-	-	4 *	2 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1535	48	164	127	94	136	165	192	246	120	65	147	31
Weighted Base	1854	60*	210	146	116*	160	196	246	299	150	70*	167	33**
Very easy	434 23%	3 5%	80 38% ^{adefghi} jk	48 33% ^{afhi}	29 25% ^{ai}	38 24% ^{ai}	37 19% ^a	66 27% ^{ai}	63 21% ^a	20 13%	13 19% ^a	36 22% ^a	1 2%
Fairly easy	582 31%	19 31%	41 20%	47 32% ^b	42 36% ^b	51 32% ^b	72 37% ^b	75 31% ^b	103 34% ^b	40 27%	20 28%	60 36% ^b	12 35%
Fairly difficult	141 8%	6 9%	14 7%	9 6%	14 12% ^h	15 9%	10 5%	26 10% ^h	14 5%	15 10%	7 10%	10 6%	3 9%
Very difficult	75 4%	-	7 3%	5 4%	2 2%	2 1%	7 4%	13 5% ^e	12 4%	9 6% ^e	3 4%	14 9% ^{abde}	1 3%
SUMMARY CODES													
EASY	1016 55%	22 37%	121 58% ^{ai}	95 65% ^{aij}	71 61% ^{ai}	89 56% ^{ai}	108 55% ^{ai}	141 57% ^{ai}	166 55% ^{ai}	61 40%	33 47%	97 58% ^{ai}	12 38%
DIFFICULT	216 12%	6 9%	20 10%	14 9%	16 14%	16 10%	17 9%	39 16% ^h	26 9%	24 16%	10 14%	24 15%	4 12%
I have not seen \ read the terms and conditions	616 33%	33 54% ^{bcddefgh} k	69 33%	36 25%	30 26%	53 33%	70 36%	66 27%	105 35%	64 43% ^{cdgk}	27 39%	46 28%	17 50%
Don't know	7 *	-	-	1 1%	-	2 1%	1 *	-	2 1%	1 1%	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1535	184	165	213	205	152	92	1443	534	1001	252	1281	214	1321
Weighted Base	1854	175	177	262	269	225	69*	1785	633	1221	244	1608	203	1651
Very easy	434 23%	47 27%	37 21%	69 26%	76 28%e	39 18%	17 24%	417 23%	154 24%	280 23%	56 23%	377 23%	39 19%	395 24%
Fairly easy	582 31%	51 29%	61 34%	97 37%	89 33%	77 34%	17 25%	565 32%	193 30%	389 32%	78 32%	504 31%	58 29%	524 32%
Fairly difficult	141 8%	8 5%	14 8%	22 8%	18 7%	17 7%	8 11%	133 7%	46 7%	95 8%	26 11%	115 7%	26 13% ^m	114 7%
Very difficult	75 4%	10 6%	5 3%	16 6%	8 3%	11 5%	6 9% ^g	68 4%	23 4%	51 4%	16 7% ^k	58 4%	13 6%	62 4%
SUMMARY CODES														
EASY	1016 55%	98 56%	98 55%	166 63% ^e	164 61%	116 51%	34 50%	982 55%	347 55%	669 55%	135 55%	881 55%	97 48%	919 56% ^l
DIFFICULT	216 12%	19 11%	19 11%	37 14%	27 10%	28 12%	14 21% ^g	201 11%	69 11%	147 12%	43 18% ^k	173 11%	39 19% ^m	176 11%
I have not seen \ read the terms and conditions	616 33%	59 33% ^c	59 33% ^c	59 22%	77 29%	80 36% ^c	20 29%	596 33%	217 34%	399 33%	65 27%	548 34% ^j	65 32%	551 33%
Don't know	7 *	- -	2 1%	- -	1 *	1 *	1 1%	6 *	- -	7 1%	1 *	6 *	2 1%	4 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_03 Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	1535	1493	24
Weighted Base	1854	1819	22**
Very easy	434 23%	425 23%	9 40%
Fairly easy	582 31%	574 32%	4 20%
Fairly difficult	141 8%	140 8%	- -
Very difficult	75 4%	73 4%	- -
SUMMARY CODES			
EASY	1016 55%	999 55%	13 60%
DIFFICULT	216 12%	213 12%	- -
I have not seen \ read the terms and conditions	616 33%	600 33%	9 40%
Don't know	7 *	7 *	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)

Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	605	312	293	134	174	109	66	56	66	193	224	88	100
Weighted Base	770	425	345	178	219	160	94*	73*	46*	280	315	99*	76*
Very easy	164 21%	80 19%	83 24%	37 21%h	44 20%h	43 27%h	22 23%h	17 23%h	1 3%	58 21%	75 24%	20 20%	11 14%
Fairly easy	241 31%	124 29%	116 34%	56 32%	68 31%	55 35%	21 23%	24 33%	17 36%	77 28%	102 33%	31 31%	30 40%i
Fairly difficult	76 10%	51 12%	25 7%	12 7%	18 8%	21 13%	12 13%	9 13%	3 8%	47 17%ijkl	21 7%	6 6%	3 4%
Very difficult	32 4%	21 5%	11 3%	1 1%	10 5%c	4 3%	10 10%ce	4 6%c	3 6%c	16 6%	11 3%	4 4%	1 2%
SUMMARY CODES													
EASY	404 53%	205 48%	199 58%a	94 53%	111 51%	98 61%h	43 46%	40 55%	18 39%	135 48%	178 56%	50 51%	41 54%
DIFFICULT	108 14%	72 17%b	36 10%	13 7%	28 13%	26 16%c	22 24%cd	13 18%c	6 13%	62 22%ijkl	32 10%	10 10%	4 5%
I have not seen \ read the terms and conditions	255 33%	146 34%	109 32%	71 40%e	80 36%e	36 23%	29 31%	19 27%	20 44%eg	82 29%	105 33%	38 39%	30 40%
Don't know	2 *	2 *	1 *	1 *	- -	- -	- -	- -	2 3%de	1 *	- -	1 1%	1 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)

Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	605	379	144	75	108	233	161	94	8	87	210	131	129	48	499	106
Weighted Base	770	529	177	55*	126*	295	213	127*	7**	90*	274	174	171	61*	635	135*
Very easy	164 21%	112 21%	40 23%	9 16%	30 24%	65 22%	41 19%	27 21%	1 20%	16 18%	45 16%	39 22%	41 24%	23 37%ij	138 22%	26 19%
Fairly easy	241 31%	164 31%	52 30%	21 38%	44 35%	89 30%	62 29%	42 33%	3 38%	22 24%	106 39%ikl	49 28%	47 27%	17 28%	198 31%	43 32%
Fairly difficult	76 10%	58 11%	16 9%	3 5%	11 9%	24 8%	25 12%	16 13%	- -	3 3%	33 12%i	14 8%	20 12%	7 11%	72 11%o	4 3%
Very difficult	32 4%	20 4%	9 5%	2 4%	11 9%f	12 4%	4 2%	5 4%	- -	6 7%	14 5%	5 3%	5 3%	2 3%	25 4%	7 5%
SUMMARY CODES																
EASY	404 53%	276 52%	92 52%	30 55%	74 58%	154 52%	102 48%	69 54%	4 57%	38 42%	151 55%	87 50%	88 52%	40 65%i	336 53%	69 51%
DIFFICULT	108 14%	78 15%	25 14%	5 9%	22 17%	36 12%	29 14%	21 16%	- -	9 10%	47 17%	20 11%	24 14%	8 13%	97 15%	11 8%
I have not seen \ read the terms and conditions	255 33%	174 33%	59 34%	19 35%	31 24%	104 35%	82 38%d	36 29%	3 43%	43 48%jm	74 27%	66 38%j	58 34%	14 22%	201 32%	55 41%
Don't know	2 *	2 *	- -	1 1%	- -	1 *	- -	2 1%	- -	- -	2 1%	1 *	- -	- -	2 *	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)

Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	605	14	56	48	13	40	63	127	118	51	17	51	7
Weighted Base	770	18**	69*	55*	17**	53*	83*	167	143	68*	24**	63*	9**
Very easy	164 21%	2 10%	21 30%	14 25%	1 7%	13 25%	15 18%	32 19%	35 24%	13 19%	3 12%	15 24%	- -
Fairly easy	241 31%	6 33%	16 24%	18 33%	6 37%	13 24%	24 29%	49 29%	53 37%	27 39%	3 14%	20 32%	4 49%
Fairly difficult	76 10%	3 17%	6 8%	8 15%	2 11%	7 13%	5 6%	23 14%	11 8%	4 6%	- -	5 8%	2 18%
Very difficult	32 4%	- -	1 1%	4 7%	1 6%	2 3%	3 3%	12 7%	4 3%	3 4%	- -	3 5%	- -
SUMMARY CODES													
EASY	404 53%	8 43%	37 54%	32 58%	7 44%	26 49%	40 48%	81 49%	88 61%	40 58%	6 25%	35 56%	4 49%
DIFFICULT	108 14%	3 17%	7 10%	12 22%	3 17%	8 16%	8 10%	35 21%h	15 11%	7 10%	- -	8 13%	2 18%
I have not seen \ read the terms and conditions	255 33%	7 40%	25 35%	11 20%	6 35%	19 35%	36 43%c	51 31%	40 28%	22 32%	18 75%	19 30%	3 33%
Don't know	2 *	- -	1 1%	- -	1 4%	- -	- -	- -	- -	- -	- -	1 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)

Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	605	59	67	84	92	86	33	572	171	434	67	537	100	504
Weighted Base	770	52*	67*	105*	127*	131*	22**	748	223	548	70*	699	95*	674
Very easy	164	5	13	24	24	33	2	162	51	113	11	153	9	155
	21%	10%	20%	23%	19%	25%a	9%	22%	23%	21%	16%	22%	10%	23%l
Fairly easy	241	18	23	37	50	38	6	235	71	170	26	213	34	206
	31%	35%	34%	35%	40%	29%	25%	31%	32%	31%	37%	30%	35%	31%
Fairly difficult	76	5	1	8	15	16	4	73	25	52	11	66	15	61
	10%	10%	2%	8%	12%b	12%b	16%	10%	11%	9%	15%	9%	16%	9%
Very difficult	32	3	4	8	3	9	1	31	4	28	*	31	4	28
	4%	6%	6%	8%	2%	7%	4%	4%	2%	5%	1%	4%	4%	4%
SUMMARY CODES														
EASY	404	23	36	61	74	71	8	397	122	282	37	366	43	360
	53%	44%	54%	58%	58%	54%	33%	53%	55%	52%	53%	52%	45%	53%
DIFFICULT	108	8	5	17	18	25	5	103	28	80	11	97	19	89
	14%	15%	7%	16%	14%	19%b	20%	14%	13%	15%	16%	14%	20%	13%
I have not seen \ read the terms and conditions	255	21	26	27	34	35	10	245	72	183	21	234	31	224
	33%	40%	39%	26%	27%	27%	46%	33%	32%	34%	30%	34%	33%	33%
Don't know	2	-	-	-	1	-	-	2	-	2	1	2	2	-
	*	-	-	-	1%	-	-	*	-	*	1%	*	2% ^m	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.112_04 Ease of understanding the terms and conditions - When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)****Base: All who have used renting a service from another individual (e.g. Airbnb, Uber) in the last 12 months**

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	605	570	6
Weighted Base	770	746	6**
Very easy	164 21%	163 22%	1 13%
Fairly easy	241 31%	234 31%	5 74%
Fairly difficult	76 10%	75 10%	-
Very difficult	32 4%	29 4%	-
SUMMARY CODES			
EASY	404 53%	397 53%	5 87%
DIFFICULT	108 14%	105 14%	-
I have not seen \ read the terms and conditions	255 33%	242 32%	1 13%
Don't know	2 *	2 *	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b

** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.113 Ease of understanding privacy notices for social media platforms

Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2413	1081	1332	422	564	430	387	279	331	477	730	519	687
Weighted Base	2735	1318	1417	525	624	523	503	322	238	665	981	554	536
Very easy	564 21%	261 20%	303 21%	149 28%dfgh	132 21%h	126 24%fgh	84 17%h	52 16%h	20 8%	107 16%	201 20%	137 25%i	118 22%i
Fairly easy	1034 38%	472 36%	562 40%	219 42%	228 37%	198 38%	190 38%	111 35%	88 37%	242 36%	361 37%	208 37%	223 42%
Fairly difficult	446 16%	233 18%	213 15%	60 11%	100 16%	92 18%c	97 19%c	52 16%	45 19%c	142 21%ijkl	152 16%	85 15%	66 12%
Very difficult	177 6%	83 6%	94 7%	11 2%	31 5%c	36 7%c	39 8%c	32 10%cd	29 12%def	54 8%l	69 7%	28 5%	26 5%
SUMMARY CODES													
EASY	1598 58%	732 56%	865 61%a	368 70%defgh	360 58%h	323 62%fgh	274 55%h	164 51%	108 45%	350 53%	562 57%	345 62%i	341 64%ij
DIFFICULT	623 23%	316 24%	307 22%	71 13%	131 21%c	127 24%c	135 27%cd	84 26%c	74 31%cde	195 29%ijkl	221 23%l	114 21%	92 17%
I have not seen \ read privacy notices	503 18%	266 20%b	237 17%	82 16%	132 21%ce	73 14%	91 18%	74 23%ce	51 22%ce	118 18%	194 20%	91 16%	100 19%
Don't know	12 *	3 *	8 1%	4 1%	1 *	- -	2 *	- -	5 2%defg	1 *	4 *	5 1%	2 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.113 Ease of understanding privacy notices for social media platforms

Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2413	1337	506	531	324	880	815	376	13	369	788	509	478	269	1926	487
Weighted Base	2735	1723	575	386	331	1005	916	465	12**	355	896	606	584	295	2204	531
Very easy	564 21%	317 18%	142 25%a	92 24%a	82 25%	202 20%	190 21%	86 18%	3 24%	54 15%	168 19%	134 22%i	134 23%i	73 25%ij	460 21%	104 20%
Fairly easy	1034 38%	628 36%	218 38%	165 43%a	117 35%	381 38%	355 39%	174 37%	4 32%	130 37%	324 36%	231 38%	226 39%	124 42%	828 38%	206 39%
Fairly difficult	446 16%	310 18%c	87 15%	44 11%	56 17%	161 16%	129 14%	95 21%f	3 28%	51 14%	168 19%m	87 14%	103 18%	37 12%	368 17%	78 15%
Very difficult	177 6%	124 7%	30 5%	20 5%	20 6%	61 6%	55 6%	38 8%	1 7%	32 9%km	68 8%m	32 5%	36 6%	9 3%	135 6%	42 8%
SUMMARY CODES																
EASY	1598 58%	946 55%	359 63%a	256 66%a	199 60%	584 58%	545 59%	260 56%	7 56%	184 52%	492 55%	365 60%i	360 62%ij	197 67%ij	1288 58%	310 58%
DIFFICULT	623 23%	434 25%bc	117 20%	64 17%	77 23%	222 22%	184 20%	134 29%ef	4 36%	82 23%m	236 26%km	119 20%	139 24%m	46 15%	503 23%	120 23%
I have not seen \ read privacy notices	503 18%	335 19%	97 17%	64 17%	54 16%	194 19%	184 20%g	68 15%	1 8%	88 25%jlm	162 18%	119 20%l	85 14%	49 17%	405 18%	98 18%
Don't know	12 *	9 1%	1 *	2 *	1 *	5 *	3 *	3 1%	- -	1 *	5 1%	2 *	- -	4 1%l	9 *	3 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.113 Ease of understanding privacy notices for social media platforms

Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2413	109	246	196	173	192	267	333	338	166	107	209	77
Weighted Base	2735	119*	293	208	202	217	300	392	388	200	113*	227	77*
Very easy	564 21%	13 11%	92 31% adefghi jkl	64 31% adefghij kl	41 20% al	47 22% al	46 15%	85 22% al	76 20% al	35 18%	18 16%	41 18% l	6 8%
Fairly easy	1034 38%	51 42% bj	90 31%	81 39%	92 46% befj	76 35%	94 31%	164 42% bfj	159 41% bfj	70 35%	32 28%	89 39%	37 49% befj
Fairly difficult	446 16%	21 18%	36 12%	27 13%	29 14%	52 24% bcdgh	55 19%	52 13%	61 16%	37 19%	26 23% bcg	36 16%	14 18%
Very difficult	177 6%	3 2%	21 7%	14 7%	8 4%	9 4%	20 7%	23 6%	24 6%	16 8% a	10 9% a	19 8% a	9 12% ade
SUMMARY CODES													
EASY	1598 58%	63 53%	182 62% fj	145 69% aefijk	134 66% afij	123 57% fj	140 47%	248 63% fij	235 61% fj	105 53%	49 44%	130 57% fj	43 56%
DIFFICULT	623 23%	24 20%	57 19%	40 19%	37 18%	61 28% bdg	75 25%	75 19%	85 22%	54 27%	36 32% bcdgh	55 24%	23 30% dg
I have not seen \ read privacy notices	503 18%	30 25% cde	52 18%	23 11%	30 15%	34 15%	84 28% bcdeghk l	67 17%	66 17%	39 20% c	27 23% c	41 18%	10 13%
Don't know	12 *	2 1%	3 1%	- -	1 1%	- -	- -	1 *	1 *	2 1%	1 1%	1 *	* 1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.113 Ease of understanding privacy notices for social media platforms

Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2413	357	278	283	272	169	197	2216	836	1577	458	1949	455	1955
Weighted Base	2735	318	286	336	357	245	144	2591	948	1787	419	2310	396	2335
Very easy	564 21%	73 23%	63 22%	68 20%	63 18%	44 18%	21 15%	542 21%	213 22%	350 20%	71 17%	493 21%	48 12%	514 22% ^l
Fairly easy	1034 38%	112 35%	117 41% ^e	134 40%	154 43% ^e	75 31%	54 37%	980 38%	370 39%	664 37%	153 36%	881 38%	144 36%	890 38%
Fairly difficult	446 16%	42 13%	42 15%	63 19%	58 16%	56 23% ^{ab}	25 18%	420 16%	152 16%	293 16%	87 21% ^k	357 15%	80 20% ^m	364 16%
Very difficult	177 6%	25 8%	16 6%	22 6%	24 7%	18 7%	14 10%	163 6%	48 5%	129 7%	40 10% ^k	135 6%	42 11% ^m	134 6%
SUMMARY CODES														
EASY	1598 58%	186 58% ^e	181 63% ^e	202 60% ^e	217 61% ^e	120 49%	76 52%	1522 59%	584 62% ⁱ	1014 57%	224 53%	1374 59% ^j	192 48%	1405 60% ^l
DIFFICULT	623 23%	67 21%	58 20%	85 25%	83 23%	74 30% ^{ab}	40 27%	583 22%	200 21%	422 24%	127 30% ^k	492 21%	122 31% ^m	498 21%
I have not seen \ read privacy notices	503 18%	65 20%	47 16%	48 14%	57 16%	52 21%	29 20%	474 18%	159 17%	344 19%	68 16%	433 19%	78 20%	425 18%
Don't know	12 *	- -	1 *	1 *	- -	- -	- -	12 *	6 1%	6 *	1 *	11 *	4 1%	8 *

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.113 Ease of understanding privacy notices for social media platforms

Base: All who have used Social Media (e.g. Facebook, Twitter, Instagram) in the last 12 months

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	2413	2315	62
Weighted Base	2735	2658	51*
Very easy	564 21%	543 20%	17 33%a
Fairly easy	1034 38%	1008 38%	17 34%
Fairly difficult	446 16%	439 17%	5 10%
Very difficult	177 6%	166 6%	2 5%
SUMMARY CODES			
EASY	1598 58%	1551 58%	34 67%
DIFFICULT	623 23%	605 23%	8 15%
I have not seen \ read privacy notices	503 18%	489 18%	9 18%
Don't know	12 *	12 *	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
When you buy from a store on the high street	1398	692	707	221	197	186	223	203	367	316	436	286	361
	33%	33%	32%	39%def	28%	28%	30%	33%	38%defg	32%	32%	33%	35%
When you buy from the website of a high street retailer	475	248	228	82	87	97	66	71	72	131	150	108	87
	11%	12%	10%	14%fh	12%h	15%fh	9%	11%h	8%	13%l	11%l	12%l	8%
Or is there no difference?	2033	1002	1031	238	399	355	407	299	333	506	710	409	408
	48%	48%	47%	41%h	56%cgh	53%ch	55%cgh	48%ch	35%	51%l	52%kl	47%l	39%
Depends on the shopsite	73	29	44	7	10	6	12	9	29	9	21	14	28
	2%	1%	2%	1%	1%	1%	2%	1%	3%cddeg	1%	2%	2%	3%ij
Don't know	289	117	173	27	22	20	29	38	154	38	48	50	153
	7%	6%	8%a	5%	3%	3%	4%	6%de	16%cddefg	4%	4%	6%j	15%ijk

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
When you buy from a store on the high street	1398 33%	919 32%	233 32%	225 35%	190 36%	480 33%	463 32%	253 32%	11 39%	312 37% _{ijk}	470 32%	243 31%	240 33%	133 32%	1100 33%	298 33%
When you buy from the website of a high street retailer	475 11%	310 11%	96 13%	68 11%	63 12%	169 12%	148 10%	90 11%	4 15%	82 10%	166 11%	89 11%	93 13%	45 11%	367 11%	108 12%
Or is there no difference?	2033 48%	1378 49% _c	355 49% _c	272 43%	229 44%	646 45%	743 51% _{de}	402 50% _{de}	11 38%	320 38%	735 49% _i	408 52% _i	359 49% _i	210 51% _i	1636 49% _o	396 44%
Depends on the shop/site	73 2%	43 2%	11 2%	15 2%	6 1%	30 2%	27 2%	8 1%	* 1%	19 2%	24 2%	13 2%	11 1%	5 1%	49 1%	24 3% _n
Don't know	289 7%	185 7%	35 5%	59 9% _{ab}	34 7%	115 8% _f	85 6%	48 6%	2 6%	120 14% _{ijklm}	91 6% _{kl}	29 4%	26 4%	23 5%	208 6%	82 9% _n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
When you buy from a store on the high street	1398 33%	50 29%	174 37%deil	130 37%del	83 27%	111 30%	132 33%	175 31%	184 31%	109 30%	72 35%d	150 42%adefghi l	29 25%
When you buy from the website of a high street retailer	475 11%	17 10%	50 11%	43 12%	26 9%	45 12%	33 8%	61 11%	61 10%	57 16%dfh	29 14%f	42 12%	11 10%
Or is there no difference?	2033 48%	97 56%bcijk	201 43%	148 42%	175 56%bcijk	195 52%bcijk	199 50%cijk	278 50%cijk	301 51%bcijk	139 38%	83 40%	142 39%	75 63%bcefgijk
Depends on the shop/site	73 2%	3 2%	7 2%	12 3%k	4 1%	8 2%	5 1%	13 2%	9 2%	6 2%	4 2%	3 1%	- -
Don't know	289 7%	7 4%	35 8%l	19 6%	22 7%	17 4%	29 7%l	33 6%	31 5%	54 15%abcdefg jkl	17 8%l	23 6%	2 2%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
When you buy from a store on the high street	1398	229	157	145	133	89	162	1236	358	1040	311	1084	438	959
	33%	38% ^{cde}	36% ^{de}	31%	29%	28%	37% ^g	32%	30%	34% ^h	35%	32%	37% ^m	31%
When you buy from the website of a high street retailer	475	75	52	61	46	40	45	431	149	326	94	381	109	367
	11%	12%	12%	13%	10%	13%	10%	11%	13%	11%	11%	11%	9%	12% ^l
Or is there no difference?	2033	230	209	249	270	181	146	1887	616	1416	350	1676	461	1569
	48%	38%	48% ^a	54% ^a	58% ^{ab}	56% ^a	33%	49% ^f	52% ⁱ	46%	40%	50% ^j	39%	51% ^l
Depends on the shop/site	73	10	2	2	2	5	12	61	14	59	21	51	33	39
	2%	2% ^b	*	*	*	2%	3% ^g	2%	1%	2%	2%	2%	3% ^m	1%
Don't know	289	56	14	5	11	6	71	219	49	240	107	181	156	133
	7%	9% ^{bcde}	3%	1%	2%	2%	16% ^g	6%	4%	8% ^h	12% ^k	5%	13% ^m	4%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.114 Who offers the best protection in terms of your consumer rights - High street store or High street website****Base: All Adults in UK**

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	4268	3403	113
Weighted Base	4268	3702	95
When you buy from a store on the high street	1398 33%	1174 32%	28 30%
When you buy from the website of a high street retailer	475 11%	444 12%	10 11%
Or is there no difference?	2033 48%	1889 51%	42 44%
Depends on the shopsite	73 2%	47 1%	6 6%a
Don't know	289 7%	147 4%	8 9%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
When you buy from the website of a high street retailer	2148 50%	1101 53% ^b	1047 48%	313 55% ^h	348 49% ^h	358 54% ^h	390 53% ^h	340 55% ^{dh}	399 42%	585 59% ^{ijkl}	704 52% ^l	435 50% ^l	424 41%
When you buy from a private seller online	174 4%	99 5% ^b	75 3%	38 7% ^{fgh}	36 5% ^{fgh}	44 7% ^{fgh}	20 3%	10 2%	25 3%	36 4%	44 3%	40 5%	54 5% ^j
Or is there no difference?	1491 35%	714 34%	777 36%	193 34% ^h	295 41% ^{cgh}	236 36% ^h	282 38% ^h	220 35% ^h	265 28%	324 32%	521 38% ^{il}	307 35%	340 33%
Depends on the shop/site	69 2%	26 1%	43 2%	4 1%	11 2%	8 1%	9 1%	9 1%	28 3% ^{cef}	8 1%	22 2%	15 2%	24 2% ⁱ
Don't know	386 9%	146 7%	240 11% ^a	27 5%	25 3%	18 3%	36 5%	41 7% ^{de}	239 25% ^{cdefg}	47 5%	74 5%	69 8% ^{ij}	196 19% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
When you buy from the website of a high street retailer	2148 50%	1494 53% ^c	364 50% ^c	276 43%	244 47%	712 49%	751 51%	424 53% ^d	17 61%	389 46%	768 52% ⁱ	385 49%	389 53% ⁱ	217 52% ⁱ	1684 50%	464 51%
When you buy from a private seller online	174 4%	90 3%	42 6% ^a	37 6% ^a	24 5%	70 5% ^g	53 4%	23 3%	-	27 3%	47 3%	37 5%	37 5% ^j	25 6% ^{ij}	140 4%	34 4%
Or is there no difference?	1491 35%	947 33%	270 37%	244 38% ^a	205 39% ^e	490 34%	506 35%	280 35%	8 30%	250 29%	520 35% ⁱ	307 39% ⁱ	263 36% ⁱ	151 36% ⁱ	1210 36% ^o	281 31%
Depends on the shop/site	69 2%	41 1%	13 2%	11 2%	8 2%	22 2%	30 2%	7 1%	-	20 2% ^j	18 1%	16 2%	12 2%	4 1%	54 2%	15 2%
Don't know	386 9%	263 9% ^b	41 6%	70 11% ^b	42 8%	145 10%	126 9%	66 8%	2 9%	167 20% ^{ijklm}	134 9% ^{klm}	38 5%	28 4%	19 5%	271 8%	115 13% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
When you buy from the website of a high street retailer	2148 50%	92 53%dgl	252 54%dfgl	187 53%dgl	125 40%	183 49%dg	181 46%g	204 37%	351 60%defgijl	170 47%g	142 70%abcdefg hikl	215 60%defgil	47 40%
When you buy from a private seller online	174 4%	3 2%	15 3%	21 6%a	15 5%	15 4%	15 4%	40 7%abfhijkl	19 3%	13 4%	5 2%	10 3%	2 2%
Or is there no difference?	1491 35%	63 37%hjk	146 31%j	109 31%j	138 44%bchijk	145 39%bchijk	163 41%bchijk	263 47%abcehij k	165 28%j	109 30%j	34 17%	94 26%j	62 53%abcefhijk
Depends on the shop/site	69 2%	2 1%	4 1%	9 3%	3 1%	4 1%	8 2%	14 2%	8 1%	9 3%	4 2%	4 1%	- -
Don't know	386 9%	13 7%	52 11%gh	27 8%	30 10%	28 8%	30 7%	38 7%	43 7%	64 17%abcdefg jkl	19 9%	36 10%	7 6%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
When you buy from the website of a high street retailer	2148 50%	290 48%	219 51%	263 57%a	239 52%	199 62%abd	177 41%	1970 51%f	615 52%	1533 50%	428 48%	1712 51%	530 44%	1616 53%l
When you buy from a private seller online	174 4%	30 5%	24 6%	19 4%	17 4%	8 2%	17 4%	156 4%	60 5%	113 4%	28 3%	145 4%	33 3%	140 5%l
Or is there no difference?	1491 35%	194 32%	157 36%	167 36%	195 42%ae	103 32%	130 30%	1362 36%f	455 38%i	1036 34%	255 29%	1233 37%j	359 30%	1130 37%l
Depends on the shop/site	69 2%	12 2%	3 1%	3 1%	3 1%	5 1%	13 3%g	56 1%	14 1%	55 2%	25 3%k	44 1%	34 3%m	35 1%
Don't know	386 9%	73 12%bcde	30 7%cde	9 2%	8 2%	6 2%	98 22%g	288 8%	42 4%	345 11%h	147 17%k	239 7%	241 20%m	145 5%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.115 Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online****Base: All Adults in UK**

	Total	WHERE ACCESS INTERNET	
		At home (a)	Elsewhere only (b)
Unweighted Base	4268	3403	113
Weighted Base	4268	3702	95
When you buy from the website of a high street retailer	2148 50%	1973 53%	48 51%
When you buy from a private seller online	174 4%	157 4%	3 3%
Or is there no difference?	1491 35%	1350 36%	30 32%
Depends on the shopsite	69 2%	51 1%	3 3%
Don't know	386 9%	171 5%	11 11%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.116 Awareness of consumer dispute resolution services before today

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Yes	2583	1290	1293	128	358	429	500	483	685	780	869	460	474
	61%	62%	59%	22%	50% ^c	65% ^{cd}	68% ^{cd}	78% ^{cdefh}	72% ^{cde}	78% ^{ijkl}	64% ^{kl}	53% ^l	46%
No	1685	797	888	447	357	236	237	137	271	220	496	406	563
	39%	38%	41%	78% ^{defgh}	50% ^{efgh}	35% ^{gh}	32% ^g	22%	28% ^g	22%	36% ⁱ	47% ^{ij}	54% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.116 Awareness of consumer dispute resolution services before today

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Yes	2583 61%	1930 68%bc	354 48%	286 45%	251 48%	814 57% <i>d</i>	911 62% <i>cde</i>	584 73% <i>def</i>	18 65%	536 63% <i>klm</i>	1051 71% <i>ikl</i> <i>m</i>	444 57% <i>lm</i>	374 51% <i>m</i>	177 43%	2018 60%	565 62%
No	1685 39%	905 32%	376 52% <i>a</i>	353 55% <i>a</i>	271 52% <i>efg</i>	626 43% <i>fg</i>	555 38% <i>g</i>	217 27%	10 35%	317 37% <i>j</i>	435 29%	339 43% <i>ij</i>	356 49% <i>ij</i>	238 57% <i>ijkl</i>	1342 40%	343 38%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.116 Awareness of consumer dispute resolution services before today

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Yes	2583 61%	80 46%	284 61%ag	205 58%ag	187 60%ag	252 67%acg	242 61%ag	224 40%	407 70%abcdtgi	229 63%ag	135 66%ag	237 66%acg	101 86%abcdefghijk
No	1685 39%	93 54%bcdefhi jkl	185 39%hi	147 42%ehkl	123 40%hi	124 33%l	155 39%hi	335 60%bcdefhi jkl	178 30%l	136 37%hi	69 34%l	123 34%l	17 14%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.116 Awareness of consumer dispute resolution services before today

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Yes	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
	61%	54%	62%a	69%ab	72%ab	80%abcd	61%	61%	54%	63%h	67%k	59%	70%m	57%
No	1685	273	166	145	127	63	171	1513	545	1140	291	1389	354	1328
	39%	46%bcde	38%cde	31%e	28%e	20%	39%	39%	46%i	37%	33%	41%j	30%	43%l

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117 Whether statements true or false about ombudsman services - SUMMARY

Base: All aware of consumer dispute resolution services

	An ombudsman is independent of businesses	Consumers need to pay a fee for using an ombudsman	Businesses are required to act on the decision of an ombudsman	Using an ombudsman means you have to go to court to resolve your dispute	An ombudsman's decision is impartial	Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint
Unweighted Base	2531	2531	2531	2531	2531	2531
Weighted Base	2583	2583	2583	2583	2583	2583
True	2305 89%	270 10%	1921 74%	268 10%	2233 86%	1987 77%
False	133 5%	2049 79%	430 17%	2102 81%	196 8%	396 15%
It depends	12 *	14 1%	30 1%	33 1%	22 1%	12 *
Don't know	133 5%	251 10%	202 8%	181 7%	133 5%	188 7%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_01 Whether statement true or false about ombudsman services - An ombudsman is independent of businesses

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	2305	1172	1133	107	313	397	450	450	588	727	782	399	397
	89%	91% ^b	88%	84%	87%	93% ^{cdh}	90%	93% ^{cdh}	86%	93% ^{kl}	90% ^l	87%	84%
False	133	70	63	14	25	23	25	16	30	33	45	26	28
	5%	5%	5%	11% ^{fgh}	7% ^g	5%	5%	3%	4%	4%	5%	6%	6%
It depends	12	4	8	2	2	-	2	4	3	5	6	-	1
	*	*	1%	1% ^e	1%	-	*	1%	*	1%	1%	-	*
Don't know	133	44	89	6	18	9	23	13	63	16	35	35	47
	5%	3%	7% ^a	4%	5%	2%	5%	3%	9% ^{defg}	2%	4% ⁱ	8% ^{ij}	10% ^{ij}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_01 Whether statement true or false about ombudsman services - An ombudsman is independent of businesses

Base: All aware of consumer dispute resolution services

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	2305	1740	317	237	224	716	822	524	16	463	953	401	340	147	1806	499
	89%	90% ^c	90% ^c	83%	89%	88%	90%	90%	88%	86%	91% ^{im}	90% ^{lm}	91% ^m	83%	89%	88%
False	133	83	23	24	15	42	40	33	*	26	49	25	16	16	106	27
	5%	4%	7%	8% ^a	6%	5%	4%	6%	2%	5%	5%	6%	4%	9% ^j	5%	5%
It depends	12	11	1	-	-	3	4	5	-	1	5	2	3	2	10	2
	*	1%	*	-	-	*	*	1%	-	*	1%	*	1%	1%	1%	*
Don't know	133	95	13	25	12	52	45	22	2	46	44	16	15	12	95	38
	5%	5%	4%	9% ^{ab}	5%	6% ^g	5%	4%	10%	9% ^{ijkl}	4%	4%	4%	7%	5%	7%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_01 Whether statement true or false about ombudsman services - An ombudsman is independent of businesses

Base: All aware of consumer dispute resolution services

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	2305	73	253	184	174	215	223	198	372	191	120	211	91
	89%	90%	89%	89%	93%ei	85%	92%ei	88%	91%ei	84%	88%	89%	90%
False	133	4	19	10	4	13	11	17	14	14	7	12	8
	5%	5%	7% ^d	5%	2%	5%	4%	7% ^d	3%	6%	5%	5%	8% ^d
It depends	12	-	2	1	2	-	-	2	2	3	-	-	-
	*	-	1%	1%	1%	-	-	1%	1%	1%	-	-	-
Don't know	133	4	9	10	7	24	9	8	18	20	9	13	2
	5%	4%	3%	5%	4%	10% ^{bd} fghi	4%	3%	4%	9% ^{bd} fghi	7%	5%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_01 Whether statement true or false about ombudsman services - An ombudsman is independent of businesses

Base: All aware of consumer dispute resolution services

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	2305	276	244	295	312	248	221	2084	563	1742	518	1781	729	1573
	89%	85%	92% ^a	93% ^a	93% ^a	96% ^a	84%	90% ^f	88%	90%	88%	90%	87%	90% ^l
False	133	23	11	13	17	8	12	121	40	92	29	104	33	100
	5%	7%	4%	4%	5%	3%	5%	5%	6%	5%	5%	5%	4%	6%
It depends	12	-	1	3	1	2	1	11	6	6	5	7	5	8
	*	-	*	1%	*	1%	*	*	1%	*	1%	*	1%	*
Don't know	133	28	11	6	5	-	29	104	31	101	40	92	75	58
	5%	9% ^{bcde}	4% ^e	2%	1%	-	11% ^g	4%	5%	5%	7% ^k	5%	9% ^m	3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_02 Whether statement true or false about ombudsman services - Consumers need to pay a fee for using an ombudsman

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	270	138	131	39	36	63	45	35	52	72	87	50	60
	10%	11%	10%	31%defgh	10%	15%fgh	9%	7%	8%	9%	10%	11%	13%
False	2049	1049	999	79	293	350	410	401	515	649	707	352	340
	79%	81%b	77%	62%	82%ch	82%ch	82%ch	83%ch	75%c	83%kl	81%l	77%	72%
It depends	14	8	6	2	2	1	3	-	7	2	7	2	3
	1%	1%	*	1%g	1%	*	1%	-	1%g	*	1%	*	1%
Don't know	251	94	157	8	27	15	42	47	111	57	67	55	71
	10%	7%	12%a	6%	8%e	4%	8%e	10%e	16%cdefg	7%	8%	12%ij	15%ij

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_02 Whether statement true or false about ombudsman services - Consumers need to pay a fee for using an ombudsman

Base: All aware of consumer dispute resolution services

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	270	192	34	40	35	86	78	69	*	51	99	61	37	22	209	60
	10%	10%	10%	14%a	14%f	11%	9%	12%	2%	9%	9%	14%ij	10%	13%	10%	11%
False	2049	1544	291	204	187	654	732	457	16	401	853	354	302	138	1615	433
	79%	80%c	82%c	71%	74%	80%	80%cd	78%	87%	75%	81%i	80%	81%	78%	80%	77%
It depends	14	12	-	2	2	6	3	3	-	6	2	-	6	-	11	3
	1%	1%	-	1%	1%	1%	*	1%	-	1%jk	*	-	2%jk	-	1%	*
Don't know	251	181	29	40	27	67	99	55	2	79	97	29	29	17	182	69
	10%	9%	8%	14%ab	11%	8%	11%	9%	11%	15%jkl	9%	6%	8%	10%	9%	12%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_02 Whether statement true or false about ombudsman services - Consumers need to pay a fee for using an ombudsman

Base: All aware of consumer dispute resolution services

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	270 10%	5 7%	31 11%	23 11%	28 15%ik	33 13%	21 9%	27 12%	44 11%	18 8%	10 8%	18 8%	11 10%
False	2049 79%	69 86%e	225 80%	159 78%	143 76%	183 73%	204 84%ei	178 79%	323 79%	172 75%	109 81%	196 83%e	87 86%ei
It depends	14 1%	1 1%	-	-	3 2%	1 1%	-	2 1%	2 1%	4 2%	1 1%	1 *	-
Don't know	251 10%	5 7%	27 10%	23 11%l	14 7%	34 14%dfj	17 7%	18 8%	39 9%	34 15%dfgl	15 11%l	22 9%	3 3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_Q2 Whether statement true or false about ombudsman services - Consumers need to pay a fee for using an ombudsman

Base: All aware of consumer dispute resolution services

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	270	48	33	28	34	18	30	240	72	197	54	215	66	203
	10%	15% ^{ce}	12%	9%	10%	7%	11%	10%	11%	10%	9%	11%	8%	12% ^l
False	2049	234	207	278	291	229	189	1859	514	1535	453	1591	633	1414
	79%	72%	78%	88% ^{ab}	87% ^{ab}	89% ^{ab}	72%	80% ^f	80%	79%	77%	80%	75%	81% ^l
It depends	14	2	2	1	1	2	2	12	5	9	1	13	6	8
	1%	1%	1%	*	*	1%	1%	1%	1%	*	*	1%	1%	*
Don't know	251	43	25	11	10	9	43	209	50	201	84	167	137	113
	10%	13% ^{cde}	9% ^{cde}	4%	3%	3%	16% ^g	9%	8%	10%	14% ^k	8%	16% ^m	7%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_03 Whether statement true or false about ombudsman services - Businesses are required to act on the decision of an ombudsman

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	1921	972	948	88	269	343	371	366	484	582	656	329	353
	74%	75%	73%	69%	75%	80%ch	74%	76%	71%	75%	76%	72%	74%
False	430	219	211	26	69	65	80	93	97	145	150	72	63
	17%	17%	16%	21%	19%h	15%	16%	19%h	14%	19%l	17%l	16%	13%
It depends	30	17	14	-	3	4	4	4	16	12	9	6	4
	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	202	82	120	14	18	17	46	20	89	42	54	53	54
	8%	6%	9%a	11%eg	5%	4%	9%deg	4%	13%deg	5%	6%	11%ij	11%ij

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_03 Whether statement true or false about ombudsman services - Businesses are required to act on the decision of an ombudsman

Base: All aware of consumer dispute resolution services

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	1921	1432	264	215	190	623	652	440	15	386	785	331	281	138	1519	401
	74%	74%	75%	75%	76%	77% ^f	72%	75%	82%	72%	75%	74%	75%	78%	75%	71%
False	430	325	61	41	41	120	167	95	2	77	189	78	62	23	329	101
	17%	17%	17%	14%	16%	15%	18%	16%	13%	14%	18%	18%	17%	13%	16%	18%
It depends	30	23	6	1	1	12	5	11	1	8	13	4	4	2	23	7
	1%	1%	2%	*	*	1%	1%	2% ^f	5%	1%	1%	1%	1%	1%	1%	1%
Don't know	202	150	22	30	20	58	86	37	-	66	64	31	27	14	147	56
	8%	8%	6%	10%	8%	7%	9%	6%	-	12% ^{ijkl}	6%	7%	7%	8%	7%	10%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_03 Whether statement true or false about ombudsman services - Businesses are required to act on the decision of an ombudsman

Base: All aware of consumer dispute resolution services

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	1921	60	218	157	149	177	183	156	297	150	103	185	86
	74%	74%	77% ^{ai}	77% ^{ai}	80% ^{egi}	70%	75% ^{ai}	70%	73%	66%	76% ^{ai}	78% ^{ai}	85% ^{eghi}
False	430	12	49	24	23	47	49	49	70	42	21	33	12
	17%	15%	17%	12%	12%	19%	20% ^{cd}	22% ^{odkl}	17%	18%	15%	14%	12%
It depends	30	2	1	3	1	3	2	-	6	8	1	4	-
	1%	2% ^g	*	2%	*	1%	1%	-	1%	3% ^{bg}	1%	2%	-
Don't know	202	7	16	20	15	25	9	19	35	29	10	15	3
	8%	8%	6%	10% ^f	8%	10% ^f	4%	8%	9% ^f	13% ^{bfdl}	8%	6%	3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_03 Whether statement true or false about ombudsman services - Businesses are required to act on the decision of an ombudsman

Base: All aware of consumer dispute resolution services

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	1921	243	212	256	262	192	198	1722	498	1423	432	1487	605	1315
	74%	74%	79%	80%	78%	74%	75%	74%	78%	73%	73%	75%	72%	76% ^l
False	430	49	38	48	55	55	35	395	92	339	94	333	124	304
	17%	15%	14%	15%	16%	21%	13%	17%	14%	17%	16%	17%	15%	18%
It depends	30	3	2	3	1	3	4	26	9	22	6	24	14	16
	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	2%	1%
Don't know	202	31	15	11	17	8	26	176	43	159	60	141	99	103
	8%	10% ^{cde}	6%	3%	5%	3%	10%	8%	7%	8%	10% ^k	7%	12% ^m	6%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_04 Whether statement true or false about ombudsman services - Using an ombudsman means you have to go to court to resolve your dispute

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	268	138	130	23	39	51	36	40	78	48	74	56	90
	10%	11%	10%	18%fg	11%	12%f	7%	8%	11%f	6%	8%	12%ij	19%ijk
False	2102	1064	1038	95	302	356	432	409	508	691	743	355	314
	81%	82%	80%	75%	84%ch	83%h	86%ch	85%ch	74%	89%kl	86%kl	77%l	66%
It depends	33	16	17	-	4	3	6	8	12	7	9	8	8
	1%	1%	1%	-	1%	1%	1%	2%	2%	1%	1%	2%	2%
Don't know	181	73	108	10	14	19	26	27	86	35	43	41	62
	7%	6%	8%a	7%	4%	4%	5%	6%	13%defg	5%	5%	9%ij	13%ijk

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_04 Whether statement true or false about ombudsman services - Using an ombudsman means you have to go to court to resolve your dispute

Base: All aware of consumer dispute resolution services

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	268 10%	173 9%	47 13%a	47 17%a	41 16%fg	98 12%g	82 9%	43 7%	2 9%	67 12%l	110 10%	46 10%	29 8%	16 9%	204 10%	63 11%
False	2102 81%	1599 83%c	285 80%c	205 72%	194 77%	644 79%	744 82%	500 86%de	16 87%	390 73%	871 83%i	370 83%i	324 87%i	146 82%i	1655 82%	447 79%
It depends	33 1%	22 1%	6 2%	5 2%	1 *	15 2%	10 1%	6 1%	- -	11 2%	9 1%	4 1%	5 1%	4 2%	25 1%	8 1%
Don't know	181 7%	136 7%	17 5%	29 10%ab	15 6%	57 7%	74 8%	34 6%	1 4%	69 13%jklm	61 6%	25 6%	16 4%	11 6%	134 7%	47 8%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_04 Whether statement true or false about ombudsman services - Using an ombudsman means you have to go to court to resolve your dispute

Base: All aware of consumer dispute resolution services

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	268 10%	4 5%	30 11%	19 9%	19 10%	38 15%afk	20 8%	29 13%	41 10%	23 10%	14 11%	18 7%	12 12%
False	2102 81%	69 85%e	229 81%e	168 82%e	155 83%e	184 73%	199 82%e	181 81%	342 84%e	178 78%	115 85%e	195 83%e	87 86%e
It depends	33 1%	2 3%	4 2%	2 1%	1 1%	4 2%	8 3%hjk	2 1%	2 1%	4 2%	- -	1 1%	- -
Don't know	181 7%	6 7%	20 7%	16 8%	11 6%	26 10%hl	15 6%	12 5%	21 5%	23 10%hl	7 5%	22 9%l	2 2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_04 Whether statement true or false about ombudsman services - Using an ombudsman means you have to go to court to resolve your dispute

Base: All aware of consumer dispute resolution services

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	268	53	31	31	24	13	45	222	55	213	73	194	90	178
	10%	16%cde	12%e	10%	7%	5%	17%g	10%	9%	11%	12%	10%	11%	10%
False	2102	243	216	274	302	233	183	1919	545	1557	450	1646	641	1459
	81%	75%	81%	86%a	90%ab	90%ab	70%	83%f	85%i	80%	76%	83%j	76%	84%l
It depends	33	4	6	4	1	4	5	27	6	26	12	21	13	19
	1%	1%	2%cd	1%	*	2%	2%	1%	1%	1%	2%	1%	2%	1%
Don't know	181	26	14	9	9	8	30	151	36	145	58	123	98	83
	7%	8%cde	5%	3%	3%	3%	11%g	7%	6%	7%	10%k	6%	12%m	5%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_05 Whether statement true or false about ombudsman services - An ombudsman's decision is impartial

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	2233	1145	1088	98	303	377	446	438	571	715	755	382	380
	86%	89% ^b	84%	76%	85%	88% ^c	89% ^{ch}	91% ^{cdh}	83%	92% ^{ijkl}	87% ^l	83%	80%
False	196	87	109	21	39	37	30	26	42	47	66	45	38
	8%	7%	8%	17% ^{efgh}	11% ^{fgh}	9%	6%	5%	6%	6%	8%	10% ⁱ	8%
It depends	22	11	10	1	5	1	3	5	6	5	6	7	4
	1%	1%	1%	1%	2%	*	1%	1%	1%	1%	1%	2%	1%
Don't know	133	47	87	8	11	14	21	14	66	14	41	26	52
	5%	4%	7% ^{aa}	6%	3%	3%	4%	3%	10% ^{defg}	2%	5% ⁱ	6% ⁱ	11% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_05 Whether statement true or false about ombudsman services - An ombudsman's decision is impartial

Base: All aware of consumer dispute resolution services

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	2233	1696	298	228	216	682	794	519	18	445	919	384	329	156	1753	480
	86%	88% ^c	84%	80%	86%	84%	87%	89% ^e	98%	83%	87% ⁱ	86%	88%	88%	87%	85%
False	196	130	36	27	22	78	56	39	*	37	73	38	37	10	149	47
	8%	7%	10% ^a	9%	9%	10% ^f	6%	7%	2%	7%	7%	9%	10%	6%	7%	8%
It depends	22	15	5	1	1	5	10	5	-	2	9	7	-	3	20	2
	1%	1%	1%	*	*	1%	1%	1%	-	*	1%	2% ^l	-	1% ^l	1%	*
Don't know	133	88	15	30	13	48	50	20	-	52	50	15	9	8	97	37
	5%	5%	4%	10% ^{ab}	5%	6%	6%	3%	-	10% ^{ijkl}	5%	3%	2%	5%	5%	6%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_05 Whether statement true or false about ombudsman services - An ombudsman's decision is impartial

Base: All aware of consumer dispute resolution services

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	2233	67	241	185	168	210	214	185	367	180	116	203	97
	86%	83%	85%	90%egi	90%i	83%	88%i	83%	90%egi	79%	85%	86%	96%abegijk
False	196	9	27	10	10	23	18	28	18	20	11	20	2
	8%	11%hl	9%hl	5%	5%	9%hl	7%	12%cdhl	4%	9%l	8%	8%l	2%
It depends	22	2	3	2	2	3	2	-	3	3	-	2	-
	1%	2%g	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-
Don't know	133	3	13	8	8	16	8	12	19	26	8	12	2
	5%	3%	5%	4%	4%	6%	3%	5%	5%	11%bcdfghkl	6%	5%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_05 Whether statement true or false about ombudsman services - An ombudsman's decision is impartial

Base: All aware of consumer dispute resolution services

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	2233	265	236	287	308	241	206	2026	549	1684	501	1725	711	1519
	86%	81%	89% ^a	90% ^a	92% ^a	94% ^a	78%	87% ^f	86%	87%	85%	87%	84%	87% ^l
False	196	33	18	21	24	13	25	171	61	135	41	155	53	143
	8%	10% ^e	7%	7%	7%	5%	9%	7%	9%	7%	7%	8%	6%	8%
It depends	22	2	4	4	-	3	3	19	6	15	5	16	4	17
	1%	1%	1% ^d	1%	-	1%	1%	1%	1%	1%	1%	1%	*	1%
Don't know	133	26	8	6	4	-	30	104	25	108	45	88	74	60
	5%	8% ^{bcde}	3% ^e	2%	1%	-	11% ^g	4%	4%	6%	8% ^k	4%	9% ^m	3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_06 Whether statement true or false about ombudsman services -

Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint

Base: All aware of consumer dispute resolution services

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	2531	1233	1298	102	301	333	378	418	999	622	708	484	717
Weighted Base	2583	1290	1293	128*	358	429	500	483	685	780	869	460	474
True	1987	1018	969	92	270	350	378	363	535	617	677	356	337
	77%	79% ^b	75%	72%	75%	82% ^{cg}	76%	75%	78%	79% ^l	78% ^l	77% ^l	71%
False	396	198	198	26	73	65	88	79	64	111	147	62	76
	15%	15%	15%	20% ^h	20% ^h	15% ^h	18% ^h	16% ^h	9%	14%	17%	14%	16%
It depends	12	4	8	1	3	-	2	1	4	3	3	5	2
	*	*	1%	1%	1%	-	*	*	1%	*	*	1%	*
Don't know	188	71	118	9	13	13	32	40	82	50	42	37	60
	7%	5%	9% ^a	7%	3%	3%	6% ^e	8% ^{de}	12% ^{defg}	6%	5%	8% ^j	13% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_06 Whether statement true or false about ombudsman services -

Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint

Base: All aware of consumer dispute resolution services

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	2531	1742	320	457	277	770	917	539	23	666	1040	375	300	150	1944	587
Weighted Base	2583	1930	354	286	251	814	911	584	18**	536	1051	444	374	177	2018	565
True	1987	1500	268	212	194	646	682	449	14	395	823	351	293	125	1565	422
	77%	78%	76%	74%	77%	79% ^f	75%	77%	78%	74%	78% ^{im}	79%	78%	71%	78%	75%
False	396	283	65	45	39	111	149	91	3	73	155	68	61	39	309	87
	15%	15%	18%	16%	15%	14%	16%	16%	15%	14%	15%	15%	16%	22% ^{ij}	15%	15%
It depends	12	7	2	2	1	4	4	3	-	3	5	1	3	-	10	2
	*	*	1%	1%	*	1%	*	1%	-	1%	*	*	1%	-	*	*
Don't know	188	140	19	28	18	52	77	40	1	65	68	25	17	13	134	54
	7%	7%	5%	10% ^b	7%	6%	8%	7%	6%	12% ^{ijkl}	6%	6%	5%	7%	7%	10% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_06 Whether statement true or false about ombudsman services -

Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint

Base: All aware of consumer dispute resolution services

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2531	77	296	207	182	264	232	189	396	213	136	233	106
Weighted Base	2583	80*	284	205	187	252	242	224	407	229	135	237	101*
True	1987	61	228	161	148	199	187	167	319	167	101	185	63
	77%	76%	80% ^l	79% ^l	79% ^l	79% ^l	77% ^l	74%	78% ^l	73%	75%	78% ^l	63%
False	396	14	36	24	24	34	45	45	58	32	20	31	34
	15%	18%	13%	12%	13%	13%	18%	20% ^{bc}	14%	14%	15%	13%	33% ^{abcdefghijk}
It depends	12	-	3	1	-	1	1	-	-	1	2	3	-
	*	-	1%	1%	-	1%	*	-	-	*	2% ^h	1% ^h	-
Don't know	188	5	17	19	14	18	9	13	30	30	12	18	4
	7%	6%	6%	9% ^f	8%	7%	4%	6%	7%	13% ^{bfghi}	9%	7%	4%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.117_06 Whether statement true or false about ombudsman services -

Consumers can only use an ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint

Base: All aware of consumer dispute resolution services

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2531	424	281	282	263	181	400	2131	524	2007	718	1804	1109	1420
Weighted Base	2583	326	266	318	335	258	263	2320	641	1942	592	1984	842	1739
True	1987	244	211	250	271	204	202	1785	505	1482	463	1522	649	1338
	77%	75%	79%	79%	81%	79%	77%	77%	79%	76%	78%	77%	77%	77%
False	396	48	44	54	48	50	29	367	105	291	72	320	93	301
	15%	15%	17%	17%	14%	19%	11%	16% ^f	16%	15%	12%	16% ^j	11%	17% ^l
It depends	12	1	-	1	2	-	1	11	3	9	*	12	5	7
	*	*	-	*	1%	-	*	*	*	*	*	1%	1%	*
Don't know	188	34	12	12	15	4	32	156	28	160	57	131	95	94
	7%	10% ^{bcd}	4%	4%	4%	1%	12% ^g	7%	4%	8% ^h	10% ^k	7%	11% ^m	5%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Retail/shop/online shopping provider	239 6%	116 6%	123 6%	40 7%h	44 6%h	36 5%h	52 7%h	36 6%h	31 3%	58 6%l	106 8%kl	40 5%	35 3%
Broadband provider	213 5%	122 6%b	91 4%	40 7%h	40 6%h	37 6%h	45 6%h	31 5%h	21 2%	68 7%l	66 5%	41 5%	37 4%
Energy provider	181 4%	83 4%	98 4%	16 3%	39 6%ch	32 5%	34 5%	26 4%	34 4%	46 5%	62 5%	37 4%	36 3%
Mobile phone provider	112 3%	56 3%	56 3%	23 4%gh	21 3%h	28 4%gh	18 2%	10 2%	12 1%	12 1%	44 3%i	29 3%i	28 3%i
Rail company	89 2%	54 3%b	35 2%	18 3%h	15 2%h	18 3%h	17 2%h	11 2%	9 1%	32 3%kl	38 3%kl	12 1%	7 1%
Holiday company/airline	84 2%	43 2%	41 2%	6 1%	17 2%	14 2%	16 2%	14 2%	16 2%	24 2%l	33 2%l	17 2%	11 1%
Insurance provider	58 1%	37 2%b	20 1%	6 1%	11 2%	8 1%	15 2%h	11 2%	8 1%	15 1%	19 1%	10 1%	15 1%
Builder/home improvements or repairs company	48 1%	25 1%	22 1%	2 *	9 1%	7 1%	11 2%	9 1%	10 1%	22 2%kl	16 1%k	3 *	7 1%
Water company	47 1%	34 2%b	13 1%	4 1%	10 1%	13 2%h	8 1%	6 1%	6 1%	5 *	21 2%i	14 2%i	7 1%
Current account provider	34 1%	21 1%	13 1%	7 1%	4 1%	6 1%	6 1%	7 1%	5 *	7 1%	14 1%	5 1%	8 1%
Pay-tv company (e.g. Sky)	32 1%	16 1%	16 1%	3 1%	7 1%	5 1%	3 *	5 1%	7 1%	10 1%l	10 1%	8 1%l	3 *
Estate agent/letting agent	29 1%	18 1%	11 1%	8 1%	2 *	9 1%	5 1%	2 *	5 *	13 1%l	10 1%	3 *	2 *
Credit card provider	20 *	10 *	10 *	2 *	3 *	4 1%	4 1%	1 *	7 1%	3 *	4 *	5 1%	8 1%
Mortgage provider	6 *	3 *	3 *	- -	- -	- -	1 *	3 *	2 *	2 *	1 *	1 *	1 *
SUMMARY CODE													
ANY	987 23%	518 25%b	468 21%	148 26%h	169 24%h	180 27%gh	199 27%gh	134 22%h	157 16%	248 25%l	368 27%kl	186 22%l	184 18%
3+ PROBLEMS	38 1%	24 1%	14 1%	6 1%h	11 2%h	5 1%h	7 1%h	8 1%h	1 *	14 1%l	14 1%l	7 1%	3 *
None of these	3226 76%	1550 74%	1677 77%	413 72%	536 75%	481 72%	531 72%	481 77%cf	786 82%cddefg	744 74%	981 72%	672 78%j	830 80%ij
Don't know	55 1%	19 1%	36 2%a	14 2%e	10 1%	4 1%	7 1%	6 1%	13 1%	9 1%	15 1%	8 1%	23 2%ijk

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Retail/shop/online shopping provider	239 6%	167 6%c	45 6%c	23 4%	38 7%e	59 4%	80 5%	62 8%ef	2 5%	56 7%	84 6%	44 6%	34 5%	22 5%	196 6%	43 5%
Broadband provider	213 5%	133 5%	44 6%	33 5%	33 6%	83 6%	63 4%	32 4%	2 7%	27 3%	82 6%i	43 5%i	42 6%i	19 5%	178 5%	35 4%
Energy provider	181 4%	115 4%	36 5%	30 5%	30 6%fg	71 5%	52 4%	26 3%	2 8%	45 5%	68 5%	30 4%	24 3%	14 3%	143 4%	38 4%
Mobile phone provider	112 3%	58 2%	33 5%a	20 3%a	28 5%efg	42 3%g	34 2%g	8 1%	* 2%	23 3%	27 2%	22 3%	23 3%	17 4%j	86 3%	26 3%
Rail company	89 2%	68 2%c	15 2%	5 1%	8 1%	33 2%	27 2%	19 2%	2 7%	17 2%	30 2%	25 3%m	14 2%	3 1%	70 2%	19 2%
Holiday company/airline	84 2%	54 2%	19 3%c	7 1%	14 3%	24 2%	26 2%	19 2%	1 5%	12 1%	33 2%	18 2%	15 2%	6 1%	73 2%	11 1%
Insurance provider	58 1%	36 1%	14 2%	6 1%	11 2%	17 1%	19 1%	8 1%	1 5%	16 2%	20 1%	10 1%	6 1%	6 1%	50 1%	8 1%
Builder/home improvements or repairs company	48 1%	41 1%b	3 *	4 1%	7 1%	9 1%	18 1%	13 2%e	* 1%	7 1%	22 2%	4 1%	11 2%	3 1%	39 1%	9 1%
Water company	47 1%	28 1%	14 2%	5 1%	5 1%	16 1%	21 1%	5 1%	-	10 1%	14 1%	10 1%	9 1%	5 1%	39 1%	8 1%
Current account provider	34 1%	22 1%	9 1%	4 1%	6 1%	8 1%	12 1%	9 1%	-	7 1%	15 1%	4 *	6 1%	3 1%	25 1%	10 1%
Pay-tv company (e.g. Sky)	32 1%	24 1%	5 1%	3 *	3 1%	13 1%	13 1%	3 *	1%	5 1%	9 1%	4 1%	10 1%	4 1%	24 1%	7 1%
Estate agent/letting agent	29 1%	16 1%	11 2%ac	* *	5 1%	8 1%	9 1%	6 1%	-	4 *	11 1%	10 1%	3 *	1 *	25 1%	4 *
Credit card provider	20 *	8 *	4 1%	8 1%a	8 2%efg	7 *	2 *	2 *	1 3%	7 1%k	8 1%	1 *	2 *	3 1%	18 1%	2 *
Mortgage provider	6 *	6 *	-	-	3 1%ef	1 *	-	3 f	-	3 *	2 *	-	-	1 *	6 *	-
SUMMARY CODE																
ANY	987 23%	643 23%	207 28%ac	125 20%	157 30%efg	330 23%	313 21%	177 22%	10 35%	203 24%	346 23%	183 23%	163 22%	92 22%	804 24%o	183 20%
3+ PROBLEMS	38 1%	24 1%	8 1%	4 1%	10 2%e	7 *	12 1%	9 1%	1 3%	6 1%	16 1%	6 1%	8 1%	3 1%	30 1%	7 1%
None of these	3226 76%	2152 76%b	516 71%	507 79%ab	357 68%	1087 76%cd	1139 78%cd	616 77%cd	17 61%	641 75%	1121 75%	590 75%	559 77%	315 76%	2517 75%	709 78%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Don't know	55	39	7	7	8	23	13	8	1	9	19	10	8	8	38	17
	1%	1%	1%	1%	2%	2%	1%	1%	4%	1%	1%	1%	1%	2%	1%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Retail/shop/online shopping provider	239 6%	7 4%	19 4%	16 5%	8 3%	16 4%	22 6%	51 9%bcdej	36 6% 6% 5%	18 5%	7 4%	25 7% 7% 5%	11 10%bcdej
Broadband provider	213 5%	13 7% 7% 5%	23 5%	10 3%	12 4%	14 4%	25 6% 6% 5%	29 5%	38 7% 7% 4%	15 4%	4 2%	17 5%	13 11%bcdegijk
Energy provider	181 4%	9 5%	18 4%	11 3%	11 4%	14 4%	28 7% 7% 3%	18 3%	21 4%	16 4%	6 3%	27 7% 7% bcdegij	2 1%
Mobile phone provider	112 3%	1 1%	5 1%	4 1%	6 2%	6 2%	21 5% 5% abcdehjk	34 6% 6% abcdehij k	12 2%	8 2%	3 2%	8 2%	3 2%
Rail company	89 2%	-	24 5% 5% acdegij	3 1%	3 1%	2 1%	10 3% 3% ej	12 2% 2% ej	15 2% 2% ej	9 2% 2% ej	-	9 2% 2% ej	3 2% 2% ej
Holiday company/airline	84 2%	3 1%	9 2%	6 2%	3 1%	8 2%	12 1%	16 2%	9 3%	2 2%	2 1%	6 2%	4 4%
Insurance provider	58 1%	1 *	6 1%	2 *	2 1%	4 1%	8 2% 2% g	3 *	7 1%	10 3% 3% cg	3 2%	7 2% 2% g	4 4% 4% acd
Builder/home improvements or repairs company	48 1%	* *	7 1%	3 1%	3 1%	1 *	7 2%	7 1%	11 2% 2% ei	1 *	1 1%	4 1%	3 2% 2% i
Water company	47 1%	2 1%	4 1%	5 1%	2 1%	4 1%	4 1%	14 2% 2% ik	6 1%	2 *	2 1%	2 *	1 1%
Current account provider	34 1%	-	2 1%	4 1%	5 2% 2% e	1 *	3 1%	4 1%	6 1%	3 1%	-	3 1%	3 3% 3% abej
Pay-tv company (e.g. Sky)	32 1%	3 2% 2% de	2 1%	2 1%	-	-	4 1%	3 1%	8 1% 1% e	2 1%	2 1% 1% e	5 1% 1% de	-
Estate agent/letting agent	29 1%	-	3 1%	5 1% 1% ek	-	-	5 1% 1% e	5 1%	5 1%	5 1% 1% ek	1 1%	-	-
Credit card provider	20 *	* *	2 *	2 1%	-	-	2 1%	6 1%	5 1%	-	-	2 *	1 1%
Mortgage provider	6 *	-	1 *	1 *	-	1 *	-	1 *	1 *	-	-	1 *	-
SUMMARY CODE													
ANY	987 23%	33 19%	97 21% 21% j	65 19%	47 15%	62 16%	118 30% 30% abcdej	163 29% 29% abcdej	148 25% 25% cdej	85 23% 23% dej	25 12%	98 27% 27% bcdej	47 40% 40% abcdeghijk
3+ PROBLEMS	38 1%	1 1%	5 1%	2 1%	1 *	1 *	5 1%	8 1%	6 1%	1 *	1 1%	6 2% 2% e	-
None of these	3226 76%	134 77% 77% l	369 79% 79% fgikl	283 81% 81% fghikl	261 84% 84% fghikl	312 83% 83% fghikl	274 69%	388 69%	435 74% 74% l	263 72% 72% l	177 86% 86% abfghik	258 72% 72% l	71 60%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Don't know	55	6	3	3	2	2	5	8	2	18	3	3	-
	1%	3% ^{bdehk}	1%	1%	1%	1%	1%	1%	*	5% ^{bcdefghj}	1%	1%	-
										kl			

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Retail\shop\online shopping provider	239 6%	50 8%	32 7%	36 8%	35 8%	22 7%	23 5%	216 6%	59 5%	180 6%	46 5%	194 6%	47 4%	192 6%l
Broadband provider	213 5%	38 6%	31 7%	32 7%	24 5%	19 6%	17 4%	196 5%	73 6%i	140 5%	41 5%	172 5%	30 2%	181 6%l
Energy provider	181 4%	39 6%	37 9%cd	21 5%	17 4%	19 6%	28 6%g	153 4%	47 4%	134 4%	54 6%k	127 4%	47 4%	134 4%
Mobile phone provider	112 3%	23 4%	20 5%	15 3%	15 3%	15 5%	13 3%	99 3%	44 4%i	68 2%	18 2%	93 3%	12 1%	100 3%l
Rail company	89 2%	9 2%	10 2%	16 4%ad	6 1%	16 5%ad	3 1%	87 2%f	27 2%	62 2%	19 2%	70 2%	13 1%	76 2%l
Holiday company\airline	84 2%	14 2%	5 1%	15 3%b	16 3%b	12 4%b	8 2%	77 2%	26 2%	59 2%	22 2%	62 2%	19 2%	65 2%
Insurance provider	58 1%	4 1%	8 2%	10 2%a	10 2%a	7 2%	4 1%	53 1%	18 1%	40 1%	8 1%	50 1%	17 1%	41 1%
Builder\home improvements or repairs company	48 1%	5 1%	2 *	15 3%ab	5 1%	7 2%	5 1%	43 1%	15 1%	32 1%	17 2%k	31 1%	14 1%	34 1%
Water company	47 1%	14 2%e	6 1%	9 2%e	8 2%e	-	7 2%	40 1%	19 2%	28 1%	8 1%	39 1%	8 1%	38 1%
Current account provider	34 1%	6 1%	10 2%	6 1%	3 1%	4 1%	1 *	33 1%	5 *	29 1%	8 1%	26 1%	8 1%	26 1%
Pay-tv company (e.g. Sky)	32 1%	4 1%	4 1%	5 1%	4 1%	5 2%	3 1%	29 1%	10 1%	21 1%	5 1%	27 1%	7 1%	25 1%
Estate agent\letting agent	29 1%	2 *	1 *	7 2%a	3 1%	4 1%	2 *	27 1%	10 1%	20 1%	5 1%	24 1%	5 *	25 1%
Credit card provider	20 *	8 1%d	3 1%	3 1%	-	2 1%	5 1%g	15 *	5 *	15 *	5 1%	14 *	7 1%	13 *
Mortgage provider	6 *	1 *	1 *	2 *	-	1 *	1 *	5 *	-	6 *	2 *	4 *	2 *	4 *
SUMMARY CODE														
ANY	987 23%	192 32%d	140 32%d	161 35%d	117 25%	105 33%	104 24%	883 23%	288 24%	699 23%	201 23%	786 23%	213 18%	772 25%l
3+ PROBLEMS	38 1%	1 *	7 2%a	5 1%	8 2%a	5 2%a	2 *	36 1%	13 1%	24 1%	14 2%k	24 1%	2 *	36 1%l

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
None of these	3226	400	291	300	345	216	325	2901	884	2342	673	2544	968	2257
	76%	67%	67%	65%	75%abc	67%	75%	76%	75%	76%	76%	75%	81% ^m	74%
Don't know	55	7	2	1	-	-	6	49	14	41	9	44	16	37
	1%	1% ^d	1%	*	-	-	1%	1%	1%	1%	1%	1%	1%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

	Total	WHETHER SWITCHED ENERGY		WHETHER SWITCHED CURRENT ACCOUNT		WHETHER SWITCHED CREDIT CARD		WHETHER SWITCHED MORTGAGE		WHETHER SWITCHED HOME INSURANCE		WHETHER SWITCHED CAR INSURANCE		WHETHER SWITCHED MOBILE PHONE CONTRACT		WHETHER SWITCHED BUNDLED BROADBAND CONTRACT		WHETHER SWITCHED BROADBAND		WHETHER SWITCHED PAY TV	
		Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)
Unweighted Base	4268	606	3662	65	4203	74	4194	38	4230	353	3915	672	3596	355	3913	84	4184	194	4074	58	4210
Weighted Base	4268	642	3626	77*	4191	88*	4180	56*	4212	398	3870	785	3483	416	3852	93*	4175	220	4048	61*	4207
Retail/shop/online shopping provider	239 6%	37 6%	202 6%	10 13% ^d	229 5%	10 11%	230 5%	- -	239 6%	31 8%	208 5%	60 8% ^l	179 5%	44 11% ⁿ	195 5%	8 8%	232 6%	25 11% ^r	215 5%	19 31% ^t	221 5%
Broadband provider	213 5%	51 8% ^b	162 4%	6 8%	206 5%	6 7%	206 5%	2 3%	211 5%	18 5%	195 5%	39 5%	173 5%	35 8% ⁿ	178 5%	12 13% ^p	200 5%	45 20% ^r	168 4%	6 10%	207 5%
Energy provider	181 4%	82 13% ^b	99 3%	6 8%	175 4%	8 9%	173 4%	1 2%	180 4%	23 6%	158 4%	46 6% ^l	135 4%	22 5%	159 4%	9 10% ^p	172 4%	11 5%	170 4%	1 2%	180 4%
Mobile phone provider	112 3%	19 3%	93 3%	2 2%	110 3%	3 4%	109 3%	2 4%	110 3%	10 2%	102 3%	27 3%	85 2%	40 10% ⁿ	72 2%	7 8% ^p	105 3%	6 3%	106 3%	2 4%	110 3%
Rail company	89 2%	20 3%	70 2%	4 5%	85 2%	2 3%	87 2%	3 5%	86 2%	11 3%	78 2%	20 3%	69 2%	14 3%	75 2%	1 2%	88 2%	4 2%	85 2%	1 2%	88 2%
Holiday company/airline	84 2%	26 4% ^b	58 2%	5 7% ^d	79 2%	1 1%	83 2%	- -	84 2%	11 3%	74 2%	18 2%	66 2%	14 3%	70 2%	5 5% ^p	79 2%	2 1%	82 2%	3 4%	82 2%
Insurance provider	58 1%	16 3% ^b	41 1%	2 3%	55 1%	2 2%	56 1%	- -	58 1%	13 3% ^j	45 1%	26 3% ^l	32 1%	11 3% ⁿ	47 1%	3 3%	55 1%	4 2%	54 1%	1 1%	57 1%
Builder/home improvements or repairs company	48 1%	11 2%	37 1%	4 5% ^d	44 1%	4 5% ^f	43 1%	- -	48 1%	11 3% ^j	37 1%	14 2%	34 1%	11 3% ⁿ	37 1%	3 4% ^p	44 1%	7 3% ^r	40 1%	- -	48 1%
Water company	47 1%	14 2% ^b	33 1%	* 1%	47 1%	1 1%	46 1%	1 2%	46 1%	5 1%	42 1%	16 2% ^l	31 1%	11 3% ⁿ	35 1%	2 3%	45 1%	2 1%	45 1%	- -	47 1%
Current account provider	34 1%	8 1%	26 1%	8 11% ^d	26 1%	1 1%	33 1%	1 3%	33 1%	5 1%	30 1%	12 1% ^l	23 1%	6 1%	28 1%	1 2%	33 1%	4 2%	30 1%	1 2%	33 1%
Pay-tv company (e.g. Sky)	32 1%	10 1% ^b	22 1%	- -	32 1%	1 1%	31 1%	- -	32 1%	7 2% ^j	25 1%	8 1%	24 1%	2 *	30 1%	3 3% ^p	29 1%	1 *	31 1%	3 5% ^t	28 1%
Estate agent/letting agent	29 1%	10 2% ^b	19 1%	3 4% ^d	26 1%	1 1%	28 1%	- -	29 1%	5 1%	24 1%	4 *	26 1%	9 2% ⁿ	20 1%	3 3% ^p	27 1%	2 1%	28 1%	- -	29 1%
Credit card provider	20 *	6 1%	14 *	3 4% ^d	17 *	2 3% ^f	17 *	1 2%	18 *	1 *	19 *	2 *	18 *	4 1%	16 *	1 1%	19 *	4 2% ^r	16 *	1 1%	19 *
Mortgage provider	6 *	- -	6 *	- -	6 *	- -	6 *	1 1%	5 *	3 1% ^j	3 *	1 *	5 *	- -	6 *	- -	6 *	1 1%	5 *	- -	6 *
SUMMARY CODE																					
ANY	987 23%	244 38% ^b	743 20%	42 54% ^d	945 23%	36 41% ^f	950 23%	12 22%	974 23%	121 30% ^j	866 22%	237 30% ^l	749 22%	181 44% ⁿ	805 21%	35 37% ^p	952 23%	94 43% ^r	893 22%	37 60% ^t	950 23%
3+ PROBLEMS	38 1%	17 3% ^b	21 1%	4 5% ^d	34 1%	2 2%	36 1%	- -	38 1%	6 2%	32 1%	10 1%	28 1%	9 2% ⁿ	29 1%	6 6% ^p	32 1%	8 3% ^r	30 1%	- -	38 1%
None of these	3226 76%	398 62%	2829 78% ^a	36 46%	3191 76% ^c	51 58%	3176 76% ^e	44 78%	3183 76%	275 69%	2951 76% ⁱ	543 69%	2683 77% ^k	233 56%	2993 78% ^m	59 63%	3168 76% ^o	125 57%	3102 77% ^q	24 40%	3202 76% ^s

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t
* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.120 Whether experienced a problem with any providers since July 2017

Base: All Adults in UK

Total	WHETHER SWITCHED ENERGY		WHETHER SWITCHED CURRENT ACCOUNT		WHETHER SWITCHED CREDIT CARD		WHETHER SWITCHED MORTGAGE		WHETHER SWITCHED HOME INSURANCE		WHETHER SWITCHED CAR INSURANCE		WHETHER SWITCHED MOBILE PHONE CONTRACT		WHETHER SWITCHED BUNDLED CONTRACT		WHETHER SWITCHED BROADBAND		WHETHER SWITCHED PAY TV		
	Yes (a)	No (b)	Yes (c)	No (d)	Yes (e)	No (f)	Yes (g)	No (h)	Yes (i)	No (j)	Yes (k)	No (l)	Yes (m)	No (n)	Yes (o)	No (p)	Yes (q)	No (r)	Yes (s)	No (t)	
Unweighted Base	4268	606	3662	65	4203	74	4194	38	4230	353	3915	672	3596	355	3913	84	4184	194	4074	58	4210
Weighted Base	4268	642	3626	77*	4191	88*	4180	56*	4212	398	3870	785	3483	416	3852	93*	4175	220	4048	61*	4207
Don't know	55	-	55	-	55	1	54	-	55	2	53	4	50	2	53	-	55	2	53	-	55
	1%	-	2% ^a	-	1%	1%	1%	-	1%	1%	1%	1%	1%	*	1%	-	1%	1%	1%	-	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h - i/j - k/l - m/n - o/p - q/r - s/t

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.121 Whether contacted anyone when had most recent problem - SUMMARY

Base: All who have experienced a problem with a provider in the last 12 months

	Energy provider	Current account provider	Credit card provider	Mortgage provider	Insurance provider	Mobile phone provider	Broadband provider	Water company	Pay-tv company (e.g. Sky)	Rail company	Estate agent/letting agent	Builder/home improvements or repairs company	Holiday company/airline	Retail/online shopping provider
Unweighted Base	176	32	27	6	53	107	186	41	30	67	24	41	76	205
Weighted Base	181	34	20	6	58	112	213	47	32	89	29	48	84	239
Yes, I contacted the company \ provider	150 83%	29 84%	12 62%	5 89%	47 82%	86 77%	191 90%	43 91%	26 84%	54 61%	23 80%	40 84%	61 72%	167 70%
Yes, I contacted someone else \ another organisation	9 5%	3 8%	1 5%	1 21%	8 14%	7 6%	5 2%	1 1%	2 7%	1 1%	5 19%	8 17%	10 12%	14 6%
SUMMARY CODE														
YES	154 85%	30 88%	13 67%	5 89%	49 85%	88 79%	192 90%	43 91%	26 84%	55 62%	25 85%	42 87%	68 80%	177 74%
I took no action \ I have not taken any action yet	27 15%	4 12%	7 33%	1 11%	9 15%	23 21%	21 10%	4 9%	5 16%	32 36%	4 15%	4 9%	17 20%	62 26%
Don't know	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	2 2%	- -	2 4%	- -	1 *

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.122 Whether resolved the problem directly with the provider - SUMMARY

Base: All who have experienced a problem with a provider in the last 12 months

	Energy provider	Current account provider	Credit card provider	Mortgage provider	Insurance provider	Mobile phone provider	Broadband provider	Water company	Pay-tv company (e.g. Sky)	Rail company	Estate agent/letting agent	Builder/home improvements or repairs company	Holiday company/airline	Retail/online shopping provider
Unweighted Base	176	32	27	6	53	107	186	41	30	67	24	41	76	205
Weighted Base	181	34	20	6	58	112	213	47	32	89	29	48	84	239
Yes	119 66%	22 63%	12 60%	3 45%	36 63%	79 70%	140 66%	33 70%	22 71%	37 42%	12 41%	25 53%	41 49%	136 57%
No	22 12%	6 17%	7 34%	2 35%	17 29%	22 20%	32 15%	4 8%	5 15%	26 30%	7 24%	9 20%	27 32%	68 28%
Issue still ongoing	39 22%	7 20%	1 6%	1 21%	5 9%	10 9%	41 19%	10 22%	5 14%	24 27%	10 35%	13 27%	16 19%	35 15%
Don't know	1 *	-	-	-	-	1 1%	-	-	-	2 2%	-	-	-	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.123 Other actions took other than contacting the provider - SUMMARY

Base: All who contacted someone other than the provider about the problem or who did not resolve the problem with the provider

	Energy provider	Current account provider	Credit card provider	Mortgage provider	Insurance provider	Mobile phone provider	Broadband provider	Water company	Pay-tv company (e.g. Sky)	Rail company	Estate agent/letting agent	Builder/home improvements or repairs company	Holiday company/airline	Retail/online shopping provider
Unweighted Base	37	6	7	3	21	25	30	5	5	22	9	14	30	66
Weighted Base	29	7	7	3	22	28	36	5	5	27	10	14	35	77
Took dispute to court/took out a claim	-	1	-	-	-	2	1	-	-	1	-	2	3	1
	-	18%	-	-	-	8%	2%	-	-	5%	-	11%	8%	1%
Sought legal advice	1	-	-	-	5	1	-	-	-	-	2	3	4	2
	3%	-	-	-	21%	5%	-	-	-	-	23%	22%	13%	2%
Contacted an Ombudsman	4	1	-	2	8	4	2	-	2	-	3	1	2	1
	12%	19%	-	78%	35%	15%	5%	-	46%	-	33%	5%	5%	2%
Used a dispute resolution service (for example, conciliation/mediation/arbitration)	-	-	-	-	-	1	-	-	-	-	1	1	1	3
	-	-	-	-	-	5%	-	-	-	-	13%	8%	2%	5%
Contacted a sector regulator (e.g. Ofgem, Ofcom, the Financial Conduct Authority)	3	-	-	-	-	1	1	-	-	2	-	1	-	2
	10%	-	-	-	-	5%	4%	-	-	7%	-	9%	-	3%
Sought advice from Citizens Advice/Consumer Helpline	-	-	-	-	3	5	2	-	-	-	2	1	2	-
	-	-	-	-	13%	17%	6%	-	-	-	23%	10%	5%	-
Contacted Trading Standards	-	-	-	-	1	-	-	-	-	-	2	1	2	6
	-	-	-	-	6%	-	-	-	-	-	16%	10%	5%	8%
Complained via Resolver (part of MoneySavingExpert.com)	-	-	-	-	-	1	-	-	-	-	-	-	1	2
	-	-	-	-	-	2%	-	-	-	-	-	-	2%	3%
Raised it on social media (e.g. Facebook, Twitter)	-	-	-	-	5	3	-	-	-	2	-	1	3	5
	-	-	-	-	21%	13%	-	-	-	7%	-	5%	8%	6%
Not yet resolved	9	-	5	-	7	5	13	-	-	13	7	1	10	26
	32%	-	74%	-	34%	19%	37%	-	-	47%	70%	6%	29%	34%
Other	5	1	1	-	2	4	6	3	1	3	-	1	3	7
	17%	12%	14%	-	7%	13%	17%	64%	23%	10%	-	5%	9%	9%
Nothing	8	4	1	1	3	3	10	2	1	8	-	3	14	26
	27%	51%	12%	22%	13%	13%	29%	36%	18%	28%	-	23%	41%	34%
Don't know	-	-	-	-	-	-	1	-	1	-	-	1	-	-
	-	-	-	-	-	-	3%	-	14%	-	-	7%	-	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.124 Reasons didn't use an ombudsman or another dispute resolution service for your problem - SUMMARY

Base: All who contacted someone other than the provider about the problem or who did not resolve the problem with the provider and not contacted a Dispute resolution service

	Energy provider	Current account provider	Credit card provider	Mortgage provider	Insurance provider	Mobile phone provider	Broadband provider	Water company	Pay-tv company (e.g. Sky)	Rail company	Estate agent/letting agent	Builder/home improvements or repairs company	Holiday company/airline	Retail/online shopping provider
Unweighted Base	33	5	7	1	15	19	28	5	3	22	5	12	28	62
Weighted Base	25	6	7	1	14	22	34	5	3	27	5	12	32	72
Didn't need to, problem was resolved	7 27%	-	3 50%	-	3 23%	3 14%	6 18%	-	-	5 17%	-	3 22%	6 19%	8 11%
Complaint was of low monetary value \not worth it	1 3%	-	-	-	1 6%	1 6%	2 5%	-	1 25%	5 17%	1 14%	-	5 14%	4 5%
Too trivial\nnot important	1 4%	1 22%	-	-	3 18%	4 16%	6 18%	-	-	4 15%	-	-	1 4%	6 8%
Not aware of these services	1 4%	2 26%	1 21%	1 100%	-	1 4%	4 11%	2 34%	-	1 3%	-	2 13%	-	3 5%
Didn't know how to access these services	1 4%	2 26%	-	-	* 3%	3 15%	4 11%	-	-	2 6%	-	* 3%	2 6%	1 1%
The provider refused to participate	1 3%	-	-	-	1 9%	-	-	-	-	-	-	1 8%	-	3 4%
I did not think it would make a difference	1 5%	-	1 21%	-	4 30%	4 17%	-	* 7%	1 33%	3 12%	2 39%	* 4%	5 15%	6 8%
Thought it would take too long	1 3%	-	1 21%	-	-	2 9%	1 4%	-	-	2 7%	-	-	-	6 8%
Thought it would cost me money	-	-	-	-	1 9%	1 7%	1 3%	-	-	-	-	-	2 7%	4 6%
Didn't have time\too much hassle	5 21%	2 27%	2 30%	-	1 10%	8 38%	11 32%	-	-	7 27%	-	-	9 28%	26 36%
Other	1 5%	1 25%	1 14%	-	1 9%	-	1 3%	1 29%	-	-	3 48%	4 34%	1 3%	2 2%
Nothing	5 20%	-	* 6%	-	-	1 4%	3 8%	1 30%	1 42%	-	-	-	-	12 16%
Don't know	* 2%	-	-	-	1 9%	2 9%	3 10%	-	-	1 2%	-	2 15%	2 6%	3 5%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130 How much trust to give impartial information - SUMMARY

Base: All Adults in UK

	Ofgem	Energy suppliers	Price comparison websites	Consumer groups e.g. Which, Money Saving Expert	Citizens Advice	Trading standards	Government websites
Unweighted Base	4268	4268	4268	4268	4268	4268	4268
Weighted Base	4268	4268	4268	4268	4268	4268	4268
A lot	544 13%	160 4%	322 8%	737 17%	1580 37%	1195 28%	938 22%
A fair amount	1739 41%	1554 36%	1999 47%	2189 51%	1922 45%	2057 48%	1952 46%
Not very much	590 14%	1574 37%	1012 24%	599 14%	278 7%	380 9%	630 15%
Not at all	257 6%	691 16%	345 8%	220 5%	96 2%	154 4%	354 8%
SUMMARY CODES							
A LOT\FAIR AMOUNT	2283 53%	1714 40%	2321 54%	2927 69%	3501 82%	3252 76%	2890 68%
NOT VERY MUCH\ NOT AT ALL	847 20%	2265 53%	1357 32%	819 19%	374 9%	534 13%	983 23%
AWARENESS	3130 73%	3979 93%	3678 86%	3746 88%	3876 91%	3787 89%	3874 91%
Don't know	1138 27%	289 7%	590 14%	522 12%	392 9%	481 11%	394 9%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_01 How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	544 13%	280 13%	264 12%	38 7%	101 14%ch	100 15%ch	102 14%ch	110 18%ch	93 10%c	187 19%jkl	176 13%l	95 11%l	86 8%
A fair amount	1739 41%	899 43%b	840 39%	176 31%	284 40%c	293 44%ch	355 48%cdh	277 45%ch	354 37%c	467 47%kl	584 43%kl	317 37%	371 36%
Not very much	590 14%	311 15%	280 13%	66 12%	89 12%	84 13%	94 13%	95 15%	162 17%cdef	117 12%	188 14%	124 14%	161 16%i
Not at all	257 6%	142 7%	115 5%	47 8%d	26 4%	36 5%	40 5%	42 7%d	65 7%d	43 4%	90 7%i	54 6%	69 7%i
SUMMARY CODES													
A LOT\FAIR AMOUNT	2283 53%	1179 56%b	1104 51%	214 37%	385 54%ch	392 59%ch	457 62%cdh	387 62%cdh	448 47%c	653 65%jkl	761 56%kl	412 48%	457 44%
NOT VERY MUCH\ NOT AT ALL	847 20%	453 22%b	394 18%	113 20%	115 16%	120 18%	135 18%	137 22%d	227 24%def	160 16%	279 20%i	178 21%i	230 22%i
AWARENESS	3130 73%	1631 78%b	1499 69%	328 57%	500 70%c	513 77%cdh	591 80%cdh	524 84%cdeh	674 71%c	813 81%jkl	1039 76%kl	590 68%	687 66%
Don't know	1138 27%	456 22%	683 31%a	248 43%defgh	215 30%efg	152 23%g	146 20%	97 16%	281 29%efg	187 19%	325 24%i	276 32%ij	350 34%ij

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_01 How much trust to give impartial information - Ofgem

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	544 13%	401 14% ^c	86 12% ^c	52 8%	52 10%	174 12%	188 13%	127 16% ^{de}	2 7%	91 11%	221 15% ^{ilm}	107 14%	82 11%	43 10%	421 13%	123 13%
A fair amount	1739 41%	1201 42% ^c	285 39%	234 37%	226 43%	559 39%	598 41%	346 43%	10 35%	322 38%	652 44% ^{ik}	284 36%	316 43% ^{ik}	164 40%	1408 42% ^{oo}	331 36%
Not very much	590 14%	385 14%	92 13%	106 17% ^{ab}	69 13%	196 14%	228 16% ^g	92 11%	6 21%	136 16%	205 14%	105 13%	94 13%	50 12%	460 14%	130 14%
Not at all	257 6%	166 6%	39 5%	49 8%	44 8% ^{fg}	107 7% ^{fg}	68 5%	34 4%	3 11%	74 9% ^{ijkl}	86 6%	34 4%	31 4%	32 8% ^{kl}	211 6%	46 5%
SUMMARY CODES																
A LOT/FAIR AMOUNT	2283 53%	1601 56% ^{bc}	372 51% ^c	286 45%	278 53%	734 51%	786 54%	473 59% ^{def}	12 42%	414 48%	873 59% ^{ikm}	390 50%	398 55% ⁱ	208 50%	1829 54% ^{oo}	453 50%
NOT VERY MUCH/ NOT AT ALL	847 20%	552 19%	131 18%	155 24% ^{ab}	113 22% ^g	302 21% ^g	296 20% ^g	126 16%	9 32%	210 25% ^{ijkl}	291 20%	139 18%	125 17%	82 20%	671 20%	176 19%
AWARENESS	3130 73%	2153 76% ^{bc}	503 69%	442 69%	391 75%	1036 72%	1082 74%	599 75%	20 74%	623 73% ^k	1164 78% ^{ikl}	529 68%	523 72%	290 70%	2500 74% ^{oo}	629 69%
Don't know	1138 27%	682 24%	228 31% ^a	197 31% ^a	131 25%	403 28%	384 26%	201 25%	7 26%	230 27% ^j	321 22%	254 32% ^{ij}	207 28% ^j	126 30% ^j	859 26%	279 31% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_01 How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	544 13%	25 15%	46 10%	54 15% bg	60 19% befgijk	39 11%	42 11%	52 9%	95 16% befgk	42 11%	22 11%	39 11%	29 24% abcefgghijk
A fair amount	1739 41%	75 43% i	167 36%	133 38%	149 48% bcgik	158 42% i	185 47% bcgik	213 38%	256 44% bi	119 33%	92 45% bi	133 37%	55 47% bi
Not very much	590 14%	23 13% d	60 13% d	39 11%	22 7%	57 15% d	64 16% dl	96 17% cdl	84 14% d	53 14% d	27 13% d	55 15% d	10 8%
Not at all	257 6%	9 5%	38 8% cde	14 4%	13 4%	15 4%	25 6%	43 8% ce	29 5%	32 9% cdehk	17 8% ce	17 5%	6 5%
SUMMARY CODES													
A LOT/FAIR AMOUNT	2283 53%	100 58% bgik	213 45%	187 53% bi	209 67% bcdefghi jk	198 53% bi	228 57% bgik	265 47%	351 60% begik	161 44%	114 56% bi	172 48%	84 71% abcefgghijk
NOT VERY MUCH/ NOT AT ALL	847 20%	31 18%	98 21% cd	53 15%	35 11%	72 19% d	89 22% cd	138 25% cdhl	113 19% d	85 23% cdl	44 22% d	72 20% d	16 14%
AWARENESS	3130 73%	132 76% b	310 66%	241 68%	244 79% bceik	270 72%	317 80% bcgik	403 72%	464 79% bcgik	245 67%	158 77% bcik	245 68%	100 85% bcgik
Don't know	1138 27%	41 24%	158 34% adfhlj	111 32% dfhlj	66 21%	106 28% dfhl	80 20%	156 28% fhl	121 21%	120 33% dfhlj	46 23%	115 32% dfhlj	18 15%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

KANTAR PUBLIC

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_01 How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	544 13%	60 10%	65 15%a	76 16%a	76 16%a	74 23%ab	39 9%	505 13%f	170 14%	374 12%	92 10%	452 13%j	129 11%	415 14%l
A fair amount	1739 41%	238 40%	182 42%	210 45%	249 54%abc	160 50%a	155 36%	1584 41%f	488 41%	1251 41%	332 38%	1403 42%j	469 39%	1268 41%
Not very much	590 14%	92 15%	74 17%	60 13%	57 12%	36 11%	75 17%g	515 13%	132 11%	458 15%h	146 16%k	444 13%	193 16% ^m	397 13%
Not at all	257 6%	66 11%bcde	23 5%	28 6%	15 3%	8 3%	43 10%g	214 6%	67 6%	190 6%	66 8%k	190 6%	76 6%	180 6%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2283 53%	298 50%	247 57%a	285 62%a	325 70%abc	234 73%abc	194 45%	2089 54%f	658 55%	1625 53%	423 48%	1856 55%j	598 50%	1683 55%l
NOT VERY MUCH\NOT AT ALL	847 20%	158 26%cde	97 22%de	88 19%	72 16%	44 14%	118 27%g	729 19%	199 17%	648 21%h	212 24%k	634 19%	269 23% ^m	578 19%
AWARENESS	3130 73%	456 76%	344 79%	373 81%	397 86%ab	278 87%ab	312 72%	2818 74%	857 72%	2273 74%	635 72%	2489 74%	867 72%	2261 74%
Don't know	1138 27%	144 24%de	89 21%de	89 19%	66 14%	42 13%	123 28%	1015 26%	329 28%	809 26%	248 28%	884 26%	329 28%	806 26%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_01 How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	544 13%	145 15%	396 12%
A fair amount	1739 41%	429 43%	1292 40%
Not very much	590 14%	147 15%	439 14%
Not at all	257 6%	96 10%b	156 5%
SUMMARY CODES			
A LOT\FAIR AMOUNT	2283 53%	574 58%b	1688 52%
NOT VERY MUCH\ NOT AT ALL	847 20%	243 25%b	595 18%
AWARENESS	3130 73%	817 83%b	2283 71%
Don't know	1138 27%	170 17%	943 29%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_02 How much trust to give impartial information - Energy suppliers

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	160 4%	69 3%	91 4%	28 5%f	33 5%f	27 4%f	14 2%	18 3%	40 4%f	38 4%	42 3%	26 3%	54 5%jk
A fair amount	1554 36%	728 35%	826 38%	247 43%efgh	293 41%efgh	233 35%	249 34%	186 30%	346 36%g	303 30%	505 37%i	315 36%i	431 42%ijk
Not very much	1574 37%	811 39%b	763 35%	149 26%	248 35%c	264 40%ch	315 43%cdh	270 44%cdh	327 34%c	437 44%jkl	527 39%l	312 36%l	298 29%
Not at all	691 16%	372 18%b	319 15%	37 7%	92 13%c	112 17%c	136 19%cd	134 22%cd	180 19%cd	183 18%l	211 15%	147 17%	150 14%
SUMMARY CODES													
A LOT\FAIR AMOUNT	1714 40%	797 38%	917 42%a	275 48%efgh	326 46%efgh	260 39%g	263 36%	204 33%	386 40%g	341 34%	547 40%i	341 39%i	485 47%ijk
NOT VERY MUCH\NOT AT ALL	2265 53%	1184 57%b	1082 50%	186 32%	340 48%c	376 57%cd	451 61%cdh	404 65%cdeh	507 53%cd	620 62%jkl	738 54%l	459 53%l	449 43%
AWARENESS	3979 93%	1980 95%b	1998 92%	461 80%	666 93%c	637 96%c	715 97%cdh	608 98%cdeh	893 93%c	960 96%kl	1285 94%l	800 92%	933 90%
Don't know	289 7%	106 5%	183 8%a	114 20%defgh	49 7%fg	28 4%g	22 3%	12 2%	63 7%fg	40 4%	79 6%	67 8%i	104 10%ij

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_02 How much trust to give impartial information - Energy suppliers

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	160 4%	90 3%	39 5%a	30 5%a	22 4%	66 5%g	50 3%	21 3%	*	46 5%j	45 3%	28 4%	28 4%	12 3%	126 4%	34 4%
A fair amount	1554 36%	976 34%	288 39%a	269 42%a	217 41%fg	533 37%	516 35%	279 35%	9 32%	321 38%	526 35%	284 36%	266 36%	157 38%	1214 36%	340 37%
Not very much	1574 37%	1112 39%bc	245 34%	203 32%	176 34%	507 35%	561 38%	320 40%de	10 36%	284 33%	565 38%i	296 38%	272 37%	157 38%	1249 37%	325 36%
Not at all	691 16%	498 18%b	88 12%	96 15%	81 16%	223 16%	246 17%	131 16%	7 27%	151 18%lm	275 18%klm	116 15%	98 13%	52 13%	557 17%	135 15%
SUMMARY CODES																
A LOT/FAIR AMOUNT	1714 40%	1066 38%	327 45%a	299 47%a	238 46%fg	599 42%	566 39%	300 37%	9 34%	367 43%j	571 38%	312 40%	294 40%	169 41%	1339 40%	374 41%
NOT VERY MUCH/ NOT AT ALL	2265 53%	1610 57%bc	334 46%	299 47%	258 49%	730 51%	807 55%de	451 56%de	17 63%	435 51%	840 57%ilm	411 53%	370 51%	209 50%	1806 54%	459 51%
AWARENESS	3979 93%	2676 94%b	660 90%	599 94%b	496 95%	1329 92%	1373 94%	751 94%	27 97%	803 94%lm	1411 95%klm	724 92%	664 91%	378 91%	3145 94%	834 92%
Don't know	289 7%	159 6%	70 10%ac	40 6%	26 5%	110 8%	92 6%	49 6%	1 3%	50 6%	75 5%	60 8%j	67 9%ij	38 9%ij	214 6%	75 8%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_02 How much trust to give impartial information - Energy suppliers

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	160 4%	15 9% cdefghij k	27 6% fh	13 4%	9 3%	13 3%	8 2%	20 4%	17 3%	13 4%	5 2%	14 4%	5 4%
A fair amount	1554 36%	60 35% i	182 39% i	136 39% i	125 40% ij	134 36% i	156 39% ij	207 37% i	195 33% i	92 25%	63 31%	151 42% hij	53 45% hij
Not very much	1574 37%	57 33%	139 30%	124 35%	126 41% b	148 40% b	149 38% b	192 34%	253 43% abcgk	136 37% b	85 42% b	120 33%	45 38%
Not at all	691 16%	37 21% dgl	94 20% deghl	58 16% d	33 11%	54 14%	65 16% d	78 14%	88 15%	83 23% cdefghk l	35 17% d	55 15%	13 11%
SUMMARY CODES													
A LOT\FAIR AMOUNT	1714 40%	75 44% ij	209 45% hij	148 42% ij	134 43% ij	147 39% i	165 42% i	227 41% i	212 36% i	105 29%	67 33%	165 46% hij	58 49% hij
NOT VERY MUCH\ NOT AT ALL	2265 53%	94 54%	233 50%	182 52%	159 51%	202 54%	214 54%	269 48%	341 58% bgk	218 60% bcdgk	121 59% bgk	175 49%	59 50%
AWARENESS	3979 93%	169 98% egij	441 94% gi	330 94% gi	293 94% gi	349 93% g	379 95% gi	496 89%	553 94% gi	324 89%	188 92%	339 94% gi	117 99% bcgehij
Don't know	289 7%	4 2%	27 6% l	22 6% l	17 6%	26 7% al	19 5%	63 11% abcdefhk	32 6% l	42 11% abcdfhkl	17 8% al	20 6%	1 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_02 How much trust to give impartial information - Energy suppliers

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	160	27	15	20	19	10	23	136	45	114	43	117	49	110
	4%	4%	3%	4%	4%	3%	5%g	4%	4%	4%	5%	3%	4%	4%
A fair amount	1554	269	193	151	169	96	172	1382	448	1106	288	1264	417	1137
	36%	45%cde	45%cde	33%	36%	30%	40%	36%	38%	36%	33%	37%j	35%	37%
Not very much	1574	194	132	212	207	154	141	1433	434	1140	313	1256	436	1136
	37%	32%	31%	46%ab	45%ab	48%ab	32%	37%f	37%	37%	35%	37%	36%	37%
Not at all	691	91	79	68	65	54	72	619	185	506	192	498	223	468
	16%	15%	18%	15%	14%	17%	17%	16%	16%	16%	22%k	15%	19% ^m	15%
SUMMARY CODES														
A LOT\FAIR AMOUNT	1714	296	208	171	187	106	195	1518	493	1220	331	1381	467	1247
	40%	49%cde	48%cde	37%	40%	33%	45%g	40%	42%	40%	37%	41%	39%	41%
NOT VERY MUCH\NOT AT ALL	2265	285	212	280	272	208	214	2051	619	1646	505	1754	659	1604
	53%	48%	49%	61%ab	59%ab	65%ab	49%	54%	52%	53%	57%k	52%	55%	52%
AWARENESS	3979	581	420	451	459	314	409	3570	1112	2867	836	3135	1126	2851
	93%	97%	97%	98%	99%ab	98%	94%	93%	94%	93%	95%	93%	94%	93%
Don't know	289	19	13	11	3	7	26	264	74	215	47	239	70	216
	7%	3% ^d	3% ^d	2%	1%	2%	6%	7%	6%	7%	5%	7%	6%	7%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_02 How much trust to give impartial information - Energy suppliers

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	160 4%	36 4%	123 4%
A fair amount	1554 36%	349 35%	1185 37%
Not very much	1574 37%	392 40%	1167 36%
Not at all	691 16%	187 19%b	496 15%
SUMMARY CODES			
A LOT\FAIR AMOUNT	1714 40%	385 39%	1308 41%
NOT VERY MUCH\ NOT AT ALL	2265 53%	579 59%b	1664 52%
AWARENESS	3979 93%	965 98%b	2971 92%
Don't know	289 7%	22 2%	255 8%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_03 How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	322 8%	157 8%	165 8%	51 9%h	79 11%gh	70 11%gh	57 8%h	42 7%h	24 2%	79 8%	112 8%	65 8%	66 6%
A fair amount	1999 47%	961 46%	1038 48%	313 54%gh	397 56%gh	341 51%h	383 52%gh	281 45%h	284 30%	514 51%l	690 51%l	403 47%l	392 38%
Not very much	1012 24%	542 26%b	470 22%	111 19%	147 21%	155 23%	199 27%cd	170 27%cd	230 24%c	274 27%l	318 23%	212 24%l	207 20%
Not at all	345 8%	181 9%	164 8%	29 5%	41 6%	46 7%	48 7%	62 10%cdf	118 12%cdf	65 7%	114 8%	60 7%	106 10%ik
SUMMARY CODES													
A LOT\FAIR AMOUNT	2321 54%	1118 54%	1203 55%	365 63%gh	475 67%fgh	411 62%gh	440 60%gh	323 52%h	308 32%	593 59%kl	802 59%kl	469 54%l	457 44%
NOT VERY MUCH\ NOT AT ALL	1357 32%	723 35%b	634 29%	140 24%	187 26%	202 30%c	247 33%cd	233 38%cde	348 36%cde	340 34%	432 32%	272 31%	314 30%
AWARENESS	3678 86%	1841 88%b	1836 84%	505 88%h	663 93%ch	612 92%ch	687 93%cgh	555 90%h	656 69%	932 93%ijkl	1234 90%kl	741 85%l	771 74%
Don't know	590 14%	245 12%	345 16%a	70 12%def	52 7%	53 8%	50 7%	65 10%f	300 31%cddefg	68 7%	131 10%i	126 15%ij	266 26%ijk

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_03 How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	322 8%	208 7%	67 9% ^c	39 6%	38 7%	123 9%	106 7%	55 7%	1 2%	51 6%	97 7%	63 8%	67 9% ⁱ	45 11% ^{ij}	246 7%	76 8%
A fair amount	1999 47%	1335 47% ^c	375 51% ^c	265 42%	243 46%	668 46%	701 48%	379 47%	8 29%	284 33%	712 48% ⁱ	408 52% ^{ci}	391 54% ^{ij}	204 49% ^{ci}	1593 47%	405 45%
Not very much	1012 24%	702 25%	162 22%	138 22%	104 20%	333 23%	365 25% ^d	204 25% ^d	6 21%	196 23%	360 24%	182 23%	173 24%	100 24%	801 24%	211 23%
Not at all	345 8%	217 8%	40 5%	83 13% ^{ab}	59 11% ^{ef}	114 8%	96 7%	67 8%	8 29%	109 13% ^{ijklm}	126 8% ^l	49 6%	38 5%	23 6%	277 8%	68 8%
SUMMARY CODES																
A LOT/FAIR AMOUNT	2321 54%	1544 54% ^c	442 61% ^{ac}	305 48%	281 54%	790 55%	807 55%	434 54%	9 31%	334 39%	809 54% ⁱ	471 60% ^{ij}	458 63% ^{ij}	249 60% ⁱ	1840 55%	481 53%
NOT VERY MUCH/ NOT AT ALL	1357 32%	919 32% ^b	202 28%	220 34% ^b	163 31%	447 31%	461 31%	271 34%	14 50%	306 36% ^{klm}	486 33%	231 29%	211 29%	123 30%	1078 32%	279 31%
AWARENESS	3678 86%	2463 87% ^c	644 88% ^c	525 82%	444 85%	1238 86%	1267 86%	704 88%	22 81%	640 75%	1295 87% ⁱ	702 90% ⁱ	669 92% ^{ij}	372 90% ⁱ	2917 87% ^o	760 84%
Don't know	590 14%	372 13%	86 12%	113 18% ^{ab}	78 15%	202 14%	198 14%	96 12%	5 19%	213 25% ^{ijklm}	191 13% ^l	81 10%	61 8%	44 10%	442 13%	148 16% ⁿ

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_03 How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	322 8%	15 9% ^d	40 9% ^d	23 7%	10 3%	29 8% ^d	27 7% ^d	36 6%	47 8% ^d	33 9% ^d	16 8% ^d	25 7% ^d	22 19% ^{abcdefghijk}
A fair amount	1999 47%	91 53% ^{ej}	207 44% ⁱ	182 52% ^{beij}	155 50% ^{ej}	156 41%	195 49% ^{ej}	279 50% ^{ej}	284 49% ^{ej}	129 35%	76 37%	171 48% ^{ij}	74 62% ^{bcdefghijk}
Not very much	1012 24%	35 20% ^l	101 22% ^l	70 20% ^l	85 28% ^{cgj}	112 30% ^{abcgkl}	101 25% ^{gl}	109 19% ^l	158 27% ^{cgj}	95 26% ^{gl}	57 28% ^{cgj}	78 22% ^l	11 9%
Not at all	345 8%	12 7%	48 10% ^{chl}	21 6%	18 6%	30 8%	35 9%	46 8%	34 6%	39 11% ^{cdhl}	24 12% ^{cdhl}	33 9%	5 4%
SUMMARY CODES													
A LOT/FAIR AMOUNT	2321 54%	107 61% ^{ej}	248 53% ⁱ	205 58% ^{ej}	165 53% ⁱ	184 49%	222 56% ^{ej}	315 56% ^{ej}	331 56% ^{ej}	162 44%	92 45%	196 55% ^{ij}	96 81% ^{abcdefghijk}
NOT VERY MUCH/ NOT AT ALL	1357 32%	47 27% ^l	149 32% ^l	92 26% ^l	104 33% ^l	142 38% ^{acgl}	136 34% ^{cgj}	155 28% ^l	192 33% ^{cl}	133 37% ^{cgj}	80 39% ^{acgl}	111 31% ^l	15 13%
AWARENESS	3678 86%	154 89% ⁱ	397 85%	297 84%	268 87%	326 87% ⁱ	358 90% ^{bcgij}	469 84%	522 89% ^{bcgj}	295 81%	172 84%	307 86%	111 94% ^{bcdegijk}
Don't know	590 14%	19 11%	71 15% ^{fhl}	55 16% ^{fhl}	42 13% ^l	50 13% ^l	39 10%	90 16% ^{fhl}	63 11%	70 19% ^{aefhl}	32 16% ^{fl}	52 14% ^l	7 6%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_03 How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	322	50	35	39	46	35	21	302	120	203	40	282	37	285
	8%	8%	8%	9%	10%	11%	5%	8%f	10%i	7%	5%	8%j	3%	9%l
A fair amount	1999	248	211	250	262	177	122	1876	608	1391	309	1685	414	1583
	47%	41%	49%a	54%a	57%ab	55%a	28%	49%f	51%i	45%	35%	50%j	35%	52%l
Not very much	1012	129	105	119	118	80	98	914	278	734	219	791	287	725
	24%	22%	24%	26%	25%	25%	22%	24%	23%	24%	25%	23%	24%	24%
Not at all	345	63	41	30	22	22	67	278	70	275	108	237	138	207
	8%	10%cd	9%cd	7%	5%	7%	16%g	7%	6%	9%h	12%k	7%	12% ^m	7%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2321	298	246	290	308	212	143	2178	728	1593	349	1967	451	1868
	54%	50%	57%a	63%a	67%ab	66%ab	33%	57%f	61%i	52%	40%	58%j	38%	61%l
NOT VERY MUCH\NOT AT ALL	1357	192	146	149	140	101	165	1192	348	1009	327	1027	425	932
	32%	32%	34%	32%	30%	32%	38%g	31%	29%	33%	37%k	30%	36% ^m	30%
AWARENESS	3678	490	391	439	448	313	308	3369	1076	2602	676	2995	876	2800
	86%	82%	90%a	95%ab	97%ab	98%ab	71%	88%f	91%i	84%	77%	89%j	73%	91%l
Don't know	590	110	42	24	14	8	126	464	110	480	207	379	320	266
	14%	18%bcde	10%cde	5%	3%	2%	29%g	12%	9%	16%h	23%k	11%	27% ^m	9%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_03 How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	322 8%	96 10%b	224 7%
A fair amount	1999 47%	501 51%b	1481 46%
Not very much	1012 24%	235 24%	768 24%
Not at all	345 8%	103 10%b	238 7%
SUMMARY CODES			
A LOT\FAIR AMOUNT	2321 54%	597 60%b	1705 53%
NOT VERY MUCH\ NOT AT ALL	1357 32%	339 34%	1006 31%
AWARENESS	3678 86%	936 95%b	2711 84%
Don't know	590 14%	51 5%	515 16%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	737	373	365	70	117	131	151	136	133	263	216	137	122
	17%	18%	17%	12%	16%	20%ch	20%ch	22%cdh	14%	26%jkl	16%l	16%l	12%
A fair amount	2189	1073	1116	285	374	336	419	337	438	536	772	426	455
	51%	51%	51%	50%	52%h	51%	57%ceh	54%h	46%	54%l	57%kl	49%l	44%
Not very much	599	300	299	95	106	92	90	72	144	114	191	132	162
	14%	14%	14%	16%g	15%	14%	12%	12%	15%g	11%	14%	15%i	16%i
Not at all	220	118	103	28	31	40	25	26	70	29	70	48	74
	5%	6%	5%	5%	4%	6%	3%	4%	7%dfg	3%	5%i	5%i	7%ij
SUMMARY CODES													
A LOT\FAIR AMOUNT	2927	1446	1481	355	491	467	570	473	571	799	988	563	577
	69%	69%	68%	62%	69%ch	70%ch	77%cdeh	76%cdeh	60%	80%jkl	72%kl	65%l	56%
NOT VERY MUCH\NOT AT ALL	819	418	401	123	137	132	115	98	214	143	261	179	236
	19%	20%	18%	21%fg	19%	20%	16%	16%	22%fg	14%	19%i	21%i	23%ij
AWARENESS	3746	1864	1882	478	628	599	685	571	785	942	1248	743	813
	88%	89%b	86%	83%	88%ch	90%ch	93%cdh	92%cdh	82%	94%jkl	91%kl	86%l	78%
Don't know	522	223	299	97	86	66	52	50	171	58	116	124	224
	12%	11%	14%a	17%defg	12%fg	10%	7%	8%	18%defg	6%	9%i	14%ij	22%ijk

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	737 17%	535 19% ^c	115 16%	81 13%	73 14%	252 17%	251 17%	160 20% ^d	1 5%	143 17% ^m	276 19% ^m	136 17% ^m	132 18% ^m	51 12%	592 18%	145 16%
A fair amount	2189 51%	1505 53% ^c	368 50%	290 45%	251 48%	686 48%	800 55% ^{cde}	438 55% ^{de}	14 51%	384 45%	799 54% ⁱ	407 52% ⁱ	371 51% ⁱ	228 55% ⁱ	1700 51%	489 54%
Not very much	599 14%	381 13%	101 14%	111 17% ^a	93 18% ^{fg}	214 15%	187 13%	99 12%	6 22%	116 14%	199 13%	123 16%	99 14%	62 15%	475 14%	123 14%
Not at all	220 5%	130 5%	41 6%	49 8% ^a	39 8% ^{efg}	72 5%	69 5%	37 5%	2 8%	70 8% ^{ijklm}	75 5% ^k	23 3%	35 5%	17 4%	182 5%	38 4%
SUMMARY CODES																
A LOT/FAIR AMOUNT	2927 69%	2040 72% ^{bc}	483 66% ^c	371 58%	324 62%	937 65%	1051 72% ^{cde}	598 75% ^{de}	16 56%	527 62%	1075 72% ⁱ	543 69% ⁱ	502 69% ⁱ	279 67%	2292 68%	634 70%
NOT VERY MUCH/ NOT AT ALL	819 19%	510 18%	141 19%	160 25% ^{ab}	132 25% ^{efg}	286 20%	256 17%	136 17%	8 30%	186 22%	274 18%	147 19%	134 18%	78 19%	658 20%	161 18%
AWARENESS	3746 88%	2550 90% ^{bc}	624 85%	531 83%	456 87%	1223 85%	1307 89% ^{ce}	734 92% ^{de}	24 86%	713 84%	1349 91% ^{ilm}	690 88% ⁱ	636 87%	358 86%	2950 88%	796 88%
Don't know	522 12%	285 10%	107 15% ^a	107 17% ^a	66 13% ^g	216 15% ^{fg}	159 11%	67 8%	4 14%	140 16% ^{jk}	136 9%	94 12%	94 13% ^j	58 14% ^j	410 12%	113 12%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	737 17%	34 20%	87 19%	60 17%	40 13%	57 15%	59 15%	79 14%	120 21%defg	66 18%	39 19%	58 16%	38 32%abcdefghijk
A fair amount	2189 51%	89 52%	224 48%	182 52%i	191 62%bcghik	209 56%bgi	223 56%bgi	249 44%	314 54%gi	158 43%	108 53%gi	179 50%	64 54%
Not very much	599 14%	22 13%	64 14%l	38 11%	49 16%l	56 15%l	57 14%l	103 18%chjl	72 12%	52 14%l	23 11%	54 15%l	7 6%
Not at all	220 5%	9 5%	35 7%deh	17 5%	9 3%	13 3%	19 5%	45 8%deh	17 3%	22 6%h	15 7%deh	18 5%	3 3%
SUMMARY CODES													
A LOT/FAIR AMOUNT	2927 69%	124 71%gi	311 66%g	242 69%gi	231 74%bgjk	266 71%gi	282 71%gi	328 59%	434 74%bgjk	224 61%	148 72%gi	237 66%g	101 86%abcdefghijk
NOT VERY MUCH/ NOT AT ALL	819 19%	31 18%l	99 21%hl	55 16%	58 19%l	69 18%l	75 19%l	148 26%acdefhjk kl	89 15%	74 20%l	38 19%l	72 20%l	10 9%
AWARENESS	3746 88%	155 89%i	410 88%i	297 84%	288 93%bcgik	334 89%i	357 90%cgi	475 85%	523 89%cgi	298 81%	186 91%cgi	310 86%	112 95%bcgik
Don't know	522 12%	19 11%	58 12%dl	55 16%dfhjl	22 7%	41 11%	40 10%	84 15%dfhjl	62 11%	68 19%abdefhjl	18 9%	50 14%dl	6 5%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	737	89	75	106	102	84	63	674	222	515	153	583	182	554
	17%	15%	17%	23%a	22%a	26%ab	14%	18%	19%	17%	17%	17%	15%	18%l
A fair amount	2189	295	234	266	265	184	184	2005	591	1598	399	1786	584	1603
	51%	49%	54%	57%a	57%a	57%a	42%	52%f	50%	52%	45%	53%j	49%	52%l
Not very much	599	88	72	46	65	36	65	534	171	427	129	470	169	430
	14%	15%c	17%c	10%	14%	11%	15%	14%	14%	14%	15%	14%	14%	14%
Not at all	220	45	23	20	18	10	39	182	47	173	67	153	81	140
	5%	7%cde	5%	4%	4%	3%	9%g	5%	4%	6%h	8%k	5%	7% _m	5%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2927	384	309	371	367	268	247	2679	814	2113	552	2369	766	2157
	69%	64%	71%a	80%ab	79%ab	84%ab	57%	70%f	69%	69%	63%	70%j	64%	70%l
NOT VERY MUCH\NOT AT ALL	819	132	95	66	82	46	103	716	218	601	196	623	250	569
	19%	22%ce	22%ce	14%	18%	14%	24%g	19%	18%	19%	22%k	18%	21%	19%
AWARENESS	3746	516	404	438	449	314	351	3395	1032	2714	748	2992	1016	2727
	88%	86%	93%a	95%a	97%ab	98%ab	81%	89%f	87%	88%	85%	89%j	85%	89%l
Don't know	522	84	29	25	13	7	84	438	154	368	135	382	180	340
	12%	14%bcde	7%de	5%	3%	2%	19%g	11%	13%	12%	15%k	11%	15% _m	11%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)**Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert****Base: All Adults in UK**

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	737 17%	204 21%b	533 17%
A fair amount	2189 51%	539 55%b	1628 50%
Not very much	599 14%	121 12%	470 15%
Not at all	220 5%	73 7%b	145 4%
SUMMARY CODES			
A LOT\FAIR AMOUNT	2927 69%	743 75%b	2161 67%
NOT VERY MUCH\ NOT AT ALL	819 19%	194 20%	615 19%
AWARENESS	3746 88%	937 95%b	2776 86%
Don't know	522 12%	50 5%	451 14%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_05 How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	1580 37%	767 37%	813 37%	134 23%	252 35% <i>c</i>	262 39% <i>c</i>	301 41% <i>ch</i>	301 49% <i>cdefh</i>	330 35% <i>c</i>	445 45% <i>ijkl</i>	529 39% <i>kl</i>	292 34%	313 30%
A fair amount	1922 45%	952 46%	969 44%	273 47% <i>g</i>	322 45%	297 45%	357 48% <i>g</i>	246 40%	426 45%	420 42%	625 46%	397 46%	480 46%
Not very much	278 7%	141 7%	137 6%	42 7%	49 7%	53 8% <i>f</i>	35 5%	35 6%	63 7%	52 5%	83 6%	60 7%	84 8% <i>i</i>
Not at all	96 2%	48 2%	48 2%	21 4% <i>f</i>	13 2%	11 2%	12 2%	11 2%	28 3%	18 2%	26 2%	18 2%	35 3% <i>ij</i>
SUMMARY CODES													
A LOT\FAIR AMOUNT	3501 82%	1719 82%	1782 82%	407 71%	574 80% <i>c</i>	559 84% <i>ch</i>	658 89% <i>cdeh</i>	547 88% <i>cdh</i>	756 79% <i>c</i>	865 87% <i>kl</i>	1154 85% <i>kl</i>	689 80%	793 76%
NOT VERY MUCH\NOT AT ALL	374 9%	189 9%	185 8%	63 11% <i>f</i>	63 9%	64 10%	47 6%	46 7%	92 10% <i>f</i>	69 7%	109 8%	78 9%	119 11% <i>ij</i>
AWARENESS	3876 91%	1908 91%	1968 90%	470 82%	636 89% <i>c</i>	623 94% <i>cdh</i>	705 96% <i>cdh</i>	593 96% <i>cdh</i>	848 89% <i>c</i>	934 93% <i>kl</i>	1262 93% <i>kl</i>	767 89%	912 88%
Don't know	392 9%	178 9%	214 10%	105 18% <i>defgh</i>	78 11% <i>efg</i>	42 6%	32 4%	27 4%	108 11% <i>efg</i>	66 7%	102 7%	99 11% <i>ij</i>	125 12% <i>ij</i>

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_05 How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	1580 37%	1115 39%bc	252 35%	201 32%	165 32%	562 39% ^d	522 36%	319 40% ^d	11 41%	316 37%	589 40% ^{ilm}	303 39% ^{ilm}	240 33%	132 32%	1224 36%	356 39%
A fair amount	1922 45%	1275 45%	313 43%	308 48% ^b	242 46%	611 42%	708 48% ^{eg}	349 44%	12 43%	374 44%	672 45%	347 44%	337 46%	191 46%	1523 45%	399 44%
Not very much	278 7%	158 6%	56 8%	60 9% ^a	52 10% ^{efg}	94 7% ^g	94 6%	34 4%	3 13%	59 7%	79 5%	44 6%	58 8% ^j	37 9% ^j	234 7% ^o	44 5%
Not at all	96 2%	63 2%	12 2%	20 3%	19 4% ^{fg}	37 3%	28 2%	12 2%	-	30 3% ^{jk}	28 2%	10 1%	21 3%	8 2%	81 2%	15 2%
SUMMARY CODES																
A LOT/FAIR AMOUNT	3501 82%	2391 84% ^{bc}	565 77%	510 80%	407 78%	1173 81%	1230 84% ^d	667 83% ^d	23 83%	690 81%	1261 85% ^{ilm}	649 83%	577 79%	323 78%	2747 82%	755 83%
NOT VERY MUCH/ NOT AT ALL	374 9%	221 8%	68 9%	80 13% ^{ab}	71 14% ^{efg}	132 9% ^g	122 8% ^g	46 6%	3 13%	89 10% ^{jk}	107 7%	55 7%	79 11% ^{jk}	45 11% ^{jk}	315 9% ^o	59 7%
AWARENESS	3876 91%	2612 92% ^b	633 87%	590 92% ^b	478 92%	1304 91%	1352 92% ^g	714 89%	26 96%	779 91%	1369 92% ^m	704 90%	656 90%	368 89%	3062 91%	814 90%
Don't know	392 9%	223 8%	97 13% ^{ac}	49 8%	44 8%	135 9%	114 8%	87 11% ^f	1 4%	74 9%	117 8%	80 10%	74 10%	48 11% ^j	298 9%	94 10%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_05 How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	1580 37%	59 34%g	206 44%aefghk	163 46%aefghk	123 40%eg	103 27%	138 35%eg	144 26%	213 36%eg	155 42%efgk	81 40%eg	120 33%g	75 64%abcdefghijk
A fair amount	1922 45%	92 53%bcil	184 39%	130 37%	157 51%bcil	185 49%bcil	196 49%bcil	259 46%bcil	271 46%bcil	137 38%	98 48%bcil	172 48%bcil	39 33%
Not very much	278 7%	5 3%	22 5%	13 4%	6 2%	33 9%abcdijl	32 8%acdjl	74 13%abcdfhij kl	44 8%acd	17 5%	7 3%	24 7%dl	1 1%
Not at all	96 2%	6 3%	12 3%	9 3%	4 1%	9 2%	6 2%	16 3%	13 2%	13 4%	3 1%	5 1%	1 *
SUMMARY CODES													
A LOT/FAIR AMOUNT	3501 82%	152 88%egi	390 83%eg	292 83%eg	280 90%bcefg k	288 77%	333 84%eg	403 72%	485 83%eg	292 80%g	179 88%egi	292 81%g	114 97%abcdefghijk
NOT VERY MUCH/ NOT AT ALL	374 9%	11 6%	34 7%dl	22 6%	10 3%	42 11%cdjl	38 10%dl	90 16%abcdefh ijkl	57 10%djl	30 8%dl	10 5%	29 8%dl	2 2%
AWARENESS	3876 91%	162 94%e	423 90%	314 89%	290 94%egi	330 88%	372 94%cegi k	493 88%	542 93%egi	322 88%	189 92%	321 89%	116 99%bcefg hijk
Don't know	392 9%	11 6%	45 10%l	38 11%fl	19 6%	46 12%adfh l	25 6%l	66 12%dfhl	43 7%l	43 12%dfhl	15 8%l	38 11%fl	2 1%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_05 How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	1580	223	179	213	211	158	152	1428	465	1114	350	1226	427	1150
	37%	37%	41%	46%a	46%a	49%a	35%	37%	39%	36%	40%	36%	36%	38%
A fair amount	1922	262	178	191	209	130	195	1727	508	1414	374	1546	539	1382
	45%	44%	41%	41%	45%	41%	45%	45%	43%	46%	42%	46%	45%	45%
Not very much	278	62	32	24	25	15	45	233	78	200	72	206	86	192
	7%	10%cde	7%	5%	5%	5%	10%g	6%	7%	6%	8%k	6%	7%	6%
Not at all	96	18	15	8	6	5	12	84	28	69	22	74	29	67
	2%	3%	3%	2%	1%	2%	3%	2%	2%	2%	2%	2%	2%	2%
SUMMARY CODES														
A LOT\FAIR AMOUNT	3501	485	357	404	420	289	346	3155	973	2528	724	2772	966	2533
	82%	81%	83%	87%a	91%ab	90%ab	80%	82%	82%	82%	82%	82%	81%	83%
NOT VERY MUCH\NOT AT ALL	374	80	47	32	31	20	58	317	106	268	94	280	115	259
	9%	13%cde	11%	7%	7%	6%	13%g	8%	9%	9%	11%k	8%	10%	8%
AWARENESS	3876	565	404	437	452	309	404	3472	1079	2797	817	3053	1081	2792
	91%	94%	93%	94%	98%abc	96%	93%	91%	91%	91%	93%	90%	90%	91%
Don't know	392	35	29	26	11	12	31	361	107	285	66	321	115	274
	9%	6%d	7%d	6%d	2%	4%	7%	9%	9%	9%	7%	10%	10%	9%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_05 How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	1580 37%	395 40%	1176 36%
A fair amount	1922 45%	435 44%	1456 45%
Not very much	278 7%	68 7%	206 6%
Not at all	96 2%	35 4%b	61 2%
SUMMARY CODES			
A LOT\FAIR AMOUNT	3501 82%	830 84%	2632 82%
NOT VERY MUCH\ NOT AT ALL	374 9%	104 11%b	267 8%
AWARENESS	3876 91%	934 95%b	2900 90%
Don't know	392 9%	52 5%	327 10%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_06 How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	1195	609	586	92	202	211	228	226	236	378	403	223	192
	28%	29%	27%	16%	28% ^c	32% ^{ch}	31% ^{ch}	36% ^{cdh}	25% ^c	38% ^{ijkl}	30% ^l	26% ^l	18%
A fair amount	2057	1019	1038	269	335	318	384	296	457	462	689	416	491
	48%	49%	48%	47%	47%	48%	52%	48%	48%	46%	50%	48%	47%
Not very much	380	195	186	61	70	56	52	44	98	61	112	92	115
	9%	9%	9%	11%	10%	8%	7%	7%	10% ^{fg}	6%	8%	11% ⁱ	11% ^{ij}
Not at all	154	80	74	27	15	27	23	24	38	20	44	32	58
	4%	4%	3%	5% ^d	2%	4%	3%	4%	4% ^d	2%	3%	4%	6% ^{ijk}
SUMMARY CODES													
A LOT\FAIR AMOUNT	3252	1628	1625	361	537	529	611	522	692	839	1092	638	683
	76%	78% ^b	74%	63%	75% ^c	80% ^{ch}	83% ^{cdh}	84% ^{cdh}	72% ^c	84% ^{ijkl}	80% ^{kl}	74% ^l	66%
NOT VERY MUCH\NOT AT ALL	534	275	260	88	85	83	75	68	136	81	156	124	173
	13%	13%	12%	15% ^f	12%	12%	10%	11%	14% ^f	8%	11% ⁱ	14% ⁱ	17% ^{ij}
AWARENESS	3787	1903	1884	449	622	612	686	590	828	921	1248	762	855
	89%	91% ^b	86%	78%	87% ^c	92% ^{cdh}	93% ^{cdh}	95% ^{cdeh}	87% ^c	92% ^{kl}	91% ^{kl}	88% ^l	82%
Don't know	481	184	297	126	93	53	51	30	128	79	116	104	182
	11%	9%	14% ^a	22% ^{defgh}	13% ^{efg}	8% ^g	7%	5%	13% ^{efg}	8%	9%	12% ^{ij}	18% ^{ijk}

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_06 How much trust to give impartial information - Trading standards

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	1195 28%	875 31%bc	190 26%c	118 18%	112 22%	398 28%d	421 29%cd	258 32%de	6 20%	220 26%	478 32%ikl m	214 27%	188 26%	95 23%	950 28%	245 27%
A fair amount	2057 48%	1387 49%	328 45%	320 50%b	249 48%	659 46%	728 50%e	402 50%	18 64%	405 47%	717 48%	382 49%	357 49%	195 47%	1604 48%	453 50%
Not very much	380 9%	222 8%	76 10%a	80 13%a	67 13%efg	133 9%g	134 9%g	44 6%	2 6%	80 9%	117 8%	68 9%	62 8%	54 13%jkl	311 9%	69 8%
Not at all	154 4%	90 3%	27 4%	35 6%a	27 5%fg	66 5%fg	41 3%	19 2%	1 4%	48 6%jkl	45 3%	22 3%	25 3%	14 3%	123 4%	31 3%
SUMMARY CODES																
A LOT/FAIR AMOUNT	3252 76%	2262 80%bc	517 71%	438 69%	361 69%	1057 73%	1149 78%de	660 82%def	23 84%	625 73%	1196 80%ikl m	596 76%lm	545 75%	291 70%	2554 76%	698 77%
NOT VERY MUCH/ NOT AT ALL	534 13%	312 11%	103 14%a	115 18%ab	94 18%efg	199 14%g	175 12%g	64 8%	3 10%	128 15%jk	162 11%	89 11%	86 12%	68 16%jkl	434 13%	100 11%
AWARENESS	3787 89%	2574 91%bc	620 85%	553 87%	455 87%	1256 87%	1324 90%de	724 90%e	26 93%	753 88%	1358 91%ikl m	685 87%	631 86%	359 86%	2989 89%	798 88%
Don't know	481 11%	261 9%	110 15%a	86 13%a	67 13%f	184 13%fg	141 10%	77 10%	2 7%	100 12%j	128 9%	98 13%j	99 14%j	57 14%j	371 11%	111 12%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_06 How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	1195 28%	57 33%eg	149 32%eg	125 36%egjk	103 33%egk	89 24%g	118 30%g	91 16%	178 30%eg	105 29%g	53 26%g	90 25%g	36 31%g
A fair amount	2057 48%	86 49%	222 47%	154 44%	168 54%cgj	204 54%cgi	195 49%	241 43%	286 49%i	152 41%	108 53%gi	173 48%	68 57%cgj
Not very much	380 9%	14 8%	26 6%	17 5%	16 5%	34 9%c	28 7%	99 18%abcdefhijkl	54 9%bcd	34 9%c	18 9%	34 10%bcd	5 5%
Not at all	154 4%	5 3%	17 4%	9 3%	7 2%	7 2%	23 6%cdeh	31 6%eh	13 2%	21 6%eh	6 3%	13 4%	2 2%
SUMMARY CODES													
A LOT/FAIR AMOUNT	3252 76%	143 83%gjk	371 79%gi	279 79%gi	272 88%bcefghijkl	293 78%gi	313 79%gi	333 59%	464 79%gi	256 70%g	161 79%gi	264 73%g	104 88%bcefghijk
NOT VERY MUCH/ NOT AT ALL	534 13%	19 11%	44 9%	27 8%	24 8%	41 11%	51 13%cd	130 23%abcdefhijkl	67 11%	55 15%bcdl	24 12%	47 13%cd	7 6%
AWARENESS	3787 89%	162 94%cgik	415 88%g	306 87%	295 95%bceghijk	334 89%g	364 92%cgik	462 83%	531 91%gi	311 85%	185 90%g	311 86%	111 94%cgik
Don't know	481 11%	11 6%	54 12%d	46 13%adfl	15 5%	42 11%d	33 8%	97 17%abdefhjl	55 9%d	54 15%adfh	20 10%d	49 14%adfl	7 6%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_06 How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	1195	148	133	147	177	141	98	1097	336	859	260	932	311	884
	28%	25%	31%a	32%a	38%ab	44%abc	23%	29%f	28%	28%	29%	28%	26%	29%
A fair amount	2057	295	232	244	220	148	201	1857	568	1489	386	1668	576	1481
	48%	49%	54%	53%	48%	46%	46%	48%	48%	48%	44%	49%j	48%	48%
Not very much	380	68	36	32	37	12	55	325	94	286	89	291	124	255
	9%	11%ce	8%e	7%	8%e	4%	13%g	8%	8%	9%	10%	9%	10% ^m	8%
Not at all	154	38	11	9	11	5	30	124	38	116	40	114	47	107
	4%	6%bcde	2%	2%	2%	2%	7%g	3%	3%	4%	4%	3%	4%	3%
SUMMARY CODES														
A LOT\FAIR AMOUNT	3252	443	365	391	398	288	299	2954	904	2349	646	2600	887	2364
	76%	74%	84%a	85%a	86%a	90%a	69%	77%f	76%	76%	73%	77% ^j	74%	77% ^l
NOT VERY MUCH\NOT AT ALL	534	106	46	41	48	17	85	450	132	402	129	405	170	362
	13%	18%bcde	11%e	9%	10%e	5%	19%g	12%	11%	13%	15%k	12%	14% ^m	12%
AWARENESS	3787	549	412	432	446	305	383	3403	1036	2751	775	3005	1058	2726
	89%	92%	95%a	93%	96%a	95%	88%	89%	87%	89%	88%	89%	88%	89%
Don't know	481	51	21	31	17	15	52	430	150	331	108	369	139	340
	11%	8%bd	5%	7%	4%	5%	12%	11%	13%	11%	12%	11%	12%	11%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_06 How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	1195 28%	318 32%b	872 27%
A fair amount	2057 48%	467 47%	1567 49%
Not very much	380 9%	91 9%	284 9%
Not at all	154 4%	50 5%b	99 3%
SUMMARY CODES			
A LOT\FAIR AMOUNT	3252 76%	784 79%b	2440 76%
NOT VERY MUCH\ NOT AT ALL	534 13%	141 14%	383 12%
AWARENESS	3787 89%	926 94%b	2822 87%
Don't know	481 11%	61 6%	404 13%a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_07 How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
A lot	938 22%	464 22%	474 22%	144 25%h	183 26%h	184 28%h	168 23%h	149 24%h	109 11%	301 30%kl	355 26%kl	158 18%l	124 12%
A fair amount	1952 46%	978 47%	974 45%	281 49%h	372 52%gh	311 47%h	369 50%h	281 45%h	338 35%	471 47%l	648 47%l	401 46%l	433 42%
Not very much	630 15%	313 15%	317 15%	69 12%	88 12%	82 12%	121 16%c	94 15%	176 18%cd	120 12%	187 14%	146 17%i	176 17%ij
Not at all	354 8%	187 9%	166 8%	35 6%	34 5%	55 8%d	48 6%	62 10%cd	120 13%cd	56 6%	90 7%	81 9%ij	126 12%ijk
SUMMARY CODES													
A LOT\FAIR AMOUNT	2890 68%	1442 69%	1448 66%	425 74%h	555 78%gh	495 74%h	537 73%h	430 69%h	447 47%	772 77%kl	1003 74%kl	559 64%l	557 54%
NOT VERY MUCH\ NOT AT ALL	983 23%	500 24%	483 22%	104 18%	122 17%	137 21%	169 23%d	156 25%cd	297 31%cd	177 18%	277 20%	227 26%ij	302 29%ij
AWARENESS	3874 91%	1942 93%b	1932 89%	529 92%h	677 95%h	632 95%h	706 96%ch	586 94%h	744 78%	949 95%kl	1280 94%kl	786 91%l	859 83%
Don't know	394 9%	145 7%	250 11%a	46 8%f	38 5%	33 5%	31 4%	34 6%	212 22%cd	51 5%	84 6%	80 9%ij	178 17%ijk

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_07 How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
A lot	938 22%	658 23% ^c	186 26% ^c	78 12%	86 16%	337 23% ^d	318 22% ^d	194 24% ^d	4 14%	123 14%	327 22% ⁱ	186 24% ⁱ	202 28% ^{ij}	100 24% ⁱ	755 22%	183 20%
A fair amount	1952 46%	1304 46%	337 46%	281 44%	259 50% ^{ee}	634 44%	672 46%	374 47%	11 39%	326 38%	670 45% ⁱ	391 50% ^{ij}	354 49% ⁱ	210 51% ⁱ	1550 46%	402 44%
Not very much	630 15%	396 14%	108 15%	119 19% ^a	71 14%	205 14%	233 16%	116 15%	4 13%	144 17% ^l	230 15% ^l	116 15%	84 11%	56 14%	488 15%	142 16%
Not at all	354 8%	219 8%	40 6%	94 15% ^{ab}	63 12% ^{efg}	116 8%	116 8%	54 7%	6 20%	116 14% ^{ijklm}	129 9% ^{km}	41 5%	45 6%	22 5%	271 8%	82 9%
SUMMARY CODES																
A LOT/FAIR AMOUNT	2890 68%	1962 69% ^c	523 72% ^c	359 56%	345 66%	971 67%	990 68%	568 71%	14 52%	449 53%	997 67% ⁱ	577 74% ^{ij}	556 76% ^{ij}	311 75% ^{ij}	2305 69% ^{oo}	585 64%
NOT VERY MUCH/ NOT AT ALL	983 23%	614 22%	149 20%	212 33% ^{ab}	134 26%	321 22%	349 24%	170 21%	9 33%	260 30% ^{ijkl}	360 24% ^{klm}	157 20%	129 18%	78 19%	760 23%	224 25%
AWARENESS	3874 91%	2576 91%	672 92%	572 90%	479 92%	1292 90%	1339 91%	738 92%	24 86%	709 83%	1356 91% ⁱ	735 94% ⁱ	685 94% ⁱ	389 94% ⁱ	3064 91%	809 89%
Don't know	394 9%	259 9%	59 8%	67 10%	43 8%	147 10%	126 9%	63 8%	4 14%	143 17% ^{ijklm}	129 9%	49 6%	46 6%	27 6%	295 9%	99 11%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_07 How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
A lot	938 22%	31 18%	103 22% <i>jk</i>	91 26% <i>ejk</i>	83 27% <i>aejk</i>	67 18%	101 25% <i>ejk</i>	124 22% <i>jk</i>	150 26% <i>ejk</i>	78 21%	30 14%	55 15%	27 23%
A fair amount	1952 46%	88 51% <i>bci</i>	174 37%	143 41%	154 50% <i>bci</i>	179 48% <i>bi</i>	200 50% <i>bci</i>	284 51% <i>bci</i>	277 47% <i>bi</i>	133 36%	98 48% <i>bi</i>	167 47% <i>bi</i>	54 46%
Not very much	630 15%	27 16%	85 18% <i>dfg</i>	50 14%	31 10%	61 16% <i>dg</i>	51 13%	61 11%	88 15%	49 13%	33 16%	67 19% <i>dfg</i>	27 23% <i>cdgfi</i>
Not at all	354 8%	14 8%	54 12% <i>cdfgh</i>	23 7%	19 6%	28 7%	24 6%	36 6%	32 6%	56 15% <i>acdefghj</i>	17 8%	42 12% <i>cdfgh</i>	8 6%
SUMMARY CODES													
A LOT/FAIR AMOUNT	2890 68%	120 69% <i>bi</i>	276 59%	234 67% <i>bi</i>	237 77% <i>bceijk</i>	246 65% <i>i</i>	301 76% <i>bceijk</i>	408 73% <i>beijk</i>	428 73% <i>bceijk</i>	210 58%	127 62%	222 62%	80 68%
NOT VERY MUCH/ NOT AT ALL	983 23%	41 24%	139 30% <i>cdfgh</i>	73 21%	50 16%	89 24% <i>dg</i>	75 19%	97 17%	120 21%	105 29% <i>cdfgh</i>	50 24% <i>dg</i>	109 30% <i>cdfgh</i>	34 29% <i>dfg</i>
AWARENESS	3874 91%	161 93% <i>i</i>	415 89%	307 87%	288 93% <i>cij</i>	335 89%	376 95% <i>bcegi</i>	506 90%	548 94% <i>bceij</i>	315 86%	177 87%	332 92% <i>cij</i>	115 97% <i>bcegi</i>
Don't know	394 9%	12 7%	53 11% <i>fhl</i>	45 13% <i>dfhkl</i>	22 7%	41 11% <i>fhl</i>	21 5%	53 10% <i>fl</i>	37 6%	50 14% <i>adfhlkl</i>	27 13% <i>dfhkl</i>	28 8%	3 3%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_07 How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
A lot	938	118	95	114	140	129	45	894	339	599	123	812	172	764
	22%	20%	22%	25%	30%ab	40%abcd	10%	23%f	29%i	19%	14%	24%j	14%	25%l
A fair amount	1952	240	206	232	244	146	146	1806	559	1393	338	1609	450	1501
	46%	40%	48%a	50%a	53%a	46%	34%	47%f	47%	45%	38%	48%j	38%	49%l
Not very much	630	102	69	79	52	26	92	538	143	487	187	443	217	413
	15%	17%de	16%e	17%de	11%	8%	21%g	14%	12%	16%h	21%k	13%	18%m	13%
Not at all	354	75	39	24	23	14	69	284	72	282	109	244	137	217
	8%	13%cde	9%cde	5%	5%	4%	16%g	7%	6%	9%h	12%k	7%	11%m	7%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2890	358	301	346	384	275	190	2700	898	1992	461	2422	622	2265
	68%	60%	70%a	75%a	83%abc	86%abc	44%	70%f	76%i	65%	52%	72%j	52%	74%l
NOT VERY MUCH\NOT AT ALL	983	177	109	102	75	40	161	822	215	768	296	687	354	630
	23%	30%cde	25%de	22%de	16%	12%	37%g	21%	18%	25%h	33%k	20%	30%m	21%
AWARENESS	3874	535	410	448	459	315	351	3522	1113	2761	757	3109	976	2895
	91%	89%	95%a	97%a	99%abc	98%ab	81%	92%f	94%i	90%	86%	92%j	82%	94%l
Don't know	394	65	23	14	3	6	83	311	73	321	126	265	220	171
	9%	11%bcde	5%de	3%d	1%	2%	19%g	8%	6%	10%h	14%k	8%	18%m	6%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.130_07 How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes (a)	No (b)
Unweighted Base	4268	906	3304
Weighted Base	4268	987	3226
A lot	938 22%	277 28% ^b	657 20%
A fair amount	1952 46%	458 46%	1472 46%
Not very much	630 15%	123 12%	497 15% ^a
Not at all	354 8%	95 10%	253 8%
SUMMARY CODES			
A LOT\FAIR AMOUNT	2890 68%	735 75% ^b	2129 66%
NOT VERY MUCH\ NOT AT ALL	983 23%	218 22%	750 23%
AWARENESS	3874 91%	953 97% ^b	2880 89%
Don't know	394 9%	33 3%	347 11% ^a

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.27 Property type
Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Semi Detached Property	1465	690	775	186	207	219	244	232	378	331	461	340	334
	34%	33%	36%	32%	29%	33%	33%	37% ^d	40% ^{cdef}	33%	34%	39% ^{ijl}	32%
Terrace Property	1440	709	730	221	309	266	235	178	231	265	468	310	396
	34%	34%	33%	38% ^{fgh}	43% ^{fgh}	40% ^{fgh}	32% ^h	29% ^h	24%	27%	34% ⁱ	36% ⁱ	38% ⁱ
Detached Property	800	394	407	87	62	90	150	150	261	321	262	125	92
	19%	19%	19%	15% ^d	9%	14% ^d	20% ^{cde}	24% ^{cde}	27% ^{cdef}	32% ^{ijkl}	19% ^{kl}	14% ^l	9%
Flat or Maisonette	522	276	246	81	134	78	104	53	72	78	164	78	203
	12%	13%	11%	14% ^{gh}	19% ^{cefg}	12% ^h	14% ^{gh}	9%	7%	8%	12% ^{ik}	9%	20% ^{ijk}
Other type	28	11	17	-	-	4	4	7	13	4	5	10	9
	1%	1%	1%	-	-	1%	1%	1% ^{cd}	1% ^{cd}	*	*	1% ^j	1%
Don't know	13	7	6	-	3	8	-	-	2	1	4	4	4
	*	*	*	-	*	1% ^{cfgh}	-	-	*	*	*	*	*

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.27 Property type
Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Semi Detached Property	1465	1073	166	200	-	-	1465	-	-	254	509	287	274	142	1163	302
	34%	38%bc	23%	31%b	-	-	100%deg	-	-	30%	34%i	37%i	37%i	34%	35%	33%
Terrace Property	1440	872	327	217	-	1440	-	-	-	261	465	289	253	171	1133	306
	34%	31%	45%ac	34%	-	100%dfg	-	-	-	31%	31%	37%ij	35%	41%ij	34%	34%
Detached Property	800	716	60	14	-	-	800	-	-	118	336	130	136	80	563	237
	19%	25%bc	8%c	2%	-	-	100%def	-	-	14%	23%ik	17%	19%i	19%i	17%	26%n
Flat or Maisonette	522	151	173	197	522	-	-	-	-	203	158	76	63	23	471	51
	12%	5%	24%a	31%ab	100%efg	-	-	-	-	24%jkl	11%m	10%m	9%	6%	14%o	6%
Other type	28	16	4	7	-	-	-	28	-	13	10	1	3	-	23	5
	1%	1%	1%	1%	-	-	-	100%	-	2%jklm	1%	*	*	-	1%	1%
Don't know	13	8	1	4	-	-	-	-	-	2	8	2	1	-	6	7
	*	*	*	1%	-	-	-	-	-	*	1%	*	*	-	*	1%n

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

Q.27 Property type
Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Semi Detached Property	1465 34%	87 50%bcdghij kl	173 37%cgik	94 27%	119 38%cgik	175 47%bcdghik	181 46%bcghik	127 23%	227 39%cgik	75 21%	80 39%cgik	84 23%	43 36%gik
Terrace Property	1440 34%	57 33%de	176 38%dek	161 46%abdefgh kl	62 20%	71 19%	136 34%de	211 38%dehk	184 31%de	168 46%abdefgh kl	77 38%dek	102 29%de	35 30%de
Detached Property	800 19%	25 14%g	88 19%g	79 22%afg	122 39%abcefgh ijk	93 25%abfghik	58 14%g	19 3%	112 19%g	65 18%g	36 18%g	67 19%g	37 31%abfghijk
Flat or Maisonette	522 12%	5 3%	26 6%d	19 5%	7 2%	34 9%adjl	19 5%	196 35%abcdefh ijl	57 10%abcdfjl	44 12%abcdfjl	8 4%	105 29%abdefhi jl	3 3%
Other type	28 1%	-	5 1%	-	-	2 1%	4 1%	1 *	5 1%	9 2%cdgk	1 *	1 *	-
Don't know	13 *	-	-	-	-	-	-	4 1%	1 *	4 1%bef	2 1%bef	1 *	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.27 Property type
Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Semi Detached Property	1465	172	132	168	154	93	138	1327	403	1063	335	1126	487	977
	34%	29%	30%	36%a	33%	29%	32%	35%	34%	34%	38%k	33%	41% ^m	32%
Terrace Property	1440	210	164	165	172	104	144	1295	472	968	272	1165	312	1126
	34%	35%	38%	36%	37%	33%	33%	34%	40%i	31%	31%	35% ^j	26%	37% ^l
Detached Property	800	73	53	81	102	89	60	740	187	613	150	649	305	495
	19%	12%	12%	17% ^{ab}	22% ^{ab}	28% ^{abc}	14%	19% ^f	16%	20% ^h	17%	19%	26% ^m	16%
Flat or Maisonette	522	133	79	47	35	31	82	440	119	403	113	409	76	446
	12%	22% ^{cde}	18% ^{cde}	10%	7%	10%	19% ^g	11%	10%	13% ^h	13%	12%	6%	15% ^l
Other type	28	10	4	1	-	3	9	18	3	25	12	16	15	12
	1%	2% ^{cd}	1%	*	-	1%	2% ^g	*	*	1%	1% ^k	*	1% ^m	*
Don't know	13	2	1	-	-	-	1	11	2	10	1	9	*	10
	*	*	*	-	-	-	*	*	*	*	*	*	*	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.28 Main way property is heated during winter

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Gas (central heating)	3677	1812	1865	498	623	597	639	526	794	873	1189	754	861
	86%	87%	86%	87%	87%h	90%gh	87%h	85%	83%	87%l	87%l	87%l	83%
Oil	238	106	133	30	28	27	46	36	70	57	75	44	62
	6%	5%	6%	5%	4%	4%	6%	6%	7%de	6%	5%	5%	6%
Electric (storage)	140	65	74	13	23	21	13	19	50	26	37	23	53
	3%	3%	3%	2%	3%	3%	2%	3%	5%cddefg	3%	3%	3%	5%ijk
Electric Portable heater	54	25	28	13	7	5	10	12	7	10	17	16	10
	1%	1%	1%	2%h	1%	1%	1%	2%h	1%	1%	1%	2%	1%
Electric (not storage)	45	24	21	4	13	6	5	8	9	5	17	6	17
	1%	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	2%ik
Gas (fixed heaters)	26	12	14	1	9	1	4	3	7	2	5	3	15
	1%	1%	1%	*	1%ce	*	1%	1%	1%	*	*	*	1%ijk
Solid fuel - biomass (e.g wood)	20	13	6	-	3	4	6	4	3	11	6	2	1
	*	1%	*	-	*	1%	1%	1%	*	1%l	*	*	*
Solid fuel - coal	16	7	9	2	-	1	5	6	2	6	2	3	5
	*	*	*	*	-	*	1%	1%d	*	1%	*	*	*
Solid fuel (open fire)enclosed stove) wood	7	1	6	1	-	-	2	3	1	3	2	2	-
	*	*	*	*	-	-	*	*	*	*	*	*	-
Communal or district heating	6	4	2	2	-	-	2	-	2	-	3	3	1
	*	*	*	*	-	-	*	-	*	-	*	*	*
Solid fuel (open fire)enclosed stove) - coal	3	3	-	-	-	-	1	-	1	1	-	1	1
	*	*	-	-	-	-	*	-	*	*	-	*	*
Other type of portable heater	1	-	1	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	-	-	-	*	-	-	-	*
Other	14	6	8	-	3	-	3	3	6	4	3	3	4
	*	*	*	-	*	-	*	*	1%	*	*	*	*
Don't know	23	8	14	12	6	2	-	-	2	2	9	5	6
	1%	*	1%	2%efgh	1%fg	*	-	-	*	*	1%	1%	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.28 Main way property is heated during winter

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Gas (central heating)	3677	2460	634	526	416	1294	1293	645	24	699	1266	690	655	367	2972	705
	86%	87% ^c	87% ^c	82%	80%	90% ^{dg}	88% ^{dg}	81%	86%	82%	85% ⁱ	88% ⁱ	90% ^{ij}	88% ⁱ	88% ^o	78%
Oil	238	184	20	31	4	45	90	100	-	45	86	40	37	30	118	120
	6%	6% ^b	3%	5% ^b	1%	3% ^d	6% ^{de}	12% ^{def}	-	5%	6%	5%	5%	7%	4%	13% ⁿ
Electric (storage)	140	67	33	40	60	31	30	16	2	52	52	24	6	6	97	43
	3%	2%	4% ^a	6% ^a	11% ^{efg}	2%	2%	2%	7%	6% ^{ijklm}	4% ^{lm}	3% ^l	1%	1%	3%	5% ⁿ
Electric Portable heater	54	25	16	11	10	21	15	7	1	10	21	7	12	3	49	4
	1%	1%	2% ^a	2% ^a	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1% ^o	*
Electric (not storage)	45	11	17	17	22	11	5	5	*	13	17	7	6	1	35	9
	1%	*	2% ^a	3% ^a	4% ^{efg}	1%	*	1%	1%	2% ^m	1%	1%	1%	*	1%	1%
Gas (fixed heaters)	26	16	4	3	5	10	9	1	1	7	12	1	4	2	23	3
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	*	1%	*	1%	*
Solid fuel - biomass (e.g wood)	20	18	2	-	-	7	6	7	-	3	9	4	-	3	17	3
	*	1% ^c	*	-	-	*	*	1% ^d	-	*	1%	1%	-	1% ^l	1%	*
Solid fuel - coal	16	14	1	1	-	5	6	4	-	4	7	1	2	1	11	5
	*	*	*	*	-	*	*	1%	-	1%	1%	*	*	*	*	1%
Solid fuel (open fire/enclosed stove) wood	7	7	-	-	-	-	2	5	-	5	1	-	1	-	6	1
	*	*	-	-	-	-	*	1% ^{ef}	-	1% ^j	*	-	*	-	*	*
Communal or district heating	6	1	3	3	3	-	2	1	*	5	-	-	-	1	6	-
	*	*	* ^a	* ^a	1% ^e	-	*	*	2%	1% ^{ijkl}	-	-	-	*	*	-
Solid fuel (open fire/enclosed stove) - coal	3	3	-	-	-	2	-	1	-	1	1	-	-	-	2	1
	*	*	-	-	-	*	-	*	-	*	*	-	-	-	*	*
Other type of portable heater	1	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	*	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
Other	14	10	-	4	1	4	4	6	-	5	5	1	2	-	8	6
	*	*	-	1% ^b	*	*	*	1%	-	1%	*	*	*	-	*	1% ⁿ
Don't know	23	17	3	3	2	9	4	3	-	2	7	8	5	1	14	9
	1%	1%	*	*	*	1%	*	*	-	*	*	1%	1%	*	*	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.28 Main way property is heated during winter

Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Gas (central heating)	3677 86%	164 95%dfhijkl	442 94%dfhijkl	322 92%dfijkl	258 83%ejl	357 95%dfhijkl	337 85%ejl	519 93%dfhijkl	518 88%dijl	290 79%l	154 75%l	301 84%jl	15 13%
Oil	238 6%	2 1%	4 1%	8 2%g	27 9%abceghik	4 1%	26 7%abceghi	* *	14 2%g	10 3%bg	31 15%abcdefg ik	13 4%beg	100 84%abcdefg hijk
Electric (storage)	140 3%	2 1%	5 1%	4 1%	10 3%b	9 3%	11 3%	7 1%	24 4%bcgl	33 9%abcdefg l	10 5%bcgl	25 7%abcdefg l	- -
Electric Portable heater	54 1%	1 *	5 1%	4 1%	5 2%	2 1%	7 2%	18 3%abehij	3 *	3 1%	- -	5 2%	- -
Electric (not storage)	45 1%	1 *	2 *	2 1%	- -	1 *	2 *	9 2%de	10 2%de	9 2%bdef	4 2%de	6 2%d	1 1%
Gas (fixed heaters)	26 1%	- -	1 *	5 1%h	1 *	1 *	9 2%bdeghj	3 1%	- -	2 1%	- -	5 1%h	- -
Solid fuel - biomass (e.g wood)	20 *	1 1%g	1 *	2 1%	5 2%fg	1 *	- -	- -	2 *	3 1%g	- -	2 *	2 2%fg
Solid fuel - coal	16 *	3 2%defgk	3 1%	2 1%	- -	- -	- -	- -	4 1%	2 1%	1 1%	- -	1 1%fg
Solid fuel (open fire)enclosed stove) wood	7 *	- -	- -	- -	2 1%	- -	1 *	- -	5 1%	- -	- -	- -	- -
Communal or district heating	6 *	* *	- -	- -	- -	- -	2 *	* *	2 *	- -	- -	1 *	- -
Solid fuel (open fire)enclosed stove) - coal	3 *	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	- -	- -
Other type of portable heater	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	14 *	- -	2 1%	- -	2 1%	- -	2 *	1 *	2 *	- -	3 2%ceghi	1 *	- -
Don't know	23 1%	- -	4 1%	2 1%	1 *	- -	1 *	1 *	1 *	12 3%abcdefg jk	* *	- -	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

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Q.28 Main way property is heated during winter

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Gas (central heating)	3677	475	375	390	392	289	337	3340	1047	2629	731	2939	1008	2668
	86%	79%	87% ^a	84% ^a	85% ^a	90% ^{ac}	78%	87% ^f	88% ⁱ	85%	83%	87% ^j	84%	87% ^l
Oil	238	36	28	41	39	18	31	208	69	169	50	189	80	159
	6%	6%	6%	9%	8%	5%	7%	5%	6%	5%	6%	6%	7%	5%
Electric (storage)	140	40	9	11	13	5	33	106	27	113	45	94	53	86
	3%	7% ^{bcde}	2%	2%	3%	1%	8% ^g	3%	2%	4% ^h	5% ^k	3%	4% ^m	3%
Electric Portable heater	54	15	5	5	6	3	6	48	13	41	14	39	16	36
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Electric (not storage)	45	13	5	5	4	-	12	33	10	35	16	28	12	33
	1%	2% ^e	1%	1%	1%	-	3% ^g	1%	1%	1%	2% ^k	1%	1%	1%
Gas (fixed heaters)	26	9	4	-	3	-	5	21	4	22	9	17	9	17
	1%	1% ^c	1% ^c	-	1%	-	1% ^g	1%	*	1%	1%	1%	1%	1%
Solid fuel - biomass (e.g wood)	20	3	-	4	3	2	1	19	3	16	5	15	4	16
	*	*	-	1%	1%	1%	*	1%	*	1%	1%	*	*	1%
Solid fuel - coal	16	1	2	-	3	-	3	13	2	14	4	12	2	14
	*	*	1%	-	1%	-	1%	*	*	*	*	*	*	*
Solid fuel (open fire\enclosed stove) wood	7	2	2	1	-	2	-	7	1	5	2	5	1	6
	*	*	*	*	-	*	-	*	*	*	*	*	*	*
Communal or district heating	6	2	-	1	-	-	2	4	-	6	2	4	2	5
	*	*	-	*	-	-	1% ^g	*	-	*	*	*	*	*
Solid fuel (open fire\enclosed stove) - coal	3	1	-	1	-	-	1	2	-	3	1	2	3	-
	*	*	-	*	-	-	*	*	-	*	*	*	* ^m	-
Other type of portable heater	1	-	1	-	-	-	-	1	-	1	1	-	1	-
	*	-	*	-	-	-	-	*	-	*	*	-	*	-
Other	14	4	2	1	1	3	4	10	4	11	4	10	5	10
	*	1%	*	*	*	1%	1% ^g	*	*	*	1%	*	*	*
Don't know	23	*	-	1	-	-	*	22	6	17	*	18	2	18
	1%	*	-	*	-	-	*	1%	*	1%	*	1% ^j	*	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

Q.29 Whether connected to mains gas

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Yes	3772	1853	1920	517	648	599	655	539	813	901	1209	773	890
	88%	89%	88%	90%h	91%gh	90%h	89%h	87%	85%	90%l	89%l	89%l	86%
No	482	228	254	54	60	64	82	81	142	99	149	90	144
	11%	11%	12%	9%	8%	10%	11%	13%d	15%cd ^{ef}	10%	11%	10%	14%ijk
Don't know	14	6	8	4	7	1	-	-	2	-	7	3	4
	*	*	*	1%	1%fgh	*	-	-	*	-	*	*	*

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.29 Whether connected to mains gas

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Yes	3772	2515	659	541	437	1338	1318	650	22	723	1302	708	667	371	3058	714
	88%	89% ^c	90% ^c	85%	84%	93% ^d ^f ^g	90% ^d ^g	81%	81%	85%	88%	90% ⁱ	91% ⁱ ^j	89% ⁱ	91% ^o	79%
No	482	309	70	96	81	98	144	151	5	128	179	72	60	43	294	189
	11%	11%	10%	15% ^{ab}	16% ^e ^f	7%	10% ^e	19% ^e ^f	19%	15% ^j ^k ^l	12% ^l	9%	8%	10%	9%	21% ⁿ
Don't know	14	11	2	1	4	4	3	-	-	1	5	4	3	1	8	6
	*	*	*	*	1% ^g	*	*	-	-	*	*	*	*	*	*	1%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.29 Whether connected to mains gas

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Yes	3772	164	455	336	273	355	351	537	528	294	146	318	16
	88%	94%dfijkl	97%dfhijkl	96%dfhijkl	88%ijl	94%dfhijkl	88%ijl	96%dfhijkl	90%ijl	80%ijl	71%l	89%ijl	14%
No	482	10	14	15	37	19	45	21	58	64	58	40	102
	11%	6%	3%	4%	12%abceg	5%	11%abceg	4%	10%bceg	17%abcefg k	28%abcdefg hik	11%bceg	86%abcdefg hijk
Don't know	14	-	-	-	-	2	1	1	-	8	1	1	-
	*	-	-	-	-	*	*	*	-	2%bcdgfhk	*	*	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.29 Whether connected to mains gas

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Yes	3772	508	383	399	406	298	358	3414	1063	2710	760	3005	1030	2742
	88%	85%	89%	86%	88%	93% ^{acd}	82%	89% ^f	90%	88%	86%	89% ^j	86%	89% ^l
No	482	91	49	63	56	22	76	406	119	363	122	360	166	315
	11%	15% ^e	11%	14% ^e	12% ^e	7%	18% ^g	11%	10%	12%	14% ^k	11%	14% ^m	10%
Don't know	14	1	-	-	1	-	-	14	5	9	2	9	1	9
	*	*	-	-	*	-	-	*	*	*	*	*	*	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.30 Whether use mains gas

Base: All adults whose property is connected to mains gas

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	3721	1762	1959	416	585	496	515	479	1230	704	956	781	1280
Weighted Base	3772	1853	1920	517	648	599	655	539	813	901	1209	773	890
Yes	3749	1842	1906	513	645	595	651	539	807	892	1204	772	880
	99%	99%	99%	99%	99%	99%	99%	100%	99%	99%	100%	100% ^{il}	99%
No	20	9	11	2	4	4	4	1	5	7	5	1	7
	1%	*	1%	*	1%	1%	1%	*	1%	1%	*	*	1% ^k
Don't know	4	1	3	3	-	1	-	-	-	2	-	-	2
	*	*	*	1% ^h	-	*	-	-	-	*	-	-	*

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.30 Whether use mains gas

Base: All adults whose property is connected to mains gas

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	3721	2246	595	834	480	1288	1317	600	29	908	1305	614	552	342	2987	734
Weighted Base	3772	2515	659	541	437	1338	1318	650	22**	723	1302	708	667	371	3058	714
Yes	3749	2499	653	539	433	1327	1316	643	22	717	1294	702	664	371	3036	712
	99%	99%	99%	100%	99%	99%	100%	deg	99%	99%	99%	99%	100%	100%	99%	100%
No	20	12	5	2	4	10	3	3	-	5	8	6	-	-	18	2
	1%	*	1%	*	1% ^f	1%	*	1%	-	1% ^l	1%	1% ^l	-	-	1%	*
Don't know	4	4	-	-	-	1	-	3	-	1	-	-	3	-	4	-
	*	*	-	-	-	*	-	^f	-	*	-	-	^j	-	*	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.30 Whether use mains gas

Base: All adults whose property is connected to mains gas

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	3721	169	461	353	266	370	328	481	518	272	154	333	16
Weighted Base	3772	164	455	336	273	355	351	537	528	294	146	318	16**
Yes	3749	162	450	333	273	355	350	534	526	292	146	313	15
	99%	99%	99%	99%	100%k	100%k	100%	99%	100%k	99%	100%	98%	96%
No	20	2	2	3	-	-	1	3	2	2	-	5	1
	1%	1%	*	1%	-	-	*	1%	*	1%	-	2%deh	4%
Don't know	4	-	3	-	-	-	1	-	-	-	-	-	-
	*	-	1%	-	-	-	*	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

** very small base (under 30) ineligible for sig testing

Q.30 Whether use mains gas

Base: All adults whose property is connected to mains gas

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	3721	640	392	352	318	210	546	3175	937	2784	954	2757	1399	2322
Weighted Base	3772	508	383	399	406	298	358	3414	1063	2710	760	3005	1030	2742
Yes	3749	501	382	398	402	298	355	3394	1058	2690	756	2986	1026	2723
	99%	99%	99%	100%	99%	100%	99%	99%	100%	99%	99%	99%	100%	99%
No	20	7	2	1	3	-	4	16	3	16	4	16	4	15
	1%	1%	1%	*	1%	-	1%	*	*	1%	1%	1%	*	1%
Don't know	4	-	-	-	-	-	-	4	1	3	-	3	-	4
	*	-	-	-	-	-	-	*	*	*	-	*	-	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.31 Whether any pensioners living in household

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Yes	1196	553	643	26	30	30	40	147	924	269	323	224	381
	28%	27%	29% ^a	5%	4%	4%	5%	24% ^{cdef}	97% ^{cdefg}	27%	24%	26%	37% ^{ijk}
No	3066	1533	1533	547	684	634	697	474	31	729	1040	642	655
	72%	73% ^b	70%	95% ^{gh}	96% ^{gh}	95% ^{gh}	95% ^{gh}	76% ^h	3%	73% ^l	76% ^l	74% ^l	63%
Don't know	5	*	5	2	1	1	-	-	1	2	1	1	1
	*	*	*	*	*	*	-	-	*	*	*	*	*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.31 Whether any pensioners living in household

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Yes	1196	993	46	147	76	312	487	305	15	414	583	102	44	53	910	287
	28%	35%bc	6%	23%b	15%	22%d	33%de	38%def	56%	49%jkl m	39%klm	13%l	6%	13%l	27%	32%n
No	3066	1836	685	492	446	1126	977	495	12	437	901	682	683	363	2447	619
	72%	65%	94%ac	77%a	85%efg	78%fg	67%g	62%	44%	51%	61%i	87%ij	94%ijk m	87%ij	73%o	68%
Don't know	5	5	-	-	-	2	1	-	-	1	1	-	3	-	3	3
	*	*	-	-	-	*	*	-	-	*	*	-	*	-	*	*
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.31 Whether any pensioners living in household

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Yes	1196 28%	49 28%g	154 33%fg	101 29%g	92 30%g	135 36%cfgk	103 26%g	91 16%	174 30%g	106 29%g	60 29%g	100 28%g	31 26%g
No	3066 72%	125 72%	314 67%	251 71%e	216 70%	240 64%	294 74%be	468 84%abcdefh ijkl	412 70%	256 70%	145 71%	259 72%e	87 74%
Don't know	5 *	-	-	-	2 1%	-	-	-	-	4 1%bgh	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.31 Whether any pensioners living in household

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Yes	1196	232	122	92	60	31	305	891	49	1147	463	729	1196	-
	28%	39%bcde	28%cde	20%de	13%	10%	70%g	23%	4%	37%h	52%k	22%	100%m	-
No	3066	366	311	371	403	290	130	2937	1134	1932	420	2642	-	3066
	72%	61%	72%a	80%ab	87%abc	90%abc	30%	77%f	96%i	63%	48%	78%j	-	100%l
Don't know	5	2	-	-	-	-	-	5	3	3	-	3	-	-
	*	*	-	-	-	-	-	*	*	*	-	*	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.32 Whether any one in household has a long-standing illness, disability or infirmity

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Yes	883 21%	387 19%	496 23% ^a	37 6%	57 8%	83 13% ^{cd}	152 21% ^{cde}	178 29% ^{cdef}	376 39% ^{cdefg}	163 16%	206 15%	153 18%	360 35% ^{ijk}
No	3374 79%	1693 81% ^b	1680 77%	537 93% ^{efgh}	658 92% ^{efgh}	579 87% ^{fgh}	583 79% ^{gh}	442 71% ^h	575 60%	837 84% ⁱ	1155 85% ^l	712 82% ^l	670 65%
Don't know	5 *	2 *	3 *	1 *	- -	3 *	- -	- -	1 *	- -	3 *	- -	2 *
Refused	6 *	5 *	2 *	- -	- -	- -	2 *	1 *	4 *	- -	1 *	1 *	5 * ^{ij}

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.32 Whether any one in household has a long-standing illness, disability or infirmity

Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)	
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Yes	883	540	95	242	113	272	335	150	12	269	343	116	88	68	707	176
	21%	19% ^b	13%	38% ^{ab}	22%	19%	23% ^{eg}	19%	43%	32% ^{ijkl}	23% ^{klm}	15%	12%	16%	21%	19%
No	3374	2285	635	395	409	1165	1126	649	16	582	1139	666	639	347	2647	726
	79%	81% ^c	87% ^{ac}	62%	78%	81% ^f	77%	81% ^f	57%	68%	77% ⁱ	85% ^{ij}	88% ^{ij}	83% ^{ij}	79%	80%
Don't know	5	5	-	-	-	1	-	1	-	1	1	-	2	-	1	4
	*	*	-	-	-	*	-	*	-	*	*	-	*	-	*	* ⁿ
Refused	6	4	-	2	*	1	5	-	-	1	3	1	1	1	5	2
	*	*	-	*	*	*	*	-	-	*	*	*	*	*	*	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.32 Whether any one in household has a long-standing illness, disability or infirmity

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Yes	883 21%	41 24%g	114 24%gi	69 20%g	64 21%g	103 27%cfgil	73 18%g	66 12%	129 22%g	63 17%g	60 29%cdtghil	82 23%g	19 16%
No	3374 79%	132 76%	353 75%	282 80%ej	246 79%j	272 72%	324 82%bej	493 88%abcdefh ijk	454 78%	298 82%bej	145 71%	276 77%	99 84%ej
Don't know	5 *	- *	1 *	- *	- *	- *	- *	- *	1 *	3 1%	- *	- *	- *
Refused	6 *	1 *	1 *	- *	* *	1 *	1 *	- *	1 *	1 *	- *	1 *	- *

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.32 Whether any one in household has a long-standing illness, disability or infirmity

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Yes	883	209	90	82	50	34	268	615	138	745	883	-	463	420
	21%	35%bcde	21%de	18%de	11%	11%	62%g	16%	12%	24%h	100%k	-	39%m	14%
No	3374	391	343	380	411	287	166	3208	1045	2329	-	3374	729	2642
	79%	65%	79%a	82%a	89%abc	89%abc	38%	84%f	88%i	76%	-	100%j	61%	86%l
Don't know	5	-	-	-	1	-	-	5	2	3	-	-	-	2
	*	-	-	-	*	-	-	*	*	*	-	-	-	*
Refused	6	1	-	-	-	-	1	6	1	6	-	-	4	2
	*	*	-	-	-	-	*	*	*	*	-	-	*m	*

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33 Gross household income
Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
Under £2,500	107 3%	42 2%	65 3%	20 3%	21 3%	11 2%	17 2%	18 3%	20 2%	7 1%	47 3%ik	11 1%	42 4%ik
£2,500 - £4,999	67 2%	32 2%	35 2%	11 2%h	13 2%h	18 3%h	11 2%h	11 2%h	3 *	8 1%	26 2%k	6 1%	27 3%ik
£5,000 - £9,999	162 4%	70 3%	92 4%	7 1%	15 2%	17 2%	31 4%cd	24 4%c	69 7%cddefg	8 1%	28 2%i	13 1%	112 11%ijk
£10,000 - £15,999	264 6%	118 6%	145 7%	21 4%	35 5%	22 3%	34 5%	41 7%ce	111 12%cddefg	25 3%	57 4%	62 7%ij	120 12%ijk
£16,000 - £19,999	201 5%	97 5%	105 5%	15 3%	32 4%	35 5%c	39 5%c	25 4%	55 6%c	25 2%	56 4%	57 7%ij	63 6%ij
£20,000 - £24,999	232 5%	121 6%	111 5%	28 5%	42 6%	33 5%	39 5%	39 6%	51 5%	41 4%	82 6%l	67 8%il	42 4%
£25,000 - £29,999	227 5%	117 6%	110 5%	25 4%	40 6%	42 6%	44 6%	31 5%	46 5%	51 5%	80 6%l	59 7%l	37 4%
£30,000 - £34,999	235 6%	124 6%	111 5%	17 3%	48 7%ch	57 9%ch	47 6%ch	42 7%ch	24 3%	76 8%l	80 6%l	60 7%l	20 2%
£35,000 - £39,999	152 4%	82 4%	70 3%	18 3%	35 5%h	30 4%h	23 3%	28 4%h	18 2%	47 5%l	53 4%l	37 4%l	14 1%
£40,000 - £44,999	173 4%	86 4%	87 4%	9 1%	42 6%cgh	46 7%cgh	50 7%cgh	18 3%h	9 1%	64 6%l	62 5%l	36 4%l	11 1%
£45,000 - £49,999	138 3%	77 4%	61 3%	8 1%	33 5%ch	35 5%ch	32 4%ch	22 4%ch	7 1%	36 4%l	79 6%ikl	20 2%l	3 *
£50,000 or more	320 8%	201 10%b	119 5%	23 4%h	69 10%ch	76 11%ch	81 11%ch	53 9%ch	19 2%	169 17%jkl	118 9%kl	27 3%l	6 1%
SUMMARY CODE													
LESS THAN £16,000	600 14%	263 13%	337 15%a	59 10%	84 12%	68 10%	93 13%	93 15%ce	203 21%cddefg	49 5%	158 12%i	91 11%i	301 29%ijk
Don't know	837 20%	364 17%	473 22%a	260 45%defgh	123 17%ef	81 12%	86 12%	97 16%	191 20%efg	144 14%	250 18%i	187 22%i	257 25%ij
Refused	1152 27%	554 27%	598 27%	113 20%	166 23%	164 25%	203 28%c	173 28%c	333 35%cddefg	299 30%j	346 25%	226 26%	281 27%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33 Gross household income
Base: All Adults in UK

	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
Under £2,500	107	51	28	28	28	39	21	18	2	31	32	12	19	14	99	8
	3%	2%	4%a	4%a	5%efg	3%f	1%	2%	7%	4%jk	2%	1%	3%	3%	3%o	1%
£2,500 - £4,999	67	25	17	23	21	19	17	8	1	21	15	16	10	4	59	8
	2%	1%	2%a	4%a	4%efg	1%	1%	1%	2%	3%j	1%	2%	1%	1%	2%	1%
£5,000 - £9,999	162	69	25	68	35	57	54	12	4	97	44	11	6	4	121	41
	4%	2%	3%	11%ab	7%efg	4%g	4%g	2%	15%	11%jklm	3%klm	1%	1%	1%	4%	5%
£10,000 - £15,999	264	135	48	80	50	95	80	35	3	118	76	36	18	16	195	69
	6%	5%	7%	13%ab	10%efg	7%g	5%	4%	12%	14%jklm	5%l	5%	2%	4%	6%	8%
£16,000 - £19,999	201	108	47	45	48	75	52	24	2	64	69	27	23	19	160	41
	5%	4%	6%a	7%a	9%efg	5%fg	4%	3%	6%	8%jkl	5%	3%	3%	4%	5%	5%
£20,000 - £24,999	232	158	45	28	31	89	79	29	3	45	96	39	30	21	185	47
	5%	6%	6%	4%	6%	6%g	5%	4%	9%	5%	6%l	5%	4%	5%	6%	5%
£25,000 - £29,999	227	140	57	29	27	80	78	42	-	31	93	52	29	22	173	54
	5%	5%	8%ac	4%	5%	6%	5%	5%	-	4%	6%i	7%il	4%	5%	5%	6%
£30,000 - £34,999	235	176	37	19	20	85	90	39	1	22	79	59	46	28	187	48
	6%	6%c	5%c	3%	4%	6%	6%	5%	5%	3%	5%i	8%i	6%i	7%i	6%	5%
£35,000 - £39,999	152	107	30	11	13	48	52	39	-	20	54	21	39	18	120	31
	4%	4%c	4%c	2%	3%	3%	4%	5%d	-	2%	4%	3%	5%ik	4%	4%	3%
£40,000 - £44,999	173	130	35	7	13	69	63	29	-	13	63	33	42	21	145	28
	4%	5%c	5%c	1%	2%	5%d	4%	4%	-	2%	4%i	4%i	6%i	5%i	4%	3%
£45,000 - £49,999	138	108	21	9	9	56	40	34	-	7	48	25	44	14	107	30
	3%	4%c	3%c	1%	2%	4%d	3%	4%d	-	1%	3%i	3%i	6%ijk	3%i	3%	3%
£50,000 or more	320	276	38	4	31	104	93	89	3	19	133	77	64	27	260	61
	8%	10%bc	5%c	1%	6%	7%	6%	11%def	11%	2%	9%i	10%i	9%i	6%i	8%	7%
SUMMARY CODE																
LESS THAN £16,000	600	281	118	198	133	210	172	73	10	267	168	74	52	39	474	126
	14%	10%	16%a	31%ab	26%efg	15%fg	12%	9%	36%	31%jkl	11%l	9%	7%	9%	14%	14%
Don't know	837	544	129	140	80	282	312	152	6	130	241	195	169	103	638	200
	20%	19%	18%	22%b	15%	20%d	21%d	19%	22%	15%	16%	25%ij	23%ij	25%ij	19%	22%
Refused	1152	804	173	149	118	343	434	250	3	235	440	181	191	105	911	242
	27%	28%bc	24%	23%	23%	24%	30%de	31%de	12%	28%	30%k	23%	26%	25%	27%	27%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33 Gross household income
Base: All Adults in UK

	Total	GOVERNMENT OFFICE REGION											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
Under £2,500	107 3%	1 1%	11 2%hi	2 1%	4 1%	20 5%abcdhijk	17 4%acdhi	33 6%abcdhijk	3 1%	1 *	3 1%	7 2%i	5 5%achi
£2,500 - £4,999	67 2%	1 1%	8 2%	6 2%	6 2%	5 1%	6 2%	17 3%hi	4 1%	3 1%	3 1%	6 2%	2 2%
£5,000 - £9,999	162 4%	3 2%	20 4%	9 3%	13 4%	18 5%	19 5%	16 3%	24 4%	11 3%	4 2%	16 4%	9 7%acgj
£10,000 - £15,999	264 6%	7 4%	36 8%g	24 7%g	23 8%g	26 7%g	18 4%	17 3%	35 6%g	27 7%g	11 6%	27 7%g	13 11%afg
£16,000 - £19,999	201 5%	5 3%	26 6%f	22 6%f	12 4%	15 4%	10 3%	23 4%	35 6%f	23 6%f	6 3%	18 5%	6 5%
£20,000 - £24,999	232 5%	5 3%	47 10%aefghik	22 6%	19 6%	18 5%	15 4%	24 4%	26 4%	16 4%	13 6%	19 5%	9 8%
£25,000 - £29,999	227 5%	6 4%	28 6%	22 6%e	21 7%ei	11 3%	24 6%	26 5%	34 6%	11 3%	20 10%aegik	14 4%	9 7%e
£30,000 - £34,999	235 6%	14 8%df	26 6%f	15 4%	8 3%	19 5%f	9 2%	28 5%f	44 7%df	16 4%	12 6%f	28 8%df	17 14%bcdefghijk
£35,000 - £39,999	152 4%	1 1%	16 3%	13 4%	17 6%aik	12 3%	14 4%	21 4%	25 4%ak	7 2%	10 5%ak	6 2%	9 8%aik
£40,000 - £44,999	173 4%	3 2%	13 3%	11 3%	9 3%	14 4%	10 3%	31 5%b	35 6%abf	15 4%	5 2%	12 3%	14 12%bcdefghijk
£45,000 - £49,999	138 3%	2 1%	12 3%	9 2%	14 5%	9 2%	14 3%	23 4%	25 4%	12 3%	8 4%	8 2%	3 3%
£50,000 or more	320 8%	10 6%	17 4%	30 8%bjl	19 6%	23 6%	56 14%abcdeghijkl	53 10%bjl	55 9%bjl	22 6%	7 3%	25 7%b	3 2%
SUMMARY CODE													
LESS THAN £16,000	600 14%	12 7%	75 16%ah	42 12%	46 15%a	69 18%achij	60 15%a	82 15%a	66 11%	42 11%	21 10%	55 15%a	29 24%abcdefghijk
Don't know	837 20%	47 27%bcdghkl	80 17%l	64 18%l	53 17%l	94 25%bcdghkl	87 22%hkl	95 17%l	91 16%l	107 29%bcdefghkl	60 29%bcdghkl	54 15%l	6 5%
Refused	1152 27%	67 39%bcdefghijl	127 27%l	103 29%l	90 29%l	92 24%l	98 25%l	154 27%l	150 26%l	95 26%l	44 21%l	119 33%efhijl	14 12%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

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BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33 Gross household income

Base: All Adults in UK

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
Under £2,500	107	107	-	-	-	-	42	65	32	75	24	83	27	78
	3%	18%bcde	-	-	-	-	10%g	2%	3%	2%	3%	2%	2%	3%
£2,500 - £4,999	67	67	-	-	-	-	19	47	26	41	14	53	11	56
	2%	11%bcde	-	-	-	-	4%g	1%	2%	1%	2%	2%	1%	2%l
£5,000 - £9,999	162	162	-	-	-	-	112	51	29	133	72	89	72	90
	4%	27%bcde	-	-	-	-	26%g	1%	2%	4%h	8%k	3%	6%m	3%
£10,000 - £15,999	264	264	-	-	-	-	164	100	52	212	99	165	121	142
	6%	44%bcde	-	-	-	-	38%g	3%	4%	7%h	11%k	5%	10%m	5%
£16,000 - £19,999	201	-	201	-	-	-	-	201	64	137	47	154	60	141
	5%	-	46%acde	-	-	-	-	5%f	5%	4%	5%	5%	5%	5%
£20,000 - £24,999	232	-	232	-	-	-	-	232	68	164	43	189	62	170
	5%	-	54%acde	-	-	-	-	6%f	6%	5%	5%	6%	5%	6%
£25,000 - £29,999	227	-	-	227	-	-	-	227	63	164	45	183	50	177
	5%	-	-	49%abde	-	-	-	6%f	5%	5%	5%	5%	4%	6%l
£30,000 - £34,999	235	-	-	235	-	-	-	235	89	146	38	197	41	194
	6%	-	-	51%abde	-	-	-	6%f	7%i	5%	4%	6%	3%	6%l
£35,000 - £39,999	152	-	-	-	152	-	-	152	48	104	26	126	29	122
	4%	-	-	-	33%abce	-	-	4%f	4%	3%	3%	4%	2%	4%l
£40,000 - £44,999	173	-	-	-	173	-	-	173	69	104	12	161	20	153
	4%	-	-	-	37%abce	-	-	5%f	6%i	3%	1%	5%j	2%	5%l
£45,000 - £49,999	138	-	-	-	138	-	-	138	53	85	13	124	11	127
	3%	-	-	-	30%abce	-	-	4%f	4%i	3%	1%	4%j	1%	4%l
£50,000 or more	320	-	-	-	-	320	-	320	105	216	34	287	31	290
	8%	-	-	-	-	100%abcd	-	8%f	9%	7%	4%	8%j	3%	9%l
SUMMARY CODE														
LESS THAN £16,000	600	600	-	-	-	-	337	262	139	460	209	391	232	366
	14%	100%bcde	-	-	-	-	78%g	7%	12%	15%h	24%k	12%	19%m	12%
Don't know	837	-	-	-	-	-	97	740	209	629	191	644	252	583
	20%	-	-	-	-	-	22%	19%	18%	20%	22%	19%	21%	19%
Refused	1152	-	-	-	-	-	-	1152	279	873	227	918	408	743
	27%	-	-	-	-	-	-	30%f	24%	28%h	26%	27%	34%m	24%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.34 Gross household income (Banded)

Base: All adults who do not know their total household income before tax

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	864	368	496	210	121	73	71	91	298	110	201	189	364
Weighted Base	837	364	473	260	123	81*	86*	97*	191	144	250	187	257
More than £16,000 per year	486	215	271	160	86	43	58	59	81	113	175	117	81
	58%	59%	57%	61%h	70%eh	54%	67%h	61%h	42%	79%kl	70%l	63%l	31%
Less than £16,000 per year	146	56	91	19	15	13	15	25	60	6	20	20	100
	17%	15%	19%	7%	12%	17%c	17%c	25%cd	32%cdef	4%	8%	11%	39%ijk
Don't know	178	83	95	76	18	23	7	12	41	21	46	40	71
	21%	23%	20%	29%dfg	15%	28%dfg	9%	12%	22%f	15%	18%	22%	28%ij
Refused	26	10	17	5	4	1	6	1	8	4	9	9	5
	3%	3%	4%	2%	4%	1%	7%	1%	4%	3%	3%	5%	2%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

* small base

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.34 Gross household income (Banded)

Base: All adults who do not know their total household income before tax

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	864	503	122	219	91	292	327	139	9	181	269	174	143	97	643	221
Weighted Base	837	544	129	140	80*	282	312	152	6**	130	241	195	169	103*	638	200
More than £16,000 per year	486 58%	347 64% ^c	75 58% ^c	52 37%	41 52%	147 52%	193 62% ^{ee}	102 67% ^{de}	3 48%	40 31%	135 56% ⁱ	130 67% ^{ij}	118 70% ^{ij}	65 63% ⁱ	370 58%	117 58%
Less than £16,000 per year	146 17%	67 12%	20 16%	56 40% ^{ab}	17 22%	63 22% ^{fg}	45 15%	19 12%	1 11%	58 44% ^{ijkl}	47 19% ^{klm}	23 12%	10 6%	9 9%	107 17%	39 20%
Don't know	178 21%	113 21%	30 23%	28 20%	19 24%	66 23% ^g	65 21%	22 14%	2 41%	24 18%	55 23%	36 19%	34 20%	28 28%	141 22%	38 19%
Refused	26 3%	17 3%	3 3%	4 3%	2 2%	6 2%	9 3%	9 6%	-	9 7% ^{jm}	4 2%	6 3%	7 4%	1 1%	20 3%	6 3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.34 Gross household income (Banded)

Base: All adults who do not know their total household income before tax

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	864	51	88	69	53	94	93	85	93	111	64	56	7
Weighted Base	837	47*	80*	64*	53*	94*	87*	95*	91*	107*	60*	54*	6**
More than £16,000 per year	486 58%	37 79%bcfghjk	34 43%	29 46%	34 64%bg	61 65%bcg	50 58%	42 44%	56 62%bg	74 69%bcg	32 53%	32 60%	5 77%
Less than £16,000 per year	146 17%	5 10%	18 22%	22 34%adefghi	8 15%	15 16%	15 17%	10 11%	14 16%	18 17%	11 19%	10 18%	1 10%
Don't know	178 21%	4 9%	27 34%aeih	13 20%	11 21%	14 15%	18 21%	37 39%acdefhi k	13 14%	14 13%	15 25%a	11 21%	1 13%
Refused	26 3%	1 2%	1 1%	- -	- -	4 4%	4 4%	6 6%	8 9%bcdi	1 1%	1 3%	1 1%	- -

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l

* small base; ** very small base (under 30) ineligible for sig testing

Q.34 Gross household income (Banded)

Base: All adults who do not know their total household income before tax

	Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD	
		Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	864	-	-	-	-	-	157	707	192	672	248	613	346	515
Weighted Base	837	**	**	**	**	**	97	740	209	629	191	644	252	583
More than £16,000 per year	486	-	-	-	-	-	-	486	145	341	88	399	115	371
58%		-	-	-	-	-	-	66% ^f	70% ⁱ	54%	46%	62% ^j	46%	64% ^l
Less than £16,000 per year	146	-	-	-	-	-	97	49	19	127	60	86	73	73
17%		-	-	-	-	-	100% ^g	7%	9%	20% ^h	31% ^k	13%	29% ^m	12%
Don't know	178	-	-	-	-	-	-	178	39	139	40	136	54	122
21%		-	-	-	-	-	-	24% ^f	19%	22%	21%	21%	21%	21%
Refused	26	-	-	-	-	-	-	26	5	22	3	23	10	17
3%		-	-	-	-	-	-	4% ^f	2%	3%	2%	4%	4%	3%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33/Q.34 Gross household income (Banded) - Total

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)
Unweighted Base	4268	2019	2249	466	650	551	584	557	1460	786	1086	886	1510
Weighted Base	4268	2087	2181	575	715	665	737	620	956	1000	1364	866	1037
More than £16,000 per year	2165	1121	1044	303	427	396	413	316	310	622	786	480	278
	51%	54% ^b	48%	53% ^h	60% ^{cgh}	60% ^{cgh}	56% ^h	51% ^h	32%	62% ^{kl}	58% ^l	55% ^l	27%
Less than £16,000 per year	746	319	427	78	99	81	108	118	263	55	178	111	402
	17%	15%	20% ^a	14%	14%	12%	15%	19% ^{cde}	28% ^{cdefg}	5%	13% ⁱ	13% ⁱ	39% ^{ijk}
Don't know	178	83	95	76	18	23	7	12	41	21	46	40	71
	4%	4%	4%	13% ^{defgh}	3%	3% ^f	1%	2%	4% ^{fg}	2%	3%	5% ⁱ	7% ^{ijk}
Refused	1179	564	615	118	171	165	209	174	342	303	355	235	286
	28%	27%	28%	20%	24%	25%	28% ^c	28% ^c	36% ^{cdefg}	30%	26%	27%	28%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33/Q.34 Gross household income (Banded) - Total

Base: All Adults in UK

	Total	TENURE			Q.27 PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Owner occupier (a)	Private renter (b)	Social renter (c)	Flat or maisonette (d)	Terrace property (e)	Semi detached property (f)	Detached property (g)	Other (h)	1 (i)	2 (j)	3 (k)	4 (l)	5+ (m)	Urban (n)	Rural (o)
Unweighted Base	4268	2558	665	994	588	1403	1483	745	36	1093	1506	683	606	380	3302	966
Weighted Base	4268	2835	731	639	522	1440	1465	800	28**	853	1486	784	730	416	3360	908
More than £16,000 per year	2165 51%	1553 55% ^c	385 53% ^c	204 32%	233 45%	753 52% ^d	740 50% ^d	427 53% ^d	11 41%	260 31%	771 52% ⁱ	463 59% ^{ij}	435 60% ^{ij}	234 56% ⁱ	1707 51%	458 50%
Less than £16,000 per year	746 17%	348 12%	139 19% ^a	254 40% ^{ab}	151 29% ^{efg}	272 19% ^{fg}	217 15% ^g	92 11%	11 38%	325 38% ^{ijkl}	215 14% ^l	96 12% ^l	62 9%	48 11%	581 17%	165 18%
Don't know	178 4%	113 4%	30 4%	28 4%	19 4%	66 5%	65 4%	22 3%	2 9%	24 3%	55 4%	36 5%	34 5%	28 7% ^{ij}	141 4%	38 4%
Refused	1179 28%	821 29% ^{bc}	177 24%	153 24%	120 23%	349 24%	443 30% ^{de}	260 32% ^{de}	3 12%	243 29% ^k	444 30% ^k	188 24%	199 27%	105 25%	931 28%	248 27%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h - i/j/k/l/m - n/o

* small base; ** very small base (under 30) ineligible for sig testing

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33/Q.34 Gross household income (Banded) - Total

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	4268	179	475	368	309	393	384	504	576	355	216	379	130
Weighted Base	4268	173	468	352	310	376	397	559	585	365	205	359	118
More than £16,000 per year	2165 51%	84 48%	220 47%	172 49%	154 50%	181 48%	202 51%	270 48%	335 57%bcdegk	196 54%k	112 55%k	164 46%	74 63%abcdefgk
Less than £16,000 per year	746 17%	17 10%	93 20%ah	64 18%a	54 18%a	84 22%agh	75 19%ah	92 17%a	80 14%	60 16%	32 16%	65 18%a	29 25%aghi
Don't know	178 4%	4 3%	27 6%hl	13 4%	11 4%	14 4%	18 5%	37 7%hkl	13 2%	14 4%	15 7%hkl	11 3%	1 1%
Refused	1179 28%	68 39%bcdefgh ijl	128 27%l	103 29%l	90 29%l	96 25%l	102 26%l	159 29%l	158 27%l	96 26%l	45 22%l	120 33%efhjl	14 12%

BEIS Public Attitudes Tracker - Wave 26 (July 2018) (QS0718 - 310528/310628)

Q.33/Q.34 Gross household income (Banded) - Total

Base: All Adults in UK

Total	Q.33 HOUSEHOLD INCOME					Q.33/Q34 LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16) IN HOUSEHOLD		Q.32 ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD.		Q.31 PENSIONERS LIVING IN THE HOUSEHOLD		
	Up to £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000+ (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4268	770	450	410	365	226	670	3598	1048	3220	1124	3129	1639	2624
Weighted Base	4268	600	433	462	463	320	435	3833	1186	3082	883	3374	1196	3066
More than £16,000 per year	2165	-	433	462	463	320	-	2165	704	1461	344	1820	419	1745
51%		-	100%a	100%a	100%a	100%a	-	56%f	59%i	47%	39%	54%j	35%	57%l
Less than £16,000 per year	746	600	-	-	-	-	435	311	159	587	268	477	305	439
17%		100%bcde	-	-	-	-	100%g	8%	13%	19%h	30%k	14%	25%m	14%
Don't know	178	-	-	-	-	-	-	178	39	139	40	136	54	122
4%		-	-	-	-	-	-	5%f	3%	5%	5%	4%	4%	4%
Refused	1179	-	-	-	-	-	-	1179	284	895	231	941	418	760
28%		-	-	-	-	-	-	31%f	24%	29%h	26%	28%	35%m	25%

Fieldwork : 11/07/2018 - 17/07/2018 (Week 28)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g - h/i - j/k - l/m

* small base