

	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	
●	6	2	Q.15A Awareness/knowledge of 'fracking'	Base: All Adults in UK	
●	11	3	Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?	Base: All Adults in UK	
●	18	4	Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?	Base: All who support using shale gas	
●	24	5	Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?	Base: All who don't support using shale gas	
●	34	6	Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?	Base: All who neither support nor oppose or have no opinion of using shale gas	
●	39	7	Q.80 Knowledge before today about the Government promotion of 'Clean Growth'	Base: All Adults in UK	
●	44	8	Q.90 Products or services have taken out in the last 12 months	Base: All Adults in UK	
●	49	9	Q.91 Products or services have personally shopped around for in the last 12 months	Base: All Adults in UK	
	55	10	Q.92 Ways shopped around for - SUMMARY	Base: All who have personally shopped round for products or services in the last 12 months	
●	56	11	Q.92_01 Ways shopped around for - Energy (gas\electricity)	Base: All who have personally shopped around for energy suppliers in the past 12 months	
	61	12	Q.93 Reasons why have taken out without shopping around? - SUMMARY	Base: All who have purchased a product without shopping around in the last 12 months	
●	63	13	Q.93_01 Reasons why have taken out without shopping around? - Energy (gas\electricity)	Base: All who have purchased a product without shopping around in the last 12 months	
●	71	14	Q.94 Whether switched provider or contract for any products or services since June 2018	Base: All Adults in UK	
	76	15	Q.96 Reasons for not switching provider or contract for in the last 12 months - SUMMARY	Base: All who have not switched product or service provider in the past 12 months, and are responsible for purchasing this	

	Page	Table	Title	Base Description	Base
●	77	16	Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas\electricity)	Base: All who have not switched energy suppliers in the past 12 months, and are responsible for purchasing this	
	81	17	Q.97 How easy or difficult found it to exit the previous contract - SUMMARY	Base: All who have switched in the last 12 months	
	82	18	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	
	83	19	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	
●	84	20	Q.110 Whether bought anything online from different types of website in the last 12 months	Base: All Adults in UK	
●	89	21	Q.111 Online services have used in the last 12 months	Base: All Adults in UK	
	94	22	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	
●	95	23	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	
●	100	24	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	
●	105	25	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	
●	110	26	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	
●	115	27	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	
●	120	28	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	
●	125	29	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	

	Page	Table	Title	Base Description	Base
●	130	30	Q.116 Awareness of consumer dispute resolution services before today	Base: All Adults in UK	
	134	31	Q.117 Whether statements true or false about ombudsman services - SUMMARY	Base: All aware of consumer dispute resolution services	
●	135	32	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	
●	139	33	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	
●	143	34	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	
●	147	35	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	
●	151	36	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	
●	155	37	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	
●	159	38	Q.117_DV Whether respondent answered all six statements correctly	Base: All aware of consumer dispute resolution services	
●	163	39	Q.120 Whether experienced a problem with any providers since June 2018	Base: All Adults in UK	
	173	40	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	
	174	41	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	
	175	42	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	

	Page	Table	Title	Base Description	Base
	176	43	Q.124 Reasons didn't use an ombudsman or another dispute resolution service for your problem - SUMMARY resolution service	Base: All who contacted someone other than the provider about the problem or who did not resolve the problem with the provider and did not contact an ombudsman or other dispute	
	177	44	Q.130 How much trust to give impartial information - SUMMARY	Base: All Adults in UK	
●	178	45	Q.130_01 How much trust to give impartial information - Ofgem	Base: All Adults in UK	
●	183	46	Q.130_02 How much trust to give impartial information - Energy suppliers	Base: All Adults in UK	
●	188	47	Q.130_03 How much trust to give impartial information - Price comparison websites	Base: All Adults in UK	
●	193	48	Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert	Base: All Adults in UK	
●	198	49	Q.130_05 How much trust to give impartial information - Citizens Advice	Base: All Adults in UK	
●	203	50	Q.130_06 How much trust to give impartial information - Trading standards	Base: All Adults in UK	
●	208	51	Q.130_07 How much trust to give impartial information - Government websites	Base: All Adults in UK	
●	213	52	Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?	Base: All Adults in UK	
●	218	53	Q.211 Which of these statements best describes your level of interest in artificial intelligence?	Base: All Adults in UK	
●	224	54	Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?	Base: All Adults in UK	
	229	55	Q.213 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Summary table	Base: All Adults in UK	
●	230	56	Q.213_01 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Computer applications that can recognise speech and answer questions	Base: All Adults in UK	

	Page	Table	Title	Base Description	Base
●	234	57	Q.213_02 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Facial recognition applications which can recognise images	Base: All Adults in UK	4231
●	238	58	Q.213_03 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Computer applications that target advertising based on web browsing	Base: All Adults in UK	4231
●	242	59	Q.213_04 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Computer applications which help diagnose patients by analysing medical symptoms and records	Base: All Adults in UK	4231
●	246	60	Q.213_05 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Computer applications that review CVs and help employers decide who to interview	Base: All Adults in UK	4231
●	250	61	Q.213_DV1 Whether know at least a little about 3 or more applications of AI	Base: All Adults in UK	4231
●	254	62	Q.213_DV2 Whether know at least a little about all five applications of AI	Base: All Adults in UK	4231
	258	63	Q.214 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Summary table	Base: All Adults in UK	4231
●	259	64	Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Computer applications that can recognise speech and answer questions	Base: All Adults in UK	4231
●	265	65	Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Facial recognition applications which can recognise images	Base: All Adults in UK	4231
●	271	66	Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Computer applications that target advertising based on web browsing	Base: All Adults in UK	4231
●	277	67	Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Computer applications which help diagnose patients by analysing medical symptoms and records	Base: All Adults in UK	4231

	Page	Table	Title	Base Description	Base
●	283	68	Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Computer applications that review CVs and help employers decide who to interview	Base: All Adults in UK	4231
●	289	69	Q.214_DV1 Whether support all five applications of AI	Base: All Adults in UK	4231
●	295	70	Q.214_DV2 Whether oppose all five applications of AI	Base: All Adults in UK	4231
●	301	71	Q.27 Property type	Base: All Adults in UK	4231
●	305	72	Q.28 Main way property is heated during winter	Base: All Adults in UK	4231
●	309	73	Q.29 Whether connected to mains gas	Base: All Adults in UK	4231
●	313	74	Q.30 Whether use mains gas	Base: All adults whose property is connected to mains gas	3741
●	317	75	Q.31 Whether any pensioners living in household	Base: All Adults in UK	4231
●	321	76	Q.32 Whether any one in household has a long-standing illness, disability or infirmity	Base: All Adults in UK	4231
●	325	77	Q.33 Gross household income	Base: All Adults in UK	4231
●	329	78	Q.33/Q.33_1 Gross household income	Base: All Adults in UK	4231
●	333	79	Q.34_1 Gross household income (2)	Base: All adults who do not know their total household income before tax	383
●	337	80	Q.33\Q.34 Gross household income (Banded) - Total	Base: All Adults in UK	4231
●	341	81	Q. TENURE	Base: All Adults in UK	4231

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	1376	741	635	206	252	212	247	191	268	438	497	223	218
	33%	36%b	29%	37%gh	36%h	32%	34%h	31%	28%	44%jkl	37%kl	25%	21%
Support	2088	1010	1078	260	341	334	360	315	478	468	637	462	521
	49%	49%	50%	46%	48%	51%	50%	50%	50%	47%	48%	52%	51%
Neither support nor oppose	583	232	351	73	85	84	97	89	155	63	146	153	221
	14%	11%	16%a	13%	12%	13%	13%	14%	16%d	6%	11%i	17%ij	22%ijk
Oppose	105	50	54	9	16	16	11	18	34	12	29	36	27
	2%	2%	3%	2%	2%	2%	2%	3%	4%cf	1%	2%	4%ij	3%i
Strongly oppose	28	15	13	3	3	3	3	5	11	4	15	4	6
	1%	1%	1%	1%	*	*	*	1%	1%	*	1%	*	1%
SUMMARY CODES													
SUPPORT	3464	1751	1712	466	593	546	607	506	746	906	1134	685	739
	82%	85%b	79%	83%h	84%h	83%h	84%h	81%	78%	92%jkl	85%kl	77%l	73%
OPPOSE	133	65	67	13	19	19	14	24	45	16	44	40	33
	3%	3%	3%	2%	3%	3%	2%	4%	5%cdf	2%	3%i	5%i	3%i
Don't know	51	21	30	9	10	9	4	8	12	4	11	10	26
	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	3%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	1376	969	247	136	184	458	442	283	6	247	480	273	237	139	1047	329
	33%	35% ^c	34% ^c	22%	32%	31%	31%	38% ^{def}	27%	29%	34% ⁱ	34% ⁱ	32%	32%	32%	36% ⁿ
Support	2088	1382	349	315	252	732	737	345	12	405	682	403	384	213	1657	430
	49%	49%	49%	50%	44%	50% ^d	52% ^{dg}	47%	53%	48%	49%	50%	52%	49%	50%	47%
Neither support nor oppose	583	340	93	139	100	221	176	75	4	159	183	95	79	67	472	111
	14%	12%	13%	22% ^{ab}	18% ^{fg}	15% ^g	12%	10%	20%	19% ^{ijkl}	13%	12%	11%	15% ^l	14%	12%
Oppose	105	69	13	22	17	29	34	25	-	26	34	16	22	6	74	31
	2%	2%	2%	3% ^b	3%	2%	2%	3%	-	3%	2%	2%	3%	1%	2%	3%
Strongly oppose	28	17	3	7	7	6	8	7	-	7	11	5	3	2	20	8
	1%	1%	*	1%	1% ^{ee}	*	1%	1%	-	1%	1%	1%	*	*	1%	1%
SUMMARY CODES																
SUPPORT	3464	2351	596	452	436	1190	1178	627	18	652	1163	676	621	352	2705	759
	82%	84% ^c	83% ^c	72%	77%	81% ^d	84% ^d	85% ^{de}	80%	77%	83% ⁱ	84% ⁱ	84% ⁱ	80%	82%	83%
OPPOSE	133	86	16	29	25	35	42	31	-	33	45	21	26	8	94	39
	3%	3%	2%	5% ^{ab}	4% ^{ee}	2%	3%	4% ^{ee}	-	4%	3%	3%	3%	2%	3%	4% ⁿ
Don't know	51	24	13	11	7	26	13	4	-	7	7	13	13	13	46	6
	1%	1%	2% ^a	2% ^a	1%	2% ^g	1%	1%	-	1%	*	2% ^j	2% ^j	3% ^{il}	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	1376 33%	58 34%de	151 32%deg	113 32%de	74 24%	90 24%	129 33%deg	145 26%	207 36%degjl	156 43%abcdefg hjl	52 26%	173 49%abcdefg hjl	30 26%
Support	2088 49%	87 51%ik	238 51%ik	166 48%k	185 60%abcfhik	201 54%ik	188 48%k	306 55%cfhik	281 48%ik	148 41%k	103 51%ik	116 33%	69 59%cfhik
Neither support nor oppose	583 14%	23 13%	54 12%	51 15%	38 12%	64 17%b	59 15%	74 13%	77 13%	48 13%	29 15%	49 14%	15 13%
Oppose	105 2%	3 2%	11 2%	7 2%	10 3%	11 3%	8 2%	12 2%	13 2%	7 2%	13 7%abcefghi k	7 2%	2 2%
Strongly oppose	28 1%	1 *	2 *	4 1%e	- -	- -	3 1%	4 1%	1 *	2 1%	4 2%deh	7 2%bdeh	- -
SUMMARY CODES													
SUPPORT	3464 82%	145 84%	389 84%j	278 80%	259 84%j	291 78%	317 81%	451 81%	488 84%ej	304 84%	155 76%	288 81%	99 85%
OPPOSE	133 3%	4 2%	13 3%	12 3%	10 3%	11 3%	11 3%	16 3%	14 2%	9 3%	17 9%abcdefg ikl	15 4%	2 2%
Don't know	51 1%	- -	8 2%h	7 2%h	1 *	7 2%h	6 2%h	15 3%adhi	1 *	2 *	1 1%	3 1%	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	1376	152	165	157	175	205	97	1279	373	1003	271	1103	338	1038
	33%	25%	34%a	36%a	40%a	43%ab	26%	33%f	32%	33%	30%	33%j	28%	34%l
Support	2088	305	221	216	216	221	188	1900	595	1492	452	1631	611	1473
	49%	51%	46%	50%	49%	47%	50%	49%	51%	49%	49%	49%	50%	49%
Neither support nor oppose	583	108	69	47	36	47	65	517	150	433	143	435	190	389
	14%	18%cde	14%cd	11%	8%	10%	17%g	13%	13%	14%	16%	13%	16% ^m	13%
Oppose	105	20	11	9	13	-	15	90	28	77	29	76	42	62
	2%	3%e	2%e	2%e	3%e	-	4%g	2%	2%	3%	3%	2%	3% ^m	2%
Strongly oppose	28	2	8	2	1	-	2	26	5	23	5	23	16	12
	1%	*	2%ae	1%	*	-	1%	1%	*	1%	1%	1%	1% ^m	*
SUMMARY CODES														
SUPPORT	3464	457	386	373	391	426	285	3179	969	2495	722	2734	949	2511
	82%	77%	80%	86%ab	88%ab	90%ab	76%	82%f	83%	82%	79%	83%j	78%	83%l
OPPOSE	133	23	19	12	14	-	18	115	33	100	34	99	58	75
	3%	4%e	4%e	3%e	3%e	-	5%g	3%	3%	3%	4%	3%	5% ^m	2%
Don't know	51	9	9	1	1	-	7	45	22	29	15	35	16	34
	1%	2%cde	2%cde	*	*	-	2%	1%	2%i	1%	2%	1%	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All Adults in UK

	Total	Q15B WHETHER SUPPORT OR OPPOSE FRACKING?	
		Support (a)	Oppose (b)
Unweighted Base	4231	632	1412
Weighted Base	4231	622	1469
Effective Base	3657	546	1225
Strongly support	1376 33%	213 34%	620 42% ^a
Support	2088 49%	344 55% ^b	695 47%
Neither support nor oppose	583 14%	37 6%	107 7%
Oppose	105 2%	16 3%	35 2%
Strongly oppose	28 1%	9 1%	10 1%
SUMMARY CODES			
SUPPORT	3464 82%	557 90%	1315 89%
OPPOSE	133 3%	25 4%	45 3%
Don't know	51 1%	2 *	2 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Knew a lot about it	516 12%	336 16%b	179 8%	45 8%	56 8%	62 9%	116 16%cde	114 18%cdeh	123 13%cde	210 21%jkl	163 12%l	84 9%l	59 6%
Knew a little about it	2037 48%	1058 51%b	979 45%	214 38%	274 39%	282 43%	388 54%cde	328 52%cde	552 58%cddeg	511 52%kl	709 53%kl	410 46%l	407 40%
Aware of it but did not really know what it was	730 17%	300 14%	430 20%a	83 15%	118 17%	126 19%	117 16%	102 16%	184 19%c	143 15%	221 17%	167 19%i	198 19%i
Never heard of it	948 22%	376 18%	573 26%a	219 39%efgh	260 37%efgh	188 29%fgh	101 14%h	83 13%	97 10%	124 13%	242 18%i	228 26%ij	354 35%ijk
SUMMARY CODE													
AWARE	3283 78%	1694 82%b	1589 74%	342 61%	447 63%	469 71%cd	621 86%cde	544 87%cde	859 90%cdef	864 87%ijkl	1093 82%kl	661 74%l	665 65%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15A Awareness/knowledge of 'fracking'

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Knew a lot about it	516	403	74	37	56	147	198	113	2	99	208	100	70	38	403	113
	12%	14%bc	10%c	6%	10%	10%	14%de	15%de	9%	12%	15%ilm	12%	10%	9%	12%	12%
Knew a little about it	2037	1477	266	258	225	703	663	424	13	462	710	370	315	179	1574	463
	48%	53%bc	37%	41%	40%	48%d	47%cd	57%def	56%	54%klm	51%klm	46%	43%	41%	47%	51%
Aware of it but did not really know what it was	730	485	123	110	91	232	274	128	1	150	257	122	134	66	553	177
	17%	17%	17%	17%	16%	16%	19%e	17%	4%	18%	18%	15%	18%	15%	17%	19%
Never heard of it	948	436	255	227	195	390	274	73	7	138	222	212	219	157	787	161
	22%	16%	36%a	36%a	34%efg	26%fg	19%g	10%	30%	16%	16%	26%ij	30%ij	36%ijk	24%o	18%
SUMMARY CODE																
AWARE	3283	2365	463	405	372	1082	1136	664	16	712	1176	593	520	283	2529	753
	78%	84%bc	64%	64%	66%	74%cd	81%de	90%def	70%	84%klm	84%klm	74%lm	70%	64%	76%	82%n

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Knew a lot about it	516 12%	19 11%	72 16% ^{eghjl}	48 14% ^{ej}	45 15% ^{ej}	33 9%	43 11%	59 11%	62 11%	70 19% ^{aefghjkl}	14 7%	42 12%	9 8%
Knew a little about it	2037 48%	69 40%	238 51% ^{afgl}	192 55% ^{adfgl}	139 45% ^f	177 47% ^f	144 37%	228 41%	289 50% ^{afgl}	210 58% ^{adefghl}	123 61% ^{abdefgh}	184 52% ^{afgl}	45 39%
Aware of it but did not really know what it was	730 17%	53 31% ^{bcdefghijk}	98 21% ^{degi}	58 17%	41 13%	55 15%	65 17%	73 13%	103 18% ^g	45 13%	40 20% ^{gi}	67 19% ^{gi}	31 27% ^{cdefghi}
Never heard of it	948 22%	32 18% ^{bi}	54 12%	51 15%	83 27% ^{abcijk}	108 29% ^{abchijk}	141 36% ^{abcdhijk}	197 35% ^{abcdhijk}	126 22% ^{bcij}	38 10%	25 13%	62 17% ^{bi}	32 27% ^{bcijk}
SUMMARY CODE													
AWARE	3283 78%	140 82% ^{defg}	409 88% ^{adefghk}	298 85% ^{defghl}	224 73% ^{fg}	265 71%	252 64%	359 65%	454 78% ^{efg}	325 90% ^{adefghk}	177 87% ^{defghl}	293 83% ^{defgl}	85 73%

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Knew a lot about it	516 12%	52 9%	51 11%	55 13%	67 15%a	102 22%abcd	34 9%	482 12%f	115 10%	400 13%h	123 13%	392 12%	162 13%	353 12%
Knew a little about it	2037 48%	265 44%	241 50%	201 46%	220 50%	243 51%a	186 50%	1851 48%	476 41%	1562 51%h	460 50%	1569 47%	666 55%m	1365 45%
Aware of it but did not really know what it was	730 17%	107 18%	90 19%	86 20%e	71 16%	64 14%	78 21%g	652 17%	184 16%	546 18%	167 18%	563 17%	229 19%	500 17%
Never heard of it	948 22%	173 29%bcde	99 21%e	91 21%e	85 19%	64 13%	77 21%	871 23%	399 34%i	550 18%	164 18%	780 24%j	155 13%	790 26%l
SUMMARY CODE														
AWARE	3283 78%	424 71%	383 79%a	342 79%a	358 81%a	410 87%abc	298 79%	2985 77%	775 66%	2508 82%h	750 82%k	2523 76%	1058 87%m	2219 74%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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	4231	3363	145
Weighted Base	4231	3464	133
Effective Base	3657	2925	127
Knew a lot about it	516 12%	473 14% ^b	8 6%
Knew a little about it	2037 48%	1786 52% ^b	52 39%
Aware of it but did not really know what it was	730 17%	575 17%	26 19%
Never heard of it	948 22%	630 18%	47 35% ^a
SUMMARY CODE			
AWARE	3283 78%	2834 82% ^b	86 65%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	79 2%	59 3%b	20 1%	8 1%	6 1%	10 1%	12 2%	14 2%	28 3%d	30 3%kl	24 2%	11 1%	14 1%
Support	543 13%	333 16%b	211 10%	60 11%	80 11%	80 12%	84 12%	72 11%	168 18%cddefg	142 14%l	177 13%	112 13%	112 11%
Neither support nor oppose	1971 47%	905 44%	1065 49%a	297 53%fgh	387 55%fgh	322 49%h	326 45%h	273 44%h	366 38%	377 38%	585 44%i	442 50%ij	566 56%ijk
Oppose	941 22%	451 22%	490 23%	127 23%d	126 18%	139 21%	173 24%d	154 25%d	221 23%d	248 25%kl	332 25%kl	179 20%	183 18%
Strongly oppose	528 12%	266 13%	262 12%	34 6%	66 9%c	76 12%c	106 15%cd	100 16%cde	146 15%cde	169 17%ijkl	171 13%l	98 11%	90 9%
SUMMARY CODES													
TOTAL SUPPORT	622 15%	391 19%b	231 11%	68 12%	86 12%	90 14%	96 13%	86 14%	196 21%cddefg	172 17%l	201 15%	124 14%	126 12%
TOTAL OPPOSE	1469 35%	717 35%	752 35%	161 29%	192 27%	216 33%d	279 39%cd	254 41%cde	368 38%cde	416 42%kl	504 38%kl	276 31%l	273 27%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140 51%	961 46%	1179 55%a	333 59%fgh	429 61%efgh	352 54%gh	347 48%h	286 46%	392 41%	400 41%	631 47%i	489 55%ij	620 61%ijk
Don't know	169 4%	56 3%	113 5%a	36 6%fgh	43 6%fgh	30 5%g	22 3%	12 2%	27 3%	23 2%	46 3%	47 5%i	54 5%ij

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	79 2%	67 2%c	9 1%c	2 *	10 2%	22 2%	26 2%	20 3%	- -	17 2%	38 3%lm	13 2%	8 1%	3 1%	59 2%	20 2%
Support	543 13%	386 14%b	79 11%	73 11%	73 13%	166 11%	196 14%	103 14%	3 15%	108 13%	200 14%	96 12%	84 11%	55 13%	447 13%o	97 11%
Neither support nor oppose	1971 47%	1200 43%	365 51%a	356 56%ab	287 51%fg	708 48%	623 44%	331 45%	11 48%	353 42%	588 42%	406 50%ij	396 54%ij	227 52%ij	1542 46%	429 47%
Oppose	941 22%	675 24%c	148 21%c	104 16%	101 18%	333 23%d	323 23%d	176 24%d	4 18%	213 25%k	320 23%	154 19%	161 22%	93 21%	746 22%	195 21%
Strongly oppose	528 12%	383 14%b	70 10%	72 11%	70 12%	168 11%	193 14%	91 12%	4 17%	127 15%lm	221 16%klm	99 12%lm	50 7%	31 7%	387 12%	141 15%n
SUMMARY CODES																
TOTAL SUPPORT	622 15%	454 16%bc	88 12%	75 12%	83 15%	188 13%	222 16%e	123 17%e	3 15%	124 15%	238 17%l	109 14%	93 13%	58 13%	506 15%	116 13%
TOTAL OPPOSE	1469 35%	1058 38%bc	218 30%	176 28%	172 30%	501 34%	515 37%cd	266 36%cd	8 35%	340 40%klm	541 39%klm	253 31%	210 28%	125 28%	1133 34%	336 37%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140 51%	1290 46%	412 57%a	381 60%a	312 55%fg	782 53%fg	672 48%	348 47%	11 50%	386 45%	619 44%	442 55%ij	436 59%ij	257 58%ij	1678 51%	462 51%
Don't know	169 4%	89 3%	47 7%ac	25 4%	25 4%g	74 5%g	49 3%	17 2%	*	33 4%j	31 2%	36 5%j	40 5%j	30 7%ij	136 4%	34 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	79 2%	4 2%	5 1%	7 2%	8 3%	3 1%	11 3%h	12 2%	5 1%	7 2%	3 1%	12 3%beh	3 2%
Support	543 13%	22 13%	68 15%k	47 13%k	51 17%ik	44 12%	44 11%	84 15%k	74 13%k	39 11%	31 15%k	29 8%	11 9%
Neither support nor oppose	1971 47%	92 54%bcik	191 41%	139 40%	141 46%	191 51%bcik	204 52%bcik	266 48%ck	301 52%bcik	151 42%	95 47%	135 38%	65 56%bcik
Oppose	941 22%	37 22%	120 26%g	80 23%	67 22%	80 22%	79 20%	105 19%	130 22%	86 24%	53 26%g	72 20%	32 27%
Strongly oppose	528 12%	13 7%	65 14%afghl	61 17%adefghijl	29 9%	42 11%l	29 7%	52 9%	48 8%	72 20%abdefghj l	17 9%	95 27%abdefgh jl	5 4%
SUMMARY CODES													
TOTAL SUPPORT	622 15%	27 15%	73 16%	53 15%	59 19%ehik	47 13%	55 14%	95 17%k	80 14%	46 13%	33 16%	40 11%	14 12%
TOTAL OPPOSE	1469 35%	50 29%	184 40%adefgh	141 41%adefgh	96 31%	122 33%	109 28%	157 28%	179 31%	158 44%adefghl	70 34%	167 47%abdefgh jl	37 32%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140 51%	95 55%bcik	207 45%	154 44%	153 50%k	204 55%bcik	230 58%bcdijk	304 55%bcik	322 55%bcik	159 44%	99 49%	148 42%	66 56%bcik
Don't know	169 4%	3 2%	16 3%	14 4%	12 4%	13 3%	26 7%abhijl	38 7%abehijl	20 4%	8 2%	5 2%	13 4%	1 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	79	6	9	9	8	15	5	73	15	64	15	64	43	35
	2%	1%	2%	2%	2%	3% ^a	1%	2%	1%	2%	2%	2%	4% ^m	1%
Support	543	92	64	64	53	71	61	482	141	402	128	413	199	345
	13%	15%	13%	15%	12%	15%	16% ^g	13%	12%	13%	14%	13%	16% ^m	11%
Neither support nor oppose	1971	279	210	188	209	197	154	1816	628	1342	365	1601	489	1478
	47%	47%	44%	44%	47%	42%	41%	47% ^f	54% ⁱ	44%	40%	48% ^j	40%	49% ^l
Oppose	941	109	124	91	103	110	79	862	218	723	221	716	267	671
	22%	18%	26% ^a	21%	23%	23%	21%	22%	19%	24% ^h	24%	22%	22%	22%
Strongly oppose	528	82	62	63	55	75	58	470	110	418	156	371	178	350
	12%	14%	13%	15%	12%	16%	15% ^g	12%	9%	14% ^h	17% ^k	11%	15% ^m	12%
SUMMARY CODES														
TOTAL SUPPORT	622	98	74	73	62	85	66	556	156	466	143	477	242	380
	15%	16%	15%	17%	14%	18%	18%	14%	13%	15%	16%	14%	20% ^m	13%
TOTAL OPPOSE	1469	192	187	154	158	185	137	1332	329	1140	377	1087	445	1020
	35%	32%	39% ^a	36%	36%	39% ^a	37%	35%	28%	37% ^h	41% ^k	33%	37%	34%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140	306	222	206	223	203	171	1969	688	1451	394	1739	526	1609
	51%	51% ^e	46%	48%	50%	43%	46%	51% ^f	59% ⁱ	47%	43%	53% ^j	43%	53% ^l
Don't know	169	27	12	18	14	6	17	152	60	109	29	138	37	131
	4%	5% ^e	2%	4% ^e	3%	1%	5%	4%	5% ⁱ	4%	3%	4%	3%	4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)**Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?****Base: All Adults in UK**

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	4231	3363	145
Weighted Base	4231	3464	133
Effective Base	3657	2925	127
Strongly support	79 2%	69 2%	4 3%
Support	543 13%	488 14%	21 16%
Neither support nor oppose	1971 47%	1488 43%	60 45%
Oppose	941 22%	834 24%	27 20%
Strongly oppose	528 12%	480 14%	18 14%
SUMMARY CODES			
TOTAL SUPPORT	622 15%	557 16%	25 19%
TOTAL OPPOSE	1469 35%	1315 38%	45 34%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140 51%	1592 46%	63 47%
Don't know	169 4%	104 3%	3 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

Base: All Adults in UK

	Q.15A AWARENESS/KNOWLEDGE OF 'FRACKING'					
	Total	Knew a lot about it (a)	Knew a little about it (b)	Aware of it but did not really know what it was (c)	Never heard of it (d)	AWARE (e)
Unweighted Base	4231	455	2004	759	1013	3218
Weighted Base	4231	516	2037	730	948	3283
Effective Base	3657	405	1723	658	882	2781
Strongly support	79 2%	37 7%bcde	26 1%	9 1%	7 1%	72 2%bd
Support	543 13%	81 16%cd	313 15%cd	66 9%	83 9%	460 14%cd
Neither support nor oppose	1971 47%	86 17%	746 37%a	461 63%abe	678 71%abce	1293 39%a
Oppose	941 22%	85 17%cd	685 34%acde	140 19%d	31 3%	911 28%acd
Strongly oppose	528 12%	227 44%bcde	255 13%cd	29 4%d	17 2%	511 16%bcd
SUMMARY CODES						
TOTAL SUPPORT	622 15%	118 23%bcde	339 17%cd	75 10%	90 9%	532 16%cd
TOTAL OPPOSE	1469 35%	312 61%bcde	940 46%cd	169 23%d	47 5%	1422 43%cd
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	2140 51%	86 17%	758 37%a	485 66%abe	811 86%abce	1329 40%ab
Don't know	169 4%	-	12 1%	24 3%abe	133 14%abce	36 1%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15B From what you know, or have heard about, extracting shale gas to generate the UK's heat and electricity, do you support or oppose its use?

Base: All Adults in UK

	Q.15A - COMBINED		
	Total	Knew a lot/Knew a little (a)	Aware of it but not really know what it was/ Never heard of it (b)
Unweighted Base	4231	2459	1772
Weighted Base	4231	2553	1678
Effective Base	3657	2127	1539
Strongly support	79 2%	63 2%b	16 1%
Support	543 13%	394 15%b	150 9%
Neither support nor oppose	1971 47%	832 33%	1139 68%a
Oppose	941 22%	771 30%b	171 10%
Strongly oppose	528 12%	482 19%b	46 3%
SUMMARY CODES			
TOTAL SUPPORT	622 15%	457 18%b	165 10%
TOTAL OPOUSE	1469 35%	1253 49%b	217 13%
NEITHER SUPPORT NOR OPOUSE/DON'T KNOW	2140 51%	844 33%	1296 77%a
Don't know	169 4%	12 *	158 9%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale 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	632	404	228	60	80	69	71	80	272	152	173	124	183
Weighted Base	622	391	231	68*	86*	90*	96*	86*	196	172	201	124	126
Effective Base	546	338	208	55	73	63	64	74	252	136	157	109	165
Need to use all available energy sources	228 37%	157 40%b	71 31%	21 31%	27 31%	33 37%	39 40%	35 41%	73 37%	57 33%	79 40%	47 38%	45 35%
Reduces dependence on fossil fuels (coal, oil)	152 24%	106 27%	46 20%	21 30%	22 26%	22 24%	18 18%	18 21%	52 27%	43 25%	50 25%	33 26%	26 21%
Reduces dependence from other countries for UK's energy supply	137 22%	100 26%b	38 16%	7 11%	15 17%	16 18%	23 24%	21 25%c	55 28%c	47 27%l	48 24%	21 17%	22 17%
May result in cheaper energy bills	133 21%	93 24%	40 17%	9 13%	16 19%	17 19%	26 27%	20 23%	44 23%	41 24%	39 19%	21 17%	32 26%
Good for local jobs and investment	127 20%	90 23%	38 16%	12 18%	14 16%	15 17%	23 24%	25 29%	38 20%	32 19%	37 18%	32 26%	27 21%
Will have positive impact on UK economy	97 16%	72 18%b	25 11%	7 11%	9 10%	11 13%	19 19%	17 20%	34 17%	31 18%	36 18%	14 11%	16 12%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	41 10%	34 15%	5 7%	11 12%	16 18%	12 13%	9 10%	22 11%	24 14%	27 13%	13 10%	11 9%
Won't affect me/my local area so no personal impact	23 4%	21 5%b	2 1%	1 1%	2 2%	4 5%	- -	8 9%f	9 5%	5 3%	8 4%	2 2%	8 6%
Community benefits	22 3%	15 4%	7 3%	4 5%	4 5%	3 4%	3 4%	3 3%	5 2%	4 3%	6 3%	7 6%	5 4%
Positive reports in the media	10 2%	4 1%	6 3%	4 6%eh	2 2%	- -	3 3%	1 1%	1 *	- -	5 3%	2 2%	3 2%
Shale Wealth Fund	4 1%	4 1%	- -	- -	- -	2 2%	- -	1 1%	2 1%	2 1%	1 *	1 1%	1 *
No specific reason	30 5%	10 3%	20 9%a	5 7%	5 6%	4 5%	2 2%	4 5%	10 5%	6 4%	9 4%	7 6%	8 7%
Other	52 8%	34 9%	18 8%	9 13%	8 9%	4 5%	9 9%	4 5%	19 9%	17 10%	20 10%	8 7%	8 6%
SUMMARY CODE													
ANY	580 93%	375 96%b	206 89%	60 88%	76 89%	84 93%	94 98%cd	82 95%	185 94%	166 96%k	190 95%	110 89%	115 91%
Don't know	11 2%	6 2%	5 2%	3 5%h	5 5%h	2 2%	- -	1 1%	1 1%	- -	2 1%	6 5%i	3 2%i

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale gas

	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	632	420	93	115	95	192	220	119	4	148	268	92	77	47	514	118
Weighted Base	622	454	88*	75	83*	188	222	123	3**	124	238	109*	93*	58*	506	116*
Effective Base	546	368	88	103	82	166	189	105	3	126	236	82	69	43	451	95
Need to use all available energy sources	228 37%	181 40% ^c	28 32%	19 26%	31 37%	61 33%	86 39%	48 39%	2 51%	46 37%	91 38% ^l	42 39%	24 25%	25 43%	170 34%	59 50% ⁿ
Reduces dependence on fossil fuels (coal, oil)	152 24%	117 26%	18 21%	16 22%	21 25%	52 27%	44 20%	33 27%	3 85%	34 28%	58 24%	20 19%	20 22%	19 32%	125 25%	27 24%
Reduces dependence from other countries for UK's energy supply	137 22%	112 25% ^c	17 20% ^c	7 9%	19 22%	38 20%	46 21%	34 28%	- -	36 29% ^m	56 24%	21 19%	18 19%	6 11%	114 23%	23 20%
May result in cheaper energy bills	133 21%	107 24% ^c	15 17%	10 14%	16 19%	49 26%	44 20%	24 19%	- -	31 25%	58 24%	19 18%	17 18%	9 15%	103 20%	30 26%
Good for local jobs and investment	127 20%	96 21%	12 13%	17 22%	9 11%	46 24% ^d	48 22% ^d	22 18%	1 20%	19 15%	49 20%	34 31% ⁱ	17 18%	9 16%	102 20%	25 22%
Will have positive impact on UK economy	97 16%	78 17%	9 10%	7 10%	13 16%	37 20% ^f	25 11%	21 17%	- -	30 24% ^j	33 14%	16 14%	9 10%	9 15%	75 15%	22 19%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	58 13%	12 13%	5 7%	12 14%	24 13%	22 10%	17 13%	- -	19 15%	20 8%	13 12%	17 18% ^j	6 11%	60 12%	15 13%
Won't affect me\my local area so no personal impact	23 4%	20 4%	1 1%	2 3%	3 3%	4 2%	14 6%	2 2%	- -	3 3%	7 3%	9 9% ^j	- -	3 6% ^l	17 3%	6 5%
Community benefits	22 3%	16 3%	1 2%	5 6%	6 8% ^e	4 2%	8 4%	3 3%	- -	4 3%	7 3%	2 2%	7 7%	2 4%	18 4%	4 3%
Positive reports in the media	10 2%	5 1%	3 3%	3 3%	3 3%	3 2%	3 1%	2 1%	- -	1 1%	2 1%	1 1%	4 5% ^j	2 3%	8 2%	2 2%
Shale Wealth Fund	4 1%	4 1%	- -	1 1%	1 1%	- -	3 1%	1 1%	- -	1 *	2 1%	- -	2 2%	- -	2 *	3 2% ⁿ
No specific reason	30 5%	17 4%	5 6%	9 12% ^a	9 11% ^e	8 4%	9 4%	4 3%	1 15%	7 6%	10 4%	5 4%	6 7%	2 3%	27 5%	3 3%
Other	52 8%	38 8%	7 8%	6 8%	9 11% ^e	8 4%	26 12% ^e	9 7%	- -	10 8%	22 9%	11 10%	7 8%	3 5%	41 8%	11 10%
SUMMARY CODE																
ANY	580 93%	429 95% ^c	80 91%	65 88%	72 87%	177 94%	207 93%	119 97% ^d	3 85%	116 94%	225 94%	103 95%	81 88%	55 94%	467 92%	113 97%
Don't know	11 2%	8 2%	3 3%	1 1%	2 2%	3 2%	6 3%	- -	- -	1 *	3 1%	1 1%	5 6% ⁱ	1 2%	11 2%	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale gas

	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	632	28	76	59	56	47	53	88	83	47	33	47	15
Weighted Base	622	27**	73*	53*	59*	47*	55*	95*	80*	46*	33**	40*	14**
Effective Base	546	24	64	52	49	41	45	80	75	40	28	40	11
Need to use all available energy sources	228 37%	13 48%	30 42%dg	18 34%g	13 21%	21 44%dg	17 30%	17 18%	32 41%dg	19 41%g	22 65%	18 45%dg	9 62%
Reduces dependence on fossil fuels (coal, oil)	152 24%	8 31%	11 14%	16 29%k	17 30%k	18 39%bik	15 28%	22 23%	23 29%bk	7 16%	9 26%	5 12%	-
Reduces dependence from other countries for UK's energy supply	137 22%	3 13%	12 17%	16 30%	16 27%	11 24%	13 24%	18 19%	22 27%	10 23%	6 20%	8 20%	1 5%
May result in cheaper energy bills	133 21%	3 11%	16 23%	6 12%	14 23%	9 19%	13 23%	20 21%	12 15%	15 33%ch	4 13%	8 19%	13 92%
Good for local jobs and investment	127 20%	10 39%	19 26%g	11 22%	11 18%	7 14%	12 21%	12 12%	13 17%	9 19%	6 18%	7 19%	10 74%
Will have positive impact on UK economy	97 16%	6 21%	14 19%	6 11%	7 12%	5 11%	11 20%	13 14%	11 13%	15 32%cdegh	3 8%	5 13%	2 11%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	3 10%	5 7%	3 5%	13 23%bcek	2 5%	7 12%	20 21%bcek	8 10%	8 17%	4 11%	1 3%	-
Won't affect me/my local area so no personal impact	23 4%	-	5 7%h	1 3%	-	1 2%	4 7%h	3 3%	-	1 3%	2 5%	-	6 46%
Community benefits	22 3%	4 14%	1 2%	3 6%	-	-	2 3%	5 5%	3 4%	1 2%	3 9%	-	-
Positive reports in the media	10 2%	-	* 1%	1 2%	1 1%	-	1 2%	2 2%	2 2%	-	2 6%	1 3%	-
Shale Wealth Fund	4 1%	-	-	-	-	-	-	1 1%	-	3 7%bh	1 2%	-	-
No specific reason	30 5%	-	2 3%	5 9%	1 1%	1 3%	2 4%	8 8%	3 4%	3 7%	-	5 11%d	-
Other	52 8%	-	3 5%	3 6%	9 16%bi	4 9%	4 7%	11 12%	6 7%	1 2%	2 7%	8 20%bchi	-
SUMMARY CODE													
ANY	580 93%	25 94%	68 93%	48 91%	58 99%gk	44 94%	52 95%	84 88%	76 96%	41 90%	33 100%	36 89%	14 100%
Don't know	11 2%	2 6%	2 3%	-	-	1 3%	1 1%	4 4%	-	2 3%	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale 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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	632	132	83	66	54	64	98	534	128	504	178	453	307	325
Weighted Base	622	98	74*	73*	62*	85*	66*	556	156	466	143	477	242	380
Effective Base	546	117	74	59	48	58	87	469	115	437	152	399	273	292
Need to use all available energy sources	228 37%	37 38%	25 34%	27 38%	25 40%	35 41%	27 41%	201 36%	49 31%	179 38%	49 34%	178 37%	89 37%	139 37%
Reduces dependence on fossil fuels (coal, oil)	152 24%	27 27%	16 21%	15 21%	13 22%	24 28%	17 26%	135 24%	40 25%	112 24%	37 26%	115 24%	64 26%	88 23%
Reduces dependence from other countries for UK's energy supply	137 22%	20 21%	18 25%	9 12%	9 15%	34 40%acd	13 19%	125 22%	25 16%	112 24%	31 21%	107 22%	62 26%	75 20%
May result in cheaper energy bills	133 21%	18 18%	17 24%	14 20%	12 20%	18 21%	17 25%	116 21%	26 16%	108 23%	28 19%	106 22%	58 24%	75 20%
Good for local jobs and investment	127 20%	18 18%	15 20%	16 22%	10 16%	15 17%	15 23%	112 20%	27 17%	101 22%	29 20%	98 21%	53 22%	75 20%
Will have positive impact on UK economy	97 16%	18 18%	12 16%	8 11%	9 15%	18 21%	13 20%	83 15%	22 14%	75 16%	26 18%	70 15%	45 19%	52 14%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	7 7%	9 12%	7 9%	12 19%a	14 17%	7 11%	67 12%	22 14%	52 11%	22 15%	52 11%	27 11%	48 13%
Won't affect me/my local area so no personal impact	23 4%	3 3%	3 4%	2 2%	10 16%abce	-	3 4%	20 4%	7 5%	16 3%	4 3%	19 4%	11 5%	12 3%
Community benefits	22 3%	2 2%	3 4%	4 6%	3 5%	2 2%	1 2%	21 4%	6 4%	15 3%	7 5%	15 3%	5 2%	17 5%
Positive reports in the media	10 2%	3 3%	-	-	2 4%	-	1 2%	9 2%	3 2%	7 1%	2 2%	8 2%	1 1%	9 2%
Shale Wealth Fund	4 1%	1 1%	-	-	-	-	-	4 1%	2 1%	2 1%	1 1%	4 1%	2 1%	3 1%
No specific reason	30 5%	4 4%	5 7%	2 3%	2 3%	1 1%	2 3%	28 5%	8 5%	22 5%	3 2%	27 6%	10 4%	20 5%
Other	52 8%	11 12%	7 10%	7 10%	4 6%	8 9%	5 7%	47 9%	9 6%	44 9%	17 12%	35 7%	22 9%	31 8%
SUMMARY CODE														
ANY	580 93%	92 93%	67 91%	67 92%	58 95%	84 99%b	63 95%	517 93%	142 91%	438 94%	139 97%k	440 92%	231 95%	350 92%
Don't know	11 2%	3 3%	2 3%	4 5%	1 2%	-	1 1%	10 2%	6 4%	5 1%	1 *	11 2%	1 *	10 3%l

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale gas

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	632	560	27
Weighted Base	622	557	25**
Effective Base	546	485	23
Need to use all available energy sources	228 37%	206 37%	7 29%
Reduces dependence on fossil fuels (coal, oil)	152 24%	136 24%	9 36%
Reduces dependence from other countries for UK's energy supply	137 22%	127 23%	2 6%
May result in cheaper energy bills	133 21%	122 22%	2 9%
Good for local jobs and investment	127 20%	109 20%	7 28%
Will have positive impact on UK economy	97 16%	88 16%	3 12%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	69 12%	2 9%
Won't affect me/my local area so no personal impact	23 4%	22 4%	1 3%
Community benefits	22 3%	20 4%	2 6%
Positive reports in the media	10 2%	7 1%	2 9%
Shale Wealth Fund	4 1%	4 1%	- -
No specific reason	30 5%	25 4%	2 8%
Other	52 8%	50 9%	2 7%
SUMMARY CODE			
ANY	580 93%	522 94%	22 87%
Don't know	11 2%	10 2%	1 5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

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

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15C You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who support using shale gas

	Q.15A AWARENESS/KNOWLEDGE OF 'FRACKING'					
	Total	Knew a lot about it (a)	Knew a little about it (b)	Aware of it but did not really know what it was (c)	Never heard of it (d)	AWARE (e)
Unweighted Base	632	105	354	85	88	544
Weighted Base	622	118*	339	75*	90*	532
Effective Base	546	91	303	74	80	465
Need to use all available energy sources	228 37%	54 46%d	119 35%	32 42%d	24 27%	204 38%d
Reduces dependence on fossil fuels (coal, oil)	152 24%	33 28%d	84 25%d	24 32%d	11 12%	141 27%d
Reduces dependence from other countries for UK's energy supply	137 22%	38 32%cd	80 23%d	13 18%d	7 7%	131 25%d
May result in cheaper energy bills	133 21%	29 24%d	84 25%d	11 15%	10 11%	124 23%d
Good for local jobs and investment	127 20%	39 33%bcde	71 21%d	10 14%	6 7%	121 23%d
Will have positive impact on UK economy	97 16%	29 24%bcd	52 15%	7 9%	9 10%	87 16%
Will have positive impact on climate change \ meeting carbon reduction targets	74 12%	17 14%	37 11%	8 11%	13 14%	62 12%
Won't affect me/my local area so no personal impact	23 4%	8 7%	11 3%	3 4%	1 2%	22 4%
Community benefits	22 3%	4 4%	7 2%	3 4%	7 7%be	15 3%
Positive reports in the media	10 2%	* *	3 1%	3 4%b	3 4%	7 1%
Shale Wealth Fund	4 1%	3 2%	2 *	- -	- -	4 1%
No specific reason	30 5%	3 2%	9 3%	3 5%	15 17%abce	15 3%
Other	52 8%	11 10%	25 7%	5 7%	10 11%	42 8%
SUMMARY CODE						
ANY	580 93%	115 98%d	325 96%d	70 93%d	70 78%	510 96%d
Don't know	11 2%	- -	5 1%	2 3%	5 5%abe	7 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale 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	1412	692	720	137	181	171	200	227	496	322	406	285	399
Weighted Base	1469	717	752	161	192	216	279	254	368	416	504	276	273
Effective Base	1225	581	645	127	164	154	184	209	452	300	374	257	356
Loss\destruction of natural environment	933 64%	463 65%	470 63%	109 68%h	127 66%h	158 74%gh	190 68%h	151 59%	197 54%	258 62%	344 68%k	162 59%	169 62%
Risk of earthquakes	522 36%	257 36%	265 35%	41 25%	63 33%	78 36%	107 38%c	95 37%c	138 38%c	128 31%	178 35%	108 39%i	108 39%i
Not a safe process	345 23%	162 23%	183 24%	35 22%	55 29%f	47 22%	48 17%	57 22%	102 28%f	87 21%	110 22%	77 28%	71 26%
Risk of contamination to water supply	333 23%	182 25%b	150 20%	39 24%	47 25%	48 22%	65 23%	50 20%	83 23%	101 24%	125 25%l	56 20%	50 18%
Should focus on developing renewable energy sources	313 21%	172 24%b	141 19%	38 24%	45 23%	56 26%h	61 22%	49 19%	63 17%	106 25%l	119 24%l	52 19%	36 13%
Negative impact on climate change \ meeting carbon reduction targets	295 20%	159 22%	136 18%	38 23%h	44 23%h	60 28%h	54 19%h	54 21%h	46 13%	85 20%l	134 27%kl	39 14%	37 14%
Too much risk \ uncertainty to support at present	288 20%	142 20%	146 19%	19 12%	30 16%	41 19%	61 22%c	58 23%c	79 21%c	84 20%	95 19%	63 23%	47 17%
Use of chemicals in the process	226 15%	114 16%	112 15%	37 23%gh	33 17%	34 16%	50 18%	28 11%	45 12%	63 15%	87 17%l	47 17%l	30 11%
Should focus on developing other energy sources	207 14%	111 15%	96 13%	34 21%gh	25 13%	35 16%	43 15%	27 11%	43 12%	59 14%	84 17%l	37 13%	26 10%
Negative reports in the media	161 11%	73 10%	88 12%	11 7%	17 9%	22 10%	40 14%c	36 14%c	35 10%	42 10%	56 11%	30 11%	34 13%
Increased traffic/noise\disruption	142 10%	64 9%	79 10%	17 11%	25 13%g	20 9%	28 10%	16 6%	37 10%	36 9%	59 12%	25 9%	23 8%
Local house prices will fall	115 8%	46 6%	69 9%	10 6%	15 8%	18 8%	23 8%	16 6%	34 9%	27 7%	38 8%	26 9%	24 9%
Will not be regulated effectively	108 7%	57 8%	51 7%	8 5%	18 10%	24 11%h	20 7%	19 7%	20 5%	34 8%	42 8%	17 6%	16 6%
No specific reason	32 2%	8 1%	23 3%a	3 2%	5 3%	5 2%	7 3%	5 2%	6 2%	2 *	14 3%i	6 2%i	10 4%i
Other	32 2%	12 2%	21 3%	- -	3 1%	4 2%	9 3%	7 3%	10 3%c	12 3%	10 2%	5 2%	5 2%
SUMMARY CODE													
ANY	1432 97%	706 98%b	726 96%	158 98%	185 97%	211 98%	271 97%	247 97%	359 98%	413 99%l	489 97%	269 97%	260 96%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale gas

	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	1412	692	720	137	181	171	200	227	496	322	406	285	399
Weighted Base	1469	717	752	161	192	216	279	254	368	416	504	276	273
Don't know	6	3	3	-	1	-	1	2	2	2	-	1	3
	*	*	*	-	1%	-	*	1%	1%	*	-	1%	1% ^j

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale gas

	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	1412	891	229	278	196	490	485	227	7	391	526	219	174	102	1086	326
Weighted Base	1469	1058	218	176	172	501	515	266	8**	340	541	253	210	125*	1133	336
Effective Base	1225	802	217	250	168	420	423	207	6	335	458	195	159	91	947	278
Loss/destruction of natural environment	933 64%	659 62%	144 66%	120 68%	117 68%g	336 67%g	325 63%g	145 54%	5 63%	201 59%	356 66%	174 69%il	124 59%	78 63%	725 64%	208 62%
Risk of earthquakes	522 36%	385 36%	67 31%	65 37%	56 33%	198 40%f	158 31%	103 39%f	4 54%	124 36%	187 35%	92 36%	73 35%	46 37%	401 35%	121 36%
Not a safe process	345 23%	253 24%	50 23%	40 23%	36 21%	108 22%	135 26%	61 23%	2 31%	89 26%	119 22%	58 23%	54 26%	25 20%	271 24%	74 22%
Risk of contamination to water supply	333 23%	242 23%	59 27%c	32 18%	36 21%	112 22%	124 24%	55 21%	1 17%	74 22%	133 25%	56 22%	43 20%	26 21%	243 21%	90 27%
Should focus on developing renewable energy sources	313 21%	234 22%c	50 23%c	25 14%	41 24%	102 20%	113 22%	49 19%	1 17%	61 18%	120 22%	58 23%	49 23%	25 20%	239 21%	74 22%
Negative impact on climate change \ meeting carbon reduction targets	295 20%	218 21%c	52 24%c	20 12%	35 20%	110 22%	94 18%	51 19%	1 17%	60 18%	98 18%	54 21%	55 26%ij	27 22%	236 21%	59 18%
Too much risk \ uncertainty to support at present	288 20%	222 21%c	42 19%	25 14%	36 21%	82 16%	100 19%	64 24%e	3 35%	54 16%	133 25%ik	43 17%	36 17%	22 17%	214 19%	75 22%
Use of chemicals in the process	226 15%	157 15%	43 20%	23 13%	33 19%	67 13%	80 15%	44 17%	-	38 11%	77 14%	42 17%	44 21%ij	25 20%i	173 15%	54 16%
Should focus on developing other energy sources	207 14%	151 14%c	37 17%c	16 9%	28 16%	61 12%	77 15%	36 13%	1 17%	39 11%	73 14%	43 17%	30 14%	21 17%	151 13%	55 16%
Negative reports in the media	161 11%	120 11%	29 13%c	13 7%	25 15%e	44 9%	59 11%	31 11%	1 17%	48 14%l	60 11%	28 11%	16 7%	9 7%	121 11%	40 12%
Increased traffic/noise/disruption	142 10%	97 9%	23 11%	22 12%	20 11%	39 8%	52 10%	30 11%	1 13%	36 11%	46 8%	28 11%	24 11%	8 6%	106 9%	36 11%
Local house prices will fall	115 8%	84 8%	15 7%	17 10%	11 6%	36 7%	44 9%	24 9%	-	25 7%	45 8%	24 10%	13 6%	9 7%	84 7%	31 9%
Will not be regulated effectively	108 7%	78 7%	19 9%	11 6%	20 12%eg	31 6%	40 8%	13 5%	1 17%	25 7%	34 6%	27 11%j	15 7%	7 5%	83 7%	25 8%
No specific reason	32 2%	19 2%	8 3%	3 2%	3 2%	8 2%	14 3%	6 2%	-	8 2%	11 2%	5 2%	7 4%	-	22 2%	9 3%
Other	32 2%	23 2%	5 2%	3 2%	3 2%	12 2%	8 2%	8 3%	1 14%	11 3%l	13 2%l	7 3%l	-	1 1%	20 2%	12 4%
SUMMARY CODE																
ANY	1432 97%	1036 98%	211 97%	169 96%	168 98%	491 98%	500 97%	258 97%	8 100%	330 97%	529 98%	246 97%	201 95%	125 100%l	1107 98%	325 97%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale 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	1412	891	229	278	196	490	485	227	7	391	526	219	174	102	1086	326
Weighted Base	1469	1058	218	176	172	501	515	266	8**	340	541	253	210	125*	1133	336
Don't know	6	3	-	3	1	2	2	2	-	2	*	1	2	-	4	2
	*	*	-	2%ab	*	*	*	1%	-	1%	*	1%	1%	-	*	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale gas

	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	1412	61	183	145	91	109	99	132	172	134	69	178	39
Weighted Base	1469	50*	184	141	96*	122*	109*	157	179	158	70*	167	37*
Effective Base	1225	53	159	128	77	93	87	120	152	117	62	152	34
Loss/destruction of natural environment	933 64%	35 71% ^c	116 63%	75 53%	52 55%	85 70% ^{cdj}	69 64%	102 65%	111 62%	117 74% ^{cdhij}	38 54%	114 68% ^{cdj}	19 51%
Risk of earthquakes	522 36%	17 34%	73 39% ^k	50 35%	37 39%	47 38%	37 34%	58 37%	58 32%	59 37%	25 36%	48 29%	13 36%
Not a safe process	345 23%	9 18%	50 27%	39 28%	17 18%	20 17%	18 17%	38 24%	43 24%	47 30% ^{ef}	12 17%	32 19%	19 50% ^{abcdefghijk}
Risk of contamination to water supply	333 23%	13 26% ^{bj}	26 14%	40 28% ^{bfj}	18 19%	28 23% ^j	18 16%	43 28% ^{bj}	40 22% ^j	44 28% ^{bj}	6 8%	50 30% ^{bfj}	7 18%
Should focus on developing renewable energy sources	313 21%	12 25% ^{jl}	26 14%	32 23% ^{jl}	12 12%	18 15%	16 15%	35 22% ^l	55 31% ^{bdefijl}	53 33% ^{bdefijl}	7 10%	44 27% ^{bdefijl}	1 3%
Negative impact on climate change \ meeting carbon reduction targets	295 20%	9 18% ^j	16 9%	34 24% ^{bjkl}	20 21% ^{bj}	25 20% ^{bj}	27 25% ^{bjkl}	52 33% ^{abeijkl}	50 28% ^{bjkl}	34 21% ^{bj}	3 5%	23 14%	2 6%
Too much risk \ uncertainty to support at present	288 20%	12 23% ^f	46 25% ^{cef}	19 14%	15 15%	15 12%	10 9%	24 16%	33 18%	48 30% ^{cdefgh}	16 23% ^f	34 20% ^f	17 46% ^{abcdefghijk}
Use of chemicals in the process	226 15%	9 18%	20 11%	29 20% ^{bej}	14 15%	12 10%	11 10%	26 17%	31 17% ^j	28 18% ^j	5 7%	33 20% ^{bej}	8 21% ^j
Should focus on developing other energy sources	207 14%	5 11% ^l	18 10%	21 15% ^{jl}	11 11% ^l	12 10%	9 8%	23 15% ^l	27 15% ^{jl}	38 24% ^{bdefijl}	4 5%	39 23% ^{abdefijl}	-
Negative reports in the media	161 11%	6 13%	23 13% ^h	23 16% ^{egh}	11 11%	8 7%	10 9%	10 6%	10 5%	32 20% ^{efghk}	9 13%	15 9%	4 12%
Increased traffic/noise/disruption	142 10%	5 10%	16 9%	11 8%	8 8%	7 6%	9 8%	14 9%	24 13% ^l	12 7%	5 7%	32 19% ^{bcdefgijl}	-
Local house prices will fall	115 8%	4 9% ^{ef}	15 8% ^{ef}	14 10% ^{ef}	10 10% ^{ef}	2 2%	2 2%	10 6%	12 7%	11 7%	4 5%	31 19% ^{bcefg hijl}	-
Will not be regulated effectively	108 7%	2 4%	15 8% ^{ek}	11 8% ^{ek}	6 6%	2 2%	4 3%	11 7%	29 17% ^{abcdefg jkl}	23 15% ^{efijkl}	1 2%	4 2%	-
No specific reason	32 2%	1 2%	5 3%	5 4%	5 5% ^f	1 1%	-	2 1%	3 1%	4 3%	1 1%	6 3%	-
Other	32 2%	-	4 2%	4 3%	2 2%	-	6 5% ^e	1 1%	3 2%	3 2%	4 5% ^e	5 3%	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale gas

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 1412	61	183	145	91	109	99	132	172	134	69	178	39
Weighted Base 1469	50*	184	141	96*	122*	109*	157	179	158	70*	167	37*
SUMMARY CODE												
ANY 1432 97%	48 96%	180 97%	136 96%	90 94%	119 98%	108 99%	154 98%	176 99%	154 97%	69 99%	160 96%	37 100%
Don't know 6 *	1 1%	- -	- -	1 1%	2 1%	1 1%	1 *	- -	* *	- -	1 1%	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale 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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1412	248	198	136	123	131	192	1220	278	1134	422	986	551	858
Weighted Base	1469	192	187	154	158	185	137	1332	329	1140	377	1087	445	1020
Effective Base	1225	213	173	123	114	125	167	1076	246	984	357	872	483	773
Loss\destruction of natural environment	933 64%	127 66%b	103 55%	95 62%	108 69%b	122 66%	87 64%	846 64%	212 65%	721 63%	246 65%	682 63%	252 57%	678 66%l
Risk of earthquakes	522 36%	80 41%	61 32%	60 39%	52 33%	63 34%	60 44%g	463 35%	130 39%	393 34%	137 36%	384 35%	165 37%	355 35%
Not a safe process	345 23%	51 27%	43 23%	41 27%	46 29%	40 21%	38 28%	307 23%	86 26%	259 23%	82 22%	263 24%	118 26%	226 22%
Risk of contamination to water supply	333 23%	50 26%	54 29%	38 24%	37 24%	54 29%	33 24%	300 22%	72 22%	260 23%	85 23%	245 23%	100 22%	230 23%
Should focus on developing renewable energy sources	313 21%	42 22%	52 28%	41 27%	45 29%	53 29%	28 20%	285 21%	91 28%i	222 19%	73 19%	238 22%	87 19%	225 22%
Negative impact on climate change \ meeting carbon reduction targets	295 20%	37 19%	37 20%	28 18%	41 26%	49 27%	26 19%	269 20%	82 25%i	213 19%	66 18%	226 21%	68 15%	226 22%l
Too much risk \ uncertainty to support at present	288 20%	36 19%	40 21%	25 16%	44 28%c	35 19%	31 22%	258 19%	63 19%	225 20%	80 21%	207 19%	92 21%	195 19%
Use of chemicals in the process	226 15%	31 16%	30 16%	30 19%	23 15%	40 22%	23 17%	203 15%	65 20%i	161 14%	50 13%	177 16%	56 13%	170 17%l
Should focus on developing other energy sources	207 14%	29 15%	38 20%	28 18%	30 19%	30 16%	21 15%	186 14%	54 17%	152 13%	47 12%	158 15%	56 12%	149 15%
Negative reports in the media	161 11%	21 11%	27 15%	13 9%	20 13%	18 10%	17 13%	144 11%	34 10%	127 11%	46 12%	115 11%	45 10%	116 11%
Increased traffic/noise/disruption	142 10%	18 9%	32 17%ae	23 15%	17 11%	14 8%	14 10%	129 10%	33 10%	109 10%	38 10%	104 10%	47 10%	96 9%
Local house prices will fall	115 8%	15 8%	27 14%ae	19 13%e	14 9%	9 5%	13 10%	102 8%	33 10%	82 7%	35 9%	80 7%	42 9%	74 7%
Will not be regulated effectively	108 7%	16 9%	15 8%	14 9%	23 15%e	12 7%	14 10%	95 7%	31 9%	77 7%	27 7%	80 7%	27 6%	80 8%
No specific reason	32 2%	5 3%	5 3%	2 1%	2 1%	2 1%	-	32 2%f	8 2%	24 2%	3 1%	28 3%	8 2%	23 2%
Other	32 2%	6 3%	4 2%	3 2%	3 2%	4 2%	4 3%	28 2%	3 1%	29 3%	12 3%	20 2%	11 3%	21 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale 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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	1412	248	198	136	123	131	192	1220	278	1134	422	986	551	858
Weighted Base	1469	192	187	154	158	185	137	1332	329	1140	377	1087	445	1020
SUMMARY CODE														
ANY	1432	186	181	151	155	183	137	1294	318	1114	373	1053	435	993
	97%	97%	97%	98%	99%	99%	100%g	97%	98%	99%k	97%	98%	98%	97%
Don't know	6	1	*	1	-	-	-	6	3	3	*	6	2	4
	*	*	*	*	-	-	-	*	1%	*	*	1%	1%	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who don't support using shale gas

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	1412	1242	49
Weighted Base	1469	1315	45*
Effective Base	1225	1083	42
Loss\destruction of natural environment	933 64%	848 65%b	18 41%
Risk of earthquakes	522 36%	474 36%	12 26%
Not a safe process	345 23%	314 24%	9 20%
Risk of contamination to water supply	333 23%	311 24%b	4 10%
Should focus on developing renewable energy sources	313 21%	300 23%b	4 8%
Negative impact on climate change \ meeting carbon reduction targets	295 20%	277 21%	4 9%
Too much risk \ uncertainty to support at present	288 20%	266 20%	4 10%
Use of chemicals in the process	226 15%	210 16%	3 7%
Should focus on developing other energy sources	207 14%	197 15%	3 7%
Negative reports in the media	161 11%	149 11%	7 16%
Increased traffic\noise\disruption	142 10%	130 10%	4 10%
Local house prices will fall	115 8%	100 8%	6 14%
Will not be regulated effectively	108 7%	99 8%	3 6%
No specific reason	32 2%	23 2%	6 13%a
Other	32 2%	30 2%	1 3%
SUMMARY CODE			
ANY	1432 97%	1288 98%b	37 82%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)**Q.15D You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?****Base: All who don't support using shale gas**

Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
	Support (a)	Oppose (b)
Unweighted Base	1412	49
Weighted Base	1469	45*
Don't know	6	2
	*	5%a

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who neither support nor oppose or have no opinion of using shale 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	2187	939	1248	307	422	329	273	281	575	311	511	466	899
Weighted Base	2140	961	1179	333	429	352	347	286	392	400	631	489	620
Effective Base	1889	793	1104	280	374	293	245	255	513	288	475	428	814
Don't know enough about it	1618	683	936	247	323	281	263	213	292	291	476	376	475
	76%	71%	79% ^a	74%	75%	80%	76%	75%	74%	73%	75%	77%	77%
Have never heard of it	211	74	137	46	63	44	15	16	27	27	48	55	82
	10%	8%	12% ^a	14% ^{fgh}	15% ^{fgh}	12% ^{fgh}	4%	6%	7%	7%	8%	11% ⁱ	13% ^{ij}
I can see the positives and negatives	187	114	73	30	20	27	39	33	38	59	69	23	35
	9%	12% ^b	6%	9% ^d	5%	8%	11% ^d	12% ^d	10% ^d	15% ^{kl}	11% ^{kl}	5%	6%
Not interested in it	158	79	79	31	34	21	25	20	28	19	25	46	68
	7%	8%	7%	9%	8%	6%	7%	7%	7%	5%	4%	9% ^{ij}	11% ^{ij}
Haven't made up my mind yet	121	67	53	10	24	11	26	17	33	32	33	30	26
	6%	7% ^b	5%	3%	6%	3%	7% ^{ce}	6%	8% ^{ce}	8% ^l	5%	6%	4%
Will have no impact on me	43	24	19	5	4	4	11	6	14	11	11	10	11
	2%	2%	2%	1%	1%	1%	3%	2%	4% ^{de}	3%	2%	2%	2%
There are many vocal campaigns and I don't know what to believe	20	7	13	-	3	1	5	4	6	3	10	4	3
	1%	1%	1%	-	1%	*	1%	2% ^c	2% ^c	1%	2%	1%	1%
Other	23	18	5	3	8	-	2	4	5	6	11	4	2
	1%	2% ^b	*	1%	2% ^e	-	1%	2% ^e	1% ^e	2% ^l	2% ^l	1%	*

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who neither support nor oppose or have no opinion of using shale 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	2187	1084	459	601	386	802	673	295	16	501	647	413	374	252	1718	469
Weighted Base	2140	1290	412	381	312	782	672	348	11**	386	619	442	436	257	1678	462
Effective Base	1889	984	433	550	336	701	579	266	12	426	558	369	337	225	1485	404
Don't know enough about it	1618	968	316	292	233	594	527	245	10	283	463	354	334	185	1242	376
	76%	75%	77%	77%	75%	76%	78%g	71%	92%	73%	75%	80%im	77%	72%	74%	81%n
Have never heard of it	211	80	69	45	41	99	49	17	1	35	49	36	57	35	179	33
	10%	6%	17%ac	12%a	13%fg	13%fg	7%	5%	13%	9%	8%	8%	13%jk	14%jk	11%o	7%
I can see the positives and negatives	187	137	24	24	20	57	66	41	-	40	56	32	40	19	146	41
	9%	11%bc	6%	6%	6%	7%	10%	12%de	-	10%	9%	7%	9%	7%	9%	9%
Not interested in it	158	82	37	27	27	72	41	13	3	28	48	28	25	29	129	29
	7%	6%	9%	7%	9%g	9%fg	6%	4%	27%	7%	8%	6%	6%	11%kl	8%	6%
Haven't made up my mind yet	121	85	15	18	16	45	29	30	-	31	42	23	18	7	88	33
	6%	7%b	4%	5%	5%	6%	4%	9%f	-	8%lm	7%m	5%	4%	3%	5%	7%
Will have no impact on me	43	32	4	8	2	12	11	16	1	9	15	7	8	5	33	10
	2%	2%b	1%	2%	1%	2%	2%	5%def	6%	2%	2%	2%	2%	2%	2%	2%
There are many vocal campaigns and I don't know what to believe	20	17	1	2	1	7	7	5	-	5	10	3	2	-	12	8
	1%	1%	*	1%	*	1%	1%	1%	-	1%	2%	1%	*	-	1%	2%
Other	23	19	1	2	2	6	4	11	-	5	9	4	2	3	20	3
	1%	1%	*	*	1%	1%	1%	3%def	-	1%	1%	1%	*	1%	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who neither support nor oppose or have no opinion of using shale gas

	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	2187	128	211	160	151	208	236	283	333	142	108	157	70
Weighted Base	2140	95	207	154	153	204	230	304	322	159	99*	148	66*
Effective Base	1889	111	182	137	132	178	206	251	293	122	93	137	59
Don't know enough about it	1618	71	136	129	124	148	196	206	257	111	86	117	36
	76%	75%l	66%	84%begil	81%bgil	73%l	85%abegil	68%	80%bgil	70%l	86%abegil	79%bgl	55%
Have never heard of it	211	1	13	6	9	10	36	61	28	8	-	11	29
	10%	1%	6%aj	4%	6%j	5%j	16%abcdehij	20%abcdehijk	9%aj	5%j	-	7%aj	45%abcdehijk
I can see the positives and negatives	187	16	27	17	13	13	14	23	26	16	11	9	-
	9%	17%defghkl	13%efl	11%l	8%l	7%l	6%	8%l	8%l	10%l	11%l	6%	-
Not interested in it	158	10	20	7	10	27	31	27	10	8	3	2	3
	7%	11%hjk	10%hk	5%	6%	13%cdhijk	14%cdhijk	9%hk	3%	5%	3%	2%	4%
Haven't made up my mind yet	121	2	15	9	10	8	6	10	16	14	13	11	7
	6%	3%	7%f	6%	7%	4%	3%	3%	5%	9%fg	13%acefgh	7%f	10%afg
Will have no impact on me	43	2	11	4	-	4	3	1	1	10	3	2	3
	2%	2%gh	5%dfghk	3%gh	-	2%gh	1%	*	*	6%dfghk	3%gh	1%	5%dgh
There are many vocal campaigns and I don't know what to believe	20	-	4	-	4	-	-	3	-	4	3	2	-
	1%	-	2%fh	-	3%efh	-	-	1%	-	2%fh	3%cefh	1%h	-
Other	23	-	6	1	3	4	-	1	2	-	-	5	-
	1%	-	3%fghi	1%	2%f	2%f	-	*	1%	-	-	3%fghi	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who neither support nor oppose or have no opinion of using shale 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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2187	425	238	195	178	150	268	1919	648	1539	486	1695	688	1495
Weighted Base	2140	306	222	206	223	203	171	1969	688	1451	394	1739	526	1609
Effective Base	1889	373	210	175	165	143	237	1685	568	1325	407	1487	586	1331
Don't know enough about it	1618	230	163	167	168	149	132	1486	551	1067	295	1319	390	1226
	76%	75%	74%	81%	75%	73%	77%	75%	80%i	74%	75%	76%	74%	76%
Have never heard of it	211	40	19	13	12	13	21	190	68	143	41	171	36	175
	10%	13% ^{cde}	9%	6%	5%	6%	12%	10%	10%	10%	10%	10%	7%	11% ^l
I can see the positives and negatives	187	17	16	14	32	26	5	182	44	143	32	153	45	140
	9%	6%	7%	7%	14% ^{abc}	13% ^a	3%	9% ^f	6%	10% ^h	8%	9%	8%	9%
Not interested in it	158	27	16	7	10	7	14	144	51	107	27	131	37	121
	7%	9% ^{ce}	7%	4%	4%	3%	8%	7%	7%	7%	7%	8%	7%	8%
Haven't made up my mind yet	121	13	15	10	14	10	9	112	26	95	22	98	39	82
	6%	4%	7%	5%	6%	5%	5%	6%	4%	7% ^h	6%	6%	7% ^m	5%
Will have no impact on me	43	7	5	6	3	3	4	39	12	31	6	37	18	25
	2%	2%	2%	3%	1%	1%	3%	2%	2%	2%	2%	2%	3% ^m	2%
There are many vocal campaigns and I don't know what to believe	20	3	2	1	2	1	3	17	2	18	3	17	9	11
	1%	1%	1%	1%	1%	1%	2%	1%	*	1% ^h	1%	1%	2% ^m	1%
Other	23	3	1	3	5	3	3	21	6	17	3	21	9	15
	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.15E You said that you don't know whether you support or oppose/neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Base: All who neither support nor oppose or have no opinion of using shale gas

	Total	Q.3 WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support (a)	Oppose (b)
Unweighted Base	2187	1561	69
Weighted Base	2140	1592	63*
Effective Base	1889	1358	62
Don't know enough about it	1618 76%	1218 77%	46 73%
Have never heard of it	211 10%	136 9%	6 10%
I can see the positives and negatives	187 9%	169 11% ^b	1 2%
Not interested in it	158 7%	88 6%	5 8%
Haven't made up my mind yet	121 6%	101 6%	3 5%
Will have no impact on me	43 2%	29 2%	3 5%
There are many vocal campaigns and I don't know what to believe	20 1%	18 1%	-
Other	23 1%	19 1%	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	3279	1537	1742	399	538	505	575	474	789	750	1002	688	840
	78%	74%	81% ^a	71%	76%	77% ^c	80% ^c	76%	82% ^{cdeg}	76%	75%	77%	82% ^{ijk}
Hardly anything but I've heard of this	339	193	145	59	50	61	54	51	63	78	111	82	68
	8%	9% ^b	7%	10% ^h	7%	9%	7%	8%	7%	8%	8%	9% ^l	7%
A little	433	239	194	66	87	67	67	67	79	109	161	82	81
	10%	12% ^b	9%	12% ^h	12% ^h	10%	9%	11%	8%	11% ^l	12% ^l	9%	8%
A fair amount	114	65	49	24	19	14	16	24	18	30	40	25	20
	3%	3%	2%	4% ^h	3%	2%	2%	4% ^h	2%	3%	3%	3%	2%
A lot	40	24	16	6	7	8	7	6	4	17	13	5	5
	1%	1%	1%	1%	1%	1%	1%	1%	*	2% ^{kl}	1%	1%	*
SUMMARY CODES													
UNAWARE/HARDLY/LITTLE	4051	1969	2082	523	675	633	697	592	931	938	1273	852	989
	96%	95%	96%	93%	96%	96% ^c	96% ^c	95%	97% ^{cg}	95%	95%	96%	97% ^{ij}
A LOT/FAIR AMOUNT	154	89	66	30	26	22	23	31	22	47	53	30	25
	4%	4% ^b	3%	5% ^h	4%	3%	3%	5% ^h	2%	5% ^l	4% ^l	3%	2%
ANYTHING	926	521	405	154	164	150	145	149	165	234	324	194	173
	22%	25% ^b	19%	27% ^{fh}	23% ^h	23% ^h	20%	24% ^h	17%	24% ^l	24% ^l	22% ^l	17%
Don't know	25	11	14	9	5	3	2	3	3	4	9	6	5
	1%	1%	1%	2% ^{fh}	1%	*	*	*	*	*	1%	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	3279	2151	547	521	442	1113	1104	582	18	687	1114	597	554	328	2528	751
	78%	77%	76%	83%ab	78%	76%	78%	79%	79%	81%klm	80%klm	74%	75%	75%	76%	82%n
Hardly anything but I've heard of this	339	230	66	41	49	114	121	52	1	66	92	66	72	43	291	47
	8%	8%	9%c	6%	9%	8%	9%	7%	5%	8%	7%	8%	10%j	10%j	9%o	5%
A little	433	299	70	51	55	162	137	76	3	68	139	96	87	42	355	78
	10%	11%c	10%	8%	10%	11%	10%	10%	13%	8%	10%	12%i	12%i	10%	11%	8%
A fair amount	114	76	22	12	13	52	31	18	1	17	37	32	14	14	92	23
	3%	3%	3%	2%	2%	4%f	2%	2%	3%	2%	3%	4%il	2%	3%	3%	2%
A lot	40	30	6	3	4	17	12	6	-	9	10	6	6	9	28	12
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	2%j	1%	1%
SUMMARY CODES																
UNAWARE\HARDLY\LITTLE	4051	2681	682	612	546	1389	1362	710	22	821	1345	759	713	413	3175	877
	96%	96%	95%	97%b	96%	94%	97%e	96%	97%	97%km	96%	94%	96%	94%	96%	96%
A LOT\FAIR AMOUNT	154	106	29	15	17	70	43	24	1	26	47	38	20	23	120	34
	4%	4%	4%	2%	3%	5%f	3%	3%	3%	3%	3%	5%	3%	5%l	4%	4%
ANYTHING	926	636	164	107	121	346	301	152	5	160	279	200	179	109	767	160
	22%	23%c	23%c	17%	21%	24%	21%	21%	21%	19%	20%	25%ij	24%ij	25%i	23%o	17%
Don't know	25	14	7	4	3	13	4	4	-	3	5	7	6	3	22	4
	1%	1%	1%	1%	1%	1%	*	*	-	*	*	1%	1%	1%	1%	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	3279 78%	148 86% <i>cdefgh</i>	373 80% <i>ceg</i>	253 73% <i>g</i>	231 75% <i>g</i>	277 74% <i>g</i>	305 78% <i>g</i>	363 65%	441 76% <i>g</i>	316 87% <i>bcdefgh</i>	179 89% <i>bcdefgh</i>	297 84% <i>cdefgh</i>	96 82% <i>g</i>
Hardly anything but I've heard of this	339 8%	4 2%	43 9% <i>aij</i>	34 10% <i>aij</i>	27 9% <i>ai</i>	38 10% <i>aijk</i>	25 6% <i>i</i>	70 13% <i>afijk</i>	53 9% <i>aij</i>	8 2%	9 4%	20 6% <i>i</i>	8 7% <i>i</i>
A little	433 10%	8 5%	33 7%	49 14% <i>abijk</i>	39 13% <i>abij</i>	46 12% <i>abij</i>	42 11% <i>ai</i>	83 15% <i>abhijk</i>	60 10% <i>ai</i>	21 6%	13 7%	29 8%	11 9%
A fair amount	114 3%	8 4% <i>ejk</i>	11 2%	6 2%	5 2%	3 1%	21 5% <i>bcdej k</i>	22 4% <i>ejk</i>	20 3% <i>ej</i>	10 3%	1 *	5 1%	3 2%
A lot	40 1%	3 2% <i>f</i>	4 1%	2 1%	3 1%	6 2% <i>f</i>	-	8 1% <i>f</i>	5 1%	6 2% <i>f</i>	-	3 1%	-
SUMMARY CODES													
UNAWARE\HARDLY\LITTLE	4051 96%	161 94%	449 97% <i>g</i>	335 96% <i>g</i>	297 97% <i>g</i>	361 97% <i>g</i>	372 95%	516 93%	554 95%	345 95%	201 99% <i>acfg hi</i>	347 98% <i>ag</i>	114 98%
A LOT\FAIR AMOUNT	154 4%	11 6% <i>cejk</i>	14 3% <i>j</i>	9 3%	9 3%	9 2%	21 5% <i>jk</i>	30 5% <i>ejk</i>	25 4% <i>j</i>	16 4% <i>j</i>	1 *	8 2%	3 2%
ANYTHING	926 22%	23 13%	90 19% <i>ij</i>	91 26% <i>abijk</i>	74 24% <i>aijk</i>	93 25% <i>aijk</i>	88 22% <i>aijk</i>	183 33% <i>abcde f h i j k l</i>	138 24% <i>aijk</i>	45 12%	23 11%	57 16%	21 18%
Don't know	25 1%	* *	1 *	5 1% <i>f</i>	2 1%	3 1%	-	11 2% <i>bfhk</i>	1 *	2 *	1 *	1 *	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	3279	473	390	323	318	324	300	2979	899	2380	732	2536	968	2304
	78%	79%de	81%cde	75%	72%	68%	80%	77%	77%	78%	80%k	77%	80% ^m	77%
Hardly anything but I've heard of this	339	43	32	35	49	61	26	313	96	243	71	267	95	244
	8%	7%	7%	8%	11%ab	13%abc	7%	8%	8%	8%	8%	8%	8%	8%
A little	433	54	47	55	58	56	36	397	123	310	87	346	105	328
	10%	9%	10%	13%	13%	12%	10%	10%	10%	10%	9%	10%	9%	11%l
A fair amount	114	17	11	11	16	16	8	107	32	83	9	105	36	79
	3%	3%	2%	3%	4%	3%	2%	3%	3%	3%	1%	3% ^j	3%	3%
A lot	40	5	1	6	1	13	2	38	16	24	6	34	6	34
	1%	1%	*	1%	*	3%abd	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
UNAWARE/HARDLY/LITTLE	4051	571	469	413	425	441	362	3689	1118	2933	889	3150	1168	2876
	96%	96%	97% ^{ee}	95%	96%	93%	97%	96%	95%	96%	97% ^k	95%	96%	96%
A LOT/FAIR AMOUNT	154	21	13	17	17	29	10	145	48	107	15	139	42	113
	4%	4%	3%	4%	4%	6% ^b	3%	4%	4%	3%	2%	4% ^j	3%	4%
ANYTHING	926	119	91	107	124	147	72	855	267	660	173	753	242	684
	22%	20%	19%	25% ^b	28% ^{ab}	31% ^{ab}	19%	22%	23%	22%	19%	23% ^j	20%	23% ^l
Don't know	25	5	1	2	-	3	3	23	7	18	9	14	3	21
	1%	1%	*	1%	-	1%	1%	1%	1%	1%	1% ^k	*	*	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	3363	145
Weighted Base	4231	3464	133
Effective Base	3657	2925	127
Hadn't heard about this before now	3279 78%	2675 77%	102 76%
Hardly anything but I've heard of this	339 8%	269 8%	14 10%
A little	433 10%	369 11%	13 10%
A fair amount	114 3%	101 3%	4 3%
A lot	40 1%	36 1%	1 *
SUMMARY CODES			
UNAWARE/HARDLY/LITTLE	4051 96%	3313 96%	128 97%
A LOT/FAIR AMOUNT	154 4%	137 4%	4 3%
ANYTHING	926 22%	775 22%	31 24%
Don't know	25 1%	14 *	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Car insurance	1498	821	677	125	241	244	305	255	327	455	522	325	195
	35%	40%b	31%	22%	34%c	37%c	42%cdh	41%cdh	34%c	46%jkl	39%l	37%l	19%
Home insurance	967	499	468	20	134	149	198	184	282	323	344	183	118
	23%	24%	22%	4%	19%c	23%c	27%cd	29%cde	29%cde	33%jkl	26%kl	21%l	12%
Energy (gas\electricity)	819	386	433	73	171	127	148	127	173	244	287	152	136
	19%	19%	20%	13%	24%ch	19%c	21%c	20%c	18%c	25%kl	21%kl	17%l	13%
A Mobile phone contract	785	393	392	160	154	142	148	97	84	207	281	173	125
	19%	19%	18%	28%defgh	22%gh	22%gh	21%gh	15%h	9%	21%l	21%l	19%l	12%
Broadband (not bundled with another product)	465	255	210	66	127	90	80	46	56	120	163	92	89
	11%	12%b	10%	12%gh	18%cefg	14%gh	11%gh	7%	6%	12%l	12%l	10%	9%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	207	106	100	16	46	42	38	30	36	63	70	41	32
	5%	5%	5%	3%	6%ch	6%ch	5%	5%	4%	6%l	5%l	5%	3%
A Credit card	204	111	93	43	53	40	28	19	20	57	86	26	35
	5%	5%	4%	8%fgh	7%fgh	6%gh	4%h	3%	2%	6%kl	6%kl	3%	3%
A Mortgage	166	88	79	7	72	46	35	5	2	58	69	31	8
	4%	4%	4%	1%h	10%cfgh	7%cgh	5%cgh	1%	*	6%kl	5%l	4%l	1%
A Current account	163	94	69	38	48	20	21	17	18	43	62	25	33
	4%	5%b	3%	7%efgh	7%efgh	3%	3%	3%	2%	4%	5%	3%	3%
Pay TV (not bundled with another product)	159	80	79	17	38	27	31	22	25	48	54	28	29
	4%	4%	4%	3%	5%h	4%	4%	3%	3%	5%l	4%	3%	3%
SUMMARY CODE													
ANY	2511	1293	1218	310	456	389	467	375	513	662	855	544	449
	59%	62%b	56%	55%	65%ch	59%h	65%ch	60%h	54%	67%kl	64%l	61%l	44%
3+ PRODUCTS	794	419	375	65	162	157	152	122	137	275	299	142	79
	19%	20%b	17%	12%	23%ch	24%ch	21%ch	20%ch	14%	28%jkl	22%kl	16%l	8%
None of these	1660	752	908	241	241	260	241	246	431	317	467	331	546
	39%	36%	42%a	43%df	34%	39%f	33%	39%f	45%defg	32%	35%	37%i	54%ijk
Don't know	60	25	35	10	9	9	13	5	13	10	13	13	23
	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	2%ij

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.90 Products or services have taken out 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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Car insurance	1498 35%	1167 42%bc	186 26%c	119 19%	108 19%	455 31%d	580 41%de	347 47%def	5 23%	220 26%	561 40%im	290 36%i	289 39%im	138 31%i	1135 34%	362 40%n
Home insurance	967 23%	839 30%bc	63 9%	61 10%	60 11%	272 19%d	371 26%de	261 35%def	1 6%	187 22%m	392 28%ikl m	169 21%am	151 20%	68 16%	730 22%	237 26%n
Energy (gas\electricity)	819 19%	569 20%c	147 21%c	92 15%	103 18%	256 17%	276 20%	180 24%def	2 8%	149 18%am	306 22%im	161 20%am	156 21%am	48 11%	624 19%	195 21%
A Mobile phone contract	785 19%	513 18%	152 21%c	103 16%	110 19%	265 18%	270 19%	134 18%	3 14%	102 12%	218 16%i	181 22%ij	186 25%ij	98 22%ij	628 19%	157 17%
Broadband (not bundled with another product)	465 11%	286 10%	119 17%ac	57 9%	69 12%	168 11%	159 11%	67 9%	1 2%	77 9%	153 11%	110 14%i	83 11%	43 10%	371 11%	94 10%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	207 5%	147 5%	27 4%	30 5%	21 4%	73 5%	70 5%	42 6%	- -	31 4%	68 5%	42 5%	43 6%	22 5%	159 5%	47 5%
A Credit card	204 5%	138 5%c	43 6%c	20 3%	22 4%	72 5%	81 6%	27 4%	1 2%	25 3%	74 5%i	51 6%i	35 5%	19 4%	163 5%	41 4%
A Mortgage	166 4%	157 6%bc	6 1%	1 *	10 2%	71 5%dg	65 5%gd	20 3%	- -	18 2%	66 5%i	29 4%	37 5%i	16 4%	132 4%	34 4%
A Current account	163 4%	101 4%	39 5%ac	20 3%	28 5%	64 4%	47 3%	24 3%	- -	26 3%	62 4%	39 5%	23 3%	13 3%	135 4%	29 3%
Pay TV (not bundled with another product)	159 4%	107 4%	23 3%	23 4%	15 3%	57 4%	61 4%	25 3%	1 2%	18 2%	55 4%i	40 5%i	33 4%i	13 3%	118 4%	41 5%
SUMMARY CODE																
ANY	2511 59%	1757 63%bc	418 58%c	292 46%	304 54%	820 56%	880 62%de	492 67%de	10 45%	442 52%	878 63%im	499 62%im	450 61%i	241 55%	1965 59%	546 60%
3+ PRODUCTS	794 19%	617 22%bc	108 15%c	59 9%	63 11%	253 17%d	292 21%de	182 25%de	1 2%	111 13%	284 20%im	167 21%im	169 23%im	63 14%	611 18%	184 20%
None of these	1660 39%	1004 36%	288 40%a	333 53%ab	255 45%fg	634 43%fg	510 36%	234 32%	12 55%	395 46%ijkl	505 36%	296 37%	273 37%	191 43%jkl	1312 40%	348 38%
Don't know	60 1%	40 1%	12 2%	7 1%	8 1%	18 1%	19 1%	11 2%	- -	13 2%	15 1%	9 1%	16 2%	8 2%	40 1%	20 2%n

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Car insurance	1498 35%	68 40%gi	200 43%cefg hij k	115 33%	140 45%cefg hij k	121 32%	134 34%	156 28%	210 36%gi	103 28%	68 33%	120 34%	64 55%abcefg hij k
Home insurance	967 23%	53 31%cefg hi	133 29%cefg i	70 20%g	98 32%cefg hij k	72 19%g	78 20%g	71 13%	134 23%g	78 21%g	51 25%g	83 23%g	46 39%bcefg hij k
Energy (gas\electricity)	819 19%	35 21%	102 22%efj	69 20%	88 29%cefg hij k l	54 14%	63 16%	97 17%	107 18%	80 22%e	30 15%	75 21%e	19 16%
A Mobile phone contract	785 19%	31 18%	99 21%ik	68 20%i	75 24%hij k	66 18%	73 18%	112 20%ik	105 18%	48 13%	33 16%	50 14%	26 22%ik
Broadband (not bundled with another product)	465 11%	19 11%	64 14%gijkl	36 10%	49 16%cg hij k l	44 12%	43 11%	53 9%	64 11%	39 11%	16 8%	32 9%	6 5%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	207 5%	21 12%bcefg hij k	27 6%cg	6 2%	26 8%cgj k	19 5%c	21 5%c	15 3%	28 5%c	16 5%c	7 3%	12 3%	9 8%cg
A Credit card	204 5%	12 7%ij	25 5%j	13 4%	20 6%j	26 7%fij k	14 4%	34 6%j	26 4%	11 3%	3 2%	12 3%	7 6%j
A Mortgage	166 4%	10 6%gijkl	21 5%jl	13 4%l	23 7%fgij k l	20 5%gijkl	13 3%	13 2%	32 6%gijkl	13 4%	2 1%	8 2%	-
A Current account	163 4%	8 5%k	17 4%	15 4%k	19 6%k	18 5%k	13 3%	17 3%	19 3%	23 6%gk	9 4%k	5 1%	3 3%
Pay TV (not bundled with another product)	159 4%	4 2%	23 5%k	11 3%	23 7%aceg hij k	10 3%	22 6%k	21 4%k	18 3%	12 3%	5 2%	4 1%	6 5%k
SUMMARY CODE													
ANY	2511 59%	116 68%efg hij k	313 67%cefg hij k	208 60%ij	223 73%cefg hij k	218 59%j	220 56%	301 54%	332 57%	186 51%	99 49%	208 59%j	86 73%cefg hij k
3+ PRODUCTS	794 19%	38 22%cgk	114 25%cefg ij k	51 15%	95 31%acefg hij k	59 16%	64 16%	80 14%	120 21%cgk	58 16%	35 17%	53 15%	29 24%cgk
None of these	1660 39%	55 32%	147 32%	137 39%bdl	84 27%	145 39%bdl	170 43%abdl	241 43%abdl	243 42%abdl	164 45%abdl	101 50%abcdekl	142 40%bdl	31 27%
Don't know	60 1%	* *	4 1%	3 1%	1 *	9 2% d	3 1%	14 3% bd fh	5 1%	13 4% abcd fh	2 1%	6 2%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Car insurance	1498	128	197	194	212	268	86	1411	436	1061	274	1221	421	1077
	35%	21%	41%a	45%a	48%ab	57%abcd	23%	37%f	37%	35%	30%	37%j	35%	36%
Home insurance	967	96	135	112	152	171	78	889	255	712	216	750	340	627
	23%	16%	28%a	26%a	34%ac	36%abc	21%	23%	22%	23%	24%	23%	28% ^m	21%
Energy (gas\electricity)	819	106	119	89	123	141	64	755	236	583	166	653	216	603
	19%	18%	25%a	21%	28%ac	30%ac	17%	20%	20%	19%	18%	20%	18%	20%
A Mobile phone contract	785	88	90	96	106	141	45	741	283	503	154	631	135	650
	19%	15%	19%	22%a	24%a	30%abc	12%	19%f	24%i	16%	17%	19%	11%	22% ^l
Broadband (not bundled with another product)	465	70	59	58	68	91	30	435	150	315	84	382	80	385
	11%	12%	12%	13%	15%	19%abc	8%	11%f	13%i	10%	9%	12% ^j	7%	13% ^l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	207	22	30	30	32	39	18	189	76	130	50	156	43	163
	5%	4%	6%	7%a	7%a	8%a	5%	5%	6%i	4%	5%	5%	4%	5% ^l
A Credit card	204	23	22	31	33	45	11	193	59	144	32	172	30	174
	5%	4%	5%	7%a	7%a	10%ab	3%	5%f	5%	5%	4%	5% ^j	2%	6% ^l
A Mortgage	166	3	12	23	38	46	2	164	69	97	15	151	5	161
	4%	1%	2%a	5%ab	9%ab	10%abc	1%	4%f	6%i	3%	2%	5% ^j	*	5% ^l
A Current account	163	17	27	21	23	30	6	158	48	115	34	129	25	138
	4%	3%	5%a	5%	5%	6%a	2%	4%f	4%	4%	4%	4%	2%	5% ^l
Pay TV (not bundled with another product)	159	21	12	22	19	41	9	150	57	102	35	125	30	129
	4%	4%	2%	5%	4%	9%abd	2%	4%	5%i	3%	4%	4%	2%	4% ^l
SUMMARY CODE														
ANY	2511	330	331	308	320	378	202	2309	725	1786	509	1998	670	1839
	59%	55%	69%a	71%a	72%a	80%abcd	54%	60%f	62%	58%	56%	60% ^j	55%	61% ^l
3+ PRODUCTS	794	60	106	103	147	176	36	758	257	537	157	637	175	620
	19%	10%	22%a	24%a	33%abc	37%abc	10%	20%f	22%i	18%	17%	19%	14%	21% ^l
None of these	1660	260	145	122	118	94	169	1491	427	1234	399	1255	530	1127
	39%	44%bcde	30% ^e	28% ^e	27% ^e	20%	45% ^g	39%	36%	40% ^h	44% ^k	38%	44% ^m	37%
Don't know	60	6	7	3	5	1	4	56	22	38	7	50	14	43
	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	2%	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All Adults in UK

	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)	
Total	4231	3501	108	4123	148	4083	105	4126	663	3568	1152	3079	543	3688	130	4101	358	3873	89	4142	
Unweighted Base	4231	3501	108	4123	148	4083	105	4126	663	3568	1152	3079	543	3688	130	4101	358	3873	89	4142	
Weighted Base	4231	3436	130*	4101	184	4047	156	4075	761	3470	1335	2896	639	3592	150	4081	396	3835	97*	4134	
Effective Base	3657	3025	97	3563	133	3529	101	3569	589	3078	1030	2650	487	3181	115	3544	319	3340	79	3579	
Car insurance	1498	1110	49	1449	98	1399	101	1397	537	960	1127	370	303	1194	100	1397	184	1314	50	1447	
	35%	49%b	32%	38%	35%	53%f	35%	65%h	34%	71%j	28%	84%l	13%	47%n	33%	67%p	34%	46%r	34%	52%t	35%
Home insurance	967	649	35	932	62	905	95	872	621	346	591	376	182	785	84	883	143	824	35	933	
	23%	40%b	19%	27%	23%	34%f	22%	61%h	21%	82%j	10%	44%l	13%	28%n	22%	56%p	22%	36%r	21%	36%t	23%
Energy (gas\electricity)	819	210	42	777	68	751	73	747	280	539	363	456	166	653	77	742	136	683	33	786	
	19%	77%b	6%	32%d	19%	37%f	19%	47%h	18%	37%j	16%	27%l	16%	26%n	18%	51%p	18%	34%r	18%	34%t	19%
A Mobile phone contract	785	570	41	745	65	720	55	730	190	596	359	426	490	295	66	719	114	671	29	756	
	19%	27%b	17%	31%d	18%	35%f	18%	35%h	18%	25%j	17%	27%l	15%	77%n	8%	44%p	18%	29%r	17%	30%t	18%
Broadband (not bundled with another product)	465	293	26	440	38	427	44	421	150	315	208	257	128	337	21	444	279	186	42	423	
	11%	22%b	9%	20%d	11%	21%f	11%	28%h	10%	20%j	9%	16%l	9%	20%n	9%	14%	11%	70%r	5%	44%t	10%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	207	123	13	194	14	193	20	187	81	125	109	98	59	148	111	95	22	184	10	197	
	5%	11%b	4%	10%d	5%	8%	5%	13%h	5%	11%j	4%	8%l	3%	9%n	4%	74%p	2%	6%	5%	10%t	5%
A Credit card	204	133	21	183	132	72	19	185	58	146	96	107	69	135	17	187	36	168	14	189	
	5%	9%b	4%	16%d	4%	72%f	2%	12%h	5%	8%j	4%	7%l	4%	11%n	4%	11%p	5%	9%r	4%	15%t	5%
A Mortgage	166	75	22	145	27	139	113	53	93	73	96	70	46	120	20	146	42	124	6	160	
	4%	12%b	2%	17%d	4%	15%f	3%	72%h	1%	12%j	2%	7%l	2%	7%n	3%	13%p	4%	11%r	3%	6%	4%
A Current account	163	100	80	83	20	143	18	145	47	117	72	91	51	112	12	152	36	128	7	156	
	4%	8%b	3%	61%d	2%	11%f	4%	12%h	4%	6%j	3%	5%l	3%	8%n	3%	8%p	4%	9%r	3%	7%	4%
Pay TV (not bundled with another product)	159	102	4	155	17	143	13	147	46	113	68	91	45	115	19	141	44	115	69	90	
	4%	7%b	3%	3%	4%	9%f	4%	8%h	4%	6%j	3%	5%l	3%	7%n	3%	12%p	3%	11%r	3%	71%t	2%
SUMMARY CODE																					
ANY	2511	1799	114	2397	169	2342	140	2371	689	1822	1206	1305	581	1930	146	2365	352	2158	91	2420	
	59%	90%b	52%	88%d	58%	92%f	58%	90%h	58%	91%j	52%	90%l	45%	91%n	54%	97%p	58%	89%r	56%	94%t	59%
3+ PRODUCTS	794	415	56	739	101	694	109	685	395	400	522	272	265	529	110	684	189	605	51	743	
	19%	48%b	12%	43%d	18%	55%f	17%	70%h	17%	52%j	12%	39%l	9%	42%n	15%	73%p	17%	48%r	16%	53%t	18%
None of these	1660	1578	16	1645	13	1648	16	1644	71	1589	128	1533	58	1603	4	1656	43	1617	6	1654	
	39%	10%	46%a	12%	40%c	7%	41%e	10%	40%g	9%	46%i	10%	53%k	9%	45%m	3%	41%o	11%	42%q	6%	40%s
Don't know	60	59	-	60	2	58	-	60	1	59	2	58	1	59	-	60	1	59	-	60	
	1%	*	2%a	-	1%	1%	-	1%	*	2%i	*	2%k	*	2%m	-	1%	*	2%q	-	1%	

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Car insurance	1335	742	593	122	226	219	294	223	251	415	464	292	163
	32%	36%b	27%	22%	32%ch	33%ch	41%cdeh	36%ch	26%	42%jkl	35%l	33%l	16%
Energy (gas/electricity)	795	396	399	60	155	136	162	132	150	246	284	144	121
	19%	19%	18%	11%	22%ch	21%ch	22%ch	21%ch	16%c	25%kl	21%kl	16%l	12%
Home insurance	761	403	358	16	106	125	166	149	199	272	267	136	85
	18%	19%b	17%	3%	15%c	19%c	23%cd	24%cd	21%cd	28%jkl	20%kl	15%l	8%
A Mobile phone contract	639	349	289	139	132	118	129	73	48	175	226	144	93
	15%	17%b	13%	25%defgh	19%gh	18%gh	18%gh	12%h	5%	18%l	17%l	16%l	9%
Broadband (not bundled with another product)	396	227	169	53	104	81	76	44	38	112	125	88	71
	9%	11%b	8%	10%h	15%cfgh	12%gh	10%h	7%h	4%	11%l	9%l	10%l	7%
A Credit card	184	100	84	31	53	42	32	16	10	65	75	23	21
	4%	5%	4%	5%gh	7%fgh	6%gh	4%h	2%h	1%	7%kl	6%kl	3%	2%
A Mortgage	156	87	69	9	59	47	38	1	2	52	72	27	6
	4%	4%	3%	2%gh	8%cfgh	7%cgh	5%cgh	*	*	5%kl	5%kl	3%l	1%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150	78	73	6	35	31	37	23	18	50	47	31	22
	4%	4%	3%	1%	5%ch	5%ch	5%ch	4%ch	2%	5%l	4%l	4%	2%
A Current account	130	68	61	34	31	22	23	12	7	39	53	20	18
	3%	3%	3%	6%efgh	4%gh	3%h	3%h	2%h	1%	4%l	4%l	2%	2%
Pay TV (not bundled with another product)	97	54	43	12	25	14	21	15	9	21	36	20	20
	2%	3%	2%	2%	3%h	2%	3%h	2%h	1%	2%	3%	2%	2%
SUMMARY CODE													
ANY	2340	1211	1129	289	432	393	461	343	421	644	811	499	385
	55%	59%b	52%	51%h	61%cgh	60%ch	64%cgh	55%h	44%	65%kl	61%kl	56%l	38%
3+ PRODUCTS	603	339	263	44	125	124	136	92	82	219	224	105	54
	14%	16%b	12%	8%	18%ch	19%ch	19%ch	15%ch	9%	22%jkl	17%kl	12%l	5%
None of these	1840	844	997	264	263	258	251	277	528	339	513	380	608
	43%	41%	46%a	47%def	37%	39%	35%	44%df	55%cdefg	34%	38%	43%i	60%ijk
Don't know	51	15	36	8	12	7	10	6	8	5	11	9	26
	1%	1%	2%a	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%ijk

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Car insurance	1335 32%	1053 38%bc	163 23%c	96 15%	96 17%	404 27% <i>d</i>	505 36% <i>d</i> e	319 43% <i>d</i> e <i>f</i>	6 29%	185 22%	478 34% <i>i</i>	279 35% <i>i</i>	265 36% <i>i</i> m	128 29% <i>i</i>	1016 31%	319 35% <i>n</i>
Energy (gas\electricity)	795 19%	572 20% <i>c</i>	127 18% <i>c</i>	88 14%	93 16%	250 17%	260 18%	185 25% <i>d</i> e <i>f</i>	2 8%	132 16% <i>m</i>	309 22% <i>i</i> m	163 20% <i>i</i> m	146 20% <i>i</i> m	46 10%	617 19%	178 19%
Home insurance	761 18%	667 24% <i>b</i> c	52 7%	38 6%	44 8%	207 14% <i>d</i>	298 21% <i>d</i> e	211 29% <i>d</i> e <i>f</i>	1 6%	141 17%	309 22% <i>i</i> k <i>l</i>	132 16%	121 16%	58 13%	579 17%	182 20%
A Mobile phone contract	639 15%	430 15% <i>c</i>	124 17% <i>c</i>	71 11%	87 15%	208 14%	225 16%	112 15%	3 12%	63 7%	191 14% <i>i</i>	155 19% <i>i</i> j	151 20% <i>i</i> j	79 18% <i>i</i> j	516 16%	123 13%
Broadband (not bundled with another product)	396 9%	245 9%	99 14% <i>a</i> c	50 8%	63 11%	140 10%	124 9%	68 9%	1 2%	61 7%	141 10% <i>i</i>	91 11% <i>i</i> m	73 10%	30 7%	326 10%	71 8%
A Credit card	184 4%	128 5% <i>c</i>	42 6% <i>c</i>	13 2%	19 3%	69 5%	63 4%	31 4%	-	19 2%	61 4% <i>i</i>	50 6% <i>i</i> m	40 5% <i>i</i>	13 3%	141 4%	42 5%
A Mortgage	156 4%	143 5% <i>b</i> c	12 2% <i>c</i>	-	13 2%	60 4%	51 4%	31 4%	-	15 2%	60 4% <i>i</i>	22 3%	43 6% <i>i</i> k	16 4%	128 4%	28 3%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150 4%	112 4% <i>b</i>	17 2%	18 3%	10 2%	46 3%	56 4% <i>d</i>	36 5% <i>d</i>	-	26 3%	48 3%	36 4% <i>m</i>	33 5% <i>m</i>	7 2%	111 3%	39 4%
A Current account	130 3%	85 3%	33 5% <i>a</i> c	11 2%	23 4% <i>f</i>	45 3%	32 2%	29 4% <i>f</i>	-	12 1%	47 3% <i>i</i>	34 4% <i>i</i>	26 3% <i>i</i>	12 3%	104 3%	26 3%
Pay TV (not bundled with another product)	97 2%	58 2%	20 3%	15 2%	10 2%	32 2%	34 2%	20 3%	-	11 1%	34 2%	23 3% <i>i</i>	20 3%	8 2%	78 2%	19 2%
SUMMARY CODE																
ANY	2340 55%	1653 59% <i>b</i> c	394 55% <i>c</i>	255 40%	287 51%	762 52%	795 56% <i>d</i> e	478 65% <i>d</i> e <i>f</i>	11 48%	380 45%	807 58% <i>i</i>	484 60% <i>i</i> m	435 59% <i>i</i>	232 53% <i>i</i>	1835 55%	505 55%
3+ PRODUCTS	603 14%	491 18% <i>b</i> c	72 10% <i>c</i>	31 5%	42 7%	182 12% <i>d</i>	221 16% <i>d</i> e	152 21% <i>d</i> e <i>f</i>	-	75 9%	228 16% <i>i</i> m	129 16% <i>i</i> m	128 17% <i>i</i> m	44 10%	469 14%	133 15%
None of these	1840 43%	1120 40%	312 43%	366 58% <i>a</i> b	271 48% <i>f</i> g	692 47% <i>f</i> g	600 43% <i>g</i>	253 34%	12 52%	456 54% <i>j</i> k <i>l</i>	580 42%	310 39%	292 40%	202 46% <i>k</i>	1445 44%	396 43%
Don't know	51 1%	28 1%	12 2%	11 2%	9 2%	18 1%	14 1%	6 1%	-	13 2%	10 1%	10 1%	12 2%	6 1%	37 1%	14 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Car insurance	1335 32%	57 33%g	157 34%g	118 34%g	124 40%fghjk	126 34%g	121 31%g	132 24%	167 29%	124 34%g	59 29%	104 29%	45 38%g
Energy (gas\electricity)	795 19%	38 22%fjl	93 20%l	70 20%l	79 26%efghjkl	60 16%	61 15%	91 16%	103 18%l	96 27%befghjk l	28 14%	64 18%l	11 9%
Home insurance	761 18%	41 24%fgh	93 20%gh	67 19%gh	68 22%fgh	70 19%gh	59 15%g	57 10%	79 14%	84 23%fgh	34 17%g	82 23%fgh	27 23%gh
A Mobile phone contract	639 15%	26 15%	73 16%k	51 15%	53 17%k	74 20%hijkl	64 16%k	100 18%hikl	77 13%	44 12%	26 13%	38 11%	11 10%
Broadband (not bundled with another product)	396 9%	17 10%l	42 9%	40 11%jl	36 12%jl	38 10%l	32 8%	50 9%	50 9%	45 12%jl	12 6%	31 9%	4 3%
A Credit card	184 4%	10 6%j	21 5%j	15 4%j	16 5%j	25 7%fhjk	12 3%	37 7%fhjk	17 3%	15 4%	2 1%	11 3%	2 2%
A Mortgage	156 4%	10 6%jkl	19 4%jl	12 3%j	16 5%jl	19 5%jl	14 3%j	18 3%j	19 3%j	21 6%jkl	- -	8 2%j	- -
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150 4%	12 7%cfghk	27 6%cgh	7 2%	14 4%g	18 5%g	11 3%	10 2%	18 3%	13 4%	7 3%	11 3%	4 3%
A Current account	130 3%	6 3%k	13 3%	20 6%fghk	14 5%hk	14 4%hk	10 2%	13 2%	9 2%	21 6%bfgkh	5 3%	3 1%	2 1%
Pay TV (not bundled with another product)	97 2%	3 2%	14 3%e	11 3%e	13 4%ejk	3 1%	10 2%	16 3%	12 2%	9 2%	1 *	3 1%	3 2%
SUMMARY CODE													
ANY	2340 55%	108 63%fghjl	270 58%hj	196 56%	207 67%bcefg hijkl	206 55%	203 52%	292 53%	295 51%	214 59%hj	98 48%	194 55%	57 48%
3+ PRODUCTS	603 14%	30 17%j	77 17%j	47 13%	53 17%j	60 16%j	50 13%	67 12%	74 13%	69 19%fghjkl	19 9%	45 13%	11 10%
None of these	1840 43%	61 36%	194 42% d	151 43% d	101 33%	155 41% d	187 48% adi	252 45% ad	279 48% adi	140 38%	104 51% abdei	156 44% d	60 52% adi
Don't know	51 1%	2 1% bd	- -	2 1%	- -	12 3% bcdfhj	3 1%	11 2% bd	6 1% b	9 2% bd	1 *	5 1% b	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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			
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)		
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678	
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009	
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392	
Car insurance	1335	111	153	181	212	242	65	1269	420	915	221	1112	334	1001	
		32%	19%	32%a	42%ab	48%ab	51%abc	17%	36%i	30%	24%	34%j	28%	33%l	
Energy (gas/electricity)	795	98	110	89	125	141	54	741	241	553	141	654	192	602	
		19%	16%	23%a	21%	28%ac	30%abc	14%	21%	18%	15%	20%j	16%	20%l	
Home insurance	761	67	101	93	122	153	51	710	208	553	149	610	241	520	
		18%	11%	21%a	22%a	28%ab	32%abc	14%	18%	18%	16%	20%m	18%	17%	
A Mobile phone contract	639	68	70	72	93	125	34	604	245	394	112	526	82	557	
		15%	11%	14%	17%a	21%ab	26%abc	9%	16%f	21%i	13%	16%j	7%	19%l	
Broadband (not bundled with another product)	396	55	49	50	58	68	25	372	133	263	74	323	58	339	
		9%	9%	10%	12%	13%	14%a	7%	10%f	11%i	9%	8%	10%	11%l	
A Credit card	184	18	17	30	37	50	8	175	64	120	27	157	17	167	
		4%	3%	4%	7%ab	8%ab	10%ab	2%	5%f	5%i	4%	3%	5%j	1%	6%l
A Mortgage	156	4	11	23	36	40	1	155	69	87	16	140	2	154	
		4%	1%	2%a	5%ab	8%ab	8%ab	*	4%f	6%i	3%	2%	4%j	*	5%l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150	15	21	21	25	32	10	140	59	92	37	114	24	126	
		4%	3%	4%	5%	6%a	7%a	3%	5%i	3%	4%	3%	2%	4%l	
A Current account	130	15	24	14	22	27	6	124	52	78	18	112	9	119	
		3%	3%	5%a	3%	5%	6%a	1%	4%i	3%	2%	3%j	1%	4%l	
Pay TV (not bundled with another product)	97	12	7	15	10	26	5	92	31	66	20	77	14	83	
		2%	2%	1%	3%	2%	6%abd	1%	3%	2%	2%	2%	1%	3%l	
SUMMARY CODE															
ANY	2340	297	301	294	312	373	162	2178	729	1611	426	1912	563	1776	
		55%	50%	62%a	68%a	71%ab	79%abcd	43%	62%i	53%	47%	58%j	46%	59%l	
3+ PRODUCTS	603	35	64	79	124	158	23	580	206	397	103	500	108	494	
		14%	6%	13%a	18%a	28%abc	33%abc	6%	18%i	13%	11%	15%j	9%	16%l	
None of these	1840	292	176	138	128	100	207	1633	426	1415	479	1353	640	1196	
		43%	49%bcde	36%de	32%e	29%e	21%	55%g	36%	46%h	52%k	41%	53%m	40%	
Don't know	51	8	6	1	1	1	6	45	18	32	9	39	11	37	
		1%	1%c	1%	*	*	*	2%	2%	1%	1%	1%	1%	1%	

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	772	3459	150	4081	176	4055	115	4116	873	3358	1336	2895	699	3532	190	4041	427	3804	147	4084	
Weighted Base	4231	819	3412	163	4068	204	4027	166	4065	967	3264	1498	2733	785	3446	207	4024	465	3766	159	4072	
Effective Base	3657	679	2980	131	3527	156	3504	110	3558	769	2896	1186	2487	625	3038	168	3490	380	3278	127	3531	
Car insurance	1335	363	972	72	1263	96	1238	96	1239	591	744	1127	208	359	976	109	1226	208	1127	68	1267	
		32%	44%b	28%	44%d	31%	47%f	30%	58%h	61%j	23%	75%l	8%	46%n	28%	53%p	30%	45%r	30%	43%t	31%	
Energy (gas\electricity)	795	609	185	63	731	71	724	92	703	318	477	388	407	215	580	84	711	172	623	58	737	
		19%	74%b	5%	39%d	18%	35%f	18%	55%h	17%	33%j	15%	26%l	15%	27%n	17%	41%p	18%	37%r	17%	36%t	18%
Home insurance	761	280	481	47	714	58	703	93	668	621	140	537	224	190	571	81	679	150	611	46	714	
		18%	34%b	14%	29%d	18%	28%f	17%	56%h	16%	64%j	4%	36%l	8%	24%n	17%	39%p	17%	32%r	16%	29%t	18%
A Mobile phone contract	639	166	472	51	588	69	570	46	593	182	457	303	336	490	148	59	580	128	510	45	594	
		15%	20%b	14%	31%d	14%	34%f	14%	28%h	15%	19%j	14%	20%l	12%	62%n	4%	28%p	14%	28%r	14%	28%t	15%
Broadband (not bundled with another product)	396	136	261	36	361	36	361	42	354	143	253	184	212	114	282	22	374	279	117	44	352	
		9%	17%b	8%	22%d	9%	18%f	9%	25%h	9%	15%j	8%	12%l	8%	15%n	8%	11%p	9%	60%r	3%	28%t	9%
A Credit card	184	68	116	20	163	132	52	27	156	62	122	98	86	65	119	14	170	38	146	17	167	
		4%	8%b	3%	12%d	4%	65%f	1%	17%h	4%	6%j	4%	7%l	3%	8%n	3%	7%p	4%	8%r	4%	10%t	4%
A Mortgage	156	73	84	18	138	19	138	113	43	95	61	101	55	55	102	20	136	44	112	13	144	
		4%	9%b	2%	11%d	3%	9%f	3%	68%h	1%	10%j	2%	7%l	2%	7%n	3%	10%p	3%	9%r	3%	8%t	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150	77	73	12	139	17	133	20	130	84	66	100	50	66	84	111	39	21	129	19	132	
		4%	9%b	2%	7%d	3%	8%f	3%	12%h	3%	9%j	2%	7%l	2%	8%n	2%	54%p	1%	5%r	3%	12%t	3%
A Current account	130	42	88	80	50	21	109	22	108	35	94	49	81	41	89	13	117	26	104	4	126	
		3%	5%b	3%	49%d	1%	10%f	3%	13%h	3%	4%j	3%	3%l	3%	5%n	3%	6%p	3%	5%r	3%	3%t	3%
Pay TV (not bundled with another product)	97	33	64	7	90	14	83	6	91	35	62	50	47	29	68	10	87	42	55	69	28	
		2%	4%b	2%	4%	2%	7%f	2%	4%	2%	4%j	2%	3%l	2%	4%n	2%	5%p	2%	9%r	1%	43%t	1%
SUMMARY CODE																						
ANY	2340	716	1624	141	2199	175	2165	155	2185	799	1541	1285	1055	677	1663	177	2163	413	1927	128	2212	
		55%	87%b	48%	86%d	54%	86%f	54%	93%h	54%	83%j	47%	86%l	39%	86%n	48%	86%p	54%	89%r	51%	80%t	54%
3+ PRODUCTS	603	321	282	67	536	89	513	107	496	374	228	445	157	271	332	100	503	189	413	65	538	
		14%	39%b	8%	41%d	13%	44%f	13%	64%h	12%	39%j	7%	30%l	6%	34%n	10%	48%p	12%	41%r	11%	41%t	13%
None of these	1840	102	1738	21	1819	29	1812	11	1830	168	1672	212	1628	107	1733	29	1811	52	1788	31	1809	
		43%	12%	51%a	13%	45%c	14%	45%e	6%	45%g	17%	51%i	14%	60%k	14%	50%m	14%	45%o	11%	47%q	20%	44%s
Don't know	51	1	50	1	49	-	51	1	50	-	51	-	51	1	50	-	51	-	51	-	51	
		1%	*	1%a	1%	1%	-	1%	*	1%	-	2%i	-	2%k	*	1%m	-	1%o	-	1%q	-	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	624	3607	59	4172	48	4183	47	4184	292	3939	570	3661	273	3958	68	4163	174	4057	38	4193
Weighted Base	4231	657	3574	69*	4162	56*	4175	69*	4162	326	3905	642	3589	300	3931	70*	4161	188	4043	38*	4193
Effective Base	3657	541	3118	53	3606	43	3615	44	3619	258	3402	505	3158	242	3417	60	3598	153	3505	31	3627
Car insurance	1335	288	1047	33	1302	26	1309	44	1291	235	1100	595	740	119	1216	34	1301	79	1256	14	1321
	32%	44%b	29%	47%d	31%	46%f	31%	63%h	31%	72%j	28%	93%l	21%	40%n	31%	48%p	31%	42%r	31%	36%	32%
Energy (gas\electricity)	795	506	289	26	769	25	770	38	756	132	662	188	607	86	709	33	761	63	732	12	782
	19%	77%b	8%	37%d	18%	45%f	18%	55%h	18%	41%j	17%	29%l	17%	29%n	18%	47%p	18%	33%r	18%	32%	19%
Home insurance	761	227	534	19	741	14	747	45	716	288	473	286	475	71	690	19	742	58	703	7	753
	18%	35%b	15%	28%	18%	25%	18%	65%h	17%	88%j	12%	44%l	13%	24%n	18%	27%	18%	31%r	17%	19%	18%
A Mobile phone contract	639	129	510	21	617	11	628	23	616	68	570	132	507	228	411	22	617	49	590	9	630
	15%	20%b	14%	31%d	15%	20%	15%	33%h	15%	21%j	15%	21%l	14%	76%n	10%	32%p	15%	26%r	15%	23%	15%
Broadband (not bundled with another product)	396	103	293	13	383	6	390	20	376	53	344	81	316	46	350	7	390	147	249	11	385
	9%	16%b	8%	19%d	9%	11%	9%	29%h	9%	16%j	9%	13%l	9%	15%n	9%	10%	9%	78%r	6%	30%t	9%
A Credit card	184	44	140	12	172	42	142	4	180	20	164	44	139	23	161	5	179	10	174	3	181
	4%	7%b	4%	17%d	4%	74%f	3%	6%	4%	6%	4%	7%l	4%	8%n	4%	6%	4%	5%	4%	7%	4%
A Mortgage	156	50	107	13	143	6	151	53	103	40	116	48	109	25	131	5	151	17	139	-	156
	4%	8%b	3%	19%d	3%	10%f	4%	78%h	2%	12%j	3%	7%l	3%	8%n	3%	7%	4%	9%r	3%	-	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	150	62	88	2	149	6	144	11	139	26	124	43	107	28	122	49	101	9	141	4	146
	4%	10%b	2%	2%	4%	11%f	3%	16%h	3%	8%j	3%	7%l	3%	9%n	3%	70%p	2%	5%	3%	11%t	3%
A Current account	130	31	99	33	97	4	126	10	120	18	112	32	97	15	115	4	126	13	117	2	128
	3%	5%b	3%	48%d	2%	6%	3%	14%h	3%	5%j	3%	5%l	3%	5%	3%	6%	3%	7%r	3%	5%	3%
Pay TV (not bundled with another product)	97	19	78	3	94	2	95	2	95	12	85	23	74	12	85	3	94	15	83	21	76
	2%	3%	2%	4%	2%	4%	2%	3%	2%	4%	2%	4%l	2%	4%	2%	5%	2%	8%r	2%	54%t	2%
SUMMARY CODE																					
ANY	2340	603	1737	65	2275	52	2288	66	2274	310	2030	624	1716	279	2061	64	2276	176	2164	31	2309
	55%	92%b	49%	94%d	55%	93%f	55%	96%h	55%	95%j	52%	97%l	48%	93%n	52%	90%p	55%	94%r	54%	80%t	55%
3+ PRODUCTS	603	235	367	30	572	22	580	49	554	156	447	227	375	99	503	34	568	80	523	15	587
	14%	36%b	10%	44%d	14%	40%f	14%	71%h	13%	48%j	11%	35%l	10%	33%n	13%	49%p	14%	42%r	13%	40%t	14%
None of these	1840	54	1786	3	1838	4	1837	3	1838	16	1824	18	1823	21	1819	7	1834	11	1829	8	1833
	43%	8%	50%a	4%	44%c	7%	44%e	4%	44%g	5%	47%i	3%	51%k	7%	46%m	10%	44%o	6%	45%q	20%	44%s
Don't know	51	-	51a	1	49	-	51	-	51	-	51	1	50	-	51	-	51	1	50	-	51
	1%	-	1%a	2%	1%	-	1%	-	1%	-	1%	*	1%k	-	1%	-	1%	*	1%	-	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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



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	730	108	148	105	663	1152	543	130	358	89
Weighted Base	795	130	184	156	761	1335	639	150	396	97
Effective Base	637	97	133	101	589	1030	487	115	319	79
An online price comparison website or app	533 67%	42 32%	92 50%	62 40%	491 65%	941 70%	289 45%	60 40%	199 50%	34 35%
Phoning or emailing providers\suppliers directly (or they phoned you)	93 12%	14 11%	18 10%	24 15%	101 13%	164 12%	88 14%	39 26%	60 15%	14 15%
Visiting websites of individual providers\suppliers	145 18%	36 28%	39 21%	39 25%	139 18%	245 18%	189 30%	56 37%	104 26%	35 37%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	5 4%	9 5%	9 6%	33 4%	52 4%	28 4%	11 7%	19 5%	8 8%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	16 13%	30 16%	19 12%	112 15%	197 15%	79 12%	25 17%	49 12%	9 9%
Customer review websites (e.g. Trustpilot)	35 4%	8 6%	13 7%	7 5%	29 4%	40 3%	34 5%	11 8%	25 6%	5 5%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	30 4%	31 24%	11 6%	9 6%	16 2%	16 1%	142 22%	8 5%	13 3%	4 4%
Using a broker\financial adviser	8 1%	2 1%	5 3%	78 50%	28 4%	37 3%	1 *	1 1%	- -	- -
Looked at leaflets\information sent in the mail	6 1%	1 1%	10 5%	3 2%	15 2%	8 1%	11 2%	3 2%	15 4%	6 6%
Sought advice from family, friends, colleagues	87 11%	17 13%	25 14%	17 11%	54 7%	107 8%	61 10%	12 8%	52 13%	17 18%
Other	12 2%	1 1%	5 2%	2 1%	6 1%	4 *	1 *	2 1%	4 1%	1 1%
None	2 *	5 4%	- -	- -	3 *	1 *	- -	2 2%	5 1%	3 3%
Don't know	5 1%	2 1%	2 1%	- -	7 1%	7 1%	5 1%	- -	3 1%	2 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have personally shopped around for energy suppliers in the past 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	730	354	376	59	140	105	110	117	199	187	225	141	177
Weighted Base	795	396	399	60*	155	136*	162	132	150	246	284	144	121
Effective Base	637	300	339	54	127	95	102	109	182	173	207	127	161
An online price comparison website or app	533 67%	271 68%	262 66%	38 64%	112 72%h	105 78%fgh	105 65%	86 65%	87 58%	188 76%kl	206 73%kl	85 59%l	53 44%
Phoning or emailing providers\suppliers directly (or they phoned you)	93 12%	47 12%	46 12%	6 11%	18 11%	12 9%	20 12%	21 16%	16 11%	27 11%	23 8%	15 11%	28 23%ijk
Visiting websites of individual providers\suppliers	145 18%	75 19%	69 17%	13 22%	31 20%	26 19%	25 15%	26 20%	24 16%	48 19%	46 16%	28 20%	23 19%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	19 5%	11 3%	- -	3 2%	5 4%	8 5%	8 6%	6 4%	9 4%	18 6%l	3 2%	1 1%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	53 13%	69 17%	7 12%	16 10%	25 18%	26 16%	29 22%dh	19 13%	38 16%	54 19%l	19 13%	11 9%
Customer review websites (e.g. Trustpilot)	35 4%	18 4%	17 4%	4 7%f	9 6%	9 7%f	2 1%	7 5%	4 2%	12 5%	17 6%l	5 4%	1 1%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	30 4%	14 4%	16 4%	3 5%	7 4%	8 6%	4 2%	5 4%	4 3%	6 2%	9 3%	5 3%	10 8%ij
Using a broker\financial adviser	8 1%	5 1%	3 1%	- -	2 1%	1 1%	1 *	1 *	4 3%	- -	3 1%	1 *	4 3%i
Looked at leaflets\information sent in the mail	6 1%	3 1%	3 1%	- -	- -	1 1%	2 1%	1 1%	3 2%	- -	3 1%	1 *	3 2%i
Sought advice from family, friends, colleagues	87 11%	34 9%	53 13%	5 8%	11 7%	9 7%	16 10%	19 14%	27 18%de	18 7%	29 10%	14 10%	26 22%ijk
Other	12 2%	9 2%	3 1%	3 5%d	1 *	2 1%	4 2%	1 1%	1 1%	1 *	10 4%ik	- -	1 1%
None	2 *	1 *	* *	- -	- -	- -	- -	- -	2 1%	1 *	- -	1 *	* *
Don't know	5 1%	2 1%	3 1%	- -	- -	1 *	4 2%	* *	- -	2 1%	2 1%	- -	1 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have personally shopped around for energy suppliers in the past 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	730	458	136	130	105	230	234	156	2	147	288	137	118	40	574	156
Weighted Base	795	572	127	88	93*	250	260	185	2**	132	309	163	146	46*	617	178
Effective Base	637	415	128	119	89	200	205	141	2	124	252	124	106	35	502	136
An online price comparison website or app	533 67%	409 71%bc	75 59%	43 49%	52 56%	160 64%	185 71%cd	134 72%cd	-	71 54%	222 72%e	110 68%e	96 66%	33 72%	415 67%	117 66%
Phoning or emailing providers/suppliers directly (or they phoned you)	93 12%	64 11%	16 12%	10 12%	14 15%	34 13%	28 11%	18 10%	-	20 15%g	34 11%	16 10%	23 15%g	1 2%	65 10%	29 16%
Visiting websites of individual providers/suppliers	145 18%	112 20%	19 15%	13 15%	10 11%	54 22%cd	45 17%	32 17%	-	15 12%	62 20%e	22 14%	35 24%ik	10 22%	115 19%	30 17%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	29 5%b	-	1 1%	1 1%	12 5%	12 5%	6 3%	-	7 5%	9 3%	2 1%	8 6%	4 8%k	23 4%	7 4%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	91 16%	19 15%	12 14%	13 14%	39 16%	35 14%	32 17%	-	17 13%	38 12%	35 21%j	26 18%	6 13%	92 15%	30 17%
Customer review websites (e.g. Trustpilot)	35 4%	20 4%	13 11%ac	1 2%	4 4%	17 7%g	11 4%	3 1%	-	2 1%	12 4%	11 7%i	11 7%i	-	30 5%	4 2%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	30 4%	16 3%	5 4%	9 10%ab	6 6%g	11 4%	11 4%	3 1%	-	7 5%	7 2%	4 2%	11 7%j	2 5%	25 4%	5 3%
Using a broker/financial adviser	8 1%	5 1%	1 1%	2 2%	1 1%	3 1%	3 1%	1 1%	-	1 1%	3 1%	1 *	2 2%	1 2%	6 1%	2 1%
Looked at leaflets/information sent in the mail	6 1%	3 1%	-	3 3%ab	1 1%	3 1%	1 *	1 *	21%	2 1%	1 *	2 1%	-	1 2%	5 1%	1 *
Sought advice from family, friends, colleagues	87 11%	55 10%	18 15%	15 17%a	14 15%g	26 10%	33 13%	12 6%	2 100%	26 19%jkl	28 9%	16 10%	14 10%	4 9%	71 11%	17 9%
Other	12 2%	7 1%	2 2%	3 4%	4 4%e	2 1%	3 1%	2 1%	-	3 2%	4 1%	3 2%	3 2%	-	10 2%	2 1%
None	2 *	1 *	* *	- -	- -	2 1%	- -	- -	-	1 1%	* *	- -	- -	-	1 *	1 *
Don't know	5 1%	4 1%	-	1 1%	-	2 1%	* *	2 1%	-	-	* *	-	4 2%j	1 1%	3 *	2 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have personally shopped around for energy suppliers in the past 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	730	52	85	66	70	51	56	78	98	76	26	59	13
Weighted Base	795	38*	93*	70*	79*	60*	61*	91*	103*	96*	28**	64*	11**
Effective Base	637	47	75	60	61	45	48	71	88	65	24	53	11
An online price comparison website or app	533 67%	22 56%	68 73% ^f	45 64%	57 73% ^f	49 81% ^{afh}	31 51%	62 68%	64 62%	70 73% ^f	14 48%	49 77% ^{af}	2 20%
Phoning or emailing providers/suppliers directly (or they phoned you)	93 12%	4 11%	5 5%	12 18% ^{bg}	6 7%	11 18% ^b	8 13%	6 6%	16 15% ^b	7 7%	4 14%	8 12%	8 77%
Visiting websites of individual providers/suppliers	145 18%	3 8%	16 17%	13 19%	7 9%	19 31% ^{adhk}	7 12%	19 21%	13 13%	30 31% ^{adhk}	2 9%	9 14%	6 56%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	1 3%	3 3%	3 4%	- -	5 8% ^{dk}	6 10% ^{dk}	3 4%	2 2%	7 7% ^d	- -	- -	- -
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	4 10%	18 19% ^d	13 18%	6 7%	12 20%	11 19%	15 16%	13 13%	15 16%	6 21%	7 12%	2 20%
Customer review websites (e.g. Trustpilot)	35 4%	1 2%	6 6%	2 3%	4 5%	4 7%	- -	8 9% ^f	2 2%	5 5%	1 4%	2 3%	- -
Visiting providers/suppliers in person (e.g. shops, banks, offices)	30 4%	4 9% ^{fi}	2 3%	2 3%	5 7%	1 2%	- -	3 3%	6 6%	1 1%	2 6%	2 3%	2 15%
Using a broker/financial adviser	8 1%	- -	1 1%	- -	- -	- -	1 1%	1 1%	2 2%	2 2%	1 4%	1 1%	- -
Looked at leaflets/information sent in the mail	6 1%	- -	1 1%	1 2%	1 2%	- -	- -	2 2%	- -	- -	1 2%	- -	- -
Sought advice from family, friends, colleagues	87 11%	5 14%	9 10%	4 6%	6 8%	7 11%	9 15%	14 16%	7 7%	11 11%	2 5%	6 9%	6 57%
Other	12 2%	- -	2 3%	1 1%	- -	- -	1 2%	1 1%	2 2%	4 4%	- -	1 1%	- -
None	2 *	1 2%	* 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -
Don't know	5 1%	* 1%	- -	- -	- -	- -	2 3%	- -	2 2%	- -	- -	- -	1 6%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have personally shopped around for energy suppliers in the past 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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	730	122	117	81	94	98	74	656	202	528	148	582	229	501
Weighted Base	795	98	110	89*	125*	141*	54*	741	241	553	141	654	192	602
Effective Base	637	105	105	73	88	93	65	580	178	461	127	512	200	450
An online price comparison website or app	533 67%	46 47%	73 66%a	63 71%a	90 72%a	114 81%ab	21 39%	512 69%f	161 67%	372 67%	85 61%	447 68%	122 64%	410 68%
Phoning or emailing providers/suppliers directly (or they phoned you)	93 12%	16 16%d	11 10%	11 13%	8 6%	17 12%	10 18%	83 11%	32 13%	61 11%	21 15%	72 11%	22 12%	71 12%
Visiting websites of individual providers\suppliers	145 18%	12 12%	23 21%	21 24%	16 13%	24 17%	6 11%	138 19%	47 19%	98 18%	27 19%	117 18%	29 15%	115 19%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	3 3%	2 1%	3 4%	7 5%	12 9%b	2 3%	28 4%	10 4%	20 4%	4 3%	26 4%	8 4%	22 4%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	13 13%	11 10%	9 10%	16 13%	36 26%abcd	9 17%	113 15%	42 17%	81 15%	19 14%	103 16%	25 13%	97 16%
Customer review websites (e.g. Trustpilot)	35 4%	5 5%	4 4%	3 3%	5 4%	15 11%	1 3%	33 5%	9 4%	26 5%	8 6%	26 4%	7 4%	28 5%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	30 4%	8 8%d	6 6%	2 2%	1 1%	4 3%	5 8%g	25 3%	16 7%i	14 3%	5 4%	24 4%	5 3%	25 4%
Using a broker/financial adviser	8 1%	2 2%	2 2%	- -	- -	2 1%	2 4%g	6 1%	3 1%	5 1%	4 3%k	4 1%	4 2%	4 1%
Looked at leaflets/information sent in the mail	6 1%	1 1%	2 2%	- -	2 1%	- -	1 3%	5 1%	1 *	5 1%	3 2%	3 *	4 2%m	2 *
Sought advice from family, friends, colleagues	87 11%	22 22%de	19 17%e	14 15%e	12 9%	5 4%	14 26%g	74 10%	19 8%	69 12%	22 16%	65 10%	29 15%m	58 10%
Other	12 2%	3 3%	1 1%	2 2%	1 1%	2 1%	1 1%	11 2%	4 1%	8 2%	1 *	11 2%	1 1%	10 2%
None	2 *	1 1%	1 1%	- -	- -	- -	1 2%g	1 *	- -	2 *	1 1%	1 *	2 1%m	- -
Don't know	5 1%	- -	1 1%	2 2%	- -	2 1%	- -	5 1%	4 2%i	* *	2 1%	3 *	* *	4 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have personally shopped around for energy suppliers in the past 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	730	560	170	471	259	99	631
Weighted Base	795	609	185	506	289	103*	692
Effective Base	637	491	146	407	230	85	553
An online price comparison website or app	533 67%	417 68%	115 62%	339 67%	194 67%	68 66%	465 67%
Phoning or emailing providers/suppliers directly (or they phoned you)	93 12%	72 12%	21 11%	59 12%	35 12%	14 13%	80 12%
Visiting websites of individual providers/suppliers	145 18%	103 17%	42 22%	81 16%	64 22% ^c	19 19%	125 18%
Checked best-buy tables (e.g. internet, newspaper)	30 4%	19 3%	11 6%	24 5%	6 2%	1 1%	29 4%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	123 15%	90 15%	33 18%	89 18%	34 12%	17 17%	105 15%
Customer review websites (e.g. Trustpilot)	35 4%	25 4%	10 5%	20 4%	15 5%	6 5%	29 4%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	30 4%	23 4%	7 4%	21 4%	9 3%	6 6%	24 3%
Using a broker/financial adviser	8 1%	6 1%	2 1%	4 1%	4 1%	1 1%	7 1%
Looked at leaflets/information sent in the mail	6 1%	2 *	4 2% ^a	2 *	4 1%	- -	6 1%
Sought advice from family, friends, colleagues	87 11%	63 10%	24 13%	52 10%	35 12%	11 11%	76 11%
Other	12 2%	9 1%	3 2%	9 2%	3 1%	2 2%	10 1%
None	2 *	1 *	1 1%	1 *	1 *	1 1%	1 *
Don't know	5 1%	4 1%	* *	2 *	3 1%	2 2%	3 *

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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

Base: All who have purchased a product without shopping 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	212	83	70	38	328	356	274	92	169	82
Weighted Base	210	83	72	53	346	370	295	95	186	90
Effective Base	189	72	62	36	285	312	243	82	148	70
Takes too much time/effort	43 20%	12 14%	15 20%	9 18%	63 18%	54 15%	46 16%	10 11%	28 15%	10 12%
Too difficult to compare	10 5%	2 3%	1 2%	2 3%	10 3%	12 3%	8 3%	4 4%	10 5%	5 6%
Too difficult to find information about products/services	5 2%	1 1%	1 2%	3 5%	6 2%	2 1%	3 1%	* *	1 1%	- -
Not worth it as no real difference between providers	19 9%	5 5%	3 4%	- -	21 6%	26 7%	14 5%	5 6%	19 10%	2 2%
Don't know where to shop around	1 *	1 2%	3 4%	- -	5 2%	3 1%	2 1%	- -	4 2%	3 3%
Wouldn't know what to look for	3 1%	1 1%	- -	- -	4 1%	1 *	3 1%	1 1%	5 3%	2 2%
The offer from the provider was just what I wanted	42 20%	7 8%	14 20%	9 17%	88 26%	100 27%	101 34%	33 35%	39 21%	17 18%
I feel loyalty to my provider \ have an established relationship	18 9%	17 20%	9 12%	8 15%	65 19%	60 16%	53 18%	9 10%	23 13%	10 12%
Provider understands my needs	11 5%	8 10%	3 5%	8 16%	24 7%	25 7%	34 11%	10 10%	19 10%	12 13%
Too risky to switch (e.g. disruption to service)	1 1%	- -	2 2%	- -	4 1%	2 *	3 1%	2 2%	3 2%	- -
Never really thought about it	10 5%	23 28%	13 18%	2 4%	28 8%	20 5%	18 6%	8 8%	12 7%	7 8%
Husband/ wife / partner / family member does it for me	30 14%	1 1%	1 1%	3 5%	25 7%	45 12%	10 3%	10 10%	10 5%	6 7%
Followed personal recommendation	5 3%	4 5%	- -	- -	2 1%	1 *	2 1%	1 1%	2 1%	- -
Happy with current provider / deal	2 1%	3 3%	1 1%	- -	14 4%	17 5%	11 4%	5 5%	11 6%	* *
Provider contacted me directly	3 2%	- -	- -	- -	- -	- -	- -	- -	- -	* *
Existing deal was (automatically) renewed	- -	- -	- -	- -	7 2%	5 1%	- -	1 1%	1 1%	1 2%
No particular reason	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping 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	212	83	70	38	328	356	274	92	169	82
Weighted Base	210	83	72	53	346	370	295	95	186	90
Other	24 11%	3 3%	4 5%	11 20%	13 4%	23 6%	18 6%	4 4%	14 7%	16 18%
None	2 1%	1 1%	1 1%	- -	2 *	2 *	2 1%	- -	3 2%	- -
Don't know	9 4%	4 5%	4 6%	2 3%	9 2%	17 5%	1 *	2 2%	6 3%	6 6%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	86	126	20	40	24	27	24	77	40	65	47	60
Weighted Base	210	84*	126	21**	44*	27**	33**	26**	58*	46*	74*	46*	44*
Effective Base	189	75	114	19	37	22	25	22	72	37	61	42	54
Takes too much time/effort	43 20%	15 17%	28 22%	6 27%	10 23%	3 10%	9 26%	2 9%	14 24%	7 16%	12 16%	12 27%	11 26%
Too difficult to compare	10 5%	4 5%	5 4%	1 5%	3 6%	2 8%	1 3%	1 4%	2 3%	1 3%	2 2%	2 4%	5 11%j
Too difficult to find information about products/services	5 2%	1 1%	4 3%	1 5%	1 3%	- -	- -	1 2%	2 3%	1 2%	- -	1 3%	2 5%j
Not worth it as no real difference between providers	19 9%	4 5%	15 12%	1 4%	8 19%	2 8%	3 9%	1 5%	3 6%	5 12%	9 12%	2 3%	3 7%
Don't know where to shop around	1 *	1 1%	- -	1 5%	- -	- -	- -	- -	- -	- -	- -	- -	1 2%
Wouldn't know what to look for	3 1%	1 1%	2 2%	- -	1 2%	1 4%	- 2%	- -	1 2%	1 2%	1 1%	1 2%	- -
The offer from the provider was just what I wanted	42 20%	22 26%	21 16%	1 6%	10 23%	3 12%	5 14%	9 34%	14 24%	8 17%	15 20%	10 21%	11 24%
I feel loyalty to my provider \ have an established relationship	18 9%	8 9%	10 8%	1 5%	2 5%	2 7%	4 11%	4 17%	5 8%	5 10%	7 10%	1 2%	6 13%k
Provider understands my needs	11 5%	9 10%b	2 2%	1 3%	2 6%	- -	1 3%	3 13%	4 7%	3 6%	2 3%	2 4%	4 9%
Too risky to switch (e.g. disruption to service)	1 1%	- -	1 1%	- -	- -	- -	- -	- -	1 2%	1 2%	- -	- -	- -
Never really thought about it	10 5%	3 3%	8 6%	5 22%	1 2%	1 5%	2 7%	- -	1 2%	1 3%	4 5%	5 10%	1 2%
Husband/ wife / partner / family member does it for me	30 14%	6 7%	24 19%a	4 20%	3 8%	8 30%	3 8%	4 14%	8 13%	9 21%	12 16%	6 12%	3 7%
Followed personal recommendation	5 3%	2 3%	3 2%	1 5%	- -	- -	- -	3 10%	2 3%	2 5%	2 3%	- -	1 2%
Happy with current provider / deal	2 1%	1 1%	1 1%	- -	1 1%	- -	- -	1 2%	1 1%	- -	1 1%	- -	1 3%
Provider contacted me directly	3 2%	3 3%	1 *	- -	- -	1 2%	2 5%	1 3%	* 1%	- -	2 2%	1 2%	1 2%
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	86	126	20	40	24	27	24	77	40	65	47	60
Weighted Base	210	84*	126	21**	44*	27**	33**	26**	58*	46*	74*	46*	44*
Other	24	11	13	1	3	4	7	1	8	3	10	6	4
	11%	13%	10%	5%	7%	14%	21%	2%	14%	8%	14%	13%	9%
None	2	-	2	-	-	-	2	-	-	2	-	-	-
	1%	-	1%	-	-	-	5%	-	-	4%	-	-	-
Don't know	9	4	4	1	3	1	-	2	3	3	3	-	3
	4%	5%	4%	3%	7%	4%	-	6%	4%	6%	5%	-	6%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	121	45	42	29	60	85	38	-	53	80	27	35	17	163	49
Weighted Base	210	135	42*	28*	26**	62*	80*	42*	-**	47*	75*	32**	40*	16**	158	51*
Effective Base	189	111	43	38	25	54	75	36	-	47	72	25	33	15	145	44
Takes too much time/effort	43 20%	28 21%	10 23%	5 18%	4 17%	18 29%	15 18%	6 14%	-	9 19%	15 19%	11 33%	5 14%	4 22%	37 23%	6 12%
Too difficult to compare	10 5%	5 3%	4 9%	1 5%	- 5%	3 5%	5 7%	1 2%	-	3 5%	2 2%	- 9%	4 11%	2 11%	7 4%	3 5%
Too difficult to find information about products/services	5 2%	4 3%	1 1%	- -	- -	1 1%	2 2%	2 5%	-	1 1%	3 4%	- -	1 2%	- -	5 3%	- -
Not worth it as no real difference between providers	19 9%	13 10%	4 10%	1 5%	2 8%	5 7%	8 10%	5 11%	-	3 6%	6 8%	3 8%	5 13%	2 14%	16 10%	3 6%
Don't know where to shop around	1 *	1 1%	- -	- -	- -	- -	- -	1 2%	-	- -	- -	- -	1 2%	- -	1 1%	- -
Wouldn't know what to look for	3 1%	1 1%	1 2%	1 3%	- -	1 1%	1 1%	1 3%	-	- -	2 3%	- -	1 2%	- -	2 1%	1 2%
The offer from the provider was just what I wanted	42 20%	29 21%	7 16%	6 20%	6 22%	12 19%	17 22%	8 19%	-	5 11%	21 28% ⁱ	7 21%	6 16%	4 23%	28 17%	15 29%
I feel loyalty to my provider \ have an established relationship	18 9%	12 9%	4 10%	3 9%	3 13%	2 4%	6 7%	6 16%	-	4 8%	7 9%	3 8%	4 10%	1 7%	15 10%	3 6%
Provider understands my needs	11 5%	7 6%	3 7%	1 2%	2 8%	4 6%	4 5%	1 2%	-	3 7%	5 7%	2 8%	- -	- -	8 5%	3 5%
Too risky to switch (e.g. disruption to service)	1 1%	1 1%	- -	- -	- -	- -	- -	1 3%	-	- -	1 2%	- -	- -	- -	- -	1 2%
Never really thought about it	10 5%	3 2%	2 5%	4 13% ^a	3 13%	4 7%	3 3%	- -	-	3 7%	3 3%	2 5%	3 7%	- -	9 6%	2 3%
Husband/ wife / partner / family member does it for me	30 14%	23 17%	4 9%	2 7%	1 6%	5 7%	15 19%	9 21%	-	4 8%	8 11%	6 18%	9 23%	3 16%	22 14%	8 16%
Followed personal recommendation	5 3%	4 3%	1 2%	- -	1 3%	4 6% ^f	- -	1 2%	-	3 6%	1 1%	1 4%	- -	- -	5 3%	- -
Happy with current provider / deal	2 1%	- -	1 2%	1 4% ^a	- -	- -	2 2%	- -	-	1 1%	1 1%	- -	- -	1 4%	1 1%	1 1%
Provider contacted me directly	3 2%	2 1%	- -	2 6%	1 3%	- -	1 1%	2 4%	-	1 2%	2 3%	- -	- -	1 4%	3 2%	- -
Existing deal was (automatically) renewed	- -	- -	- -	- -	- -	- -	- -	- -	-	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	121	45	42	29	60	85	38	-	53	80	27	35	17	163	49
Weighted Base	210	135	42*	28*	26**	62*	80*	42*	-**	47*	75*	32**	40*	16**	158	51*
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	24	13	8	2	2	5	9	8	-	7	9	1	4	2	14	9
	11%	9%	20%	5%	9%	8%	11%	18%	-	15%	12%	4%	11%	11%	9%	18%
None	2	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	1%	1%	-	-	-	-	2%	-	-	4%	-	-	-	-	-	3% ⁿ
Don't know	9	5	1	3	2	3	2	1	-	3	3	1	1	-	6	3
	4%	4%	2%	11%	9%	5%	3%	3%	-	6%	5%	4%	3%	-	4%	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	12	28	18	22	14	11	22	29	15	13	20	8
Weighted Base	210	10**	29**	18**	21**	13**	11**	25**	28**	16**	11**	18**	8**
Effective Base	189	11	25	17	19	13	10	20	26	13	11	18	7
Takes too much time/effort	43 20%	4 35%	9 32%	5 25%	2 11%	3 21%	2 17%	7 29%	4 13%	3 15%	3 26%	2 8%	1 9%
Too difficult to compare	10 5%	1 10%	3 9%	2 12%	1 5%	-	*	1 3%	1 3%	1 6%	-	-	-
Too difficult to find information about products/services	5 2%	-	1 2%	-	-	1 9%	-	1 5%	1 3%	-	-	1 3%	-
Not worth it as no real difference between providers	19 9%	-	4 14%	1 6%	3 14%	1 9%	2 17%	3 13%	-	2 9%	-	3 17%	-
Don't know where to shop around	1 *	-	-	-	-	-	-	-	1 3%	-	-	-	-
Wouldn't know what to look for	3 1%	-	1 3%	-	1 5%	1 9%	-	-	-	-	-	-	-
The offer from the provider was just what I wanted	42 20%	3 31%	1 5%	5 30%	4 19%	2 12%	3 25%	3 12%	4 15%	2 10%	2 23%	4 23%	8 100%
I feel loyalty to my provider \ have an established relationship	18 9%	2 19%	2 7%	2 11%	1 3%	-	1 7%	5 20%	1 5%	1 5%	1 13%	1 3%	2 19%
Provider understands my needs	11 5%	1 6%	2 6%	1 4%	-	-	-	-	3 9%	1 6%	1 6%	1 3%	3 37%
Too risky to switch (e.g. disruption to service)	1 1%	-	-	-	-	-	1 10%	-	-	-	-	-	-
Never really thought about it	10 5%	-	1 4%	-	-	*	-	4 15%	1 3%	-	1 12%	3 16%	-
Husband/ wife / partner / family member does it for me	30 14%	-	3 11%	2 12%	6 26%	2 13%	2 14%	2 8%	9 32%	1 5%	1 9%	3 15%	-
Followed personal recommendation	5 3%	-	1 5%	1 6%	-	-	-	-	1 3%	-	-	2 11%	-
Happy with current provider / deal	2 1%	-	1 2%	-	-	-	-	-	-	1 4%	-	1 3%	-
Provider contacted me directly	3 2%	-	3 9%	-	1 3%	-	-	-	*	-	-	-	-
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	212	12	28	18	22	14	11	22	29	15	13	20	8
Weighted Base	210	10**	29**	18**	21**	13**	11**	25**	28**	16**	11**	18**	8**
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	24	1	1	1	4	3	-	1	4	5	3	2	-
	11%	8%	4%	4%	17%	22%	-	4%	13%	32%	24%	11%	-
None	2	-	-	-	2	-	-	-	-	-	-	-	-
	1%	-	-	-	8%	-	-	-	-	-	-	-	-
Don't know	9	-	1	-	-	3	1	1	2	2	-	-	-
	4%	-	2%	-	-	20%	5%	5%	5%	14%	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	212	37	31	26	24	20	28	184	48	164	63	149	87	125
Weighted Base	210	32*	30**	26**	27**	26**	22**	188	53*	157	54*	156	71*	139
Effective Base	189	33	28	24	22	19	25	165	44	146	54	136	78	115
Takes too much time/effort	43 20%	12 37%	10 32%	5 20%	3 10%	3 12%	7 33%	36 19%	10 19%	33 21%	12 22%	31 20%	16 23%	27 19%
Too difficult to compare	10 5%	1 5%	2 6%	2 9%	- -	1 4%	* 2%	9 5%	4 8%	5 3%	1 2%	8 5%	2 3%	8 6%
Too difficult to find information about products/services	5 2%	1 2%	- -	1 3%	2 8%	1 4%	1 3%	4 2%	1 2%	4 2%	1 1%	4 3%	4 5% ^m	1 1%
Not worth it as no real difference between providers	19 9%	2 7%	5 15%	1 4%	1 2%	5 18%	1 5%	18 10%	3 6%	16 10%	1 2%	18 11%	5 7%	14 10%
Don't know where to shop around	1 *	- -	- -	- -	1 4%	- -	- -	1 1%	1 2%	- -	- -	1 1%	- -	1 1%
Wouldn't know what to look for	3 1%	1 3%	- -	- -	- 8%	2 -	- -	3 2%	1 2%	2 1%	- -	3 2%	1 2%	2 1%
The offer from the provider was just what I wanted	42 20%	8 24%	5 17%	8 31%	9 34%	1 5%	6 28%	36 19%	12 24%	30 19%	15 27%	28 18%	18 25%	25 18%
I feel loyalty to my provider \ have an established relationship	18 9%	4 13%	2 7%	3 10%	- -	3 13%	3 13%	15 8%	4 7%	14 9%	5 9%	14 9%	5 7%	14 10%
Provider understands my needs	11 5%	3 10%	2 6%	1 2%	3 10%	2 6%	2 9%	9 5%	2 3%	9 6%	1 2%	10 7%	4 5%	7 5%
Too risky to switch (e.g. disruption to service)	1 1%	- -	1 4%	- -	- -	- -	- -	1 1%	- -	1 1%	1 2%	- -	1 2%	- -
Never really thought about it	10 5%	* 1%	3 9%	2 9%	- -	2 8%	* 2%	10 5%	4 7%	7 4%	2 4%	8 5%	1 1%	9 7%
Husband/ wife / partner / family member does it for me	30 14%	1 5%	2 7%	5 20%	2 9%	5 18%	2 10%	28 15%	10 19%	20 13%	9 17%	21 13%	9 13%	21 15%
Followed personal recommendation	5 3%	- -	- -	- -	1 4%	1 5%	- -	5 3%	- -	5 3%	1 2%	4 3%	2 2%	4 3%
Happy with current provider / deal	2 1%	- -	- -	1 5%	- -	- -	- -	2 1%	1 1%	1 1%	- -	2 1%	1 1%	1 1%
Provider contacted me directly	3 2%	1 2%	1 2%	- -	- -	2 7%	1 3%	3 1%	1 1%	3 2%	1 2%	2 2%	2 3%	1 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have purchased a product without shopping around 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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	212	37	31	26	24	20	28	184	48	164	63	149	87	125
Weighted Base	210	32*	30**	26**	27**	26**	22**	188	53*	157	54*	156	71*	139
Existing deal was (automatically) renewed	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No particular reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	24	3	2	1	6	1	-	24	3	20	5	19	8	15
	11%	8%	7%	5%	23%	4%	-	13%	6%	13%	9%	12%	11%	11%
None	2	-	-	-	-	-	-	2	-	2	2	-	2	-
	1%	-	-	-	-	-	-	1%	-	1%	3%k	-	2%	-
Don't know	9	2	1	-	2	1	2	7	3	6	2	7	3	6
	4%	7%	2%	-	6%	5%	10%	3%	5%	4%	3%	5%	4%	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.94 Whether switched provider or contract for any products or services since June 2018

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Energy (gas/electricity)	657	313	343	35	120	103	129	114	156	204	228	111	114
	16%	15%	16%	6%	17% ^c	16% ^c	18% ^c	18% ^c	16% ^c	21% ^{kl}	17% ^{kl}	12%	11%
Car insurance	642	356	286	50	107	107	125	110	143	215	208	141	79
	15%	17% ^b	13%	9%	15% ^c	16% ^c	17% ^c	18% ^c	15% ^c	22% ^{ijkl}	16% ^l	16% ^l	8%
Home insurance	326	159	168	6	50	45	58	72	96	123	108	53	43
	8%	8%	8%	1%	7% ^c	7% ^c	8% ^c	11% ^{cde}	10% ^{cde}	12% ^{ijkl}	8% ^l	6%	4%
A Mobile phone contract	300	146	154	57	66	55	58	31	32	76	113	57	54
	7%	7%	7%	10% ^{gh}	9% ^{gh}	8% ^{gh}	8% ^h	5%	3%	8% ^l	8% ^l	6%	5%
Broadband (not bundled with another product)	188	101	86	22	41	45	34	22	24	52	53	45	38
	4%	5%	4%	4%	6% ^h	7% ^{cgh}	5% ^h	4%	3%	5%	4%	5%	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	70	35	36	4	13	14	16	9	14	22	18	18	12
	2%	2%	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	1%
A Current account	69	35	34	10	22	8	17	6	7	21	22	15	10
	2%	2%	2%	2%	3% ^{egh}	1%	2% ^h	1%	1%	2% ^l	2%	2%	1%
A Mortgage	69	37	32	-	27	19	19	2	2	32	23	10	3
	2%	2%	1%	-	4% ^{cgh}	3% ^{cgh}	3% ^{cgh}	*	*	3% ^{ijkl}	2% ^l	1% ^l	*
A Credit card	56	21	35	3	14	15	11	7	6	16	27	5	8
	1%	1%	2%	1%	2% ^{ch}	2% ^{ch}	1%	1%	1%	2%	2% ^{kl}	1%	1%
Pay TV (not bundled with another product)	38	20	19	3	7	9	6	8	7	10	15	7	7
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODE													
ANY	1624	808	816	159	304	269	299	253	341	466	556	327	276
	38%	39%	38%	28%	43% ^{ch}	41% ^{ch}	41% ^{ch}	40% ^c	36% ^c	47% ^{ijkl}	42% ^{kl}	37% ^l	27%
3+ PRODUCTS	182	95	87	5	40	36	40	27	35	84	56	25	17
	4%	5%	4%	1%	6% ^c	6% ^c	6% ^c	4% ^c	4% ^c	9% ^{ijkl}	4% ^l	3%	2%
None of these	2532	1236	1296	391	386	379	408	366	603	510	763	547	712
	60%	60%	60%	70% ^{defgh}	55%	58%	56%	58%	63% ^{def}	52%	57% ⁱ	62% ⁱ	70% ^{ijk}
Don't know	74	25	50	12	17	10	16	8	12	13	16	14	31
	2%	1%	2% ^a	2%	2%	1%	2%	1%	1%	1%	1%	2%	3% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.94 Whether switched provider or contract for any products or services since June 2018

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Energy (gas\electricity)	657	486	88	76	80	196	221	157	2	130	242	127	105	51	505	151
	16%	17%bc	12%	12%	14%	13%	16%	21%def	8%	15%	17%im	16%	14%	12%	15%	17%
Car insurance	642	515	71	51	54	172	251	162	2	99	236	121	141	45	489	154
	15%	18%bc	10%	8%	9%	12%	18%de	22%def	9%	12%	17%im	15%im	19%im	10%	15%	17%
Home insurance	326	299	10	16	18	77	131	97	1	71	123	56	61	16	247	80
	8%	11%bc	1%	3%	3%	5%	9%de	13%def	6%	8%im	9%im	7%im	8%im	4%	7%	9%
A Mobile phone contract	300	187	72	34	37	108	105	49	1	38	98	64	67	33	244	56
	7%	7%	10%ac	5%	6%	7%	7%	7%	5%	4%	7%i	8%i	9%i	7%i	7%	6%
Broadband (not bundled with another product)	188	122	37	26	27	55	77	28	-	31	65	39	31	21	154	34
	4%	4%	5%	4%	5%	4%	5%e	4%	-	4%	5%	5%	4%	5%	5%	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	70	48	7	15	9	25	27	9	-	10	24	16	16	4	54	16
	2%	2%	1%	2%b	2%	2%	2%	1%	-	1%	2%	2%	2%	1%	2%	2%
A Current account	69	46	14	9	12	28	16	13	1	7	26	14	16	6	55	15
	2%	2%	2%	1%	2%	2%	1%	2%	3%	1%	2%i	2%	2%i	1%	2%	2%
A Mortgage	69	67	1	1	5	22	24	19	-	5	26	10	22	5	59	10
	2%	2%bc	*	*	1%	1%	2%	3%d	-	1%	2%i	1%	3%ik	1%	2%	1%
A Credit card	56	39	12	4	7	21	22	6	-	7	29	9	8	3	39	17
	1%	1%	2%	1%	1%	1%	2%	1%	-	1%	2%i	1%	1%	1%	1%	2%
Pay TV (not bundled with another product)	38	25	6	8	4	15	11	8	-	8	12	7	5	7	30	8
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%
SUMMARY CODE																
ANY	1624	1186	240	177	198	506	569	342	7	297	579	317	294	138	1272	353
	38%	42%bc	33%c	28%	35%	34%	40%de	46%def	32%	35%	41%im	39%im	40%im	31%	38%	39%
3+ PRODUCTS	182	155	15	13	9	49	71	53	-	24	65	39	46	9	142	41
	4%	6%bc	2%	2%	2%	3%d	5%de	7%de	-	3%	5%im	5%im	6%im	2%	4%	4%
None of these	2532	1572	461	442	358	940	818	385	15	539	805	475	421	293	1988	544
	60%	56%	64%a	70%ab	63%fg	64%fg	58%g	52%	68%	63%jl	58%	59%	57%	66%kl	60%	59%
Don't know	74	44	17	12	11	26	22	11	-	14	14	12	25	9	56	18
	2%	2%	2%	2%	2%	2%	2%	1%	-	2%	1%	2%	3%ijk	2%	2%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.94 Whether switched provider or contract for any products or services since June 2018

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Energy (gas\electricity)	657	30	86	56	46	42	66	58	86	74	28	67	16
	16%	18%eg	19%eg	16%g	15%	11%	17%eg	11%	15%g	20%egh	14%	19%eg	13%
Car insurance	642	27	76	48	55	62	47	60	82	70	32	62	21
	15%	16%	16%g	14%	18%fg	17%g	12%	11%	14%	19%fg	16%	17%fg	18%g
Home insurance	326	17	38	20	24	33	24	27	33	45	21	39	5
	8%	10%gh	8%g	6%	8%	9%g	6%	5%	6%	13%cfghi	10%gh	11%cfghi	4%
A Mobile phone contract	300	11	47	28	18	27	26	34	48	24	16	17	4
	7%	6%	10%dgkl	8%	6%	7%	7%	6%	8%k	7%	8%	5%	3%
Broadband (not bundled with another product)	188	11	23	20	19	12	11	18	25	27	5	16	2
	4%	6%fl	5%	6%	6%f	3%	3%	3%	4%	7%efgjl	2%	5%	1%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	70	2	11	6	4	9	5	6	7	6	2	9	4
	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	2%	3%
A Current account	69	2	6	10	3	8	8	8	6	11	5	2	-
	2%	1%	1%	3%hk	1%	2%	2%	1%	1%	3%hk	3%	1%	-
A Mortgage	69	5	9	3	10	3	6	3	14	14	2	-	-
	2%	3%cgk	2%k	1%	3%cegk	1%	2%k	1%	2%gk	4%cegkl	1%	-	-
A Credit card	56	2	8	5	5	5	-	14	6	3	2	6	-
	1%	1%f	2%f	1%f	2%f	1%f	-	2%f	1%	1%	1%	2%f	-
Pay TV (not bundled with another product)	38	1	7	3	4	3	7	6	1	6	1	-	-
	1%	1%	1%hk	1%	1%hk	1%	2%hk	1%	*	2%hk	*	-	-
SUMMARY CODE													
ANY	1624	78	206	136	122	129	129	177	207	176	69	155	41
	38%	45%efghj	44%efghj	39%g	40%g	35%	33%	32%	36%	48%cdefghj	34%	44%efghj	35%
3+ PRODUCTS	182	7	28	15	13	17	15	9	29	26	11	11	3
	4%	4%	6%g	4%g	4%g	5%g	4%g	2%	5%g	7%gk	5%g	3%	2%
None of these	2532	91	254	210	183	232	260	365	360	175	132	194	76
	60%	53%	55%	60%i	59%i	62%abik	66%abik	66%abik	62%abik	48%	65%abik	55%	65%ai
Don't know	74	3	4	3	3	11	3	13	13	12	2	6	-
	2%	2%	1%	1%	1%	3%bf	1%	2%	2%	3%bf	1%	2%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.94 Whether switched provider or contract for any products or services since June 2018

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Energy (gas/electricity)	657	105	87	67	96	117	67	590	198	459	141	514	188	468
	16%	18%	18%	16%	22% ^c	25% ^{abc}	18%	15%	17%	15%	15%	16%	16%	16%
Car insurance	642	56	80	93	93	125	34	608	200	443	100	540	173	469
	15%	9%	17% ^a	22% ^a	21% ^a	26% ^{ab}	9%	16% ^f	17%	14%	11%	16% ^j	14%	16%
Home insurance	326	43	40	45	39	64	32	294	94	232	70	256	113	214
	8%	7%	8%	10%	9%	14% ^{ab}	9%	8%	8%	8%	8%	8%	9% ^m	7%
A Mobile phone contract	300	45	33	32	40	54	24	275	105	195	62	238	51	249
	7%	8%	7%	8%	9%	11% ^b	6%	7%	9% ⁱ	6%	7%	7%	4%	8% ^l
Broadband (not bundled with another product)	188	25	25	22	24	36	9	179	65	123	38	150	31	156
	4%	4%	5%	5%	5%	8% ^a	2%	5% ^f	6%	4%	4%	5%	3%	5% ^l
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	70	8	13	10	11	10	8	63	23	47	27	43	18	53
	2%	1%	3%	2%	2%	2%	2%	2%	2%	2%	3% ^k	1%	1%	2%
A Current account	69	10	7	14	7	17	1	68	28	42	10	59	12	57
	2%	2%	1%	3%	2%	4% ^b	*	2% ^f	2% ⁱ	1%	1%	2%	1%	2% ^l
A Mortgage	69	2	6	5	14	20	2	67	30	39	7	62	3	66
	2%	*	1%	1%	3% ^a	4% ^{abc}	1%	2%	3% ⁱ	1%	1%	2% ^j	*	2% ^l
A Credit card	56	7	7	4	13	17	3	53	13	43	8	49	7	49
	1%	1%	2%	1%	3%	4% ^{ac}	1%	1%	1%	1%	1%	1%	1%	2% ^l
Pay TV (not bundled with another product)	38	7	5	6	2	8	4	34	13	26	12	26	12	26
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODE														
ANY	1624	237	222	211	226	259	141	1483	491	1134	325	1297	435	1189
	38%	40%	46% ^a	49% ^a	51% ^a	55% ^{ab}	38%	38%	42% ⁱ	37%	36%	39% ^j	36%	40% ^l
3+ PRODUCTS	182	14	18	20	23	62	8	174	69	114	35	147	40	142
	4%	2%	4%	5%	5% ^a	13% ^{abcd}	2%	5% ^f	6% ⁱ	4%	4%	4%	3%	5% ^l
None of these	2532	349	252	216	211	210	231	2301	656	1876	577	1947	759	1768
	60%	59% ^{bcde}	52% ^{ae}	50%	48%	44%	62%	60%	56%	61% ^h	63% ^k	59%	63% ^m	59%
Don't know	74	10	7	5	6	5	3	72	27	47	12	59	19	52
	2%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.94 Whether switched provider or contract for any products or services since June 2018
 Base: All Adults in UK

	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	4231	730	3501	108	4123	148	4083	105	4126	663	3568	1152	3079	543	3688	130	4101	358	3873	89	4142
Weighted Base	4231	795	3436	130*	4101	184	4047	156	4075	761	3470	1335	2896	639	3592	150	4081	396	3835	97*	4134
Effective Base	3657	637	3025	97	3563	133	3529	101	3569	589	3078	1030	2650	487	3181	115	3544	319	3340	79	3579
Energy (gas\electricity)	657	506	151	31	625	44	612	50	607	227	429	288	369	129	528	62	594	103	553	19	638
	16%	64%b	4%	24%d	15%	24%f	15%	32%h	15%	30%j	12%	22%l	13%	20%n	15%	42%p	15%	26%r	14%	19%	15%
Car insurance	642	188	454	32	610	44	598	48	595	286	357	595	48	132	510	43	599	81	562	23	619
	15%	24%b	13%	25%d	15%	24%f	15%	31%h	15%	38%j	10%	45%l	2%	21%n	14%	29%p	15%	20%r	15%	24%t	15%
Home insurance	326	132	194	18	309	20	307	40	286	288	38	235	91	68	258	26	300	53	274	12	314
	8%	17%b	6%	14%d	8%	11%	8%	26%h	7%	38%j	1%	18%l	3%	11%n	7%	18%p	7%	13%r	7%	13%	8%
A Mobile phone contract	300	86	214	15	285	23	277	25	275	71	229	119	181	228	72	28	272	46	254	12	288
	7%	11%b	6%	12%	7%	13%f	7%	16%h	7%	9%j	7%	9%l	6%	36%n	2%	19%p	7%	12%r	7%	12%	7%
Broadband (not bundled with another product)	188	63	125	13	175	10	178	17	170	58	130	79	109	49	139	9	178	147	40	15	173
	4%	8%b	4%	10%d	4%	5%	4%	11%h	4%	8%j	4%	6%l	4%	8%n	4%	6%	4%	37%r	1%	15%t	4%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	70	33	37	4	67	5	66	5	66	19	52	34	37	22	48	49	21	7	64	3	67
	2%	4%b	1%	3%	2%	2%	2%	3%	2%	2%	1%	3%l	1%	3%n	1%	33%p	1%	2%	2%	4%	2%
A Current account	69	26	43	33	36	12	57	13	56	19	50	33	37	21	48	2	68	13	56	3	66
	2%	3%b	1%	25%d	1%	7%f	1%	8%h	1%	3%j	1%	2%l	1%	3%n	1%	1%	2%	3%r	1%	3%	2%
A Mortgage	69	38	31	10	59	4	65	53	15	45	24	44	25	23	46	11	58	20	49	2	67
	2%	5%b	1%	7%d	1%	2%	2%	34%h	*	6%j	1%	3%l	1%	4%n	1%	7%p	1%	5%r	1%	2%	2%
A Credit card	56	25	31	4	53	42	14	6	51	14	42	26	31	11	45	6	50	6	50	2	54
	1%	3%b	1%	3%	1%	23%f	*	4%h	1%	2%	1%	2%l	1%	2%	1%	4%p	1%	2%	1%	2%	1%
Pay TV (not bundled with another product)	38	12	26	2	37	3	36	-	38	7	31	14	25	9	30	4	34	11	27	21	18
	1%	2%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	3%p	1%	3%r	1%	21%t	*
SUMMARY CODE																					
ANY	1624	628	997	82	1542	111	1513	110	1515	536	1089	842	782	393	1231	118	1507	256	1368	61	1563
	38%	79%b	29%	63%d	38%	60%f	37%	70%h	37%	70%j	31%	63%l	27%	62%n	34%	78%p	37%	65%r	36%	63%t	38%
3+ PRODUCTS	182	123	59	22	160	25	157	41	141	127	56	154	29	78	104	34	148	62	120	11	171
	4%	16%b	2%	17%d	4%	14%f	4%	26%h	3%	17%j	2%	12%l	1%	12%n	3%	23%p	4%	16%r	3%	12%t	4%
None of these	2532	161	2371	48	2484	70	2462	47	2485	222	2311	487	2045	244	2288	30	2502	137	2395	33	2499
	60%	20%	69%a	37%	61%c	38%	61%e	30%	61%g	29%	67%i	36%	71%k	38%	64%m	20%	61%o	35%	62%q	34%	60%s
Don't know	74	5	69	-	74	3	72	-	74	3	71	6	68	2	73	2	72	3	72	3	72
	2%	1%	2%a	-	2%	2%	2%	-	2%	*	2%i	*	2%k	*	2%m	1%	2%	1%	2%	3%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have not switched product or service provider in the past 12 months, and are responsible for purchasing this

	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	1770	888	400	530	491	731	202	416	202
Weighted Base	1729	854	442	530	523	792	222	434	195
Effective Base	1515	764	359	453	430	646	175	360	174
Happy with current provider or contract	1316 76%	773 91%	359 81%	430 81%	407 78%	652 82%	165 75%	345 79%	148 76%
Don't know how to switch	20 1%	4 *	2 *	3 1%	2 *	4 *	1 1%	- -	2 1%
Takes too much time to switch	62 4%	13 2%	7 2%	9 2%	15 3%	9 1%	5 2%	9 2%	3 1%
Too much hassle to switch	139 8%	37 4%	19 4%	21 4%	21 4%	30 4%	5 2%	17 4%	10 5%
Don't think it would make any difference	57 3%	15 2%	35 8%	10 2%	12 2%	17 2%	4 2%	10 2%	9 5%
Too risky to switch	16 1%	4 *	3 1%	6 1%	3 1%	1 *	1 *	1 *	1 1%
Couldn't find a better deal	90 5%	18 2%	17 4%	40 8%	74 14%	37 5%	24 11%	30 7%	12 6%
Difficult to switch as not online \ not comfortable online	7 *	1 *	5 1%	1 *	1 *	3 *	1 1%	3 1%	- -
Product was not due for renewal	71 4%	8 1%	15 3%	20 4%	21 4%	70 9%	12 6%	24 6%	4 2%
Not responsible for this decision	42 2%	4 *	3 1%	12 2%	10 2%	7 1%	5 2%	15 3%	7 4%
Did not think about switching	3 *	1 *	1 *	1 *	- -	2 *	- -	- -	- -
Other	38 2%	10 1%	10 2%	5 1%	5 1%	11 1%	3 2%	9 2%	5 3%
None	-	2 *	-	-	1 *	-	-	-	1 1%
Don't know	16 1%	5 1%	2 1%	5 1%	2 *	6 1%	3 1%	-	3 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)
 Base: All who have not switched energy suppliers in the past 12 months, and are responsible for purchasing this

	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	1770	849	921	69	254	243	251	277	676	355	429	359	627
Weighted Base	1729	846	882	70*	265	277	339	296	482	434	519	358	418
Effective Base	1515	706	813	64	226	215	229	252	614	323	393	323	567
Happy with current provider or contract	1316 76%	656 78%	660 75%	51 74%	205 77%	208 75%	247 73%	224 76%	380 79%	308 71%	378 73%	287 80%ij	341 82%ij
Too much hassle to switch	139 8%	53 6%	86 10%a	1 2%	12 5%	19 7%	26 8%	26 9%	54 11%cd	43 10%	37 7%	22 6%	37 9%
Couldn't find a better deal	90 5%	50 6%	41 5%	1 1%	8 3%	22 8%cd	23 7%	14 5%	22 5%	40 9%jkl	26 5%l	14 4%	11 3%
Product was not due for renewal	71 4%	41 5%	30 3%	3 4%	19 7%fh	12 4%	6 2%	17 6%f	14 3%	26 6%k	18 4%	8 2%	19 5%
Takes too much time to switch	62 4%	27 3%	35 4%	2 3%	5 2%	12 4%	16 5%	13 4%	15 3%	18 4%	22 4%	10 3%	12 3%
Don't think it would make any difference	57 3%	27 3%	30 3%	-	4 1%	4 1%	10 3%	15 5%de	24 5%de	15 3%	19 4%	10 3%	13 3%
Not responsible for this decision	42 2%	13 2%	29 3%a	7 10%defgh	7 3%	9 3%	9 3%	2 1%	8 2%	6 1%	15 3%	10 3%	10 2%
Don't know how to switch	20 1%	8 1%	12 1%	3 4%def	-	2 1%	2 1%	6 2%d	7 1%	7 2%	3 1%	4 1%	6 1%
Too risky to switch	16 1%	6 1%	10 1%	-	2 1%	1 *	2 1%	4 1%	6 1%	6 1%	5 1%	2 *	3 1%
Difficult to switch as not online \ not comfortable online	7 *	2 *	5 1%	-	3 1%	-	1 *	1 *	2 *	-	4 1%	-	3 1%
Did not think about switching	3 *	2 *	1 *	-	2 1%	-	1 *	-	-	-	2 *	1 *	-
Other	38 2%	17 2%	21 2%	2 2%	6 2%	8 3%g	13 4%g	1 *	8 2%	7 2%	16 3%l	12 3%l	4 1%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 1%	6 1%	9 1%	2 3%eh	5 2%eh	-	3 1%	4 1%	1 *	2 *	10 2%l	2 1%	2 *

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.96_01 Reasons for not switching provider or contract for in the last 12 months - Energy (gas/electricity)
 Base: All who have not switched energy suppliers in the past 12 months, and are responsible for purchasing this

	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	1770	1053	273	428	284	589	604	282	7	518	666	260	207	119	1351	419
Weighted Base	1729	1193	248	266	237	571	592	318	6**	427	643	289	240	129	1321	408
Effective Base	1515	938	256	386	243	502	518	252	5	437	576	229	185	105	1162	353
Happy with current provider or contract	1316	898	183	220	191	436	456	229	3	331	480	230	174	100	1005	311
	76%	75%	74%	83%ab	81%g	76%	77%	72%	49%	77%	75%	80%	73%	77%	76%	76%
Too much hassle to switch	139	98	20	20	15	62	42	18	1	53	48	11	17	10	113	26
	8%	8%	8%	8%	6%	11%dfg	7%	6%	15%	12%jkl	7%	4%	7%	8%	9%	6%
Couldn't find a better deal	90	76	9	6	5	16	40	28	-	11	37	19	16	7	73	18
	5%	6%c	3%	2%	2%	3%	7%ade	9%de	-	3%	6%i	7%i	6%i	6%	6%	4%
Product was not due for renewal	71	50	7	11	5	23	31	11	-	11	28	14	12	6	51	20
	4%	4%	3%	4%	2%	4%	5%	4%	-	3%	4%	5%	5%	5%	4%	5%
Takes too much time to switch	62	49	7	6	5	20	20	15	3	20	21	10	8	2	55	7
	4%	4%	3%	2%	2%	3%	3%	5%	44%	5%	3%	4%	3%	2%	4%o	2%
Don't think it would make any difference	57	42	8	7	4	23	19	10	1	17	29	7	4	-	45	12
	3%	4%	3%	3%	2%	4%	3%	3%	9%	4%m	4%m	2%	2%	-	3%	3%
Not responsible for this decision	42	24	12	5	6	13	14	9	-	7	17	6	8	4	22	20
	2%	2%	5%ac	2%	2%	2%	2%	3%	-	2%	3%	2%	3%	3%	2%	5%n
Don't know how to switch	20	14	2	3	2	7	7	4	-	7	5	6	1	1	16	4
	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	2%	*	1%	1%	1%
Too risky to switch	16	11	1	3	3	7	4	2	-	6	6	-	1	3	13	3
	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	-	*	2%k	1%	1%
Difficult to switch as not online \ not comfortable online	7	4	-	3	2	2	3	-	-	3	1	2	1	-	7	-
	*	*	-	1%a	1%	*	*	-	-	1%	*	1%	*	-	1%	-
Did not think about switching	3	2	1	-	-	2	1	-	-	-	2	1	-	-	3	-
	*	*	*	-	-	*	*	-	-	-	*	*	-	-	*	-
Other	38	23	9	5	8	11	13	5	-	5	16	6	5	6	27	11
	2%	2%	4%	2%	3%	2%	2%	2%	-	1%	2%	2%	2%	5%i	2%	3%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	12	1	2	5	5	3	4	-	7	6	2	-	-	13	3
	1%	1%	*	1%	2%f	1%	*	1%	-	2%	1%	1%	-	-	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have not switched energy suppliers in the past 12 months, and are responsible for purchasing this

	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	1770	95	210	121	127	160	179	150	244	135	120	149	80
Weighted Base	1729	76*	200	117	121	158	179	168	239	149	111	141	71*
Effective Base	1515	81	179	106	108	137	152	133	215	116	103	125	68
Happy with current provider or contract	1316 76%	59 79%b	130 65%	89 76%b	81 68%	127 81%bd	139 78%b	123 73%	192 80%bdk	118 79%b	88 79%b	100 71%	68 97%abcdefghijk
Too much hassle to switch	139 8%	5 6%	29 14%fijkl	8 7%	9 7%	13 8%	13 7%	14 8%	20 8%	9 6%	7 6%	10 7%	3 4%
Couldn't find a better deal	90 5%	1 2%	13 7%fh	17 14%abefghij	9 7%fh	8 5%h	2 1%	7 4%h	1 1%	10 6%fh	4 3%	13 9%afh	5 7%fh
Product was not due for renewal	71 4%	8 10%fghi	10 5%	4 4%	8 6%h	6 4%	4 2%	5 3%	5 2%	3 2%	4 4%	10 7%h	5 7%h
Takes too much time to switch	62 4%	3 5%	12 6%i	3 3%	2 2%	3 2%	5 3%	12 7%ei	10 4%	1 1%	4 4%	4 2%	1 1%
Don't think it would make any difference	57 3%	1 1%	9 5%	3 3%	4 4%	9 6%	5 3%	3 2%	8 3%	4 2%	3 3%	7 5%	1 2%
Not responsible for this decision	42 2%	1 1%	3 2%	1 1%	7 6%bcegl	2 1%	10 6%begl	-	5 2%	4 2%	3 3%g	5 3%g	-
Don't know how to switch	20 1%	1 1%	4 2%	1 1%	4 3%fh	1 1%	* *	3 2%	1 *	1 1%	2 2%	2 1%	-
Too risky to switch	16 1%	-	3 2%	3 3%	-	3 2%	1 1%	1 1%	2 1%	-	-	1 1%	-
Difficult to switch as not online \ not comfortable online	7 *	-	1 1%	1 *	* *	-	1 *	2 1%	-	1 1%	-	1 1%	-
Did not think about switching	3 *	-	-	2 1%	-	-	-	-	-	-	-	1 1%	-
Other	38 2%	1 1%	11 5%cejf	1 1%	4 4%e	-	2 1%	2 1%	6 2%	5 4%e	-	6 4%ej	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 1%	-	2 1%	-	1 1%	-	-	4 2%	3 1%	2 2%	2 2%	2 1%	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

Base: All who have not switched energy suppliers in the past 12 months, and are responsible for purchasing this

	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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1770	392	243	163	158	140	276	1494	419	1351	508	1261	739	1031
Weighted Base	1729	285	224	175	197	194	184	1545	458	1270	417	1311	568	1160
Effective Base	1515	345	212	146	145	133	246	1301	365	1155	428	1098	647	914
Happy with current provider or contract	1316 76%	232 81% ^{bce}	164 73%	121 69%	157 80% ^{ce}	123 63%	156 85% ^g	1159 75%	351 77%	964 76%	323 77%	992 76%	446 78%	870 75%
Too much hassle to switch	139 8%	24 8%	21 9%	15 9%	13 7%	17 9%	15 8%	124 8%	24 5%	115 9% ^h	32 8%	107 8%	58 10% ^m	81 7%
Couldn't find a better deal	90 5%	6 2%	15 7% ^a	5 3%	12 6% ^a	23 12% ^{ac}	3 2%	87 6% ^f	32 7%	58 5%	20 5%	71 5%	30 5%	61 5%
Product was not due for renewal	71 4%	7 2%	17 7% ^a	14 8% ^{ad}	6 3%	11 6%	4 2%	67 4%	29 6% ⁱ	43 3%	17 4%	54 4%	15 3%	56 5% ^l
Takes too much time to switch	62 4%	8 3%	10 4%	7 4%	3 2%	13 7% ^d	5 3%	57 4%	12 3%	50 4%	8 2%	54 4% ^j	18 3%	44 4%
Don't think it would make any difference	57 3%	10 3%	8 4%	5 3%	2 1%	7 3%	5 3%	51 3%	7 2%	49 4% ^h	20 5% ^k	36 3%	28 5% ^m	29 3%
Not responsible for this decision	42 2%	6 2%	4 2%	7 4%	4 2%	5 3%	2 1%	40 3%	9 2%	33 3%	9 2%	33 3%	9 2%	33 3%
Don't know how to switch	20 1%	6 2%	1 1%	1 1%	1 1%	3 2%	5 3% ^g	15 1%	2 *	18 1%	6 1%	14 1%	8 1%	12 1%
Too risky to switch	16 1%	3 1%	2 1%	3 1%	-	1 1%	3 2%	13 1%	2 *	14 1%	9 2% ^k	7 1%	7 1%	8 1%
Difficult to switch as not online \ not comfortable online	7 *	4 1%	-	-	-	2 1%	3 1% ^g	4 *	1 *	6 *	3 1%	4 *	2 *	4 *
Did not think about switching	3 *	-	-	-	2 1%	-	-	3 *	1 *	2 *	-	3 *	-	3 *
Other	38 2%	5 2%	4 2%	8 4%	6 3%	2 1%	* 2% ^f	38 2%	13 3%	25 2%	5 1%	33 3%	8 1%	30 3%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 1%	2 1%	3 1%	2 1%	-	2 1%	1 *	15 1%	2 1%	13 1%	* 1%	15 1%	4 1%	11 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	624	59	48	47	292	570	273	68	174	38
Weighted Base	657	69	56	69	326	642	300	70	188	38
Effective Base	541	53	43	44	258	505	242	60	153	31
Very easy	406 62%	35 51%	36 63%	37 53%	222 68%	426 66%	179 60%	39 56%	95 51%	18 46%
Fairly easy	181 28%	24 35%	12 22%	14 20%	85 26%	187 29%	93 31%	15 22%	65 35%	16 41%
Fairly difficult	37 6%	4 6%	2 4%	10 15%	9 3%	14 2%	17 6%	11 15%	19 10%	3 7%
Very difficult	22 3%	2 2%	2 3%	1 1%	1 *	4 1%	7 2%	2 3%	5 2%	1 3%
SUMMARY CODES										
EASY	587 89%	59 86%	48 85%	51 73%	307 94%	613 95%	272 91%	54 77%	160 85%	34 88%
DIFFICULT	59 9%	5 8%	4 7%	11 16%	10 3%	18 3%	24 8%	13 18%	23 12%	4 10%
Not applicable	5 1%	4 6%	4 8%	7 11%	8 2%	10 2%	4 1%	3 5%	4 2%	1 2%
Don't know	5 1%	-	-	-	2 1%	1 *	-	-	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	624	59	48	47	292	570	273	68	174	38
Weighted Base	657	69	56	69	326	642	300	70	188	38
Effective Base	541	53	43	44	258	505	242	60	153	31
Very easy	449 68%	42 60%	43 76%	39 57%	230 71%	437 68%	197 66%	46 66%	107 57%	23 59%
Fairly easy	175 27%	23 33%	11 19%	20 29%	84 26%	176 27%	90 30%	15 22%	67 36%	11 30%
Fairly difficult	17 3%	3 4%	-	7 11%	5 2%	15 2%	8 3%	5 7%	8 4%	4 11%
Very difficult	6 1%	-	2 3%	1 1%	1 *	6 1%	1 *	1 1%	2 1%	-
SUMMARY CODES										
EASY	625 95%	64 93%	54 95%	60 86%	315 96%	613 95%	286 95%	62 88%	174 93%	34 89%
DIFFICULT	23 4%	3 4%	2 3%	8 12%	6 2%	21 3%	9 3%	6 9%	9 5%	4 11%
Not applicable	6 1%	2 3%	1 2%	1 2%	5 2%	8 1%	5 2%	3 4%	4 2%	-
Don't know	3 *	-	-	-	1 *	* -	- -	- -	- -	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	624	59	48	47	292	570	273	68	174	38
Weighted Base	657	69	56	69	326	642	300	70	188	38
Effective Base	541	53	43	44	258	505	242	60	153	31
Yes	85 13%	3 4%	-	9 12%	11 3%	36 6%	21 7%	8 12%	23 12%	4 9%
No	570 87%	65 94%	56 100%	60 88%	313 96%	606 94%	278 93%	61 87%	163 87%	35 91%
Don't know	2 *	1 1%	-	-	2 1%	-	1 *	1 1%	1 1%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2902 69%	1441 70%	1461 68%	456 81%fgh	586 83%fgh	540 82%fgh	533 74%gh	413 66%h	374 39%	826 84%jkl	1013 76%kl	586 66%l	476 47%
A single retailer website (e.g. a high street retailer website)	1881 44%	875 42%	1006 47%a	283 50%gh	343 49%gh	364 55%dgh	374 52%gh	265 42%h	252 26%	615 62%jkl	669 50%kl	342 38%l	255 25%
SUMMARY CODE													
ANY	3147 74%	1549 75%	1598 74%	492 88%fgh	615 87%fgh	569 86%fgh	581 80%gh	453 72%h	438 46%	874 88%jkl	1085 81%kl	646 73%l	542 53%
No purchases of this type in the last 12 months	1031 24%	495 24%	536 25%	66 12%	87 12%	79 12%	132 18%cde	169 27%cdef	498 52%cdefg	110 11%	232 17%i	235 26%ij	454 45%ijk
Don't know	53 1%	26 1%	27 1%	4 1%	5 1%	10 1%	9 1%	4 1%	21 2%cdg	4 *	18 1%i	8 1%	23 2%ik

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2902 69%	1959 70% ^c	564 79% ^{ac}	326 52%	356 63%	1015 69% ^d	968 69% ^d	540 73% ^{df}	13 57%	406 48%	929 66% ⁱ	626 78% ^{ij}	609 82% ^{ijk}	332 75% ^{ij}	2295 69%	607 66%
A single retailer website (e.g. a high street retailer website)	1881 44%	1345 48% ^c	324 45% ^c	180 28%	210 37%	630 43% ^d	616 44% ^d	412 56% ^{def}	6 26%	270 32%	614 44% ⁱ	388 48% ⁱ	402 54% ^{ijk}	206 47% ⁱ	1454 44%	427 47%
SUMMARY CODE																
ANY	3147 74%	2117 76% ^c	607 85% ^{ac}	367 58%	398 70%	1083 74%	1056 75% ^d	583 79% ^{de}	14 64%	467 55%	1015 73% ⁱ	664 82% ^{ij}	648 88% ^{ijk}	354 80% ^{ij}	2490 75%	657 72%
No purchases of this type in the last 12 months	1031 24%	653 23% ^b	104 14%	251 40% ^{ab}	156 28% ^g	373 25% ^g	340 24%	149 20%	8 34%	366 43% ^{ijkl}	366 26% ^{klm}	129 16% ^l	87 12%	82 19% ^l	791 24%	239 26%
Don't know	53 1%	32 1%	8 1%	14 2% ^a	12 2% ^{fg}	16 1%	13 1%	6 1%	* 2%	17 2% ^l	17 1%	12 1%	4 1%	4 1%	35 1%	18 2% ⁿ

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2902 69%	124 72%ek	299 64%	222 64%	215 70%	232 62%	270 69%	415 75%bcejkl	441 76%bcejkl	257 71%ek	132 65%	224 63%	72 62%
A single retailer website (e.g. a high street retailer website)	1881 44%	84 49%ek	218 47%ek	153 44%e	133 43%	134 36%	177 45%ek	253 45%ek	286 49%ek	170 47%ek	88 44%	132 37%	52 45%
SUMMARY CODE													
ANY	3147 74%	136 80%cejkl	334 72%	247 71%	231 75%l	259 69%	283 72%	441 79%bcejkl	465 80%bcejkl	285 79%cejkl	139 69%	252 71%	75 64%
No purchases of this type in the last 12 months	1031 24%	35 20%	127 27%ghi	96 28%ghi	74 24%	109 29%aghi	103 26%ghi	111 20%	112 19%	64 18%	62 31%aghi	94 26%ghi	42 36%adghi
Don't know	53 1%	-	3 1%	6 2%	2 1%	5 1%	7 2%	4 1%	3 *	13 4%abdghj	1 1%	9 3%abgh	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2902 69%	292 49%	313 65%a	335 77%ab	386 87%abc	432 91%abc	138 37%	2764 72%f	949 81%i	1953 64%	508 56%	2389 72%j	556 46%	2344 78%l
A single retailer website (e.g. a high street retailer website)	1881 44%	173 29%	191 40%a	210 48%ab	279 63%abc	343 72%abcd	87 23%	1794 47%f	603 51%i	1277 42%	353 39%	1526 46%j	366 30%	1513 50%l
SUMMARY CODE														
ANY	3147 74%	347 58%	350 73%a	373 86%ab	406 92%abc	451 95%abc	172 46%	2975 77%f	1005 86%i	2142 70%	571 63%	2569 78%j	641 53%	2503 83%l
No purchases of this type in the last 12 months	1031 24%	238 40%bcde	127 26%cde	60 14%de	37 8%e	21 4%	192 51%g	838 22%	155 13%	875 29%h	326 36%k	700 21%	552 45%m	477 16%
Don't know	53 1%	12 2%cde	5 1%c	-	-	1 *	10 3%g	43 1%	13 1%	40 1%	16 2%	35 1%	21 2%	30 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	3486	130
Weighted Base	4231	3725	100
Effective Base	3657	3085	116
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	2902 69%	2828 76%b	48 48%
A single retailer website (e.g. a high street retailer website)	1881 44%	1835 49%b	19 19%
SUMMARY CODE			
ANY	3147 74%	3045 82%b	56 56%
No purchases of this type in the last 12 months	1031 24%	642 17%	43 43%a
Don't know	53 1%	38 1%	1 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Social media (e.g. Facebook, Twitter, Instagram)	2724 64%	1319 64%	1405 65%	512 91%defgh	589 83%fgh	531 81%fgh	514 71%gh	325 52%h	253 26%	670 68%l	899 67%l	599 67%l	556 55%
Streaming services (e.g. Netflix, Spotify)	2039 48%	1035 50%b	1003 46%	437 78%defgh	496 70%efgh	403 61%fgh	371 51%gh	201 32%h	131 14%	572 58%kl	750 56%kl	400 45%l	317 31%
Renting a service from another individual (e.g. Airbnb, Uber)	742 18%	352 17%	390 18%	194 35%defgh	188 27%fgh	143 22%fgh	110 15%gh	60 10%h	47 5%	275 28%ijkl	291 22%kl	102 11%l	75 7%
SUMMARY CODE													
ANY	3131 74%	1534 74%	1597 74%	552 98%defgh	650 92%fgh	591 90%fgh	592 82%gh	401 64%h	344 36%	794 80%kl	1038 78%l	669 75%l	631 62%
ALL 3	568 13%	267 13%	301 14%	177 32%defgh	161 23%efgh	118 18%fgh	74 10%gh	26 4%h	13 1%	200 20%kl	242 18%kl	80 9%l	45 4%
None of these	1080 26%	525 25%	554 26%	8 1%	53 8%c	65 10%c	124 17%cde	223 36%cdef	606 63%cdefg	194 20%	288 22%	215 24%i	383 38%ijk
Don't know	20 *	10 *	10 *	1 *	3 *	2 *	6 1%	2 *	6 1%	1 *	10 1%	5 1%	5 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.111 Online services have used 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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Social media (e.g. Facebook, Twitter, Instagram)	2724 64%	1691 60%	601 84%ac	371 59%	378 67%fg	1010 69%fg	871 62%	442 60%	14 61%	378 44%	789 56%i	613 76%ij	594 80%ij	349 79%ij	2165 65%o	559 61%
Streaming services (e.g. Netflix, Spotify)	2039 48%	1312 47%c	439 61%ac	240 38%	255 45%	742 50%d	677 48%	351 48%	7 33%	236 28%	564 40%i	505 63%ij	472 64%ij	262 60%ij	1660 50%o	379 41%
Renting a service from another individual (e.g. Airbnb, Uber)	742 18%	448 16%c	220 31%ac	59 9%	113 20%f	304 21%fg	193 14%	123 17%	2 11%	96 11%	203 15%i	173 21%ij	172 23%ij	99 22%ij	637 19%o	105 11%
SUMMARY CODE																
ANY	3131 74%	1978 71%	656 91%ac	431 68%	421 74%	1137 77%fg	1026 73%	521 71%	15 68%	440 52%	936 67%i	693 86%ij	670 91%ijk	391 89%ij	2491 75%o	640 70%
ALL 3	568 13%	338 12%c	180 25%ac	38 6%	83 15%f	232 16%f	151 11%	98 13%	1 7%	71 8%	141 10%	143 18%ij	136 18%ij	77 18%ij	488 15%o	80 9%
None of these	1080 26%	811 29%b	60 8%	195 31%b	140 25%	331 22%	378 27%e	215 29%e	7 32%	403 47%jkl m	454 33%klm	108 13%l	67 9%	48 11%	815 25%	265 29%n
Don't know	20 *	12 *	2 *	6 1%	5 1%e	4 *	5 *	2 *	- -	7 1%	7 1%	3 *	2 *	1 *	11 *	9 1%n

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Social media (e.g. Facebook, Twitter, Instagram)	2724 64%	126 73%bcfeijk	286 62%	214 61%	206 67%ej	203 54%	254 64%e	394 71%bceijk	397 68%bcejk	227 63%e	114 56%	214 60%	89 76%bcfeijk
Streaming services (e.g. Netflix, Spotify)	2039 48%	101 59%bcfeijk	228 49%ej	154 44%ej	158 52%efj	151 40%	169 43%	283 51%efj	319 55%cefj	175 48%ej	70 35%	174 49%ej	55 47%j
Renting a service from another individual (e.g. Airbnb, Uber)	742 18%	26 15%j	78 17%djk	41 12%	34 11%	49 13%j	74 19%cdjk	192 34%abcdefh ijkl	132 23%abcdej kl	52 14%j	15 7%	35 10%	15 12%
SUMMARY CODE													
ANY	3131 74%	141 82%bcfeijk	321 69%	251 72%j	237 77%bej	245 66%	279 71%	458 82%bcfehij k	447 77%befj	274 75%ej	128 63%	258 73%j	91 78%ej
ALL 3	568 13%	24 14%cj	64 14%cj	27 8%	32 10%	38 10%	51 13%cj	132 24%abcdefh ijkl	108 19%cdefijk	38 11%j	11 5%	28 8%	15 12%j
None of these	1080 26%	30 18%	142 31%adghi	96 27%ag	70 23%	126 34%adghil	114 29%agh	95 17%	131 23%g	82 23%	73 36%acdghik l	95 27%ag	26 22%
Don't know	20 *	-	1 *	2 *	1 *	2 1%	* *	3 1%	2 *	7 2%bfh	1 *	2 1%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Social media (e.g. Facebook, Twitter, Instagram)	2724 64%	295 49%	302 63%a	315 73%ab	359 81%abc	394 83%abc	129 34%	2595 67%f	958 82%i	1766 58%	466 51%	2253 68%j	400 33%	2322 77%l
Streaming services (e.g. Netflix, Spotify)	2039 48%	190 32%	198 41%a	254 59%ab	302 68%abc	356 75%abcd	72 19%	1967 51%f	758 65%i	1281 42%	331 36%	1704 52%j	235 19%	1803 60%l
Renting a service from another individual (e.g. Airbnb, Uber)	742 18%	65 11%	62 13%	69 16%a	110 25%abc	186 39%abcd	21 6%	721 19%f	237 20%i	505 17%	85 9%	656 20%j	80 7%	660 22%l
SUMMARY CODE														
ANY	3131 74%	360 60%	352 73%a	364 84%ab	406 92%abc	441 93%abc	165 44%	2967 77%f	1068 91%i	2063 67%	548 60%	2577 78%j	530 44%	2599 86%l
ALL 3	568 13%	45 8%	42 9%	55 13%a	85 19%abc	150 32%abcd	8 2%	560 15%f	189 16%i	379 12%	61 7%	505 15%j	28 2%	539 18%l
None of these	1080 26%	230 39%bcde	128 27%code	68 16%de	37 8%	31 7%	206 55%g	874 23%	102 9%	978 32%h	362 40%k	711 22%	678 56%m	398 13%
Don't know	20 *	6 1%	2 *	1 *	- *	1 *	4 1%	16 *	4 *	17 1%	3 *	15 *	6 *	13 *

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	3486	130
Weighted Base	4231	3725	100
Effective Base	3657	3085	116
Social media (e.g. Facebook, Twitter, Instagram)	2724 64%	2636 71%b	61 61%
Streaming services (e.g. Netflix, Spotify)	2039 48%	1995 54%b	30 30%
Renting a service from another individual (e.g. Airbnb, Uber)	742 18%	721 19%b	12 11%
SUMMARY CODE			
ANY	3131 74%	3020 81%b	69 69%
ALL 3	568 13%	557 15%	9 9%
None of these	1080 26%	688 18%	31 31%a
Don't know	20 *	17 *	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2593	1627	1764	623
Weighted Base	2902	1881	2039	742
Effective Base	2319	1463	1586	572
Very easy	759 26%	412 22%	549 27%	182 24%
Fairly easy	1013 35%	659 35%	633 31%	253 34%
Fairly difficult	245 8%	158 8%	129 6%	52 7%
Very difficult	102 4%	87 5%	68 3%	26 3%
SUMMARY CODES				
EASY	1772 61%	1071 57%	1183 58%	434 59%
DIFFICULT	347 12%	244 13%	197 10%	78 11%
I have not seen \ read the terms and conditions	774 27%	557 30%	648 32%	227 31%
Don't know	10 *	9 *	11 1%	3 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2593	1233	1360	401	547	449	375	355	466	632	797	539	625
Weighted Base	2902	1441	1461	456	586	540	533	413	374	826	1013	586	476
Effective Base	2319	1090	1236	369	493	405	347	333	436	588	741	497	577
Very easy	759 26%	361 25%	397 27%	132 29%h	183 31%fh	152 28%h	121 23%	104 25%h	67 18%	173 21%	286 28%i	160 27%i	140 29%i
Fairly easy	1013 35%	516 36%	497 34%	167 37%	203 35%	177 33%	185 35%	162 39%h	118 32%	282 34%	332 33%	216 37%	183 38%j
Fairly difficult	245 8%	115 8%	130 9%	33 7%	36 6%	38 7%	42 8%	42 10%d	54 14%cdef	91 11%kl	83 8%	37 6%	33 7%
Very difficult	102 4%	60 4%	41 3%	12 3%	17 3%	12 2%	26 5%	21 5%e	13 4%	38 5%kl	43 4%kl	11 2%	10 2%
SUMMARY CODES													
EASY	1772 61%	878 61%	894 61%	299 66%fh	386 66%fh	329 61%h	307 58%h	266 64%h	185 49%	456 55%	618 61%i	376 64%i	323 68%ij
DIFFICULT	347 12%	175 12%	172 12%	45 10%	52 9%	51 9%	68 13%	62 15%ode	67 18%cdef	128 16%kl	127 13%k	48 8%	44 9%
I have not seen \ read the terms and conditions	774 27%	385 27%	389 27%	109 24%	146 25%	159 29%g	158 30%g	85 21%	118 31%cdg	240 29%l	267 26%	161 27%	106 22%
Don't know	10 *	3 *	6 *	2 *	2 *	2 *	- -	- -	4 1%fg	2 *	2 *	2 *	3 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2593	1509	592	454	384	904	846	439	11	410	860	537	500	286	2063	530
Weighted Base	2902	1959	564	326	356	1015	968	540	13**	406	929	626	609	332	2295	607
Effective Base	2319	1400	565	425	340	815	755	403	10	364	764	483	458	258	1850	469
Very easy	759 26%	484 25%	154 27%	99 30%a	94 27%	272 27%	268 28%g	118 22%	5 37%	83 20%	240 26%i	183 29%i	166 27%i	87 26%	635 28%o	123 20%
Fairly easy	1013 35%	663 34%	206 37%	126 39%	137 39%	359 35%	334 35%	175 32%	6 43%	130 32%	315 34%	227 36%	226 37%	116 35%	805 35%	208 34%
Fairly difficult	245 8%	183 9%c	40 7%	19 6%	32 9%	74 7%	79 8%	59 11%e	-	47 12%km	95 10%k	35 6%	47 8%	21 6%	185 8%	59 10%
Very difficult	102 4%	75 4%	19 3%	6 2%	12 3%	34 3%	31 3%	20 4%	2 19%	15 4%	35 4%	22 3%	21 3%	9 3%	71 3%	30 5%n
SUMMARY CODES																
EASY	1772 61%	1147 59%	361 64%a	225 69%a	232 65%g	630 62%g	602 62%g	293 54%	10 81%	213 52%	555 60%i	409 65%ij	392 64%i	203 61%i	1440 63%o	332 55%
DIFFICULT	347 12%	258 13%c	59 10%	25 8%	45 13%	108 11%	110 11%	79 15%e	2 19%	62 15%km	130 14%km	56 9%	68 11%	30 9%	257 11%	90 15%n
I have not seen \ read the terms and conditions	774 27%	547 28%c	144 26%	72 22%	78 22%	272 27%	253 26%	169 31%d	-	128 31%l	242 26%	160 26%	148 24%	96 29%	588 26%	185 31%n
Don't know	10 *	6 *	-	3 1%b	2 *	5 *	2 *	-	-	3 1%	2 *	1 *	1 *	3 1%	10 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2593	140	261	206	188	196	238	353	412	203	116	216	64
Weighted Base	2902	124	299	222	215	232	270	415	441	257	132	224	72*
Effective Base	2319	124	236	188	168	175	211	322	374	183	105	189	57
Very easy	759 26%	31 25%ij	85 28%hij	90 40%abefghi jl	69 32%hij	65 28%hij	78 29%hij	116 28%hij	84 19%j	38 15%	12 9%	78 35%hijl	13 18%
Fairly easy	1013 35%	29 24%	94 32%	67 30%	68 32%	99 43%abcdi	98 36%ai	149 36%ai	194 44%abcdgij	67 26%	41 31%	82 37%ai	24 34%
Fairly difficult	245 8%	2 2%	25 8%a	21 9%a	20 9%a	22 9%a	21 8%a	38 9%a	33 8%a	32 13%ak	9 7%a	14 6%	7 10%a
Very difficult	102 4%	1 1%	9 3%	7 3%	10 5%	7 3%	7 2%	16 4%	15 3%	12 5%	11 8%abfkl	6 3%	-
SUMMARY CODES													
EASY	1772 61%	60 49%	179 60%aij	157 71%abijl	137 64%aij	164 71%abijl	176 65%aij	266 64%aij	277 63%aij	105 41%	53 40%	161 72%abhij	38 52%
DIFFICULT	347 12%	3 2%	34 12%a	28 13%a	30 14%a	29 13%a	28 10%a	54 13%a	48 11%a	45 17%afhk	20 15%a	20 9%a	7 10%a
I have not seen \ read the terms and conditions	774 27%	61 49%bcdefgh k	86 29%cek	36 16%	47 22%	36 15%	66 24%ce	94 23%	114 26%ce	106 41%bcdefgh k	59 45%bcdefgh k	42 19%	28 38%cdefgk
Don't know	10 *	-	-	1 1%	-	3 1%	-	1 *	1 *	2 1%	-	1 1%	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2593	348	313	296	303	311	178	2415	813	1780	509	2080	608	1984
Weighted Base	2902	292	313	335	386	432	138	2764	949	1953	508	2389	556	2344
Effective Base	2319	309	278	268	282	294	158	2176	724	1598	441	1877	542	1797
Very easy	759	87	84	93	107	114	36	722	283	475	116	643	116	643
		26%	30%	27%	28%	28%	26%	26%	30%i	24%	23%	27%	21%	27%l
Fairly easy	1013	85	111	123	133	139	43	970	325	688	176	835	199	815
		35%	29%	35%	37%	34%	31%	35%	34%	35%	35%	35%	36%	35%
Fairly difficult	245	34	28	20	35	31	16	229	57	187	52	193	71	174
		8%	12%c	9%	6%	9%	7%	12%	8%	10%h	10%	8%	13%m	7%
Very difficult	102	6	10	9	17	16	4	98	33	69	19	83	17	85
		4%	2%	3%	3%	4%	4%	3%	4%	3%	4%	3%	3%	4%
SUMMARY CODES														
EASY	1772	172	195	216	240	253	79	1693	609	1163	293	1478	314	1458
		61%	59%	62%	65%	62%	58%	61%	64%i	60%	58%	62%	56%	62%l
DIFFICULT	347	40	38	29	53	47	20	326	91	256	71	275	88	259
		12%	14%	12%	9%	14%	11%	15%	12%	10%	13%h	14%	12%	16%m
I have not seen \ read the terms and conditions	774	78	79	88	94	132	37	736	246	528	142	629	151	622
		27%	27%	25%	26%	24%	30%	27%	27%	26%	27%	28%	26%	27%
Don't know	10	1	1	1	-	-	1	9	3	6	2	7	4	6
	*	*	*	*	-	-	1%	*	*	*	*	*	1%	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2593	2507	56
Weighted Base	2902	2828	48*
Effective Base	2319	2247	49
Very easy	759 26%	741 26%	11 22%
Fairly easy	1013 35%	984 35%	21 43%
Fairly difficult	245 8%	239 8%	4 7%
Very difficult	102 4%	97 3%	3 7%
SUMMARY CODES			
EASY	1772 61%	1725 61%	31 64%
DIFFICULT	347 12%	336 12%	7 14%
I have not seen \ read the terms and conditions	774 27%	758 27%	10 21%
Don't know	10 *	10 *	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	1627	726	901	243	306	294	257	219	308	456	523	312	336
Weighted Base	1881	875	1006	283	343	364	374	265	252	615	669	342	255
Effective Base	1463	642	825	225	279	268	237	208	289	427	486	290	310
Very easy	412 22%	176 20%	236 23%	71 25%fh	95 28%fgh	97 27%fh	63 17%	52 20%	34 13%	121 20%	157 24%	71 21%	62 24%
Fairly easy	659 35%	317 36%	342 34%	97 34%	117 34%	129 35%	127 34%	99 37%	91 36%	217 35%	225 34%	129 38%	88 34%
Fairly difficult	158 8%	77 9%	80 8%	17 6%	28 8%	18 5%	33 9%	31 12%ce	31 12%ce	54 9%	56 8%	31 9%	16 6%
Very difficult	87 5%	48 5%	39 4%	8 3%	10 3%	9 3%	26 7%cde	18 7%cde	16 6%cde	32 5%k	33 5%k	7 2%	15 6%k
SUMMARY CODES													
EASY	1071 57%	492 56%	578 57%	168 59%h	212 62%fh	226 62%fh	189 51%	151 57%	125 49%	338 55%	382 57%	200 59%	150 59%
DIFFICULT	244 13%	125 14%	119 12%	24 9%	37 11%	28 8%	59 16%ce	50 19%ode	47 19%ode	86 14%	90 13%	38 11%	31 12%
I have not seen \ read the terms and conditions	557 30%	255 29%	303 30%	91 32%g	93 27%	110 30%	124 33%g	60 23%	79 31%g	188 31%	194 29%	102 30%	72 28%
Don't know	9 *	3 *	6 1%	- -	1 *	- -	1 *	4 2%e	2 1%	2 *	3 *	1 *	2 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

	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	1627	1021	337	246	223	549	523	321	6	270	554	317	318	168	1267	360
Weighted Base	1881	1345	324	180	210	630	616	412	6**	270	614	388	402	206	1454	427
Effective Base	1463	949	323	231	196	497	471	297	6	240	495	288	294	152	1143	320
Very easy	412 22%	275 20%	81 25%	49 27% ^a	50 24% ^g	145 23% ^g	144 23% ^g	69 17%	2 28%	49 18%	123 20%	95 25%	99 25%	46 22%	344 24% ^o	68 16%
Fairly easy	659 35%	476 35%	107 33%	64 36%	70 34%	222 35%	210 34%	151 37%	4 62%	90 33%	212 35%	124 32%	158 39%	75 36%	512 35%	147 34%
Fairly difficult	158 8%	117 9%	27 8%	9 5%	19 9%	47 8%	52 8%	39 9%	-	36 13% ^{klm}	70 11% ^{klm}	23 6%	18 4%	12 6%	119 8%	38 9%
Very difficult	87 5%	67 5%	11 3%	8 5%	10 5%	25 4%	29 5%	23 6%	-	16 6%	38 6% ^l	13 3%	12 3%	8 4%	66 5%	21 5%
SUMMARY CODES																
EASY	1071 57%	750 56%	188 58%	113 63% ^a	121 58%	367 58%	354 57%	220 53%	5 90%	138 51%	336 55%	219 56%	257 64% ^{ij}	121 58%	856 59% ^o	214 50%
DIFFICULT	244 13%	184 14%	39 12%	17 10%	29 14%	73 12%	81 13%	61 15%	-	52 19% ^{klm}	108 18% ^{klm}	35 9%	30 7%	19 9%	186 13%	59 14%
I have not seen \ read the terms and conditions	557 30%	404 30%	97 30%	48 27%	59 28%	186 30%	181 29%	128 31%	1 10%	78 29%	165 27%	132 34% ^{ej}	115 29%	67 32%	406 28%	152 35% ⁿ
Don't know	9 *	8 1%	-	1 1%	1 1%	3 1%	1 *	2 1%	-	2 1%	5 1%	2 1%	-	-	6 *	3 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	1627	90	187	139	109	105	149	210	254	136	77	129	42
Weighted Base	1881	84*	218	153	133*	134*	177	253	286	170	88*	132	52*
Effective Base	1463	81	169	127	99	94	132	191	236	121	70	114	38
Very easy	412 22%	17 20%i	59 27%eij	44 29%ehij	37 28%eij	15 11%	48 27%eij	66 26%eij	54 19%i	15 9%	12 13%	36 27%eij	10 20%
Fairly easy	659 35%	19 23%	72 33%	49 32%	41 31%	68 50%abcdfij	56 32%	99 39%ai	124 43%abcdfij	41 24%	24 27%	51 39%ai	16 31%
Fairly difficult	158 8%	1 2%	19 9%a	14 9%a	15 11%a	13 10%a	12 7%	23 9%a	22 8%	19 11%a	6 7%	9 7%	5 10%
Very difficult	87 5%	2 2%	15 7%	11 7%	8 6%	5 4%	6 4%	8 3%	9 3%	12 7%	3 3%	8 6%	- -
SUMMARY CODES													
EASY	1071 57%	36 42%	130 60%aij	93 61%aij	79 59%aij	83 62%aij	104 59%aij	165 65%aij	178 62%aij	56 33%	36 40%	87 66%aij	26 51%
DIFFICULT	244 13%	3 4%	33 15%a	24 16%a	23 17%a	18 13%a	19 11%	30 12%a	31 11%	31 18%a	9 11%	17 13%a	5 10%
I have not seen \ read the terms and conditions	557 30%	45 53%bcdefgh	55 25%	34 23%	32 24%	30 22%	54 31%	58 23%	76 27%	83 49%bcdefgh	42 47%bcdefgh	27 21%	21 39%cegk
Don't know	9 *	- -	- -	1 1%	- -	4 3%bg	- -	- -	1 1%	- -	1 2%	1 1%	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	1627	210	191	184	214	241	116	1511	491	1136	342	1284	391	1235
Weighted Base	1881	173	191	210	279	343	87	1794	603	1277	353	1526	366	1513
Effective Base	1463	186	171	167	199	229	104	1372	442	1024	298	1166	349	1127
Very easy	412	41	36	55	58	87	17	395	166	245	56	354	54	356
	22%	23%	19%	26%	21%	25%	19%	22%	28% ⁱ	19%	16%	23% ^j	15%	24% ^l
Fairly easy	659	51	64	72	105	118	27	632	204	455	126	533	137	522
	35%	29%	34%	34%	38%	34%	31%	35%	34%	36%	36%	35%	37%	35%
Fairly difficult	158	20	19	11	28	25	11	146	27	130	39	119	46	112
	8%	12% ^c	10%	5%	10%	7%	13%	8%	5%	10% ^h	11%	8%	12% ^m	7%
Very difficult	87	7	12	11	15	17	5	81	20	67	21	66	22	65
	5%	4%	6%	5%	5%	5%	6%	5%	3%	5%	6%	4%	6%	4%
SUMMARY CODES														
EASY	1071	92	100	127	163	205	44	1027	370	701	181	888	190	878
	57%	53%	52%	60%	58%	60%	50%	57%	61% ⁱ	55%	51%	58% ^j	52%	58% ^l
DIFFICULT	244	28	31	22	43	42	17	228	47	197	59	185	67	177
	13%	16%	16%	11%	15%	12%	19%	13%	8%	15% ^h	17% ^k	12%	18% ^m	12%
I have not seen \ read the terms and conditions	557	53	58	61	73	95	26	531	186	372	112	446	104	453
	30%	31%	30%	29%	26%	28%	31%	30%	31%	29%	32%	29%	28%	30%
Don't know	9	1	1	-	-	2	-	9	1	8	1	8	5	4
	*	*	1%	-	-	*	-	*	*	1%	*	1%	1% ^m	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	1627	1568	21
Weighted Base	1881	1835	19**
Effective Base	1463	1416	19
Very easy	412 22%	403 22%	5 25%
Fairly easy	659 35%	641 35%	8 42%
Fairly difficult	158 8%	156 8%	1 7%
Very difficult	87 5%	85 5%	-
SUMMARY CODES			
EASY	1071 57%	1044 57%	13 68%
DIFFICULT	244 13%	240 13%	1 7%
I have not seen \ read the terms and conditions	557 30%	543 30%	5 25%
Don't know	9 *	8 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Means: Columns Tested (5% risk level) - a/b

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

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	1764	845	919	381	456	333	255	172	167	412	576	362	414
Weighted Base	2039	1035	1003	437	496	403	371	201	131	572	750	400	317
Effective Base	1586	760	832	352	413	301	236	161	155	389	539	336	384
Very easy	549 27%	276 27%	274 27%	129 30%fgh	158 32%fgh	115 29%h	81 22%	41 20%	25 19%	129 22%	213 28%i	108 27%	100 31%i
Fairly easy	633 31%	324 31%	309 31%	147 34%	147 30%	120 30%	117 32%	65 33%	37 28%	172 30%	237 32%	120 30%	105 33%
Fairly difficult	129 6%	69 7%	60 6%	26 6%	25 5%	19 5%	28 8%	19 10%de	12 9%	30 5%	56 8%	21 5%	22 7%
Very difficult	68 3%	40 4%	29 3%	10 2%	17 3%	8 2%	20 5%e	10 5%	4 3%	20 4%	30 4%	8 2%	11 3%
SUMMARY CODES													
EASY	1183 58%	600 58%	583 58%	276 63%fgh	305 61%fh	236 59%h	198 53%	106 53%	62 47%	300 53%	450 60%i	228 57%	205 64%ik
DIFFICULT	197 10%	109 11%	88 9%	36 8%	41 8%	27 7%	48 13%e	29 15%ode	15 12%	50 9%	86 11%k	28 7%	32 10%
I have not seen \ read the terms and conditions	648 32%	323 31%	325 32%	123 28%	148 30%	140 35%	122 33%	63 31%	52 40%cd	218 38%j	210 28%	141 35%j	80 25%
Don't know	11 1%	4 *	7 1%	1 *	1 *	- -	3 1%	3 1%e	2 1%e	4 1%	4 1%	2 1%	1 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	1764	947	454	328	265	654	570	263	7	226	504	427	383	224	1451	313
Weighted Base	2039	1312	439	240	255	742	677	351	7**	236	564	505	472	262	1660	379
Effective Base	1586	894	435	308	238	591	511	245	6	202	446	387	350	203	1307	279
Very easy	549 27%	329 25%	130 30%	74 31%	75 29%	207 28%	179 26%	84 24%	3 42%	51 22%	146 26%	147 29%	129 27%	76 29%	474 29%o	76 20%
Fairly easy	633 31%	396 30%	139 32%	84 35%	97 38%eg	229 31%	210 31%	92 26%	4 52%	80 34%	162 29%	159 31%	159 34%	73 28%	513 31%	120 32%
Fairly difficult	129 6%	88 7%	22 5%	17 7%	14 5%	44 6%	48 7%	23 7%	-	21 9%l	43 8%	26 5%	20 4%	19 7%	107 6%	22 6%
Very difficult	68 3%	46 3%	15 4%	6 2%	10 4%	23 3%	24 4%	12 3%	-	11 5%	22 4%	12 2%	13 3%	10 4%	54 3%	14 4%
SUMMARY CODES																
EASY	1183 58%	726 55%	270 61%a	157 66%a	172 67%efg	436 59%g	389 57%	176 50%	7 94%	131 56%	308 55%	306 61%	288 61%	149 57%	987 59%o	196 52%
DIFFICULT	197 10%	133 10%	37 8%	22 9%	24 9%	67 9%	72 11%	35 10%	-	32 14%kl	65 11%kl	38 7%	34 7%	29 11%	162 10%	35 9%
I have not seen \ read the terms and conditions	648 32%	443 34%c	132 30%	60 25%	60 23%	233 31%d	215 32%cd	138 39%def	*	69 29%	185 33%	161 32%	150 32%	83 32%	503 30%	145 38%n
Don't know	11 1%	9 1%	1 *	1 *	-	6 1%	1 *	3 1%	-	3 1%l	6 1%	1 *	-	1 1%	8 *	3 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	1764	112	194	140	131	126	141	233	288	130	59	164	46
Weighted Base	2039	101	228	154	158	151	169	283	319	175	70*	174	55*
Effective Base	1586	100	177	128	118	113	126	213	263	118	53	145	41
Very easy	549 27%	22 22%	69 30%hij	55 36%aehij	53 34%hij	34 22%	49 29%ij	88 31%hij	69 22%	27 15%	7 11%	64 37%aehij	12 22%
Fairly easy	633 31%	18 18%	58 26%	47 30%a	50 31%aj	63 42%abijk	53 31%aj	98 34%aj	127 40%abijk	41 24%	12 17%	50 29%a	16 29%
Fairly difficult	129 6%	3 3%	25 11%acgjk	6 4%	17 11%acgj	17 11%acgj	8 5%	11 4%	19 6%	10 6%	1 2%	8 5%	4 8%
Very difficult	68 3%	1 1%	9 4%	10 7%af	6 3%	4 3%	1 1%	9 3%	13 4%	5 3%	6 8%af	4 2%	-
SUMMARY CODES													
EASY	1183 58%	40 39%	128 56%aij	102 66%aij	103 65%aij	97 64%aij	102 60%aij	185 65%aij	196 61%aij	68 39%	19 27%	115 66%aij	28 51%j
DIFFICULT	197 10%	4 4%	34 15%afgk	16 11%	22 14%afg	21 14%af	9 6%	20 7%	32 10%	15 8%	7 10%	12 7%	4 8%
I have not seen \ read the terms and conditions	648 32%	57 57%bcdefgh k	66 29%	34 22%	33 21%	33 22%	56 33%cd	76 27%	87 27%	91 52%bcdefgh k	44 63%bcdefgh kl	47 27%	23 41%cde
Don't know	11 1%	-	-	2 1%	-	-	2 1%	1 1%	4 1%	1 1%	-	1 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	1764	220	199	224	233	254	89	1675	646	1118	314	1447	243	1520
Weighted Base	2039	190	198	254	302	356	72*	1967	758	1281	331	1704	235	1803
Effective Base	1586	198	177	202	217	242	79	1513	575	1011	273	1311	212	1377
Very easy	549	55	50	68	84	97	16	533	234	315	78	471	57	492
		27%	29%	25%	27%	28%	23%	27%	31%i	25%	24%	28%	24%	27%
Fairly easy	633	55	76	76	86	85	23	611	209	425	90	540	65	568
		31%	29%	39%ade	30%	29%	32%	31%	28%	33%h	27%	32%	28%	31%
Fairly difficult	129	21	13	12	19	15	9	120	35	93	31	98	28	101
		6%	11%ce	7%	5%	6%	12%g	6%	5%	7%h	9%k	6%	12%m	6%
Very difficult	68	7	6	3	15	17	3	65	27	42	11	57	5	63
		3%	3%	3%	1%	5%c	4%	3%	4%	3%	3%	3%	2%	3%
SUMMARY CODES														
EASY	1183	110	127	143	170	183	39	1144	443	740	168	1011	122	1060
		58%	58%	64%e	56%	56%	54%	58%	58%	58%	51%	59%j	52%	59%
DIFFICULT	197	28	19	16	34	32	12	185	62	135	42	155	33	164
		10%	15%c	10%	6%	11%	17%g	9%	8%	11%	13%	9%	14%m	9%
I have not seen \ read the terms and conditions	648	53	53	90	96	141	21	627	252	396	117	532	77	571
		32%	28%	27%	36%	32%	29%	32%	33%	31%	35%	31%	33%	32%
Don't know	11	-	-	4	1	-	-	11	1	10	4	7	2	9
		1%	-	-	2%e	*	-	1%	*	1%	1%	*	1%	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	1764	1713	34
Weighted Base	2039	1995	30*
Effective Base	1586	1543	30
Very easy	549 27%	539 27%	7 23%
Fairly easy	633 31%	616 31%	12 42%
Fairly difficult	129 6%	127 6%	2 6%
Very difficult	68 3%	66 3%	1 5%
SUMMARY CODES			
EASY	1183 58%	1155 58%	19 64%
DIFFICULT	197 10%	193 10%	3 11%
I have not seen \ read the terms and conditions	648 32%	636 32%	7 25%
Don't know	11 1%	11 1%	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	623	283	340	166	169	112	72	47	57	207	226	93	97
Weighted Base	742	352	390	194	188	143	110*	60*	47*	275	291	102*	75*
Effective Base	572	258	315	154	156	105	69	45	54	196	213	87	90
Very easy	182 24%	77 22%	105 27%	47 24%g	56 30%fg	44 31%fg	18 17%	5 8%	11 23%g	60 22%	72 25%	29 28%	20 27%
Fairly easy	253 34%	126 36%	127 33%	64 33%	61 33%	45 31%	36 33%	31 52%cdef	16 33%	96 35%	101 35%	29 28%	26 35%
Fairly difficult	52 7%	24 7%	28 7%	10 5%	12 6%	10 7%	11 10%	5 8%	4 9%	19 7%	19 7%	7 7%	7 9%
Very difficult	26 3%	13 4%	13 3%	6 3%	6 3%	5 3%	1 1%	5 9%f	2 5%	11 4%	11 4%	3 3%	1 2%
SUMMARY CODES													
EASY	434 59%	203 58%	232 59%	111 57%	118 63%	89 62%	54 50%	36 60%	26 56%	157 57%	174 60%	57 56%	47 62%
DIFFICULT	78 11%	37 10%	41 11%	16 8%	18 10%	15 10%	12 11%	10 17%	7 14%	30 11%	30 10%	9 9%	8 11%
I have not seen \ read the terms and conditions	227 31%	111 32%	116 30%	66 34%	52 28%	40 28%	41 38%	14 23%	14 30%	88 32%	85 29%	34 34%	20 27%
Don't know	3 *	2 1%	1 *	1 *	- -	- -	2 2%	- -	- -	- -	2 1%	1 1%	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	623	319	217	76	113	257	156	91	2	88	169	145	138	83	544	79
Weighted Base	742	448	220	59*	113	304	193	123*	2**	96*	203	173	172	99*	637	105*
Effective Base	572	303	210	71	105	237	143	85	2	80	155	133	129	77	499	74
Very easy	182 24%	94 21%	60 27%	19 31%	26 23%	84 27%g	50 26%	21 17%	1 59%	25 26%	38 19%	50 29%j	46 27%	23 23%	171 27%o	11 10%
Fairly easy	253 34%	155 35%	75 34%	19 32%	48 42%f	99 33%	56 29%	48 39%	1 41%	32 34%	72 36%	58 34%	55 32%	35 35%	216 34%	37 35%
Fairly difficult	52 7%	30 7%	20 9%	2 4%	9 8%	25 8%	14 7%	3 3%	-	11 11%	14 7%	14 8%	9 5%	5 5%	40 6%	12 11%
Very difficult	26 3%	17 4%	8 4%	-	5 4%	10 3%	6 3%	5 4%	-	4 4%	9 4%	6 4%	2 1%	4 4%	22 3%	4 4%
SUMMARY CODES																
EASY	434 59%	249 56%	135 61%	38 64%	74 65%	183 60%	106 55%	69 56%	2 100%	57 60%	110 54%	108 63%	102 59%	57 58%	387 61%o	47 45%
DIFFICULT	78 11%	46 10%	28 13% ^c	2 4%	14 12%	35 12%	20 10%	8 6%	-	15 15% ^l	23 11%	20 12%	12 7%	9 9%	62 10%	16 15%
I have not seen \ read the terms and conditions	227 31%	151 34%	58 26%	18 31%	25 22%	84 28%	67 35% ^d	47 38% ^d	-	24 25%	68 34%	44 25%	59 34%	32 33%	185 29%	42 40%
Don't know	3 *	2 *	-	1 1%	1 1%	2 1%	-	-	-	-	2 1%	1 1%	-	-	3 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	623	30	61	37	26	39	63	162	112	41	12	29	11
Weighted Base	742	26**	78*	41*	34**	49*	74*	192	132	52*	15**	35**	15**
Effective Base	572	27	57	34	25	36	57	150	106	37	11	27	10
Very easy	182 24%	11 43%	24 30%i	7 18%	7 20%	11 22%	19 25%i	49 26%i	37 28%i	4 7%	4 25%	10 29%	-
Fairly easy	253 34%	2 6%	26 33%	11 26%	11 31%	25 50%c	27 36%	69 36%	50 38%	15 30%	2 16%	11 32%	4 25%
Fairly difficult	52 7%	1 2%	6 8%	6 14%	3 8%	5 11%	3 4%	12 6%	8 6%	6 11%	-	3 9%	1 6%
Very difficult	26 3%	-	1 1%	5 12%bi	-	1 2%	4 6%	8 4%	7 5%	-	-	-	-
SUMMARY CODES													
EASY	434 59%	13 49%	50 64%i	18 44%	18 51%	35 72%ci	45 61%i	118 62%i	87 66%ci	19 37%	6 42%	21 60%	4 25%
DIFFICULT	78 11%	1 2%	7 9%	10 26%bfg	3 8%	6 12%	7 10%	20 10%	15 11%	6 11%	-	3 9%	1 6%
I have not seen \ read the terms and conditions	227 31%	13 48%	19 25%	12 30%	14 41%	8 16%	21 29%	53 28%	30 23%	27 52%befgh	9 58%	11 30%	10 69%
Don't know	3 *	-	2 2%	-	-	-	-	1 *	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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			
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)		
Unweighted Base	623	74	57	60	85	138	29	594	195	428	76	546	80	542	
Weighted Base	742	65*	62*	69*	110*	186	21**	721	237	505	85*	656	80*	660	
Effective Base	572	67	53	55	80	131	26	549	177	396	67	504	71	501	
Very easy	182	18	12	17	20	53	4	177	70	111	18	163	16	166	
		24%	20%	25%	18%	28%	19%	25%	30%	22%	22%	25%	20%	25%	
Fairly easy	253	15	27	19	44	54	4	248	64	189	23	229	28	225	
		34%	24%	44%a	28%	40%a	29%	20%	34%	27%	37%h	27%	35%	35%	34%
Fairly difficult	52	6	6	4	12	12	1	51	15	37	3	48	5	46	
		7%	9%	9%	5%	11%	6%	7%	6%	7%	3%	7%	6%	7%	
Very difficult	26	3	-	3	4	5	1	25	8	18	3	23	5	21	
		3%	4%	-	4%	4%	3%	3%	4%	4%	3%	6%	3%		
SUMMARY CODES															
EASY	434	34	39	36	64	106	8	426	134	300	42	393	44	391	
		59%	52%	64%	53%	58%	57%	39%	59%	57%	59%	49%	60%	55%	59%
DIFFICULT	78	8	6	7	16	17	2	76	23	55	6	71	10	66	
		11%	13%	9%	10%	14%	9%	11%	10%	11%	7%	11%	13%	10%	
I have not seen \ read the terms and conditions	227	23	17	26	30	63	11	216	80	147	35	192	26	201	
		31%	35%	27%	38%	27%	34%	51%	30%	34%	29%	42%k	29%	33%	30%
Don't know	3	-	-	-	-	-	-	3	-	3	2	1	-	3	
		*	-	-	-	-	-	*	-	1%	2%k	*	-	*	

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	623	600	12
Weighted Base	742	721	12**
Effective Base	572	553	10
Very easy	182 24%	177 25%	2 21%
Fairly easy	253 34%	247 34%	3 29%
Fairly difficult	52 7%	51 7%	-
Very difficult	26 3%	24 3%	1 12%
SUMMARY CODES			
EASY	434 59%	424 59%	6 50%
DIFFICULT	78 11%	75 10%	1 12%
I have not seen \ read the terms and conditions	227 31%	219 30%	4 38%
Don't know	3 *	3 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

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

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2488	1129	1359	459	572	456	380	293	328	493	702	547	746
Weighted Base	2724	1319	1405	512	589	531	514	325	253	670	899	599	556
Effective Base	2209	999	1221	421	512	409	344	271	303	463	654	507	690
Very easy	617 23%	294 22%	323 23%	141 28%fgh	167 28%fgh	124 23%gh	97 19%	50 15%	38 15%	123 18%	229 25%i	133 22%	132 24%i
Fairly easy	1001 37%	475 36%	525 37%	217 42%deh	209 36%	178 34%	187 36%	121 37%	88 35%	241 36%	311 35%	225 38%	224 40%j
Fairly difficult	320 12%	152 12%	168 12%	41 8%	57 10%	61 11%	67 13%c	56 17%cde	39 15%cd	104 16%kl	105 12%	60 10%	51 9%
Very difficult	151 6%	75 6%	77 5%	10 2%	29 5%c	21 4%	55 11%cdeg	18 6%c	18 7%ce	43 6%	58 6%	25 4%	26 5%
SUMMARY CODES													
EASY	1618 59%	770 58%	849 60%	358 70%defgh	376 64%efgh	303 57%h	284 55%	172 53%	125 50%	364 54%	540 60%	358 60%	356 64%i
DIFFICULT	472 17%	227 17%	245 17%	51 10%	86 15%c	82 15%c	122 24%cde	74 23%cde	57 23%cde	147 22%kl	163 18%l	84 14%	77 14%
I have not seen \ read privacy notices	625 23%	320 24%	305 22%	101 20%	127 22%	145 27%cdf	106 21%	78 24%	68 27%c	157 23%	191 21%	155 26%	122 22%
Don't know	9 *	2 *	6 *	2 *	- -	2 *	2 *	1 *	2 1%d	1 *	6 1%	1 *	1 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2488	1275	638	530	412	943	770	340	15	390	743	540	503	312	1983	505
Weighted Base	2724	1691	601	371	378	1010	871	442	14**	378	789	613	594	349	2165	559
Effective Base	2209	1189	610	497	364	842	684	316	12	343	654	483	457	279	1768	442
Very easy	617 23%	335 20%	140 23%	117 31%ab	98 26%g	236 23%g	213 25%g	66 15%	3 20%	74 20%	165 21%	147 24%	148 25%	84 24%	509 24%	108 19%
Fairly easy	1001 37%	588 35%	249 41%a	139 38%	153 41%f	388 38%	295 34%	160 36%	2 16%	146 39%	269 34%	240 39%	216 36%	129 37%	805 37%	196 35%
Fairly difficult	320 12%	237 14%bc	49 8%	31 8%	32 9%	106 10%	111 13%cd	64 14%cd	6 45%	45 12%	95 12%	74 12%	70 12%	36 10%	267 12%	53 9%
Very difficult	151 6%	111 7%c	28 5%	11 3%	18 5%	45 4%	48 5%	38 9%e	1 8%	24 6%	52 7%	30 5%	27 5%	18 5%	117 5%	35 6%
SUMMARY CODES																
EASY	1618 59%	922 55%	389 65%a	256 69%a	251 67%fg	623 62%g	508 58%g	227 51%	5 36%	220 58%	433 55%	387 63%j	364 61%j	213 61%	1314 61%o	304 54%
DIFFICULT	472 17%	348 21%bc	77 13%	42 11%	51 13%	151 15%	159 18%cd	101 23%de	7 53%	69 18%	148 19%	104 17%	97 16%	54 16%	384 18%	88 16%
I have not seen \ read privacy notices	625 23%	413 24%c	135 23%	71 19%	75 20%	235 23%	199 23%	113 26%	2 11%	85 22%	205 26%k	122 20%	133 22%	81 23%	458 21%	167 30%n
Don't know	9 *	7 *	-	2 *	1 *	2 *	5 1%	1 *	-	4 1%k	3 *	-	1 *	1 *	9 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2488	152	253	209	181	171	232	339	375	183	100	210	83
Weighted Base	2724	126	286	214	206	203	254	394	397	227	114*	214	89*
Effective Base	2209	133	226	187	161	153	204	309	340	164	91	184	72
Very easy	617 23%	30 24%ij	62 22%ij	74 35%abefghi jkl	61 29%hij	48 24%ij	62 24%ij	98 25%ij	77 19%i	25 11%	13 11%	49 23%ij	19 22%i
Fairly easy	1001 37%	40 32%	97 34%	73 34%	84 41%i	95 47%abcgijk	104 41%i	142 36%i	164 41%ij	58 26%	34 30%	78 36%i	31 35%
Fairly difficult	320 12%	5 4%	50 18%adfi	29 14%af	20 10%	32 16%af	18 7%	50 13%af	47 12%a	21 9%	11 10%	26 12%a	11 12%a
Very difficult	151 6%	5 4%	17 6%fl	16 7%fl	10 5%	8 4%	5 2%	21 5%l	22 6%fl	23 10%aefl	7 6%l	18 8%fl	-
SUMMARY CODES													
EASY	1618 59%	70 56%ij	158 55%ij	147 69%abij	145 70%abghijk l	143 71%abghijk l	165 65%bij	240 61%ij	241 61%ij	84 37%	47 41%	127 59%ij	50 57%ij
DIFFICULT	472 17%	10 8%	67 24%adfl	45 21%af	29 14%	40 20%af	23 9%	72 18%af	69 17%af	44 19%af	18 16%	44 20%af	11 12%
I have not seen \ read privacy notices	625 23%	46 36%bcdefgh k	57 20%ce	21 10%	31 15%	20 10%	65 26%cde	81 21%ce	87 22%ce	98 43%bcdefgh k	49 43%bcdefgh k	43 20%ce	28 32%bcdegh
Don't know	9 *	-	3 1%	1 *	1 1%	-	-	1 *	-	2 1%	1 1%	1 *	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2488	369	311	280	281	280	175	2313	861	1627	478	2007	443	2043
Weighted Base	2724	295	302	315	359	394	129	2595	958	1766	466	2253	400	2322
Effective Base	2209	330	274	251	262	266	155	2071	758	1452	409	1800	388	1831
Very easy	617	74	72	68	84	103	27	590	241	377	97	519	78	539
		23%	25%	24%	22%	24%	21%	23%	25% ⁱ	21%	21%	23%	20%	23%
Fairly easy	1001	114	104	112	131	122	58	943	335	666	160	839	144	856
		37%	39%	35%	35%	37%	45% ^g	36%	35%	38%	34%	37%	36%	37%
Fairly difficult	320	35	29	30	50	60	15	306	113	208	64	256	47	273
		12%	12%	10%	10%	14%	12%	12%	12%	12%	14%	11%	12%	12%
Very difficult	151	12	18	26	22	18	7	145	47	105	32	118	25	125
		6%	4%	6%	8% ^a	6%	5%	6%	5%	6%	7%	5%	6%	5%
SUMMARY CODES														
EASY	1618	188	176	180	216	226	85	1533	576	1042	256	1358	222	1395
		59%	64%	58%	57%	60%	66%	59%	60%	59%	55%	60% ^j	56%	60%
DIFFICULT	472	47	47	56	71	77	21	450	159	312	96	374	72	398
		17%	16%	16%	18%	20%	17%	17%	17%	18%	21%	17%	18%	17%
I have not seen \ read privacy notices	625	60	77	78	72	91	22	603	222	404	110	515	101	524
		23%	20%	26%	25%	20%	17%	23%	23%	23%	24%	23%	25%	23%
Don't know	9	-	1	1	-	-	-	9	1	8	4	5	4	5
		*	-	*	-	-	-	*	*	*	1%	*	1% ^m	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	2488	2375	79
Weighted Base	2724	2636	61*
Effective Base	2209	2118	71
Very easy	617 23%	598 23%	14 23%
Fairly easy	1001 37%	963 37%	26 43%
Fairly difficult	320 12%	311 12%	6 9%
Very difficult	151 6%	146 6%	4 7%
SUMMARY CODES			
EASY	1618 59%	1561 59%	41 67%
DIFFICULT	472 17%	457 17%	10 16%
I have not seen \ read privacy notices	625 23%	609 23%	11 17%
Don't know	9 *	9 *	- -

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

Proportions/Mean: Columns Tested (5% risk level) - a/b

* small base

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
When you buy from a store on the high street	1245	589	656	195	187	158	184	186	334	272	372	284	318
	29%	28%	30%	35%def	26%	24%	26%	30%e	35%defg	27%	28%	32%	31%
When you buy from the website of a high street retailer	472	249	222	86	110	88	75	51	62	103	170	96	103
	11%	12%	10%	15%fgh	16%fgh	13%gh	10%h	8%	6%	10%	13%	11%	10%
Or is there no difference?	2188	1085	1103	259	372	387	417	346	406	577	708	436	467
	52%	52%	51%	46%	53%ch	59%cdh	58%ch	55%ch	42%	58%ijkl	53%l	49%	46%
Depends on the shop/site	59	22	37	5	7	5	14	6	21	7	27	10	15
	1%	1%	2%	1%	1%	1%	2%	1%	2%e	1%	2%i	1%	1%
Don't know	267	125	142	15	31	19	30	38	133	30	58	63	116
	6%	6%	7%	3%	4%	3%	4%	6%ce	14%cddefg	3%	4%	7%ij	11%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
When you buy from a store on the high street	1245	831	214	184	168	422	413	226	11	260	452	218	185	129	970	275
	29%	30%	30%	29%	30%	29%	29%	31%	50%	31% ^l	32% ^{kl}	27%	25%	29%	29%	30%
When you buy from the website of a high street retailer	472	302	89	71	62	182	148	76	2	59	136	104	101	72	367	104
	11%	11%	12%	11%	11%	12%	11%	10%	7%	7%	10% ⁱ	13% ^{ij}	14% ^{ij}	16% ^{ij}	11%	11%
Or is there no difference?	2188	1472	366	301	281	745	747	397	9	402	711	441	417	217	1736	452
	52%	53% ^c	51%	48%	50%	51%	53%	54%	40%	47%	51%	55% ⁱ	56% ^{ijm}	49%	52%	49%
Depends on the shop/site	59	40	7	12	8	26	18	5	*	18	21	8	8	3	50	9
	1%	1%	1%	2%	1%	2%	1%	1%	1%	2% ^m	2%	1%	1%	1%	2%	1%
Don't know	267	156	42	65	48	97	83	34	*	110	78	33	28	18	193	74
	6%	6%	6%	10% ^{ab}	9% ^{fg}	7%	6%	5%	2%	13% ^{iklm}	6%	4%	4%	4%	6%	8% ⁿ

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
When you buy from a store on the high street	1245	45	151	122	98	119	92	136	153	122	56	109	41
	29%	26%	33%fgh	35%afgh	32%fg	32%fg	23%	24%	26%	34%fgh	28%	31%f	35%fg
When you buy from the website of a high street retailer	472	23	51	46	23	44	45	82	59	35	18	29	16
	11%	14%dk	11%	13%dk	8%	12%	11%	15%dhijk	10%	10%	9%	8%	14%
Or is there no difference?	2188	94	225	161	163	186	217	300	316	172	109	187	58
	52%	55%	48%	46%	53%	50%	55%c	54%c	54%c	47%	54%	53%	49%
Depends on the shop/site	59	2	6	4	4	6	5	6	13	4	3	7	*
	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	*
Don't know	267	8	31	16	19	17	35	33	39	29	16	23	1
	6%	4%	7%l	5%	6%l	5%	9%cel	6%l	7%l	8%l	8%l	7%l	1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
When you buy from a store on the high street	1245	208	132	134	115	112	139	1105	295	950	305	936	406	837
	29%	35% ^{bde}	27%	31% ^e	26%	24%	37% ^g	29%	25%	31% ^h	33% ^k	28%	33% ^m	28%
When you buy from the website of a high street retailer	472	57	52	58	53	56	29	443	168	303	102	369	96	376
	11%	9%	11%	13%	12%	12%	8%	11% ^f	14% ⁱ	10%	11%	11%	8%	12% ^l
Or is there no difference?	2188	264	267	221	266	289	144	2044	662	1526	404	1778	544	1642
	52%	44%	55% ^a	51% ^a	60% ^{ac}	61% ^{ac}	38%	53% ^f	56% ⁱ	50%	44%	54% ^j	45%	55% ^l
Depends on the shopsite	59	6	6	8	4	1	6	53	9	50	16	43	22	36
	1%	1%	1%	2% ^e	1%	*	2%	1%	1%	2%	2%	1%	2%	1%
Don't know	267	62	25	12	4	16	56	211	39	228	88	177	146	119
	6%	10% ^{bcde}	5% ^d	3%	1%	3% ^d	15% ^g	5%	3%	7% ^h	10% ^k	5%	12% ^m	4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	3486	130
Weighted Base	4231	3725	100
Effective Base	3657	3085	116
When you buy from a store on the high street	1245	1047	35
	29%	28%	35%
When you buy from the website of a high street retailer	472	446	15
	11%	12%	14%
Or is there no difference?	2188	2037	43
	52%	55% ^b	43%
Depends on the shop/site	59	43	2
	1%	1%	2%
Don't know	267	151	5
	6%	4%	5%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
When you buy from the website of a high street retailer	1985 47%	963 47%	1022 47%	286 51%h	354 50%h	309 47%h	379 53%gh	289 46%h	368 38%	544 55%ijkl	664 50%kl	382 43%	395 39%
When you buy from a private seller online	172 4%	82 4%	90 4%	41 7%efgh	41 6%fgh	27 4%	24 3%	14 2%	25 3%	24 2%	59 4%i	45 5%i	45 4%i
Or is there no difference?	1642 39%	840 41%b	802 37%	215 38%	273 39%	295 45%cdfh	271 38%	260 42%h	328 34%	361 37%	497 37%	375 42%ij	408 40%
Depends on the shop/site	66 2%	30 1%	36 2%	3 *	6 1%	7 1%	11 2%	7 1%	33 3%cdefg	9 1%	27 2%	12 1%	18 2%
Don't know	366 9%	153 7%	212 10%a	17 3%	33 5%	20 3%	37 5%	56 9%cdef	203 21%cdefg	50 5%	88 7%	74 8%i	153 15%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
When you buy from the website of a high street retailer	1985 47%	1358 48% ^c	351 49% ^c	244 39%	232 41%	682 46% ^d	672 48% ^d	379 51% ^{de}	12 55%	345 41%	683 49% ⁱ	386 48% ⁱ	360 49% ⁱ	211 48% ⁱ	1551 47%	435 48%
When you buy from a private seller online	172 4%	88 3%	55 8% ^{ac}	27 4%	24 4%	66 4%	54 4%	27 4%	-	15 2%	47 3% ⁱ	38 5% ⁱ	46 6% ^{ij}	26 6% ^{ij}	138 4%	34 4%
Or is there no difference?	1642 39%	1075 38%	263 37%	267 42% ^{ab}	240 42% ^g	565 38%	551 39%	270 37%	8 36%	311 37%	525 38%	333 41%	299 40%	174 39%	1313 40%	328 36%
Depends on the shop/site	66 2%	48 2%	9 1%	10 2%	6 1%	32 2%	19 1%	8 1%	-	25 3% ^{ijklm}	19 1%	11 1%	7 1%	5 1%	46 1%	20 2%
Don't know	366 9%	233 8% ^b	41 6%	84 13% ^{ab}	64 11% ^{fg}	126 9%	113 8%	53 7%	2 9%	154 18% ^{ijklm}	124 9% ^{klm}	36 4%	27 4%	25 6%	269 8%	97 11% ⁿ

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
When you buy from the website of a high street retailer	1985 47%	105 61%bcdefgi jkl	242 52%dgij	175 50%dgj	128 42%	173 46%j	183 46%j	226 41%	309 53%dgij	156 43%	69 34%	167 47%j	53 45%
When you buy from a private seller online	172 4%	10 6%	15 3%	21 6%hj	14 5%	14 4%	21 5%	31 6%hj	16 3%	10 3%	4 2%	12 3%	5 4%
Or is there no difference?	1642 39%	48 28%	148 32%	118 34%	137 45%abch	148 40%ab	145 37%a	256 46%abcfhk	201 35%	153 42%abch	104 51%abcefhk	132 37%a	51 44%ab
Depends on the shop/site	66 2%	1 1%	6 1%	4 1%	5 2%g	8 2%g	9 2%g	1 *	11 2%g	5 2%g	3 1%	10 3%g	1 1%
Don't know	366 9%	7 4%	52 11%ah	31 9%	23 7%	30 8%	36 9%a	42 8%	43 7%	38 10%a	22 11%a	34 10%a	7 6%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
When you buy from the website of a high street retailer	1985 47%	249 42%	216 45%	235 54%ab	248 56%ab	243 51%a	136 36%	1850 48%f	584 50%i	1401 46%	439 48%	1540 47%	484 40%	1499 50%l
When you buy from a private seller online	172 4%	28 5%	21 4%	14 3%	22 5%	13 3%	11 3%	161 4%	59 5%	113 4%	38 4%	134 4%	34 3%	138 5%l
Or is there no difference?	1642 39%	216 36%	204 42%a	166 38%	162 37%	201 42%	126 34%	1516 39%f	470 40%	1171 38%	281 31%	1356 41%j	437 36%	1202 40%l
Depends on the shopsite	66 2%	8 1%	8 2%	5 1%	4 1%	3 1%	7 2%	60 2%	12 1%	54 2%	24 3%k	42 1%	35 3% ^m	31 1%
Don't know	366 9%	96 16%bcde	35 7%cde	13 3%	6 1%	14 3%	95 25%g	271 7%	49 4%	317 10%h	133 15%k	232 7%	224 18% ^m	140 5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	3486	130
Weighted Base	4231	3725	100
Effective Base	3657	3085	116
When you buy from the website of a high street retailer	1985 47%	1834 49%	48 48%
When you buy from a private seller online	172 4%	160 4%	8 8%
Or is there no difference?	1642 39%	1493 40%	36 36%
Depends on the shop/site	66 2%	47 1%	- -
Don't know	366 9%	190 5%	8 8%

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
	62%	62%	62%	24%	52% ^c	60% ^{cd}	74% ^{cde}	75% ^{cde}	74% ^{cde}	75% ^{ijkl}	64% ^{kl}	58% ^l	50%
No	1621	796	825	425	341	261	188	154	253	247	484	377	513
	38%	38%	38%	76% ^{defgh}	48% ^{efgh}	40% ^{fgh}	26%	25%	26%	25%	36% ⁱ	42% ^{ij}	50% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.116 Awareness of consumer dispute resolution services before today

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	2610	1933	324	321	286	828	917	555	13	571	976	478	389	196	2015	596
	62%	69%bc	45%	51%b	50%	56%d	65%de	75%def	58%	67%klm	70%klm	59%lm	53%m	45%	61%	65%n
No	1621	868	394	311	281	644	492	183	9	279	422	326	350	244	1302	319
	38%	31%	55%ac	49%a	50%efg	44%fg	35%g	25%	42%	33%	30%	41%ij	47%ijk	55%ijkl	39%o	35%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

Q.116 Awareness of consumer dispute resolution services before today

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	2610	99	307	221	204	254	188	265	355	254	125	255	83
	62%	58%fg	66%afg	63%fg	66%fg	68%afgh	48%	48%	61%fg	70%afgh	62%fg	72%acfgjh	71%afg
No	1621	73	156	128	104	119	205	291	225	109	78	100	34
	38%	42%beikl	34%	37%k	34%	32%	52%abcdehi jkl	52%abcdehi jkl	39%eik	30%	38%k	28%	29%

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
	62%	59%	66%a	66%a	72%a	76%abc	65%	61%	57%	64%h	69%k	59%	71% ^m	58%
No	1621	245	163	148	124	115	133	1488	506	1115	279	1338	357	1260
	38%	41%bcde	34%e	34%e	28%	24%	35%	39%	43%i	36%	31%	41%j	29%	42%l

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	2546	2546	2546	2546	2546
Weighted Base	2610	2610	2610	2610	2610	2610
Effective Base	2201	2201	2201	2201	2201	2201
'True'	2287 88%	238 9%	1940 74%	257 10%	2236 86%	2017 77%
'False'	160 6%	2092 80%	426 16%	2124 81%	208 8%	377 14%
It depends	11 *	7 *	34 1%	31 1%	21 1%	17 1%
Don't know	153 6%	274 11%	211 8%	199 8%	146 6%	200 8%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	2287	1126	1161	105	306	358	490	429	599	672	751	448	416
	88%	88%	87%	76%	84%	90%cdh	92%cdh	91%cdh	85%c	91%l	88%l	88%l	82%
'False'	160	78	81	16	34	20	26	25	39	32	52	30	46
	6%	6%	6%	12%efgh	9%efgh	5%	5%	5%	5%	4%	6%	6%	9%ijk
It depends	11	3	8	-	-	2	2	2	6	4	1	2	4
	*	*	1%	-	-	*	*	*	1%	*	*	*	1%j
Don't know	153	67	86	16	26	17	17	17	60	34	48	31	40
	6%	5%	6%	12%efg	7%fg	4%	3%	4%	8%efg	5%	6%	6%	8%i

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	2287	1722	272	264	240	718	815	494	10	497	852	420	345	172	1762	525
	88%	89%bc	84%	82%	84%	87%	89%cd	89%	73%	87%	87%	88%	89%	88%	87%	88%
'False'	160	106	28	25	23	54	48	31	4	28	59	32	27	13	125	34
	6%	5%	9%a	8%	8%	6%	5%	6%	27%	5%	6%	7%	7%	7%	6%	6%
It depends	11	9	2	1	1	3	3	4	-	2	6	2	-	1	9	2
	*	*	*	*	*	*	*	1%	-	*	1%	*	-	*	*	*
Don't know	153	97	23	32	21	54	50	26	-	43	58	24	18	10	119	34
	6%	5%	7%	10%a	8%	6%	6%	5%	-	7%	6%	5%	5%	5%	6%	6%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	2287	89	269	190	181	202	173	230	318	218	110	232	74
	88%	90% ^e	87% ^e	86%	89% ^e	80%	92% ^e	87%	90% ^e	86%	88%	91% ^e	89%
'False'	160	4	23	14	9	29	9	20	11	18	6	10	7
	6%	4%	7% ^h	6%	4%	11% ^{adfhk}	5%	8% ^h	3%	7%	5%	4%	9% ^h
It depends	11	-	2	-	2	1	2	2	1	-	-	-	1
	*	-	1%	-	1%	1%	1%	1%	*	-	-	-	1%
Don't know	153	6	13	17	12	22	5	13	24	18	9	13	1
	6%	6%	4%	8% ^{fl}	6%	9% ^{fl}	2%	5%	7%	7%	7%	5%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	2287	298	284	254	289	335	204	2083	590	1697	557	1721	730	1553
	88%	85%	89%	89%	91%a	93%a	84%	88%	88%	87%	88%	88%	85%	89%l
'False'	160	27	19	18	21	15	13	147	48	112	36	123	49	110
	6%	8%	6%	6%	6%	4%	5%	6%	7%	6%	6%	6%	6%	6%
It depends	11	3	-	1	4	-	3	8	1	10	1	10	7	4
	*	1%	-	*	1%	-	1%g	*	*	1%	*	1%	1% ^m	*
Don't know	153	25	16	12	5	9	22	131	30	123	41	111	71	82
	6%	7% ^{de}	5% ^d	4%	2%	3%	9% ^g	6%	4%	6%	6%	6%	8% ^m	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	238 9%	117 9%	121 9%	38 28%defgh	43 12%fg	30 8%	35 7%	31 6%	62 9%	51 7%	84 10%	50 10%	53 10%i
'False'	2092 80%	1036 81%	1055 79%	77 56%	282 77%bc	328 83%bc	461 86%cdh	397 84%cdh	545 78%bc	631 85%jkl	677 80%	397 78%	387 76%
It depends	7 *	3 *	4 *	2 2%def	-	-	-	1 *	3 *	1 *	1 *	2 *	2 *
Don't know	274 11%	117 9%	157 12%	19 14%l	41 11%	39 10%	38 7%	44 9%	93 13%fg	59 8%	89 10%	62 12%i	64 13%i

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	238	157	37	39	37	80	82	36	*	42	89	39	47	21	184	54
	9%	8%	12%a	12%a	13%g	10%	9%	7%	3%	7%	9%	8%	12%i	11%	9%	9%
'False'	2092	1574	252	240	218	668	729	458	9	462	778	388	311	153	1624	468
	80%	81%c	78%	75%	76%	81%	79%	83%d	71%	81%	80%	81%	80%	78%	81%	79%
It depends	7	1	2	3	2	*	4	-	-	2	4	1	-	-	3	3
	*	*	1%a	1%a	1%e	*	*	-	-	*	*	*	-	-	*	1%
Don't know	274	201	32	39	29	79	102	60	3	65	105	51	32	22	203	71
	11%	10%	10%	12%	10%	10%	11%	11%	26%	11%	11%	11%	8%	11%	10%	12%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	238 9%	12 13% ^e	23 7%	38 17% ^{bdefghij k}	19 9%	11 5%	17 9%	24 9%	23 7%	20 8%	9 7%	23 9%	18 21% ^{bdefghijk}
'False'	2092 80%	75 76%	255 83% ^c	162 73%	162 80%	211 83% ^c	154 82%	219 82% ^c	282 79%	212 84% ^c	102 82%	197 77%	61 74%
It depends	7 *	* *	1 *	* *	* *	- -	- -	1 *	1 *	- -	1 *	1 *	1 1%
Don't know	274 11%	11 11%	29 10%	20 9%	22 11%	31 12% ^l	17 9%	22 8%	49 14% ^l	22 9%	13 11%	34 13% ^l	3 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	238	35	28	36	30	22	26	212	62	176	64	173	72	165
	9%	10%	9%	13% ^e	10%	6%	11%	9%	9%	9%	10%	9%	8%	9%
'False'	2092	278	259	223	262	309	187	1905	534	1558	492	1590	676	1412
	80%	79%	81%	78%	82%	86% ^{ac}	77%	80%	80%	80%	78%	81%	79%	81%
It depends	7	1	1	1	-	1	2	5	-	7	2	4	3	3
	*	*	*	*	-	*	1%	*	-	*	*	*	*	*
Don't know	274	38	32	25	26	27	28	247	72	202	76	198	105	169
	11%	11%	10%	9%	8%	8%	11%	10%	11%	10%	12%	10%	12% ^m	10%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	1940	932	1008	97	265	302	412	362	502	549	631	384	376
	74%	73%	75%	71%	72%	76%	77%h	77%h	71%	74%	74%	75%	74%
'False'	426	238	188	28	70	63	81	73	111	133	144	73	76
	16%	19%b	14%	21%	19%	16%	15%	15%	16%	18%	17%	14%	15%
It depends	34	17	17	1	9	6	4	4	11	10	13	6	5
	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	211	86	125	10	23	27	38	34	80	50	63	48	49
	8%	7%	9%a	7%	6%	7%	7%	7%	11%defg	7%	7%	9%	10%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	1940	1430	240	246	216	613	683	410	10	415	732	337	306	150	1492	448
	74%	74%	74%	77%	76%	74%	74%	74%	78%	73%	75%	71%	78%k	76%	74%	75%
'False'	426	325	53	41	42	143	142	94	2	88	164	84	61	29	341	84
	16%	17% ^c	16%	13%	15%	17%	16%	17%	13%	15%	17%	18%	16%	15%	17%	14%
It depends	34	22	5	6	7	10	11	5	-	6	11	10	6	1	24	10
	1%	1%	2%	2%	3%	1%	1%	1%	-	1%	1%	2%	2%	*	1%	2%
Don't know	211	157	25	28	20	62	81	45	1	61	69	47	17	17	158	52
	8%	8%	8%	9%	7%	8%	9%	8%	8%	11% ^j	7%	10% ^l	4%	9%	8%	9%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	1940	77	221	160	155	193	147	197	255	178	92	199	66
	74%	78%	72%	73%	76%	76%	78%	74%	72%	70%	73%	78%	80%
'False'	426	18	56	37	26	36	19	51	61	55	17	37	13
	16%	18%	18% ^f	17%	13%	14%	10%	19% ^f	17%	22% ^{df}	14%	14%	16%
It depends	34	-	2	1	5	3	7	4	6	2	2	2	-
	1%	-	1%	1%	2%	1%	4% ^{bi}	1%	2%	1%	1%	1%	-
Don't know	211	4	28	22	18	21	15	14	33	19	15	17	3
	8%	4%	9%	10%	9%	8%	8%	5%	9%	8%	12% ^g	7%	4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	1940	265	249	216	239	264	187	1753	499	1441	486	1448	628	1311
	74%	75%	78%	76%	75%	74%	77%	74%	75%	74%	77%	74%	73%	75%
'False'	426	52	47	46	59	69	30	396	111	315	83	338	128	295
	16%	15%	15%	16%	19%	19%	12%	17%	17%	16%	13%	17% ^j	15%	17%
It depends	34	4	4	6	2	3	3	31	11	23	10	24	12	22
	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%
Don't know	211	31	19	17	18	23	23	188	47	164	55	156	89	122
	8%	9%	6%	6%	6%	6%	9%	8%	7%	8%	9%	8%	10% ^m	7%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	257	127	130	24	38	28	36	46	86	30	71	72	84
	10%	10%	10%	17%efg	10%	7%	7%	10%	12%ef	4%	8%i	14%ij	17%ij
'False'	2124	1044	1080	96	296	343	471	394	525	656	702	399	366
	81%	82%	81%	70%	81%ch	86%ch	88%cdh	83%ch	75%	88%jkl	82%l	78%l	72%
It depends	31	14	17	-	4	5	5	4	13	10	10	3	7
	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%
Don't know	199	88	111	18	29	21	23	29	79	46	68	36	49
	8%	7%	8%	13%efg	8%	5%	4%	6%	11%efg	6%	8%	7%	10%i

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	257	162	36	53	41	78	102	34	1	63	89	56	33	16	184	73
	10%	8%	11%	17%ab	15%eg	9%g	11%g	6%	7%	11%	9%	12%	8%	8%	9%	12%n
'False'	2124	1606	260	232	219	677	736	472	11	444	802	385	334	160	1669	455
	81%	83%c	80%c	72%	77%	82%	80%	85%df	81%	78%	82%i	80%	86%i	81%	83%o	76%
It depends	31	19	2	8	3	10	12	5	-	8	13	5	4	1	17	14
	1%	1%	1%	3%ab	1%	1%	1%	1%	-	1%	1%	1%	1%	*	1%	2%n
Don't know	199	146	26	28	22	63	67	44	1	57	72	32	19	19	145	54
	8%	8%	8%	9%	8%	8%	7%	8%	11%	10%l	7%	7%	5%	10%l	7%	9%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	257	14	22	24	22	29	22	34	19	16	6	24	24
	10%	15%bhij	7%	11%h	11%h	11%h	11%h	13%bhij	5%	6%	5%	9%	29%abcdefghijk
'False'	2124	77	270	175	155	199	155	213	297	219	99	210	55
	81%	78%	88%acdegjl	79%l	76%	78%l	82%l	80%l	84%l	86%del	79%	82%l	67%
It depends	31	-	2	-	4	3	2	4	5	2	4	5	-
	1%	-	1%	-	2%c	1%	1%	1%	1%	1%	3%bc	2%c	-
Don't know	199	8	14	22	22	23	10	14	35	17	15	16	4
	8%	8%	4%	10%b	11%bg	9%b	5%	5%	10%b	7%	12%bfg	6%	4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	257	55	34	36	14	20	43	214	52	204	66	190	102	154
	10%	16%de	11%de	13%de	5%	6%	18%g	9%	8%	11%	10%	10%	12% ^m	9%
'False'	2124	264	265	229	285	315	174	1949	563	1561	500	1615	659	1462
	81%	75%	83% ^a	80%	90% ^{abc}	88% ^{ac}	72%	82% ^f	84% ⁱ	80%	79%	82%	77%	84% ^l
It depends	31	4	5	4	5	2	3	28	7	23	11	19	12	18
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Don't know	199	29	16	16	14	21	22	177	45	154	57	141	84	115
	8%	8%	5%	6%	4%	6%	9%	7%	7%	8%	9%	7%	10% ^m	7%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	2236	1091	1145	103	306	343	458	417	608	657	729	437	413
	86%	86%	86%	75%	84%	86% ^c	86% ^c	88% ^c	87% ^c	89% ^l	86%	85%	82%
'False'	208	109	99	20	26	34	53	33	41	45	74	41	49
	8%	9%	7%	15% ^{dgh}	7%	9%	10% ^h	7%	6%	6%	9%	8%	10% ⁱ
It depends	21	10	11	-	1	3	3	6	8	5	4	5	7
	1%	1%	1%	-	*	1%	1%	1%	1%	1%	*	1%	1%
Don't know	146	64	82	14	33	17	20	16	46	36	45	28	37
	6%	5%	6%	10% ^{efg}	9% ^{efg}	4%	4%	3%	7% ^g	5%	5%	6%	7%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	2236	1684	269	253	227	707	799	484	7	484	824	424	341	163	1719	516
	86%	87%bc	83%	79%	79%	85%d	87%cd	87%cd	57%	85%	84%	89%j	87%	83%	85%	87%
'False'	208	140	31	35	30	69	66	39	5	43	89	30	28	18	165	43
	8%	7%	10%	11%a	10%	8%	7%	7%	35%	7%	9%	6%	7%	9%	8%	7%
It depends	21	16	1	4	2	5	6	6	-	5	9	3	4	-	15	6
	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%
Don't know	146	93	23	29	27	46	46	25	1	38	55	20	17	15	115	31
	6%	5%	7%	9%a	9%efg	6%	5%	5%	8%	7%	6%	4%	4%	8%	6%	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	2236	84	266	180	170	209	161	222	319	219	112	218	75
	86%	85%	86%	82%	84%	83%	85%	84%	90% ^{cdeg}	86%	90%	85%	91%
'False'	208	6	26	26	18	21	17	28	13	22	6	20	6
	8%	6%	9% ^h	12% ^h	9% ^h	8% ^h	9% ^h	11% ^h	4%	9% ^h	5%	8% ^h	7%
It depends	21	1	-	2	3	6	2	1	2	1	1	1	*
	1%	1% ^b	-	1%	2% ^b	2% ^b	1%	1%	1%	1%	1%	*	*
Don't know	146	7	15	14	13	18	9	14	21	12	6	16	2
	6%	7%	5%	6%	6%	7%	5%	5%	6%	5%	4%	6%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	2236	285	285	240	289	323	201	2034	573	1663	526	1702	740	1491
	86%	81%	89% ^a	84%	91% ^{ac}	90% ^a	83%	86%	86%	86%	83%	87% ^j	86%	85%
'False'	208	40	25	29	19	18	21	187	55	153	63	143	56	151
	8%	11% ^{de}	8%	10% ^e	6%	5%	9%	8%	8%	8%	10% ^k	7%	7%	9%
It depends	21	4	1	2	2	3	4	17	3	18	7	14	10	12
	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
Don't know	146	22	10	14	8	14	16	130	37	109	39	106	51	95
	6%	6% ^{bd}	3%	5%	3%	4%	7%	5%	6%	6%	6%	5%	6%	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
'True'	2017	996	1021	96	277	295	415	380	553	566	679	401	371
		77%	78%	70%	76%	74%	78%	80% ^c	79% ^c	76%	80% ^l	78% ^l	73%
'False'	377	186	191	23	60	81	85	59	70	119	102	73	83
		14%	15%	17% ^h	16% ^h	20% ^{gh}	16% ^h	12%	10%	16% ^j	12%	14%	16% ^j
It depends	17	8	9	4	1	-	2	2	8	5	5	2	5
		1%	1%	3% ^{defg}	*	-	*	1%	1%	1%	1%	*	1%
Don't know	200	84	116	14	28	21	33	32	72	53	65	35	47
		8%	7%	10%	8%	5%	6%	7%	10% ^{efg}	7%	8%	7%	9%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
'True'	2017	1522	244	231	213	636	715	437	7	437	770	352	310	148	1572	445
	77%	79% ^c	75%	72%	74%	77%	78%	79%	54%	77%	79% ^k	74%	80%	76%	78%	75%
'False'	377	257	55	54	47	130	119	74	4	66	134	92	56	30	293	84
	14%	13%	17%	17%	17%	16%	13%	13%	31%	12%	14%	19% ^{ij}	14%	15%	15%	14%
It depends	17	11	5	2	2	5	8	2	-	5	7	4	-	-	14	3
	1%	1%	1%	*	1%	1%	1%	*	-	1%	1%	1%	-	-	1%	*
Don't know	200	144	21	35	24	57	74	42	2	62	66	31	23	18	136	64
	8%	7%	6%	11% ^{ab}	8%	7%	8%	8%	16%	11% ^{ijkl}	7%	6%	6%	9%	7%	11% ⁿ

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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

	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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
'True'	2017	71	239	168	146	206	141	207	273	202	99	211	52
	77%	72%	78% ^l	76% ^l	72%	81% ^d	75%	78% ^l	77% ^l	80% ^l	80% ^l	83% ^{ad}	62%
'False'	377	16	44	33	34	25	31	42	46	39	14	27	26
	14%	16%	14%	15%	17%	10%	17%	16%	13%	15%	11%	11%	31% ^{abcde}
It depends	17	-	2	-	2	2	-	1	5	-	2	1	1
	1%	-	1%	-	1%	1%	-	*	1%	-	2%	*	1%
Don't know	200	11	22	20	22	21	16	16	31	13	9	16	4
	8%	11%	7%	9%	11% ⁱ	8%	9%	6%	9%	5%	7%	6%	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
'True'	2017	271	253	224	255	274	191	1825	508	1509	488	1521	672	1340
	77%	77%	79%	79%	80%	77%	79%	77%	76%	78%	77%	77%	78%	77%
'False'	377	52	47	42	43	66	26	351	113	264	85	291	93	284
	14%	15%	15%	15%	14%	18%	11%	15%	17%	14%	13%	15%	11%	16%l
It depends	17	2	1	5	-	-	2	14	2	15	4	12	7	10
	1%	*	*	2%de	-	-	1%	1%	*	1%	1%	1%	1%	1%
Don't know	200	27	18	14	20	18	22	178	45	155	57	142	84	116
	8%	8%	6%	5%	6%	5%	9%	7%	7%	8%	9%	7%	10% ^m	7%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.117_DV Whether respondent answered all six statements correctly

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	2546	1239	1307	125	327	329	384	424	957	591	695	516	744
Weighted Base	2610	1274	1337	137	366	397	534	473	703	742	851	511	506
Effective Base	2201	1033	1171	114	296	296	351	392	875	543	640	462	668
Yes	1008	512	497	36	128	149	247	194	255	304	343	205	157
	39%	40%	37%	26%	35%	37% ^c	46% ^{cdeh}	41% ^c	36% ^c	41% ^l	40% ^l	40% ^l	31%
No	1602	762	840	101	238	249	287	278	448	438	508	307	349
	61%	60%	63%	74% ^{efgh}	65% ^f	63% ^f	54%	59%	64% ^f	59%	60%	60%	69% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.117_DV Whether respondent answered all six statements correctly

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	2546	1662	348	512	329	815	892	484	15	661	992	417	307	169	1967	579
Weighted Base	2610	1933	324	321	286	828	917	555	13**	571	976	478	389	196	2015	596
Effective Base	2201	1491	326	462	280	701	772	435	11	562	863	372	281	149	1706	495
Yes	1008	775	119	103	96	333	355	216	4	218	376	176	165	73	792	216
	39%	40% ^c	37%	32%	34%	40%	39%	39%	33%	38%	39%	37%	42%	37%	39%	36%
No	1602	1158	205	218	189	495	562	338	9	353	600	302	224	123	1223	379
	61%	60%	63%	68% ^a	66%	60%	61%	61%	67%	62%	61%	63%	58%	63%	61%	64%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.117_DV Whether respondent answered all six statements correctly

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	2546	117	304	234	188	244	173	224	350	222	129	268	93
Weighted Base	2610	99	307	221	204	254	188	265	355	254	125	255	83*
Effective Base	2201	102	264	204	163	209	149	202	309	193	112	231	78
Yes	1008	39	117	69	75	112	74	96	135	106	50	116	20
	39%	39%l	38%l	31%	37%	44%cl	39%l	36%	38%l	42%cl	40%l	45%cgl	24%
No	1602	60	191	151	129	142	114	170	220	148	75	139	63
	61%	61%	62%	69%eik	63%	56%	61%	64%k	62%	58%	60%	55%	76%abefhijk

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.117_DV Whether respondent answered all six statements correctly

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	2546	458	350	259	248	256	346	2200	556	1990	737	1801	1073	1470
Weighted Base	2610	352	320	285	318	359	242	2368	668	1943	635	1965	857	1750
Effective Base	2201	396	307	232	231	242	304	1932	494	1721	623	1587	944	1324
Yes	1008	119	128	106	141	158	85	923	260	748	233	773	320	688
	39%	34%	40%	37%	44% ^a	44% ^a	35%	39%	39%	39%	37%	39%	37%	39%
No	1602	233	192	179	177	200	157	1445	408	1194	402	1192	537	1061
	61%	66% ^{de}	60%	63%	56%	56%	65%	61%	61%	61%	63%	61%	63%	61%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Retail\shop\online shopping provider	226 5%	106 5%	120 6%	28 5%	33 5%	29 4%	49 7%	37 6%	51 5%	61 6%l	79 6%l	50 6%l	36 4%
Energy provider	208 5%	92 4%	116 5%	19 3%	38 5%	42 6%cg	37 5%	21 3%	51 5%	61 6%l	65 5%	45 5%	38 4%
Broadband provider	151 4%	69 3%	82 4%	24 4%h	31 4%h	27 4%h	28 4%	19 3%	22 2%	33 3%	56 4%	29 3%	33 3%
Mobile phone provider	84 2%	48 2%	37 2%	24 4%dfgh	11 1%	17 3%h	15 2%h	13 2%h	5 1%	15 2%	40 3%l	14 2%	15 2%
Holiday company\airline	56 1%	27 1%	29 1%	4 1%	8 1%	13 2%	8 1%	13 2%	10 1%	18 2%l	24 2%l	10 1%	4 *
Builder\home improvements or repairs company	50 1%	29 1%	20 1%	7 1%	6 1%	13 2%h	10 1%	7 1%	6 1%	24 2%ijkl	16 1%	4 *	5 1%
Insurance provider	47 1%	17 1%	29 1%	7 1%	9 1%	6 1%	4 1%	8 1%	13 1%	9 1%	20 1%	11 1%	7 1%
Water company	43 1%	26 1%	18 1%	6 1%	10 1%	6 1%	9 1%	5 1%	8 1%	10 1%	16 1%	11 1%	6 1%
Rail company	35 1%	18 1%	16 1%	9 2%dh	2 *	6 1%	7 1%	8 1%dh	3 *	14 1%l	11 1%l	9 1%l	1 *
Estate agent\letting agent	32 1%	16 1%	16 1%	14 2%defgh	4 1%	4 1%	6 1%	1 *	4 *	5 1%	16 1%	6 1%	5 *
Pay-tv company (e.g. Sky)	28 1%	10 *	18 1%	3 1%	7 1%	5 1%	7 1%	4 1%	2 *	6 1%	7 1%	9 1%	6 1%
Current account provider	28 1%	16 1%	12 1%	7 1%l	5 1%	8 1%l	1 *	3 *	3 *	5 1%	7 1%	8 1%	7 1%
Credit card provider	14 *	7 *	7 *	5 1%df	-	4 1%	-	4 1%	2 *	3 *	5 *	4 *	2 *
Mortgage provider	12 *	8 *	4 *	-	-	4 1%	5 1%d	-	2 *	3 *	7 *l	2 *	-
SUMMARY CODE													
ANY	865 20%	418 20%	446 21%	127 23%h	140 20%	141 21%	156 22%	130 21%	170 18%	240 24%kl	311 23%kl	166 19%l	148 15%
3+ PROBLEMS	27 1%	14 1%	12 1%	6 1%h	3 *	7 1%h	9 1%h	1 *	1 *	3 *	14 1%l	7 1%	3 *
None of these	3298 78%	1620 78%	1678 78%	422 75%	554 78%	504 77%	552 76%	492 78%	775 81%cef	739 75%	1008 75%	710 80%ij	842 83%ij

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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 4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base 4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Don't know 68 2%	31 2%	37 2%	12 2%	13 2%	13 2%	14 2%	5 1%	12 1%	10 1%	16 1%	13 1%	29 3% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Retail/shop/online shopping provider	226 5%	157 6%c	45 6%c	24 4%	40 7%ef	59 4%	64 5%	59 8%ef	3 14%	49 6%	92 7%l	40 5%	27 4%	19 4%	164 5%	62 7%n
Energy provider	208 5%	127 5%	41 6%	38 6%	31 6%	70 5%	71 5%	35 5%	-	42 5%	76 5%m	49 6%am	28 4%	12 3%	154 5%	54 6%
Broadband provider	151 4%	81 3%	35 5%a	33 5%a	29 5%e	45 3%	50 4%	24 3%	1 7%	26 3%	41 3%	40 5%j	32 4%	12 3%	117 4%	33 4%
Mobile phone provider	84 2%	55 2%	19 3%	11 2%	11 2%	29 2%	33 2%	12 2%	1 3%	12 1%	18 1%	26 3%ij	16 2%	12 3%j	71 2%	13 1%
Holiday company/airline	56 1%	48 2%c	5 1%	2 *	5 1%	17 1%	18 1%	16 2%	-	3 *	22 2%i	16 2%i	8 1%	7 2%i	43 1%	13 1%
Builder/home improvements or repairs company	50 1%	41 1%c	5 1%	2 *	5 1%	16 1%	19 1%	10 1%	-	5 1%	14 1%	15 2%i	12 2%	4 1%	44 1%	6 1%
Insurance provider	47 1%	35 1%	6 1%	4 1%	5 1%	15 1%	22 2%	5 1%	-	6 1%	19 1%	6 1%	7 1%	8 2%	40 1%	6 1%
Water company	43 1%	27 1%	10 1%	6 1%	12 2%ef	13 1%	11 1%	7 1%	-	11 1%	14 1%	9 1%	8 1%	2 1%	32 1%	11 1%
Rail company	35 1%	23 1%	5 1%	7 1%	5 1%	14 1%	13 1%	3 *	-	10 1%	9 1%	5 1%	5 1%	4 1%	31 1%	3 *
Estate agent/letting agent	32 1%	12 *	19 3%ac	1 *	7 1%	16 1%	6 *	3 *	-	8 1%	10 1%	9 1%	3 *	1 *	27 1%	5 *
Pay-tv company (e.g. Sky)	28 1%	18 1%	5 1%	4 1%	5 1%	8 1%	15 1%g	1 *	-	2 *	8 1%	12 1%ijl	3 *	5 1%	25 1%	3 *
Current account provider	28 1%	16 1%	4 *	5 1%	10 2%efg	11 1%g	7 1%	-	-	6 1%	6 *	8 1%	5 1%	3 1%	24 1%	3 *
Credit card provider	14 *	11 *	2 *	1 *	3 *	3 *	3 *	6 1%	-	1 *	2 *	5 1%	1 *	4 1%i	13 *	1 *
Mortgage provider	12 *	11 *	1 *	-	1 *	6 *	1 *	4 *	-	3 *	1 *	3 *	5 1%j	-	11 *	1 *
SUMMARY CODE																
ANY	865 20%	569 20%	168 23%c	118 19%	129 23%e	277 19%	284 20%	166 23%	5 23%	159 19%	293 21%	189 24%im	144 20%	79 18%	673 20%	192 21%
3+ PROBLEMS	27 1%	15 1%	7 1%	4 1%	11 2%efg	8 1%	4 *	5 1%	-	5 1%	6 *	10 1%	2 *	3 1%	24 1%	3 *
None of these	3298 78%	2188 78%b	535 74%	505 80%b	429 76%	1172 80%	1096 78%	568 77%	17 75%	677 80%k	1095 78%k	594 74%	578 78%	354 80%k	2589 78%	709 78%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Don't know	68	44	15	9	8	22	30	3	*	14	10	21	16	7	55	13
	2%	2%	2%	1%	1%	1%g	2%g	*	2%	2%j	1%	3%j	2%j	2%	2%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Retail/shop/online shopping provider	226 5%	6 4%	14 3%	20 6%e	9 3%	5 1%	24 6%be	33 6%be	20 3%	50 14%abcdefgh jl	8 4%	33 9%abdehj	5 4%
Energy provider	208 5%	13 7%el	22 5%	18 5%e	18 6%el	8 2%	14 4%	25 4%	24 4%	18 5%	7 4%	39 11%bcdefghi jl	1 1%
Broadband provider	151 4%	8 5%dh	20 4%h	14 4%	5 2%	12 3%	13 3%	31 6%dh	11 2%	13 4%	6 3%	14 4%	5 4%
Mobile phone provider	84 2%	4 2%	12 3%	11 3%h	5 2%	6 2%	6 1%	19 3%h	7 1%	7 2%	2 1%	5 1%	-
Holiday company/airline	56 1%	4 2%	5 1%	7 2%	6 2%	3 1%	6 2%	9 2%	4 1%	3 1%	6 3%h	4 1%	1 1%
Builder/home improvements or repairs company	50 1%	3 2%	5 1%	2 1%	5 2%	5 1%	6 1%	11 2%	4 1%	5 1%	-	3 1%	-
Insurance provider	47 1%	3 2%	9 2%	5 1%	4 1%	1 *	3 1%	8 1%	8 1%	4 1%	1 1%	1 *	-
Water company	43 1%	2 1%	3 1%	6 2%	4 1%	3 1%	2 1%	5 1%	7 1%	8 2%k	3 2%	1 *	-
Rail company	35 1%	2 1%	7 2%dh	8 2%defhk	-	1 *	1 *	5 1%	1 *	5 1%	3 1%	1 *	-
Estate agent/letting agent	32 1%	1 1%	3 1%	4 1%	3 1%	-	1 *	3 1%	9 2%e	6 2%e	1 *	1 *	-
Pay-tv company (e.g. Sky)	28 1%	1 1%	2 *	2 1%	4 1%	1 *	4 1%	5 1%	5 1%	4 1%	-	1 *	-
Current account provider	28 1%	2 1%	2 *	1 *	-	2 1%	3 1%	7 1%	2 *	3 1%	1 1%	4 1%	-
Credit card provider	14 *	1 1%b	-	4 1%b	-	-	1 *	3 1%	1 *	2 *	-	1 *	-
Mortgage provider	12 *	-	-	2 *	-	-	3 1%h	2 *	-	-	1 *	3 1%bh	-
SUMMARY CODE													
ANY	865 20%	42 25%efhl	87 19%el	87 25%bdefhl	55 18%e	39 11%	63 16%e	144 26%bdefhjl	95 16%e	103 28%bdefhjl	36 18%e	100 28%bdefhjl	12 10%
3+ PROBLEMS	27 1%	4 2%dghj	3 1%	4 1%h	1 *	2 *	3 1%h	3 *	-	5 1%h	-	3 1%h	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
None of these	3298	127	371	258	250	319	326	400	478	249	166	250	105
	78%	74%	80%gik	74%	81%cgik	85%acgik	83%acgik	72%	82%acgik	69%	82%cgik	70%	90%abogik
Don't know	68	3	5	4	3	15	3	12	8	10	1	5	-
	2%	2%	1%	1%	1%	4%bcdfhjl	1%	2%	1%	3%	*	1%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Retail/shop/online shopping provider	226 5%	48 8%	45 9%	31 7%	25 6%	33 7%	29 8%g	198 5%	51 4%	175 6%	57 6%	170 5%	69 6%	158 5%
Energy provider	208 5%	47 8%	37 8%	34 8%	22 5%	37 8%	34 9%g	174 5%	61 5%	147 5%	53 6%	154 5%	62 5%	146 5%
Broadband provider	151 4%	32 5%	19 4%	19 4%	17 4%	21 4%	17 4%	134 3%	50 4%	100 3%	43 5%k	108 3%	30 2%	121 4%l
Mobile phone provider	84 2%	12 2%	15 3%	9 2%	16 4%	17 4%	3 1%	81 2%	22 2%	63 2%	19 2%	65 2%	13 1%	72 2%l
Holiday company/airline	56 1%	3 1%	9 2%a	4 1%	9 2%a	19 4%ac	1 *	55 1%	19 2%	37 1%	13 1%	43 1%	17 1%	39 1%
Builder/home improvements or repairs company	50 1%	2 *	7 1%	1 *	8 2%ac	17 4%ac	1 *	49 1%f	17 1%	33 1%	12 1%	38 1%	9 1%	40 1%
Insurance provider	47 1%	9 1%	12 2%ad	3 1%	1 *	9 2%d	5 1%	42 1%	11 1%	36 1%	11 1%	35 1%	16 1%	31 1%
Water company	43 1%	5 1%	6 1%	6 1%	9 2%	8 2%	4 1%	39 1%	7 1%	37 1%	14 1%	30 1%	11 1%	33 1%
Rail company	35 1%	3 1%	5 1%	4 1%	5 1%	4 1%	1 *	33 1%	5 *	30 1%	8 1%	27 1%	5 *	29 1%
Estate agent/letting agent	32 1%	8 1%	3 1%	2 *	4 1%	7 1%	1 *	31 1%	5 *	27 1%	4 *	28 1%	3 *	29 1%l
Pay-tv company (e.g. Sky)	28 1%	5 1%	4 1%	2 *	4 1%	6 1%	5 1%	24 1%	10 1%	18 1%	13 1%k	15 *	8 1%	21 1%
Current account provider	28 1%	5 1%	6 1%	2 *	3 1%	6 1%	2 *	26 1%	8 1%	19 1%	10 1%	17 1%	7 1%	21 1%
Credit card provider	14 *	3 *	1 *	- *	2 1%	5 1%	1 *	13 *	5 *	9 *	5 1%	9 *	3 *	11 *
Mortgage provider	12 *	1 *	2 *	2 *	- 1%ad	7 1%ad	1 *	11 *	3 *	9 *	6 1%k	6 *	4 *	8 *
SUMMARY CODE														
ANY	865 20%	162 27%	136 28%	107 25%	103 23%	164 35%acd	97 26%g	768 20%	245 21%	620 20%	218 24%k	646 20%	219 18%	646 21%l
3+ PROBLEMS	27 1%	6 1%	5 1%	2 *	5 1%	5 1%	1 *	26 1%	6 1%	21 1%	6 1%	21 1%	3 *	24 1%l

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

Q.120 Whether experienced a problem with any providers since June 2018

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
None of these	3298	426	340	323	332	306	274	3024	906	2392	686	2603	979	2314
		78%	71% ^e	71%	75% ^e	75% ^e	73%	78% ^f	77%	78%	75%	79% ^j	81% ^m	77%
Don't know	68	9	6	3	7	3	4	64	22	46	10	55	15	50
	2%	2%	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	1%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

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	4231	624	3607	59	4172	48	4183	47	4184	292	3939	570	3661	273	3958	68	4163	174	4057	38	4193
Weighted Base	4231	657	3574	69*	4162	56*	4175	69*	4162	326	3905	642	3589	300	3931	70*	4161	188	4043	38*	4193
Effective Base	3657	541	3118	53	3606	43	3615	44	3619	258	3402	505	3158	242	3417	60	3598	153	3505	31	3627
Retail/shop/online shopping provider	226 5%	43 7%	183 5%	8 12% d	218 5%	5 8%	222 5%	8 11%	218 5%	30 9% j	196 5%	65 10% l	161 4%	29 10% n	197 5%	7 10%	220 5%	17 9% r	209 5%	2 6%	224 5%
Energy provider	208 5%	103 16% b	105 3%	7 10%	201 5%	6 10%	203 5%	6 9%	202 5%	32 10% j	176 5%	41 6%	167 5%	20 7%	188 5%	8 11% p	200 5%	13 7%	196 5%	* 1%	208 5%
Broadband provider	151 4%	31 5%	120 3%	3 4%	148 4%	7 12% f	144 3%	3 5%	147 4%	10 3%	141 4%	17 3%	134 4%	17 6%	133 3%	9 12% p	142 3%	25 14% r	125 3%	3 8%	148 4%
Mobile phone provider	84 2%	17 3%	67 2%	4 6% d	80 2%	4 6% f	81 2%	1 2%	83 2%	3 1%	81 2%	8 1%	76 2%	29 10% n	55 1%	2 3%	82 2%	7 4%	78 2%	1 4%	83 2%
Holiday company/airline	56 1%	18 3% b	38 1%	3 4%	53 1%	3 5% f	53 1%	4 6% h	52 1%	7 2%	49 1%	17 3% l	39 1%	6 2%	50 1%	4 5% p	52 1%	2 1%	54 1%	- 1%	56 1%
Builder/home improvements or repairs company	50 1%	14 2% b	35 1%	- -	50 1%	- -	50 1%	2 3%	48 1%	14 4% j	36 1%	15 2% l	35 1%	9 3% n	41 1%	1 2%	48 1%	3 2%	47 1%	1 2%	49 1%
Insurance provider	47 1%	3 *	44 1%	1 1%	46 1%	2 4%	44 1%	- -	47 1%	7 2%	39 1%	20 3% l	27 1%	7 2% n	39 1%	1 2%	45 1%	1 1%	46 1%	1 3%	45 1%
Water company	43 1%	12 2%	32 1%	1 1%	43 1%	1 2%	42 1%	4 5% h	40 1%	3 1%	40 1%	8 1%	36 1%	2 1%	41 1%	2 3%	41 1%	6 3% r	37 1%	- -	43 1%
Rail company	35 1%	3 1%	31 1%	- -	35 1%	1 2%	34 1%	1 2%	33 1%	1 *	33 1%	9 1%	26 1%	2 1%	33 1%	1 2%	33 1%	- -	35 1%	- -	35 1%
Estate agent/letting agent	32 1%	5 1%	26 1%	1 2%	31 1%	- -	32 1%	4 6% h	28 1%	6 2% j	25 1%	4 1%	28 1%	5 2%	27 1%	1 2%	30 1%	4 2% r	28 1%	- -	32 1%
Pay-tv company (e.g. Sky)	28 1%	4 1%	25 1%	- -	28 1%	1 2%	27 1%	1 2%	27 1%	1 *	27 1%	7 1%	21 1%	1 *	28 1%	3 4% p	25 1%	- -	28 1%	2 5% t	26 1%
Current account provider	28 1%	5 1%	23 1%	5 7% d	23 1%	1 1%	27 1%	1 1%	27 1%	2 1%	26 1%	3 *	25 1%	3 1%	24 1%	2 3% p	25 1%	2 1%	25 1%	- -	28 1%
Credit card provider	14 *	3 *	11 *	1 1%	13 *	2 3% f	12 *	- -	14 *	- -	14 *	- -	14 *	1 2% p	13 *	1 2% p	12 *	2 1% r	11 *	- -	14 *
Mortgage provider	12 *	8 1% b	4 *	- -	12 *	1 3% f	10 *	3 5% h	8 *	- -	12 *	2 *	10 *	- -	12 *	4 6% p	8 *	3 2% r	9 *	2 5% t	10 *
SUMMARY CODE																					
ANY	865 20%	231 35% b	634 18%	30 44% d	834 20%	28 50% f	837 20%	26 37% h	839 20%	101 31% j	764 20%	189 29% l	676 19%	112 37% n	753 19%	25 36% p	839 20%	59 31% r	806 20%	12 31%	853 20%
3+ PROBLEMS	27 1%	9 1% b	18 1%	1 1%	26 1%	1 1%	26 1%	4 5% h	23 1%	2 1%	25 1%	4 1%	23 1%	2 1%	25 1%	2 3% p	25 1%	8 4% r	19 *	- -	27 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.120 Whether experienced a problem with any providers since June 2018

Base: All Adults in UK

	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		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)	
Total																					
Unweighted Base	4231	624	3607	59	4172	48	4183	47	4184	292	3939	570	3661	273	3958	68	4163	174	4057	38	4193
Weighted Base	4231	657	3574	69*	4162	56*	4175	69*	4162	326	3905	642	3589	300	3931	70*	4161	188	4043	38*	4193
None of these	3298	421	2877	39	3259	27	3271	43	3255	222	3076	449	2849	186	3112	45	3253	125	3173	27	3271
	78%	64%	80% ^a	56%	78% ^c	48%	78% ^e	63%	78% ^g	68%	79% ⁱ	70%	79% ^k	62%	79% ^m	64%	78% ^o	67%	78% ^q	69%	78%
Don't know	68	5	63	-	68	1	67	-	68	3	65	5	63	2	67	-	68	3	65	-	68
	2%	1%	2%	-	2%	2%	2%	-	2%	1%	2%	1%	2%	1%	2%	-	2%	2%	2%	-	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

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	215	26	12	9	45	74	147	41	26	31	30	39	46	210
Weighted Base	208	28	14	12	47	84	151	43	28	35	32	50	56	226
Effective Base	185	24	11	8	40	65	130	36	23	28	27	35	42	185
Yes, I contacted the company \ provider	170	21	8	8	32	67	137	38	21	29	28	32	48	175
	81%	75%	59%	66%	69%	80%	91%	88%	75%	83%	88%	64%	85%	77%
Yes, I contacted someone else \ another organisation	17	6	2	3	7	6	5	1	2	1	4	11	5	6
	8%	22%	15%	28%	15%	7%	4%	3%	6%	2%	12%	22%	9%	3%
SUMMARY CODE														
YES	175	22	9	10	34	67	138	39	21	29	29	38	51	177
	84%	80%	68%	89%	74%	80%	91%	90%	75%	85%	91%	77%	90%	78%
I took no action \ I have not taken any action yet	33	4	3	1	11	17	13	5	6	5	2	12	5	49
	16%	15%	22%	11%	23%	20%	9%	10%	22%	15%	5%	23%	10%	22%
Don't know	-	1	1	-	2	-	-	-	1	-	1	-	-	-
	-	5%	10%	-	3%	-	-	-	4%	-	4%	-	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	215	26	12	9	45	74	147	41	26	31	30	39	46	210
Weighted Base	208	28	14	12	47	84	151	43	28	35	32	50	56	226
Effective Base	185	24	11	8	40	65	130	36	23	28	27	35	42	185
Yes	146	13	7	4	24	61	110	33	15	21	17	25	30	154
	70%	47%	48%	35%	51%	73%	73%	75%	55%	60%	52%	50%	54%	68%
No	27	9	3	4	10	15	17	3	4	6	8	10	11	48
	13%	32%	19%	32%	21%	18%	11%	8%	15%	16%	25%	21%	19%	21%
Issue still ongoing	36	6	5	4	11	8	24	7	7	8	7	13	15	24
	17%	21%	33%	32%	23%	9%	16%	17%	26%	24%	23%	26%	27%	11%
Don't know	-	-	-	-	2	-	-	-	1	-	-	2	-	-
	-	-	-	-	5%	-	-	-	4%	-	-	3%	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	44	10	3	5	15	14	23	5	4	7	10	14	12	44
Weighted Base	40	12	3	6	16	18	21	5	6	6	10	17	13	50
Effective Base	38	10	3	4	14	13	21	5	4	6	9	12	11	40
Took dispute to court/took out a claim	3 8%	-	-	-	1 9%	-	-	-	-	-	1 9%	1 6%	1 10%	1 2%
Sought legal advice	1 4%	-	1 23%	2 32%	-	1 4%	-	1 28%	-	-	3 25%	4 21%	-	2 3%
Contacted an Ombudsman	6 15%	3 25%	1 39%	2 44%	5 30%	5 27%	4 17%	1 25%	2 27%	-	1 9%	-	1 6%	-
Used a dispute resolution service (for example, conciliation/mediation/arbitration)	-	-	-	-	-	-	1 3%	-	-	1 9%	1 9%	-	2 13%	-
Contacted a sector regulator (e.g. Ofgem, Ofcom, the Financial Conduct Authority)	* 1%	-	-	-	-	1 6%	1 5%	-	-	-	-	-	-	-
Sought advice from Citizens Advice/Consumer Helpline	3 7%	1 10%	-	-	2 11%	1 6%	1 7%	-	-	-	2 15%	2 12%	1 6%	4 8%
Contacted Trading Standards	-	-	-	-	1 6%	-	1 3%	-	-	-	2 15%	4 21%	-	1 3%
Complained via Resolver (part of MoneySavingExpert.com)	2 5%	-	-	-	1 9%	1 3%	-	-	-	-	-	-	1 7%	2 5%
Raised it on social media (e.g. Facebook, Twitter)	-	-	-	-	-	1 3%	3 13%	-	3 49%	-	1 9%	-	-	1 2%
Not yet resolved	9 22%	3 26%	1 38%	-	5 34%	3 19%	10 48%	3 54%	3 51%	3 43%	2 19%	5 26%	7 56%	17 35%
Other	5 13%	-	-	-	-	2 10%	1 6%	1 18%	-	-	1 5%	7 41%	-	5 9%
Nothing	12 31%	5 39%	-	1 24%	7 44%	6 33%	5 22%	-	-	3 49%	5 44%	3 15%	1 9%	18 37%
Don't know	1 2%	-	-	-	-	-	-	-	-	-	1 11%	-	-	1 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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 did not contact an ombudsman or other 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	37	7	2	2	10	11	19	4	3	6	9	14	10	44
Weighted Base	34	9	2	3	11	13	17	4	4	6	10	17	11	50
Effective Base	32	7	2	2	9	10	18	4	3	5	8	12	9	40
Didn't need to, problem was resolved	14 40%	1 13%	-	-	2 18%	2 12%	2 10%	1 24%	-	-	1 12%	3 20%	-	6 11%
Complaint was of low monetary value \not worth it	1 4%	-	-	-	-	-	2 13%	-	-	1 24%	-	-	-	3 5%
Too trivial\nnot important	4 11%	-	-	-	1 9%	1 8%	1 8%	-	1 30%	1 22%	-	1 6%	-	2 3%
Not aware of these services	1 3%	2 19%	1 38%	-	1 9%	1 6%	1 4%	1 21%	-	1 16%	3 30%	2 14%	1 11%	5 10%
Didn't know how to access these services	2 5%	3 30%	-	-	1 9%	1 10%	1 5%	-	1 30%	1 10%	1 14%	1 8%	2 16%	6 11%
The provider refused to participate	-	-	-	-	-	-	-	-	-	-	-	-	1 13%	-
I did not think it would make a difference	2 7%	-	-	-	1 13%	1 12%	1 7%	-	-	1 10%	2 22%	3 19%	1 7%	1 2%
Thought it would take too long	1 4%	1 10%	-	-	1 12%	-	-	-	-	1 10%	-	-	-	3 6%
Thought it would cost me money	1 2%	-	-	-	-	-	1 4%	-	-	-	-	-	-	1 2%
Didn't have time/too much hassle	5 15%	1 16%	1 62%	-	4 32%	3 21%	6 36%	1 39%	2 40%	3 56%	1 6%	3 17%	6 53%	20 40%
Other	2 6%	-	1 62%	2 57%	1 9%	1 10%	3 18%	-	-	-	1 11%	3 17%	-	1 3%
Nothing	3 9%	1 13%	-	-	2 16%	2 12%	-	-	-	-	-	-	-	11 22%
Don't know	1 3%	-	-	1 43%	1 13%	1 10%	-	1 17%	-	-	1 14%	1 8%	-	1 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	4231	4231	4231	4231	4231	4231
Weighted Base	4231	4231	4231	4231	4231	4231	4231
Effective Base	3657	3657	3657	3657	3657	3657	3657
A lot	553 13%	164 4%	382 9%	756 18%	1571 37%	1153 27%	906 21%
A fair amount	1700 40%	1559 37%	1993 47%	2210 52%	1871 44%	2041 48%	1911 45%
Not very much	599 14%	1490 35%	1017 24%	557 13%	263 6%	370 9%	677 16%
Not at all	265 6%	699 17%	318 8%	221 5%	112 3%	138 3%	375 9%
SUMMARY CODES							
A LOT\FAIR AMOUNT	2253 53%	1723 41%	2375 56%	2966 70%	3442 81%	3195 76%	2817 67%
NOT VERY MUCH\ NOT AT ALL	865 20%	2190 52%	1335 32%	778 18%	375 9%	508 12%	1052 25%
Don't know	1113 26%	319 8%	521 12%	487 12%	414 10%	528 12%	362 9%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	553 13%	281 14%	273 13%	41 7%	97 14%ch	90 14%c	118 16%ch	108 17%ch	99 10%	181 18% kl	184 14%l	99 11%	88 9%
A fair amount	1700 40%	843 41%	857 40%	151 27%	271 38%c	287 44%c	316 44%c	272 43%c	402 42%c	429 43%kl	562 42%kl	329 37%	380 37%
Not very much	599 14%	303 15%	296 14%	86 15%d	73 10%	82 12%	101 14%	95 15%d	162 17%de	122 12%	188 14%	149 17%i	141 14%
Not at all	265 6%	143 7%	122 6%	33 6%	45 6%	28 4%	48 7%	37 6%	75 8%e	42 4%	74 6%	82 9%ijl	68 7%i
SUMMARY CODES													
A LOT\FAIR AMOUNT	2253 53%	1123 54%	1130 52%	192 34%	368 52%c	378 57%c	434 60%cdh	380 61%cdh	502 52%c	610 62% kl	747 56%kl	427 48%	468 46%
NOT VERY MUCH\ NOT AT ALL	865 20%	446 22%	418 19%	119 21%	118 17%	110 17%	149 21%	132 21%	237 25%de	163 16%	262 20%	231 26%ijl	209 20%i
Don't know	1113 26%	500 24%	614 28%a	251 45%defgh	222 31%efgh	170 26%fg	139 19%	115 18%	218 23%g	215 22%	326 24%	230 26%	342 34%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	553 13%	425 15%bc	74 10%	50 8%	59 10%	157 11%	212 15%de	123 17%de	3 16%	101 12%	173 12%	122 15%	105 14%	52 12%	429 13%	125 14%
A fair amount	1700 40%	1166 42%b	249 35%	256 40%b	200 35%	583 40%	580 41%cd	325 44%cd	8 37%	350 41%	590 42%	302 38%	295 40%	163 37%	1343 40%	357 39%
Not very much	599 14%	399 14%	102 14%	87 14%	88 16%	192 13%	201 14%	105 14%	5 23%	127 15%lm	229 16%lm	116 14%	79 11%	47 11%	477 14%	122 13%
Not at all	265 6%	167 6%	48 7%	45 7%	44 8%g	99 7%g	88 6%	31 4%	1 5%	61 7%l	90 6%l	61 8%l	29 4%	25 6%	219 7%	46 5%
SUMMARY CODES																
A LOT\FAIR AMOUNT	2253 53%	1591 57%bc	323 45%	306 48%	259 46%	740 50%	791 56%de	448 61%de	12 53%	451 53%	763 55%	424 53%	399 54%	215 49%	1771 53%	482 53%
NOT VERY MUCH\ NOT AT ALL	865 20%	566 20%	150 21%	132 21%	133 23%g	291 20%	289 21%	136 18%	6 28%	189 22%lm	319 23%lm	176 22%lm	109 15%	72 16%	696 21%	169 18%
Don't know	1113 26%	643 23%	245 34%a	194 31%a	175 31%fg	441 30%fg	329 23%	154 21%	4 19%	210 25%	315 23%	203 25%	231 31%ijk	153 35%ijk	850 26%	264 29%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	553 13%	25 14%e	68 15%eg	44 13%e	42 14%e	27 7%	53 13%e	52 9%	82 14%eg	41 11%	25 12%	67 19%cegi	28 24%abcdeghij
A fair amount	1700 40%	65 38%	182 39%	122 35%	137 44%cfgj	185 50%abcfjgk	141 36%	201 36%	263 45%cfgjk	156 43%	71 35%	130 36%	48 41%
Not very much	599 14%	31 18%eh	65 14%e	50 14%e	41 13%	32 9%	47 12%	88 16%e	68 12%	76 21%bcdefhk	42 21%bdefhk	44 12%	16 14%
Not at all	265 6%	9 5%l	36 8%fhl	35 10%fhjl	20 6%fl	24 7%fhl	10 3%	49 9%fhjl	19 3%	24 7%fhl	8 4%	29 8%fhl	1 1%
SUMMARY CODES													
A LOT\FAIR AMOUNT	2253 53%	90 52%	250 54%g	166 48%	179 58%cfgj	212 57%cgj	194 49%	253 45%	345 59%cfgj	197 54%g	95 47%	197 55%g	76 65%acfgj
NOT VERY MUCH\NOT AT ALL	865 20%	40 23%efh	101 22%efh	86 25%efhl	61 20%	56 15%	57 15%	137 25%efhl	88 15%	99 27%defhl	51 25%efhl	73 21%fh	17 14%
Don't know	1113 26%	42 24%	113 24%	96 28%i	68 22%	104 28%i	142 36%abcdehi kl	167 30%di	148 26%i	67 18%	56 28%i	85 24%	25 21%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	553	65	72	63	88	100	41	512	182	371	107	444	125	428
	13%	11%	15%a	15%	20%a	21%abc	11%	13%	16%i	12%	12%	13%	10%	14%l
A fair amount	1700	255	199	190	208	213	162	1538	475	1224	352	1347	510	1189
	40%	43%	41%	44%	47%	45%	43%	40%	41%	40%	39%	41%	42%	40%
Not very much	599	86	73	55	47	47	53	546	124	475	153	442	192	405
	14%	14%e	15%e	13%	11%	10%	14%	14%	11%	16%h	17%k	13%	16%	13%
Not at all	265	49	31	30	24	17	35	231	59	207	66	199	96	169
	6%	8%e	6%	7%e	5%	4%	9%g	6%	5%	7%	7%	6%	8% ^m	6%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2253	321	272	252	296	313	203	2050	657	1596	459	1791	635	1618
	53%	54%	56%	58%	67%abc	66%abc	54%	53%	56%i	52%	50%	54% ^j	52%	54%
NOT VERY MUCH\ NOT AT ALL	865	134	104	85	71	64	88	777	183	682	219	641	288	574
	20%	23% ^{de}	22% ^e	20% ^e	16%	13%	23%	20%	16%	22% ^h	24% ^k	19%	24% ^m	19%
Don't know	1113	142	107	95	75	97	84	1030	333	780	236	871	290	818
	26%	24% ^d	22%	22%	17%	20%	22%	27% ^f	28%	26%	26%	26%	24%	27% ^l

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	3339	
Weighted Base	4231	3298	
Effective Base	3657	2875	
A lot	553 13%	136 16% ^b	414 13%
A fair amount	1700 40%	355 41%	1325 40%
Not very much	599 14%	139 16%	454 14%
Not at all	265 6%	72 8% ^b	186 6%
SUMMARY CODES			
A LOT/FAIR AMOUNT	2253 53%	490 57%	1739 53%
NOT VERY MUCH/ NOT AT ALL	865 20%	211 24% ^b	640 19%
Don't know	1113 26%	164 19%	919 28% ^a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	164 4%	72 3%	91 4%	27 5% <i>f</i>	31 4%	23 3%	17 2%	27 4%	38 4%	24 2%	59 4% <i>i</i>	28 3%	52 5% <i>ik</i>
A fair amount	1559 37%	738 36%	821 38%	241 43% <i>efg</i>	274 39% <i>g</i>	239 36%	243 34%	194 31%	367 38% <i>g</i>	307 31%	491 37% <i>i</i>	343 39% <i>i</i>	418 41% <i>ij</i>
Not very much	1490 35%	748 36%	742 34%	145 26%	224 32% <i>c</i>	260 40% <i>cdh</i>	296 41% <i>cdh</i>	249 40% <i>cdh</i>	315 33% <i>c</i>	412 42% <i>kl</i>	497 37% <i>kl</i>	287 32%	295 29%
Not at all	699 17%	375 18% <i>b</i>	324 15%	37 7%	111 16% <i>c</i>	106 16% <i>c</i>	135 19% <i>c</i>	131 21% <i>cd</i>	178 19% <i>c</i>	197 20% <i>jl</i>	210 16%	152 17% <i>l</i>	140 14%
SUMMARY CODES													
A LOT\FAIR AMOUNT	1723 41%	810 39%	912 42%	269 48% <i>efgh</i>	305 43% <i>fg</i>	262 40%	260 36%	221 35%	405 42% <i>fg</i>	331 33%	551 41% <i>i</i>	371 42% <i>i</i>	470 46% <i>ijk</i>
NOT VERY MUCH\ NOT AT ALL	2190 52%	1123 54% <i>b</i>	1067 49%	183 33%	335 47% <i>c</i>	366 56% <i>cd</i>	432 60% <i>cdh</i>	380 61% <i>cdh</i>	494 52% <i>c</i>	609 62% <i>kl</i>	707 53% <i>l</i>	439 49% <i>l</i>	435 43%
Don't know	319 8%	137 7%	182 8% <i>a</i>	110 20% <i>defgh</i>	66 9% <i>efgh</i>	30 5%	30 4%	25 4%	58 6%	49 5%	78 6%	78 9% <i>ij</i>	114 11% <i>ij</i>

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.130_02 How much trust to give impartial information - Energy suppliers

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	164	97	27	31	21	56	63	22	1	37	50	33	27	16	119	45
	4%	3%	4%	5%	4%	4%	4%	3%	7%	4%	4%	4%	4%	4%	4%	5%
A fair amount	1559	991	278	258	227	567	519	237	6	302	505	318	280	155	1249	310
	37%	35%	39%	41%a	40%g	39%g	37%	32%	26%	36%	36%	40%	38%	35%	38%	34%
Not very much	1490	1046	233	198	178	505	504	288	9	295	506	292	258	140	1178	312
	35%	37%bc	33%	31%	31%	34%	36%	39%de	39%	35%	36%	36%	35%	32%	36%	34%
Not at all	699	492	112	88	102	214	216	157	6	162	271	103	91	73	536	164
	17%	18%c	16%	14%	18%	15%	15%	21%ef	28%	19%kl	19%kl	13%	12%	17%	16%	18%
SUMMARY CODES																
A LOT\FAIR AMOUNT	1723	1088	305	289	247	623	582	259	7	339	555	351	307	171	1368	355
	41%	39%	42%	46%a	44%g	42%g	41%g	35%	33%	40%	40%	44%	42%	39%	41%	39%
NOT VERY MUCH\NOT AT ALL	2190	1538	345	286	280	719	720	445	15	457	776	395	349	213	1714	475
	52%	55%bc	48%	45%	49%	49%	51%	60%def	67%	54%l	56%klm	49%	47%	48%	52%	52%
Don't know	319	175	68	57	39	129	107	34	-	54	66	58	83	56	235	84
	8%	6%	9%a	9%a	7%	9%g	8%g	5%	-	6%	5%	7%j	11%ijk	13%ijk	7%	9%n

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	164 4%	5 3%	14 3%	13 4%	13 4%	7 2%	18 5%e	20 4%	16 3%	8 2%	13 6%behi	23 7%behi	13 11%abcdefghi
A fair amount	1559 37%	63 37%ij	177 38%ij	123 35%ij	121 39%ij	156 42%ij	160 41%ij	211 38%ij	221 38%ij	87 24%	49 24%	122 34%ij	70 59%abcdefghijk
Not very much	1490 35%	58 34%f	181 39%fkl	117 34%f	116 38%fl	130 35%f	100 25%	192 34%f	213 37%fl	161 44%acefghk l	85 42%fkl	108 30%	29 25%
Not at all	699 17%	36 21%efghi	74 16%l	77 22%bdefghi	45 15%l	52 14%l	52 13%l	81 15%l	83 14%l	84 23%bdefghi	33 16%l	81 23%bdefghi	2 2%
SUMMARY CODES													
A LOT\FAIR AMOUNT	1723 41%	68 40%i	191 41%ij	136 39%i	134 44%ij	163 44%ij	178 45%ij	230 41%ij	237 41%ij	95 26%	62 31%	146 41%ij	83 71%abcdefghijk
NOT VERY MUCH\NOT AT ALL	2190 52%	94 55%fl	254 55%fl	193 55%fl	161 52%fl	182 49%fl	152 39%l	273 49%fl	296 51%fl	245 68%abcdefg hkl	119 59%efgl	189 53%fl	31 26%
Don't know	319 8%	9 5%	19 4%	20 6%	12 4%	28 8%b	63 16%abcddeghi kl	53 9%bdl	47 8%bd	23 6%	21 11%bcdl	21 6%	3 3%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	164 4%	26 4%	26 5%	14 3%	22 5%	16 3%	19 5%	144 4%	52 4%	111 4%	34 4%	130 4%	45 4%	119 4%
A fair amount	1559 37%	268 45%be	188 39%	169 39%	172 39%	154 33%	161 43%g	1398 36%	462 39%	1097 36%	321 35%	1238 37%	467 38%	1092 36%
Not very much	1490 35%	171 29%	172 36%a	164 38%a	168 38%a	201 42%a	106 28%	1384 36%f	395 34%	1095 36%	312 34%	1170 35%	396 33%	1091 36%l
Not at all	699 17%	101 17%	77 16%	73 17%	64 15%	81 17%	64 17%	636 16%	166 14%	534 17%h	193 21%k	505 15%	216 18%	483 16%
SUMMARY CODES														
A LOT\FAIR AMOUNT	1723 41%	294 49%ce	214 44%e	183 42%	194 44%e	171 36%	180 48%g	1542 40%	514 44%i	1208 40%	355 39%	1368 41%	512 42%	1211 40%
NOT VERY MUCH\ NOT AT ALL	2190 52%	273 46%	249 52%a	237 55%a	233 53%a	282 60%ab	170 45%	2019 52%f	561 48%	1629 53%h	505 55%k	1674 51%	612 50%	1573 52%
Don't know	319 8%	30 5%	20 4%	13 3%	15 3%	20 4%	24 6%	295 8%	98 8%	221 7%	55 6%	261 8%	90 7%	225 7%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	822	3339
Weighted Base	4231	865	3298
Effective Base	3657	723	2875
A lot	164 4%	30 3%	133 4%
A fair amount	1559 37%	294 34%	1247 38%
Not very much	1490 35%	337 39%b	1133 34%
Not at all	699 17%	181 21%b	509 15%
SUMMARY CODES			
A LOT/FAIR AMOUNT	1723 41%	324 38%	1380 42%a
NOT VERY MUCH/ NOT AT ALL	2190 52%	517 60%b	1642 50%
Don't know	319 8%	23 3%	276 8%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	382 9%	160 8%	222 10%a	59 11%h	93 13%fgh	62 9%h	65 9%h	47 8%	56 6%	84 8%	141 11%	73 8%	84 8%
A fair amount	1993 47%	986 48%	1007 47%	313 56%gh	377 53%gh	375 57%gh	370 51%h	283 45%h	276 29%	512 52%i	666 50%i	425 48%i	390 38%
Not very much	1017 24%	529 26%b	489 23%	118 21%	137 19%	152 23%	190 26%d	167 27%cd	253 27%cd	255 26%i	331 25%i	214 24%	217 21%
Not at all	318 8%	175 8%b	143 7%	18 3%	45 6%c	35 5%	52 7%c	53 8%c	115 12%cd	63 6%	88 7%	69 8%	98 10%ij
SUMMARY CODES													
A LOT\FAIR AMOUNT	2375 56%	1147 55%	1229 57%	372 66%gh	470 66%fgh	437 66%fgh	435 60%gh	330 53%h	332 35%	596 60%i	807 60%i	498 56%i	474 47%
NOT VERY MUCH\ NOT AT ALL	1335 32%	704 34%b	631 29%	136 24%	182 26%	187 28%	242 34%cd	220 35%cd	368 38%cd	318 32%	419 31%	283 32%	315 31%
Don't know	521 12%	219 11%	301 14%a	54 10%ef	55 8%	34 5%	45 6%	76 12%def	256 27%cd	75 8%	108 8%	108 12%ij	230 23%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	382 9%	261 9%	66 9%	51 8%	43 8%	135 9%	132 9%	70 10%	1 7%	49 6%	125 9%i	90 11%i	76 10%i	41 9%i	294 9%	88 10%
A fair amount	1993 47%	1296 46%	369 51%ac	286 45%	255 45%	696 47%	683 48%	347 47%	8 36%	302 36%	635 45%i	408 51%ij	412 56%ij	236 54%ij	1605 48%o	389 42%
Not very much	1017 24%	710 25%c	166 23%	126 20%	132 23%	343 23%	335 24%	197 27%	5 22%	207 24%	374 27%lm	186 23%	161 22%	89 20%	763 23%	255 23%
Not at all	318 8%	212 8%	49 7%	53 8%	52 9%	108 7%	103 7%	47 6%	3 13%	108 13%ijklm	102 7%l	53 7%	31 4%	22 5%	260 8%	57 6%
SUMMARY CODES																
A LOT\FAIR AMOUNT	2375 56%	1557 56%	434 60%ac	337 53%	298 53%	831 56%	816 58%ld	418 57%	9 42%	351 41%	760 54%i	498 62%ij	488 66%ij	277 63%ij	1899 57%o	477 52%
NOT VERY MUCH\ NOT AT ALL	1335 32%	922 33%c	214 30%	179 28%	184 32%	451 31%	438 31%	244 33%	8 35%	316 37%klm	477 34%lm	239 30%	192 26%	111 25%	1023 31%	312 34%
Don't know	521 12%	322 12%	69 10%	115 18%ab	85 15%fg	189 13%	155 11%	76 10%	5 23%	183 22%ijklm	161 11%kl	67 8%	58 8%	52 12%l	395 12%	126 14%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	382 9%	23 13% <i>bdegh</i>	29 6%	32 9%	23 7%	19 5%	33 8%	37 7%	44 8%	29 8%	16 8%	49 14% <i>bcdefghi</i>	49 42% <i>bcdefghijk</i>
A fair amount	1993 47%	90 52% <i>ejil</i>	236 51% <i>ejil</i>	161 46% <i>ijl</i>	162 53% <i>eijkl</i>	150 40%	194 49% <i>ejil</i>	294 53% <i>eijkl</i>	308 53% <i>eijkl</i>	138 38%	66 33%	156 44% <i>jl</i>	37 32%
Not very much	1017 24%	33 19%	101 22%	87 25% <i>f</i>	64 21%	124 33% <i>abcdfghkl</i>	66 17%	135 24% <i>f</i>	130 22% <i>f</i>	121 33% <i>abcdfghkl</i>	68 33% <i>abcdfghkl</i>	68 19%	20 17%
Not at all	318 8%	7 4%	47 10% <i>afgl</i>	31 9% <i>af</i>	30 10% <i>afgl</i>	35 9% <i>afgl</i>	11 3%	31 5% <i>l</i>	39 7% <i>fl</i>	29 8% <i>fl</i>	21 10% <i>afgl</i>	37 10% <i>afgl</i>	1 1%
SUMMARY CODES													
A LOT\FAIR AMOUNT	2375 56%	112 65% <i>ceij</i>	265 57% <i>ej</i>	193 55% <i>ej</i>	185 60% <i>ej</i>	169 45%	227 58% <i>ej</i>	331 59% <i>ej</i>	352 61% <i>ej</i>	167 46%	83 41%	205 58% <i>ej</i>	86 74% <i>bcdefghijk</i>
NOT VERY MUCH\ NOT AT ALL	1335 32%	40 23%	148 32% <i>af</i>	118 34% <i>af</i>	94 30% <i>fl</i>	159 43% <i>abcdfghkl</i>	77 20%	166 30% <i>fl</i>	169 29% <i>fl</i>	151 42% <i>abdfghkl</i>	88 44% <i>abcdfghkl</i>	105 29% <i>fl</i>	20 17%
Don't know	521 12%	20 12%	51 11%	37 11%	29 9%	44 12%	89 23% <i>abcddeghkl</i>	59 11%	59 10%	45 12%	32 16% <i>dh</i>	46 13%	11 9%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	382 9%	48 8%	51 11%	53 12%a	42 9%	52 11%	30 8%	352 9%	133 11%i	249 8%	67 7%	315 10%j	78 6%	304 10%l
A fair amount	1993 47%	243 41%	209 43%	232 54%ab	265 60%ab	272 57%ab	119 32%	1875 49%f	628 54%i	1365 45%	336 37%	1654 50%j	403 33%	1591 53%l
Not very much	1017 24%	132 22%	134 28%a	96 22%	105 24%	108 23%	80 21%	938 24%	257 22%	760 25%	239 26%	774 23%	310 26%	706 23%
Not at all	318 8%	61 10%de	41 8%cd	33 8%cd	15 3%	30 6%	44 12%g	274 7%	65 6%	252 8%h	102 11%k	213 6%	129 11%cd	186 6%
SUMMARY CODES														
A LOT/FAIR AMOUNT	2375 56%	291 49%	260 54%	285 66%ab	306 69%ab	324 68%ab	148 40%	2227 58%f	761 65%i	1614 53%	403 44%	1969 60%j	480 40%	1895 63%l
NOT VERY MUCH/ NOT AT ALL	1335 32%	193 32%	175 36%cde	129 30%	119 27%	138 29%	124 33%	1211 31%	322 27%	1013 33%h	341 37%k	987 30%	438 36%cd	892 30%
Don't know	521 12%	113 19%bcde	47 10%cde	19 4%	17 4%	12 2%	102 27%g	418 11%	90 8%	431 14%h	170 19%k	347 11%	295 24%cd	222 7%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	822	3339
Weighted Base	4231	865	3298
Effective Base	3657	723	2875
A lot	382	91	288
	9%	11%	9%
A fair amount	1993	454	1514
	47%	52%b	46%
Not very much	1017	230	771
	24%	27%	23%
Not at all	318	61	254
	8%	7%	8%
SUMMARY CODES			
A LOT/FAIR AMOUNT	2375	545	1801
	56%	63%b	55%
NOT VERY MUCH/ NOT AT ALL	1335	291	1024
	32%	34%	31%
Don't know	521	29	472
	12%	3%	14%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	756 18%	345 17%	412 19%	58 10%	125 18% ^c	113 17% ^c	151 21% ^c	136 22% ^c	173 18% ^c	225 23% ^{kl}	258 19% ^{kl}	139 16%	134 13%
A fair amount	2210 52%	1094 53%	1116 52%	279 50%	366 52% ^h	369 56% ^{ch}	402 56% ^h	346 55% ^h	448 47%	554 56% ^l	743 56% ^l	455 51% ^l	458 45%
Not very much	557 13%	293 14%	264 12%	103 18% ^{defgh}	91 13%	85 13%	75 10%	67 11%	136 14% ^{fg}	111 11%	164 12%	120 14%	162 16% ^{ij}
Not at all	221 5%	110 5%	111 5%	32 6%	36 5%	29 4%	34 5%	30 5%	59 6%	24 2%	71 5% ⁱ	58 7% ⁱ	68 7% ⁱ
SUMMARY CODES													
A LOT\FAIR AMOUNT	2966 70%	1438 70%	1528 71%	337 60%	491 69% ^c	483 73% ^{ch}	553 77% ^{cdh}	482 77% ^{cdh}	621 65%	779 79% ^{kl}	1002 75% ^{kl}	594 67% ^l	592 58%
NOT VERY MUCH\ NOT AT ALL	778 18%	403 19%	375 17%	135 24% ^{defg}	127 18%	115 17%	109 15%	98 16%	195 20% ^{fg}	136 14%	235 18% ⁱ	178 20% ⁱ	229 22% ^{ij}
Don't know	487 12%	228 11%	259 12%	90 16% ^{efg}	89 13% ^{fg}	60 9%	60 8%	47 8%	140 15% ^{efg}	74 7%	99 7%	116 13% ^{ij}	198 19% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	756 18%	567 20%bc	101 14%	83 13%	79 14%	250 17%	278 20%cd	147 20%cd	1 5%	146 17%	288 21%ilm	142 18%	123 17%	58 13%	600 18%	156 17%
A fair amount	2210 52%	1502 54%c	364 51%	306 48%	279 49%	742 50%	728 52%	436 59%def	16 72%	425 50%	739 53%	427 53%	407 55%lm	212 48%	1720 52%	490 54%
Not very much	557 13%	345 12%	106 15%	94 15%	90 16%g	199 14%	183 13%	81 11%	3 13%	124 15%	167 12%	102 13%	98 13%	67 15%	436 13%	121 13%
Not at all	221 5%	126 5%	45 6%a	42 7%a	43 8%fg	84 6%g	66 5%	25 3%	- -	48 6%l	74 5%l	51 6%l	21 3%	27 6%l	186 6%o	35 4%
SUMMARY CODES																
A LOT\FAIR AMOUNT	2966 70%	2068 74%bc	465 65%	390 62%	358 63%	993 67%	1006 71%de	583 79%def	17 77%	570 67%	1026 73%im	569 71%lm	530 72%lm	270 61%	2320 70%	646 71%
NOT VERY MUCH\NOT AT ALL	778 18%	471 17%	152 21%a	136 22%a	132 23%efg	283 19%g	250 18%	106 14%	3 13%	171 20%	240 17%	153 19%	119 16%	94 21%l	622 19%	156 17%
Don't know	487 12%	262 9%	102 14%a	106 17%a	76 13%g	196 13%g	153 11%g	48 7%	2 10%	108 13%j	131 9%	82 10%	90 12%	76 17%ijkl	374 11%	113 12%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.130_04 How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	756 18%	36 21%e	76 16%e	67 19%e	48 16%	38 10%	64 16%e	88 16%e	106 18%e	61 17%e	33 16%	86 24%bdefghi j	52 45%abcdefgijkl
A fair amount	2210 52%	94 55%fgl	251 54%fgl	179 51%l	169 55%fgl	215 58%fgkl	177 45%l	245 44%l	342 59%cfgkl	219 60%cfgkl	114 56%fgl	167 47%l	39 33%
Not very much	557 13%	20 12%	71 15%h	46 13%	43 14%h	59 16%h	48 12%	90 16%h	53 9%	46 13%	23 11%	40 11%	18 15%
Not at all	221 5%	6 4%	28 6%fhil	19 5%	23 8%fhil	21 6%	12 3%	52 9%acfhijl	19 3%	10 3%	8 4%	21 6%l	1 1%
SUMMARY CODES													
A LOT\FAIR AMOUNT	2966 70%	129 75%fg	327 71%fg	246 71%fg	217 71%fg	253 68%g	241 61%	334 60%	448 77%bcdefgk	280 77%efg	146 72%fg	253 71%fg	91 78%fg
NOT VERY MUCH\ NOT AT ALL	778 18%	26 15%	100 22%fh	65 19%h	66 22%fh	80 22%fh	60 15%	142 26%acfhijk l	72 12%	56 16%	31 15%	60 17%	19 16%
Don't know	487 12%	16 9%	36 8%	37 11%	24 8%	39 11%	92 23%abcdegh ijkl	80 14%bdil	60 10%	26 7%	25 13%	42 12%	7 6%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	756 18%	102 17%	105 22%	96 22%a	91 20%	127 27%a	72 19%	684 18%	210 18%	546 18%	181 20%	575 17%	213 18%	543 18%
A fair amount	2210 52%	294 49%	245 51%	230 53%	270 61%abc	254 54%	168 45%	2042 53%f	620 53%	1590 52%	419 46%	1785 54%j	588 48%	1619 54%l
Not very much	557 13%	91 15%d	74 15%d	57 13%d	35 8%	58 12%	50 13%	508 13%	149 13%	408 13%	137 15%	420 13%	160 13%	397 13%
Not at all	221 5%	41 7%be	20 4%	23 5%	18 4%	12 3%	28 8%g	193 5%	55 5%	166 5%	54 6%	164 5%	71 6%	148 5%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2966 70%	396 66%	350 73%a	326 75%a	361 82%ab	382 81%ab	239 64%	2727 71%f	830 71%	2136 70%	600 66%	2360 71%j	801 66%	2163 72%l
NOT VERY MUCH\ NOT AT ALL	778 18%	132 22%de	94 20%d	80 19%d	53 12%	70 15%	78 21%	700 18%	204 17%	575 19%	191 21%k	583 18%	230 19%	546 18%
Don't know	487 12%	68 11%bcde	38 8%	26 6%	28 6%	22 5%	57 15%g	430 11%	140 12%	347 11%	123 13%k	360 11%	182 15%m	301 10%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	822	3339
Weighted Base	4231	865	3298
Effective Base	3657	723	2875
A lot	756	194	556
	18%	22% ^b	17%
A fair amount	2210	467	1714
	52%	54%	52%
Not very much	557	122	426
	13%	14%	13%
Not at all	221	45	170
	5%	5%	5%
SUMMARY CODES			
A LOT/FAIR AMOUNT	2966	661	2270
	70%	76% ^b	69%
NOT VERY MUCH/ NOT AT ALL	778	167	595
	18%	19%	18%
Don't know	487	37	432
	12%	4%	13% ^a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	1571 37%	749 36%	821 38%	103 18%	264 37% ^c	256 39% ^c	301 42% ^c	271 43% ^{cd}	375 39% ^c	419 42% ^{kl}	536 40% ^{kl}	277 31%	339 33%
A fair amount	1871 44%	906 44%	965 45%	289 52% ^{dfgh}	297 42%	302 46%	316 44%	264 42%	402 42%	420 43%	569 43%	416 47%	467 46%
Not very much	263 6%	136 7%	126 6%	46 8% ^g	48 7%	34 5%	39 5%	31 5%	65 7%	46 5%	81 6%	76 9% ^{ijl}	59 6%
Not at all	112 3%	49 2%	64 3%	13 2%	19 3%	12 2%	21 3%	24 4% ^e	23 2%	14 1%	32 2%	35 4% ⁱ	32 3% ⁱ
SUMMARY CODES													
A LOT\FAIR AMOUNT	3442 81%	1656 80%	1786 83% ^a	393 70%	561 79% ^c	558 85% ^{cd}	618 86% ^{cdh}	535 85% ^{cdh}	778 81% ^c	839 85% ^{kl}	1105 83% ^{kl}	693 78%	805 79%
NOT VERY MUCH\ NOT AT ALL	375 9%	185 9%	190 9%	59 11% ^e	67 9%	45 7%	60 8%	55 9%	88 9%	60 6%	113 8%	111 12% ^{ijl}	91 9% ⁱ
Don't know	414 10%	229 11% ^b	185 9%	110 20% ^{defgh}	80 11% ^{fg}	54 8%	44 6%	36 6%	90 9% ^{fg}	89 9%	118 9%	85 10%	122 12% ^{ij}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.130_05 How much trust to give impartial information - Citizens Advice

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	1571	1124	220	211	183	513	538	327	4	326	573	288	259	125	1204	366
	37%	40%bc	31%	33%	32%	35%	38%cd	44%def	17%	38% _m	41% _{klm}	36% _m	35% _m	28%	36%	40%
A fair amount	1871	1196	320	310	252	661	638	299	15	375	597	357	347	195	1463	408
	44%	43%	45%	49% _a	45%	45%	45%	41%	68%	44%	43%	44%	47%	44%	44%	45%
Not very much	263	170	50	37	47	90	86	38	2	49	82	56	46	29	213	49
	6%	6%	7%	6%	8% _g	6%	6%	5%	8%	6%	6%	7%	6%	7%	6%	5%
Not at all	112	72	18	19	17	45	33	13	1	19	33	26	19	15	101	11
	3%	3%	3%	3%	3%	3%	2%	2%	5%	2%	2%	3%	3%	3%	3% _o	1%
SUMMARY CODES																
A LOT\FAIR AMOUNT	3442	2320	540	521	435	1173	1176	626	19	701	1169	646	605	320	2667	775
	81%	83% _b	75%	82% _b	77%	80%	83% _{de}	85% _{de}	85%	83% _m	84% _m	80% _m	82% _m	73%	80%	85% _n
NOT VERY MUCH\NOT AT ALL	375	242	68	57	65	135	119	52	3	69	115	82	65	44	315	60
	9%	9%	10%	9%	11% _{fg}	9%	8%	7%	13%	8%	8%	10%	9%	10%	9% _o	7%
Don't know	414	239	109	54	67	163	114	60	1	80	113	77	68	76	335	79
	10%	9%	15% _{ac}	8%	12% _{fg}	11% _f	8%	8%	2%	9%	8%	10%	9%	17% _{ijkl}	10%	9%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.130_05 How much trust to give impartial information - Citizens Advice

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	1571 37%	62 36%eg	208 45%aefgh	134 38%efg	115 37%efg	101 27%	116 30%	143 26%	220 38%efg	147 40%efg	84 41%efg	176 49%acdefgh i	67 57%abcdefg hij
A fair amount	1871 44%	83 48%bk	169 37%	161 46%bk	150 49%bk	211 56%bcfghij kl	171 43%k	246 44%bk	260 45%bk	166 46%bk	90 44%k	118 33%	45 39%
Not very much	263 6%	10 6%	36 8%f	15 4%	16 5%	17 5%	16 4%	63 11%acdefhij kl	41 7%	18 5%	9 4%	18 5%	3 3%
Not at all	112 3%	4 3%i	16 3%ij	14 4%ijl	7 2%	10 3%i	14 3%ij	25 5%hijl	10 2%	2 *	1 *	9 2%i	- -
SUMMARY CODES													
A LOT\FAIR AMOUNT	3442 81%	145 84%fg	377 81%fg	295 85%fg	265 86%fg	311 83%fg	287 73%	389 70%	480 83%fg	313 86%fg	174 86%fg	293 83%fg	113 96%abcdefg hijk
NOT VERY MUCH\NOT AT ALL	375 9%	15 8%	52 11%ijl	29 8%	23 7%	28 7%	29 7%	88 16%acdefhij kl	51 9%l	20 5%	10 5%	27 8%	3 3%
Don't know	414 10%	13 7%l	34 7%l	25 7%l	19 6%l	34 9%l	76 19%abcdehi jkl	79 14%abcdehil	49 8%l	30 8%l	19 9%l	35 10%l	1 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	1571	224	208	196	194	206	144	1427	440	1131	371	1196	459	1110
		37%	43%	45% ^a	44%	44%	38%	37%	38%	37%	41% ^k	36%	38%	37%
A fair amount	1871	264	207	183	187	193	162	1709	528	1343	394	1473	522	1346
		44%	44%	43%	42%	42%	43%	44%	45%	44%	43%	45%	43%	45%
Not very much	263	43	23	27	23	29	25	238	56	207	55	208	72	190
		6%	7%	5%	6%	5%	7%	6%	5%	7% ^h	6%	6%	6%	6%
Not at all	112	21	12	9	12	8	17	95	24	88	26	86	38	74
		3%	3%	3%	2%	3%	5% ^g	2%	2%	3%	3%	3%	3%	2%
SUMMARY CODES														
A LOT\FAIR AMOUNT	3442	488	415	379	380	399	306	3136	969	2474	765	2669	982	2456
		81%	82%	86%	88% ^a	86%	82%	81%	83%	81%	84%	81%	81%	82%
NOT VERY MUCH\ NOT AT ALL	375	63	35	36	35	37	42	333	80	295	80	294	110	264
		9%	11%	7%	8%	8%	11% ^g	9%	7%	10% ^h	9%	9%	9%	9%
Don't know	414	45	32	17	27	38	26	387	125	289	69	341	122	289
		10%	8% ^c	7%	4%	6%	7%	10% ^f	11%	9%	8%	10% ^j	10%	10%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	3339
Weighted Base	4231	3298
Effective Base	3657	2875
A lot	1571	1181
	37%	36%
A fair amount	1871	1498
	44%	45%a
Not very much	263	177
	6%	5%
Not at all	112	83
	3%	3%
SUMMARY CODES		
A LOT/FAIR AMOUNT	3442	2679
	81%	81%
NOT VERY MUCH/ NOT AT ALL	375	261
	9%	8%
Don't know	414	358
	10%	11%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	1153 27%	572 28%	581 27%	88 16%	190 27% ^c	172 26% ^c	246 34% ^{cdeh}	216 35% ^{cdeh}	241 25% ^c	349 35% ^{kl}	405 30% ^{kl}	213 24% ^l	186 18%
A fair amount	2041 48%	988 48%	1054 49%	262 47%	328 46%	346 53% ^d	347 48%	302 48%	457 48%	465 47%	648 49%	446 50%	483 47%
Not very much	370 9%	183 9%	186 9%	56 10% ^g	70 10% ^g	48 7%	53 7%	38 6%	104 11% ^{efg}	58 6%	111 8% ⁱ	87 10% ⁱ	114 11% ^{ij}
Not at all	138 3%	79 4%	59 3%	24 4% ^f	22 3%	20 3%	13 2%	25 4% ^f	33 3%	18 2%	46 3% ⁱ	31 4% ⁱ	43 4% ⁱ
SUMMARY CODES													
A LOT\FAIR AMOUNT	3195 76%	1560 75%	1635 76%	350 62%	518 73% ^c	517 79% ^{cdh}	593 82% ^{cdh}	518 83% ^{cdh}	697 73% ^c	814 82% ^{kl}	1052 79% ^{kl}	659 74% ^l	669 66%
NOT VERY MUCH\ NOT AT ALL	508 12%	263 13%	245 11%	81 14% ^{fg}	92 13% ^f	68 10%	66 9%	63 10%	137 14% ^{efg}	76 8%	157 12% ⁱ	118 13% ⁱ	157 15% ^{ij}
Don't know	528 12%	247 12%	282 13%	131 23% ^{defgh}	96 14% ^{fg}	73 11% ^g	62 9%	45 7%	122 13% ^{fg}	99 10%	126 9%	111 13% ^j	193 19% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	1153	863	144	132	123	352	406	266	3	207	407	231	206	102	913	240
	27%	31%bc	20%	21%	22%	24%	29%de	36%def	14%	24%	29%im	29%	28%	23%	28%	26%
A fair amount	2041	1359	329	311	263	726	677	356	12	422	698	384	347	191	1567	474
	48%	49%	46%	49%	46%	49%	48%	48%	55%	50%m	50%m	48%	47%	43%	47%	52%n
Not very much	370	208	84	72	72	130	123	40	4	93	112	67	63	33	307	62
	9%	7%	12%a	11%a	13%efg	9%g	9%g	5%	16%	11%j	8%	8%	9%	8%	9%o	7%
Not at all	138	87	24	24	25	45	45	18	3	23	45	28	15	27	121	17
	3%	3%	3%	4%	4%	3%	3%	2%	15%	3%	3%	4%	2%	6%ijl	4%o	2%
SUMMARY CODES																
A LOT\FAIR AMOUNT	3195	2222	474	443	386	1078	1083	623	16	628	1105	615	553	293	2480	714
	76%	79%bc	66%	70%	68%	73%d	77%de	84%def	69%	74%m	79%ilm	76%lm	75%lm	67%	75%	78%
NOT VERY MUCH\NOT AT ALL	508	295	108	96	97	175	167	58	7	116	158	96	79	60	428	80
	12%	11%	15%a	15%a	17%efg	12%g	12%g	8%	31%	14%	11%	12%	11%	14%	13%o	9%
Don't know	528	284	137	93	83	218	159	57	-	106	135	94	107	87	408	120
	12%	10%	19%ac	15%a	15%fg	15%fg	11%g	8%	-	12%j	10%	12%	15%j	20%ijkl	12%	13%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.130_06 How much trust to give impartial information - Trading standards

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	1153 27%	47 27%g	151 32%efg	101 29%eg	87 28%eg	77 21%	91 23%g	88 16%	181 31%efg	105 29%eg	57 28%eg	135 38%acdefgh ij	33 28%g
A fair amount	2041 48%	84 49%	207 45%	171 49%k	153 50%k	208 56%bfgk	167 42%	269 48%k	288 50%fk	184 51%fk	97 48%	145 41%	68 58%bfgk
Not very much	370 9%	18 11%k	45 10%k	21 6%	30 10%k	33 9%	33 8%	78 14%cefhijk	44 8%	26 7%	14 7%	18 5%	9 8%
Not at all	138 3%	6 3%	17 4%	21 6%hijl	9 3%	13 4%	13 3%	25 4%hl	10 2%	8 2%	3 2%	14 4%hl	-
SUMMARY CODES													
A LOT\FAIR AMOUNT	3195 76%	131 76%fg	358 77%fg	273 78%fg	240 78%fg	285 76%fg	258 66%	357 64%	470 81%fg	289 80%fg	154 76%fg	280 79%fg	101 86%befgj
NOT VERY MUCH\ NOT AT ALL	508 12%	24 14%	61 13%	42 12%	39 13%	47 13%	46 12%	103 19%bcdefhij kl	53 9%	34 9%	17 8%	33 9%	9 8%
Don't know	528 12%	17 10%	45 10%	34 10%	28 9%	41 11%	89 23%abcdehi kl	96 17%abcdehi kl	57 10%	40 11%	31 16%bdhl	42 12%	7 6%

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	1153	145	149	131	158	176	85	1068	343	810	257	894	308	845
	27%	24%	31%a	30%a	36%a	37%a	23%	28%f	29%	27%	28%	27%	25%	28%
A fair amount	2041	287	227	224	219	219	185	1856	553	1488	423	1614	588	1451
	48%	48%	47%	52%	50%	46%	49%	48%	47%	49%	46%	49%	48%	48%
Not very much	370	65	40	33	23	34	36	333	72	298	87	281	115	254
	9%	11%d	8%	8%	5%	7%	10%	9%	6%	10%h	10%	9%	10%	8%
Not at all	138	31	21	13	8	8	24	114	36	102	37	100	46	92
	3%	5%de	4%de	3%	2%	2%	6%g	3%	3%	3%	4%	3%	4%	3%
SUMMARY CODES														
A LOT\FAIR AMOUNT	3195	432	376	355	377	395	270	2924	896	2298	680	2508	896	2297
	76%	72%	78%a	82%a	85%ab	83%a	72%	76%	76%	75%	74%	76%	74%	76%
NOT VERY MUCH\ NOT AT ALL	508	96	61	46	31	42	60	448	108	400	125	382	161	346
	12%	16%cde	13%d	11%	7%	9%	16%g	12%	9%	13%h	14%	12%	13%	11%
Don't know	528	68	45	32	34	36	44	484	169	360	110	413	156	367
	12%	11%c	9%	7%	8%	8%	12%	13%	14%i	12%	12%	13%	13%	12%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	822	3339
Weighted Base	4231	865	3298
Effective Base	3657	723	2875
A lot	1153	287	856
	27%	33%b	26%
A fair amount	2041	402	1613
	48%	46%	49%
Not very much	370	76	284
	9%	9%	9%
Not at all	138	39	97
	3%	5%b	3%
SUMMARY CODES			
A LOT/FAIR AMOUNT	3195	689	2469
	76%	80%b	75%
NOT VERY MUCH/ NOT AT ALL	508	115	381
	12%	13%	12%
Don't know	528	61	448
	12%	7%	14%a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
A lot	906 21%	460 22%	446 21%	131 23%h	203 29%cfgh	158 24%h	161 22%h	134 21%h	119 12%	287 29%kl	336 25%kl	155 17%l	128 13%
A fair amount	1911 45%	947 46%	964 45%	303 54%fgh	339 48%h	341 52%gh	331 46%h	269 43%h	327 34%	485 49%kl	617 46%l	385 43%	424 42%
Not very much	677 16%	323 16%	353 16%	76 14%	85 12%	87 13%	118 16%d	113 18%de	197 21%cdef	115 12%	194 15%	178 20%ij	191 19%ij
Not at all	375 9%	186 9%	189 9%	18 3%	39 6%	46 7%c	69 10%cd	68 11%cde	136 14%cdef	66 7%	115 9%	89 10%i	106 10%i
SUMMARY CODES													
A LOT\FAIR AMOUNT	2817 67%	1407 68%	1411 65%	434 77%fgh	542 77%fgh	499 76%fgh	492 68%h	403 64%h	447 47%	772 78%ijkl	952 71%kl	541 61%l	552 54%
NOT VERY MUCH\ NOT AT ALL	1052 25%	509 25%	543 25%	94 17%	124 18%	133 20%	187 26%cde	181 29%cde	332 35%cdefg	180 18%	308 23%i	267 30%ij	296 29%ij
Don't know	362 9%	154 7%	208 10%a	34 6%	40 6%	25 4%	43 6%	42 7%e	178 19%cdefg	36 4%	74 6%	81 9%ij	170 17%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
A lot	906 21%	624 22% ^c	180 25% ^c	85 13%	109 19%	330 22%	304 22%	155 21%	4 18%	125 15%	291 21% ⁱ	193 24% ⁱ	191 26% ^{ij}	106 24% ⁱ	720 22%	186 20%
A fair amount	1911 45%	1241 44%	348 48%	278 44%	236 42%	686 47% ^d	633 45%	341 46%	9 39%	322 38%	609 44% ⁱ	384 48% ⁱ	386 52% ^{ij}	210 48% ⁱ	1505 45%	406 44%
Not very much	677 16%	454 16% ^b	93 13%	118 19% ^b	98 17% ^e	202 14%	239 17% ^{ee}	133 18% ^e	5 21%	168 20% ^{klm}	242 17% ^{kl}	111 14%	93 13%	62 14%	528 16%	148 16%
Not at all	375 9%	261 9%	50 7%	63 10% ^b	61 11% ^g	137 9%	118 8%	52 7%	3 12%	107 13% ^{ijkl}	138 10% ^l	70 9% ^l	27 4%	33 8% ^l	297 9%	79 9%
SUMMARY CODES																
A LOT\FAIR AMOUNT	2817 67%	1865 67% ^c	528 73% ^{ac}	363 57%	346 61%	1016 69% ^d	937 66% ^d	497 67% ^d	13 58%	447 53%	900 64% ⁱ	577 72% ^{ij}	577 78% ^{ijk}	316 72% ^{ij}	2226 67%	592 65%
NOT VERY MUCH\NOT AT ALL	1052 25%	715 26% ^b	144 20%	180 29% ^b	160 28% ^e	339 23%	357 25%	185 25%	7 33%	275 32% ^{ijkl}	380 27% ^{klm}	181 23% ^l	120 16%	95 22% ^l	825 25%	227 25%
Don't know	362 9%	221 8%	47 7%	89 14% ^{ab}	61 11% ^e	117 8%	116 8%	56 8%	2 10%	128 15% ^{ijklm}	118 8% ^{kl}	45 6%	41 6%	28 6%	266 8%	96 10% ⁿ

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
A lot	906 21%	38 22%	109 23%ei	66 19%	79 26%eij	60 16%	92 23%ei	113 20%	154 27%cegij	59 16%	34 17%	80 22%e	23 19%
A fair amount	1911 45%	73 43%	187 40%	154 44%	140 45%	192 51%bjk	179 46%j	282 51%bjk	272 47%bj	160 44%	74 36%	142 40%	57 49%j
Not very much	677 16%	32 19%f	79 17%f	63 18%f	43 14%	56 15%	46 12%	75 13%	85 15%	67 18%f	44 22%dfgh	60 17%	29 25%defgh
Not at all	375 9%	17 10%fhl	55 12%dfhl	40 11%dfhl	19 6%	31 8%fl	18 5%	44 8%l	32 5%	44 12%dfhl	25 12%dfhl	49 14%defghl	3 2%
SUMMARY CODES													
A LOT\FAIR AMOUNT	2817 67%	112 65%j	295 64%j	220 63%j	219 71%bcijk	252 68%j	271 69%ij	395 71%bcijk	425 73%abcijk	218 60%	107 53%	222 62%j	80 68%j
NOT VERY MUCH\ NOT AT ALL	1052 25%	49 28%dfh	133 29%dfgh	103 29%dfgh	62 20%	87 23%f	64 16%	119 21%	117 20%	111 31%defgh	69 34%defgh	108 30%defgh	31 27%f
Don't know	362 9%	11 7%	35 8%	26 7%	27 9%	34 9%	58 15%abcdeghi kl	42 8%	38 7%	33 9%	27 13%abcghkl	25 7%	6 5%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
A lot	906	97	109	98	130	147	40	866	294	612	142	762	160	746
		21%	16%	23%a	23%a	29%ab	11%	22%f	25%i	20%	16%	23%j	13%	25%l
A fair amount	1911	241	216	218	222	237	126	1785	605	1307	347	1560	461	1448
		45%	40%	45%	50%a	50%a	34%	46%f	52%i	43%	38%	47%j	38%	48%l
Not very much	677	108	77	68	50	56	81	595	142	535	185	491	233	444
		16%	18%de	16%	16%	11%	12%	22%g	12%	17%h	20%k	15%	19%m	15%
Not at all	375	76	44	36	27	23	59	317	71	305	127	245	156	216
		9%	13%bcde	9%e	8%	6%	16%g	8%	6%	10%h	14%k	7%	13%m	7%
SUMMARY CODES														
A LOT\FAIR AMOUNT	2817	338	324	317	351	384	166	2651	898	1919	488	2322	620	2194
		67%	57%	67%a	73%a	79%ab	44%	69%f	77%i	63%	53%	70%j	51%	73%l
NOT VERY MUCH\NOT AT ALL	1052	184	121	104	77	79	140	912	213	839	312	737	389	660
		25%	31%bcde	25%de	24%de	17%	37%g	24%	18%	27%h	34%k	22%	32%m	22%
Don't know	362	74	37	12	15	11	69	293	62	299	113	245	204	155
		9%	12%bcde	8%cde	3%	3%	18%g	8%	5%	10%h	12%k	7%	17%m	5%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	822	3339
Weighted Base	4231	865	3298
Effective Base	3657	723	2875
A lot	906 21%	230 27% ^b	664 20%
A fair amount	1911 45%	393 45%	1491 45%
Not very much	677 16%	135 16%	532 16%
Not at all	375 9%	87 10%	283 9%
SUMMARY CODES			
A LOT/FAIR AMOUNT	2817 67%	623 72% ^b	2156 65%
NOT VERY MUCH/ NOT AT ALL	1052 25%	222 26%	816 25%
Don't know	362 9%	20 2%	326 10% ^a

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	823 19%	294 14%	529 24%a	83 15%	102 14%	100 15%	112 16%	107 17%	318 33%cdefg	84 8%	174 13%i	216 24%ij	350 34%ijk
Hardly anything but I've heard of this	609 14%	253 12%	356 16%a	66 12%	70 10%	86 13%	103 14%d	100 16%d	184 19%cdef	111 11%	193 14%	142 16%i	162 16%i
A little	1303 31%	579 28%	724 34%a	170 30%	230 33%h	212 32%	219 30%	207 33%h	265 28%	316 32%	444 33%kl	257 29%	286 28%
A fair amount	987 23%	611 30%b	375 17%	143 25%h	187 26%h	164 25%h	197 27%h	150 24%h	145 15%	302 31%kl	356 27%kl	189 21%l	140 14%
A lot	472 11%	318 15%b	154 7%	96 17%fgh	107 15%gh	92 14%gh	86 12%h	54 9%h	36 4%	173 17%ijkl	160 12%kl	72 8%	67 7%
SUMMARY CODES													
ANY AWARENESS	3370 80%	1761 85%b	1609 74%	476 85%h	595 84%h	554 84%h	605 84%h	510 81%h	631 66%	902 91%ijkl	1153 86%kl	660 74%l	655 64%
AT LEAST A LITTLE	2762 65%	1508 73%b	1253 58%	410 73%gh	524 74%gh	468 71%h	502 69%h	411 66%h	447 47%	790 80%ijkl	960 72%kl	518 58%l	493 48%
A LOT/A FAIR AMOUNT	1459 34%	930 45%b	529 24%	240 43%gh	294 42%gh	256 39%gh	283 39%gh	204 33%h	182 19%	475 48%ijkl	516 39%kl	261 29%l	207 20%
Don't know	37 1%	15 1%	23 1%	3 1%	10 1%	4 1%	5 1%	9 1%	7 1%	3 *	8 1%	13 1%i	14 1%i

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	823 19%	505 18%	116 16%	192 30%ab	139 25%efg	295 20%g	280 20%g	95 13%	5 24%	222 26%ijkl m	277 20%k	115 14%	121 16%	87 20%k	655 20%	168 18%
Hardly anything but I've heard of this	609 14%	419 15%b	75 10%	109 17%b	77 14%	186 13%	219 16%e	122 17%e	4 19%	143 17%klm	219 16%m	104 13%	92 12%	51 11%	466 14%	142 16%
A little	1303 31%	861 31%	228 32%	180 28%	155 27%	458 31%	427 30%	253 34%cd	6 28%	245 29%	425 30%	258 32%	230 31%	145 33%	999 30%	304 33%
A fair amount	987 23%	679 24%c	179 25%c	106 17%	118 21%	351 24%	311 22%	200 27%df	5 21%	158 19%	329 24%i	201 25%i	198 27%i	100 23%	770 23%	216 24%
A lot	472 11%	314 11%c	112 16%ac	38 6%	72 13%	172 12%	159 11%	67 9%	2 9%	72 8%	138 10%	118 15%ij	91 12%i	52 12%	394 12%o	78 9%
SUMMARY CODES																
ANY AWARENESS	3370 80%	2274 81%c	595 83%c	433 69%	422 75%	1167 79%cd	1117 79%cd	642 87%def	17 76%	619 73%	1110 79%i	682 85%ijm	612 83%i	348 79%i	2629 79%	741 81%
AT LEAST A LITTLE	2762 65%	1855 66%c	519 72%ac	324 51%	345 61%	981 67%cd	898 64%	520 70%df	13 57%	475 56%	891 64%i	578 72%ij	520 70%ij	297 67%i	2163 65%	599 66%
A LOT/A FAIR AMOUNT	1459 34%	994 35%c	292 41%ac	144 23%	190 34%	523 36%	470 33%	267 36%	7 30%	230 27%	467 33%i	320 40%ij	290 39%ij	152 35%i	1164 35%	295 32%
Don't know	37 1%	23 1%	7 1%	6 1%	6 1%g	10 1%	12 1%	1 *	-	9 1%	10 1%	7 1%	7 1%	5 1%	32 1%	5 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	823 19%	28 16%	102 22%hi	66 19%	57 18%	67 18%	102 26%acdehi	112 20%hi	85 15%	51 14%	42 21%	79 22%hi	34 29%acdehi
Hardly anything but I've heard of this	609 14%	48 28%bcdefghik	79 17%efghi	56 16%fg	39 13%	42 11%	60 11%	69 11%	69 12%	40 11%	42 21%defghi	69 19%defghi	22 19%fgi
A little	1303 31%	49 29%	123 27%	113 33%g	93 30%	123 33%g	107 27%	137 25%	203 35%bfgk	145 40%abdfgk	75 37%bfgk	96 27%	37 32%
A fair amount	987 23%	29 17%	98 21%j	71 20%	83 27%ajl	103 28%abcjl	87 22%j	142 26%aj	161 28%abcjl	81 22%j	28 14%	84 24%j	20 17%
A lot	472 11%	18 10%l	57 12%jkl	42 12%kl	34 11%l	30 8%	51 13%ejkl	97 17%abcdehijkl	61 11%l	39 11%l	14 7%	25 7%	4 4%
SUMMARY CODES													
ANY AWARENESS	3370 80%	144 84%li	357 77%	281 81%li	250 81%li	299 80%li	287 73%	437 79%	495 85%bfgijkl	305 84%bikl	158 78%	275 77%	83 71%
AT LEAST A LITTLE	2762 65%	96 56%	279 60%	226 65%li	211 69%abijkl	256 69%abijkl	245 62%	376 68%abijkl	425 73%abcijkl	265 73%abcijkl	116 57%	206 58%	61 52%
A LOT/A FAIR AMOUNT	1459 34%	47 27%	155 33%jl	112 32%jl	117 38%ajl	133 36%jl	138 35%jl	239 43%abcefijkl	222 38%ajkl	120 33%jl	41 20%	109 31%jl	24 20%
Don't know	37 1%	-	4 1%	2 *	1 *	7 2%h	5 1%h	8 1%h	*	7 2%h	2 1%h	2 *	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	823	184	103	59	38	31	139	685	207	616	216	606	367	456
	19%	31%bcde	21%cde	14%de	9%	6%	37%g	18%	18%	20%	24%k	18%	30% ^m	15%
Hardly anything but I've heard of this	609	109	66	68	49	53	74	534	138	471	147	461	214	395
	14%	18%bde	14%	16%	11%	11%	20%g	14%	12%	15%h	16%	14%	18% ^m	13%
A little	1303	145	145	147	158	127	81	1221	399	904	267	1030	346	952
	31%	24%	30%a	34%ae	36%ae	27%	22%	32%f	34%i	30%	29%	31%	29%	32% ^l
A fair amount	987	109	116	113	142	158	60	927	283	704	191	793	220	766
	23%	18%	24%a	26%a	32%ab	33%abc	16%	24%f	24%	23%	21%	24%	18%	25% ^l
A lot	472	47	51	45	52	104	19	453	133	339	89	383	56	416
	11%	8%	11%	10%	12%	22%abcd	5%	12%f	11%	11%	10%	12%	5%	14% ^l
SUMMARY CODES														
ANY AWARENESS	3370	409	377	372	401	442	235	3135	953	2417	694	2667	837	2529
	80%	69%	78%a	86%ab	91%ab	93%abc	63%	81%f	81%	79%	76%	81% ^j	69%	84% ^l
AT LEAST A LITTLE	2762	301	311	305	352	389	160	2601	815	1946	547	2206	623	2134
	65%	50%	65%a	70%a	80%abc	82%abc	43%	67%f	69%i	64%	60%	67% ^j	51%	71% ^l
A LOT/A FAIR AMOUNT	1459	155	167	158	194	262	79	1380	416	1043	280	1176	277	1182
	34%	26%	35%a	36%a	44%ab	55%abcd	21%	36%f	35%	34%	31%	36% ^j	23%	39% ^l
Don't know	37	3	2	2	3	1	1	36	13	24	4	31	9	25
	1%	*	*	*	1%	*	*	1%	1%	1%	*	1%	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.210 Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Hadn't heard about this before now	823 19%	58 5%	512 25%ac	114 15%a
Hardly anything but I've heard of this	609 14%	106 9%	347 17%a	140 19%a
A little	1303 31%	376 30%	674 33%	242 33%
A fair amount	987 23%	432 35%bc	375 18%	176 24%b
A lot	472 11%	270 22%bc	131 6%	69 9%b
SUMMARY CODES				
ANY AWARENESS	3370 80%	1184 95%bc	1527 74%	628 85%b
AT LEAST A LITTLE	2762 65%	1078 87%bc	1180 57%	488 66%b
A LOT/A FAIR AMOUNT	1459 34%	702 56%bc	506 25%	245 33%b
Don't know	37 1%	1 *	17 1%ac	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
I'm very interested in AI and will actively seek out information about future developments	300 7%	222 11%b	78 4%	56 10%gh	73 10%gh	57 9%gh	60 8%gh	28 4%	26 3%	110 11%jkl	104 8%kl	41 5%	45 4%
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	394 19%b	228 11%	128 23%defgh	111 16%h	94 14%h	116 16%h	84 13%h	90 9%	225 23%ijkl	202 15%kl	98 11%	98 10%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	587 28%	568 26%	172 31%h	200 28%h	209 32%h	204 28%h	176 28%h	194 20%	294 30%l	415 31%l	253 28%l	194 19%
I'm not particularly interested in AI	1047 25%	437 21%	610 28%a	115 20%	172 24%	160 24%	165 23%	178 28%cf	257 27%c	216 22%	354 27%i	210 24%	267 26%i
I'm not at all interested in AI	1027 24%	397 19%	630 29%a	85 15%	135 19%	124 19%	165 23%c	148 24%c	370 39%cdefg	137 14%	238 18%i	268 30%ij	384 38%ijk
SUMMARY CODES													
INTERESTED IN AI	2078 49%	1204 58%b	874 40%	356 63%defgh	385 54%gh	360 55%gh	380 53%gh	287 46%h	310 32%	628 64%ijkl	721 54%kl	391 44%l	337 33%
VERY INTERESTED	922 22%	617 30%b	306 14%	184 33%defgh	184 26%gh	151 23%gh	176 24%gh	112 18%h	116 12%	335 34%ijkl	306 23%kl	139 16%	143 14%
Don't know	79 2%	32 2%	48 2%	6 1%	16 2%	13 2%	12 2%	13 2%	20 2%	7 1%	22 2%	19 2%i	31 3%ij

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
I'm very interested in AI and will actively seek out information about future developments	300 7%	204 7%c	63 9%c	30 5%	46 8%	100 7%	103 7%	49 7%	1 7%	42 5%	82 6%	83 10%ij	55 7%	39 9%ij	244 7%	56 6%
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	427 15%c	130 18%c	52 8%	89 16%	201 14%	197 14%	130 18%e	3 14%	100 12%	211 15%i	148 18%im	106 14%	57 13%	482 15%	141 15%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	757 27%	217 30%c	152 24%	155 27%	432 29%g	385 27%	178 24%	5 24%	198 23%	381 27%i	213 27%	226 31%i	138 31%i	947 29%o	208 23%
I'm not particularly interested in AI	1047 25%	695 25%	157 22%	172 27%b	125 22%	353 24%	351 25%	212 29%de	5 24%	212 25%m	365 26%m	189 24%	195 26%m	86 20%	788 24%	259 28%n
I'm not at all interested in AI	1027 24%	668 24%b	133 19%	213 34%ab	136 24%	359 24%	352 25%	165 22%	7 31%	283 33%ijkl m	330 24%	159 20%	145 20%	110 25%	795 24%	232 25%
SUMMARY CODES																
INTERESTED IN AI	2078 49%	1388 50%c	411 57%ac	234 37%	290 51%	733 50%	685 49%	357 48%	10 44%	340 40%	673 48%i	444 55%ij	386 52%i	234 53%i	1672 50%o	405 44%
VERY INTERESTED	922 22%	631 23%c	194 27%ac	82 13%	135 24%	301 20%	300 21%	179 24%	5 21%	142 17%	293 21%i	231 29%ijl m	161 22%i	96 22%i	725 22%	197 22%
Don't know	79 2%	50 2%	17 2%	12 2%	16 3%g	26 2%g	21 2%	4 *	- -	15 2%	29 2%	12 1%	13 2%	10 2%	60 2%	19 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
I'm very interested in AI and will actively seek out information about future developments	300 7%	18 11% ^{bek}	27 6%	29 8%	21 7%	17 5%	29 7%	63 11% ^{bdehijk}	38 7%	22 6%	11 5%	18 5%	6 5%
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	17 10%	55 12%	52 15%	42 14%	47 13%	66 17% ^a	98 18% ^{abj}	89 15%	67 19% ^{abej}	22 11%	53 15%	14 12%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	39 23%	130 28% ^c	70 20%	85 28% ^c	102 27% ^c	104 26%	175 32% ^{acjk}	194 33% ^{acfijk}	96 27%	43 21%	88 25%	29 25%
I'm not particularly interested in AI	1047 25%	39 22%	114 25% ^g	102 29% ^{fg}	79 26% ^g	108 29% ^{fg}	88 22%	100 18%	144 25% ^g	84 23%	67 33% ^{abfghi}	91 26% ^g	32 27% ^g
I'm not at all interested in AI	1027 24%	57 33% ^{dfghi}	135 29% ^{gh}	90 26% ^{gh}	73 24%	94 25% ^{gh}	92 24%	100 18%	110 19%	86 24%	57 28% ^{gh}	95 27% ^{gh}	37 32% ^{gh}
SUMMARY CODES													
INTERESTED IN AI	2078 49%	75 43%	212 46%	151 43%	148 48% ^j	166 45%	199 51% ^j	336 60% ^{abcdefijkl}	322 55% ^{abcejkl}	186 51% ^j	75 37%	159 45%	49 41%
VERY INTERESTED	922 22%	36 21%	81 18%	81 23%	63 20%	64 17%	95 24% ^{bej}	161 29% ^{abdehijk}	128 22%	90 25% ^{bej}	33 16%	71 20%	20 17%
Don't know	79 2%	1 1%	3 1%	6 2%	7 2%	4 1%	14 3% ^{beh}	19 3% ^{beh}	4 1%	7 2%	3 2%	10 3% ^{bh}	-

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
I'm very interested in AI and will actively seek out information about future developments	300 7%	24 4%	32 7%a	26 6%	30 7%	74 16%abcd	14 4%	286 7%f	93 8%	207 7%	51 6%	248 7%	40 3%	260 9%l
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	67 11%	67 14%	71 16%a	101 23%abc	96 20%ab	30 8%	592 15%f	168 14%	454 15%	121 13%	498 15%	119 10%	502 17%l
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	141 24%	139 29%	122 28%	161 36%abc	151 32%a	77 21%	1078 28%f	329 28%	827 27%	228 25%	927 28%	268 22%	886 29%l
I'm not particularly interested in AI	1047 25%	144 24%	117 24%	121 28%de	94 21%	100 21%	91 24%	956 25%	290 25%	757 25%	233 26%	813 25%	334 27% <i>m</i>	714 24%
I'm not at all interested in AI	1027 24%	212 35%bcde	119 25%de	86 20%de	53 12%	50 10%	155 41%g	872 23%	262 22%	765 25%	266 29%k	757 23%	429 35% <i>m</i>	595 20%
SUMMARY CODES														
INTERESTED IN AI	2078 49%	232 39%	238 49%a	220 51%a	291 66%abc	321 68%abc	121 32%	1957 51%f	590 50%	1488 49%	401 44%	1673 51%j	427 35%	1648 55%l
VERY INTERESTED	922 22%	90 15%	99 20%a	98 23%a	131 30%abc	170 36%abc	44 12%	878 23%f	261 22%	661 22%	173 19%	746 23%j	159 13%	762 25%l
Don't know	79 2%	9 2%	8 2%	6 1%	4 1%	3 1%	8 2%	71 2%	31 3%i	48 2%	13 1%	61 2%	24 2%	52 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

		Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?							
Total		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459
Effective Base	3657	866	564	1110	773	356	2790	2233	1129
I'm very interested in AI and will actively seek out information about future developments	300 7%	10 1%	7 1%	28 2%	87 9%abc	166 35%abcdfgh	288 9%abc	281 10%abcf	253 17%abcdfg
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	14 2%	33 5%a	136 10%ab	282 29%abcfg	157 33%abcfg	608 18%abc	575 21%abcf	439 30%abcfg
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	61 7%	118 19%a	505 39%abefgh	381 39%abefh	88 19%a	1092 32%abe	974 35%abef	469 32%abe
I'm not particularly interested in AI	1047 25%	133 16%e	239 39%adefgh	466 36%adefgh	173 18%e	35 7%	913 27%adegh	674 24%adeh	208 14%e
I'm not at all interested in AI	1027 24%	556 68%bcdefgh	206 34%cdefgh	165 13%degh	62 6%	26 5%	459 14%degh	253 9%deh	88 6%
SUMMARY CODES									
INTERESTED IN AI	2078 49%	85 10%	158 26%a	669 51%ab	750 76%abcfg	411 87%abcdfgh	1989 59%abc	1831 66%abcf	1161 80%abcfg
VERY INTERESTED	922 22%	24 3%	40 7%a	164 13%ab	369 37%abcfg	323 68%abcdfgh	896 27%abc	856 31%abcf	692 47%abcdfg
Don't know	79 2%	49 6%bcdefgh	6 1%cdfgh	3 *	1 *	- -	10 *	4 *	1 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.211 Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
I'm very interested in AI and will actively seek out information about future developments	300 7%	207 17%bc	60 3%	33 4%
I'm very interested in AI and will take an interest in news stories or articles about future developments	622 15%	368 30%bc	184 9%	71 10%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1155 27%	440 35%bc	552 27%c	154 21%
I'm not particularly interested in AI	1047 25%	152 12%	628 31%a	248 33%a
I'm not at all interested in AI	1027 24%	71 6%	616 30%a	231 31%a
SUMMARY CODES				
INTERESTED IN AI	2078 49%	1015 82%bc	796 39%	257 35%
VERY INTERESTED	922 22%	575 46%bc	244 12%	103 14%
Don't know	79 2%	5 *	16 1%	6 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Very positive	227 5%	171 8% ^b	56 3%	43 8% ^{gh}	44 6% ^h	36 5% ^h	52 7% ^h	29 5% ^h	23 2%	77 8% ^{kl}	83 6% ^{kl}	33 4%	33 3%
Fairly positive	1016 24%	616 30% ^b	400 19%	183 33% ^{efgh}	197 28% ^{fgh}	162 25% ^h	147 20%	142 23%	184 19%	293 30% ^{ijkl}	334 25% ^l	193 22%	196 19%
Neither positive nor negative	2056 49%	902 44%	1154 53% ^a	260 46%	336 48%	341 52%	369 51%	294 47%	455 48%	433 44%	631 47%	446 50% ⁱ	545 54% ^{ij}
Fairly negative	542 13%	229 11%	313 14% ^a	43 8%	70 10%	66 10%	93 13% ^c	101 16% ^{cde}	169 18% ^{cdef}	123 12%	176 13%	129 14% ^l	114 11%
Very negative	200 5%	85 4%	115 5%	14 2%	27 4%	26 4%	35 5% ^c	36 6% ^c	62 6% ^{cde}	34 3%	69 5%	48 5%	49 5%
SUMMARY CODES													
TOTAL POSITIVE	1243 29%	787 38% ^b	456 21%	226 40% ^{defgh}	241 34% ^{fgh}	198 30% ^h	199 28% ^h	171 27% ^h	207 22%	370 37% ^{ijkl}	416 31% ^{kl}	227 26%	230 23%
TOTAL NEGATIVE	742 18%	314 15%	427 20% ^a	57 10%	97 14%	92 14%	128 18% ^c	137 22% ^{cde}	231 24% ^{cdef}	158 16%	245 18%	177 20% ^{il}	163 16%
Don't know	190 4%	66 3%	124 6% ^a	18 3%	33 5%	27 4%	26 4%	24 4%	63 7% ^{cefg}	28 3%	43 3%	39 4%	81 8% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Very positive	227 5%	149 5%	51 7% ^c	25 4%	31 6%	67 5%	76 5%	51 7% ^e	2 8%	29 3%	79 6% ⁱ	55 7% ⁱ	42 6% ⁱ	22 5%	164 5%	62 7% ⁿ
Fairly positive	1016 24%	686 24% ^c	192 27% ^c	122 19%	134 24%	377 26%	320 23%	178 24%	5 24%	182 21%	325 23%	213 26% ⁱ	182 25%	115 26%	818 25%	198 22%
Neither positive nor negative	2056 49%	1322 47%	343 48%	349 55% ^{ab}	277 49%	725 49%	700 50%	339 46%	10 45%	422 50%	655 47%	378 47%	390 53% ^{jk}	212 48%	1641 49% ^o	415 45%
Fairly negative	542 13%	396 14% ^{bc}	71 10%	64 10%	64 11%	159 11%	200 14% ^{ee}	115 16% ^{de}	4 19%	114 13% ^m	211 15% ^{lm}	100 12%	77 10%	40 9%	391 12%	151 16% ⁿ
Very negative	200 5%	139 5%	25 3%	33 5%	27 5%	86 6% ^f	51 4%	35 5%	1 5%	58 7% ^{kl}	68 5% ^l	31 4%	18 2%	26 6% ^l	152 5%	48 5%
SUMMARY CODES																
TOTAL POSITIVE	1243 29%	835 30% ^c	243 34% ^{ac}	148 23%	165 29%	444 30%	396 28%	229 31%	7 32%	211 25%	404 29% ⁱ	267 33% ⁱ	224 30% ⁱ	137 31% ⁱ	983 30%	260 28%
TOTAL NEGATIVE	742 18%	535 19% ^{bc}	96 13%	96 15%	92 16%	245 17%	251 18%	149 20%	5 24%	172 20% ^{lm}	279 20% ^{lm}	131 16%	95 13%	66 15%	543 16%	199 22% ⁿ
Don't know	190 4%	110 4%	37 5%	39 6% ^a	32 6% ^g	58 4%	62 4%	20 3%	-	46 5%	60 4%	28 3%	31 4%	25 6%	150 5%	40 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Very positive	227 5%	9 5%	14 3%	19 6%	21 7%bh	17 5%	29 7%bh	37 7%bh	22 4%	21 6%	8 4%	18 5%	11 9%bh
Fairly positive	1016 24%	51 30%cfj	105 23%	61 18%	76 25%c	86 23%	80 20%	158 28%bcfj	151 26%c	80 22%	42 21%	83 23%	43 37%bcdefhijk
Neither positive nor negative	2056 49%	90 52%g	243 52%g	168 48%	145 47%	197 53%g	178 45%	231 42%	303 52%fg	177 49%	111 55%fg	163 46%	52 45%
Fairly negative	542 13%	12 7%	62 13%al	54 15%al	41 13%al	47 13%al	58 15%al	70 13%al	66 11%l	38 11%	33 16%al	54 15%al	6 5%
Very negative	200 5%	8 4%	20 4%	26 8%efghl	13 4%	14 4%	15 4%	23 4%	24 4%	28 8%efghl	8 4%	19 5%	2 1%
SUMMARY CODES													
TOTAL POSITIVE	1243 29%	59 35%bcj	119 26%	81 23%	97 32%c	103 28%	109 28%	196 35%bcfij	173 30%c	100 28%	50 24%	102 29%	54 46%bcdefhijk
TOTAL NEGATIVE	742 18%	19 11%	82 18%al	80 23%aeghl	55 18%l	61 16%l	73 19%al	93 17%l	90 15%l	66 18%al	40 20%al	74 21%ahl	7 6%
Don't know	190 4%	3 2%	20 4%j	20 6%ahj	11 4%	11 3%	32 8%abdehjl	36 7%aejh	15 3%	20 5%hj	2 1%	17 5%j	3 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Very positive	227	21	32	17	31	55	11	216	65	162	43	184	41	186
	5%	4%	7%a	4%	7%a	12%abcd	3%	6%f	6%	5%	5%	6%	3%	6%l
Fairly positive	1016	124	115	121	134	148	67	950	283	733	202	812	239	776
	24%	21%	24%	28%a	30%ab	31%ab	18%	25%f	24%	24%	22%	25%	20%	26%l
Neither positive nor negative	2056	292	218	201	215	205	182	1874	599	1457	412	1639	580	1472
	49%	49%	45%	47%	49%	43%	48%	49%	51%	48%	45%	50%j	48%	49%
Fairly negative	542	87	71	62	47	42	58	484	118	423	147	392	200	342
	13%	15%e	15%e	14%e	11%	9%	15%	13%	10%	14%h	16%k	12%	16%m	11%
Very negative	200	40	31	21	9	13	30	170	49	151	64	136	71	129
	5%	7%de	6%de	5%d	2%	3%	8%g	4%	4%	5%	7%k	4%	6%m	4%
SUMMARY CODES														
TOTAL POSITIVE	1243	145	146	137	165	203	77	1166	348	895	245	996	280	962
	29%	24%	30%a	32%a	37%ab	43%abc	21%	30%f	30%	29%	27%	30%	23%	32%l
TOTAL NEGATIVE	742	127	102	84	56	56	87	654	168	574	212	528	271	471
	18%	21%de	21%de	19%de	13%	12%	23%g	17%	14%	19%h	23%k	16%	22%m	16%
Don't know	190	32	16	10	5	10	28	162	59	131	45	140	82	105
	4%	5%cde	3%	2%	1%	2%	8%g	4%	5%	4%	5%	4%	7%m	3%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.212 Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

Base: All Adults in UK

	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
	Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459
Effective Base	3657	866	564	1110	773	356	2790	2233	1129
Very positive	227 5%	9 1%	8 1%	31 2%a	84 8%abcf	95 20%abcdgh	217 6%abc	209 8%abc	179 12%abcdg
Fairly positive	1016 24%	49 6%	98 16%a	345 26%ab	348 35%abcf	175 37%abcf	966 29%ab	868 31%abcf	524 36%abcf
Neither positive nor negative	2056 49%	512 62%bcdefgh	347 57%cdefgh	674 52%defgh	375 38%e	131 28%	1527 45%deh	1180 43%deh	506 35%e
Fairly negative	542 13%	69 8%	109 18%acefgh	181 14%ae	141 14%ae	43 9%	473 14%ae	364 13%ae	184 13%a
Very negative	200 5%	46 6%d	31 5%	62 5%	35 4%	27 6%	154 5%	123 4%	62 4%
SUMMARY CODES									
TOTAL POSITIVE	1243 29%	58 7%	106 17%a	376 29%ab	432 44%abcf	270 57%abcdgh	1184 35%abc	1078 39%abcf	702 48%abcf
TOTAL NEGATIVE	742 18%	114 14%	140 23%acdefgh	242 19%a	176 18%a	69 15%	628 19%a	488 18%a	245 17%
Don't know	190 4%	139 17%bcdefgh	16 3%cdefgh	11 1%	3 *	2 *	32 1%h	16 1%	5 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence? - Summary table

Base: All Adults in UK

	Computer applications that can recognise speech and answer questions	Facial recognition applications which can recognise images	Computer applications that target advertising based on web browsing	Computer applications which help diagnose patients by analysing medical symptoms and records	Computer applications that review CVs and help employers decide who to interview
Unweighted Base	4231	4231	4231	4231	4231
Weighted Base	4231	4231	4231	4231	4231
Effective Base	3657	3657	3657	3657	3657
Hadn't heard about this before now	713 17%	606 14%	852 20%	1203 28%	1449 34%
Hardly anything but I've heard of this	451 11%	422 10%	409 10%	602 14%	598 14%
A little	1249 30%	1323 31%	1090 26%	1257 30%	1046 25%
A fair amount	1141 27%	1179 28%	1052 25%	794 19%	729 17%
A lot	598 14%	624 15%	723 17%	293 7%	319 8%
SUMMARY CODES					
ANY AWARENESS	3439 81%	3548 84%	3275 77%	2947 70%	2693 64%
AT LEAST A LITTLE	2988 71%	3125 74%	2866 68%	2344 55%	2094 50%
A LOT/A FAIR AMOUNT	1739 41%	1803 43%	1776 42%	1088 26%	1048 25%
Don't know	79 2%	77 2%	104 2%	81 2%	89 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_01 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	713 17%	296 14%	416 19%a	55 10%	82 12%	73 11%	108 15%c	99 16%cde	295 31%cddefg	78 8%	174 13%i	160 18%ij	301 30%ijk
Hardly anything but I've heard of this	451 11%	184 9%	267 12%a	37 7%	47 7%	61 9%	62 9%	83 13%cddef	161 17%cddef	71 7%	133 10%i	103 12%i	143 14%ij
A little	1249 30%	584 28%	665 31%	162 29%	198 28%	215 33%h	209 29%	201 32%	263 28%	307 31%	362 27%	282 32%j	299 29%
A fair amount	1141 27%	594 29%b	548 25%	197 35%fgh	226 32%gh	201 31%gh	207 29%h	156 25%h	155 16%	324 33%kl	422 32%kl	228 26%l	167 16%
A lot	598 14%	380 18%b	219 10%	105 19%gh	140 20%gh	101 15%h	127 18%gh	72 12%h	53 6%	195 20%kl	224 17%kl	99 11%l	80 8%
SUMMARY CODES													
ANY AWARENESS	3439 81%	1741 84%b	1698 79%	501 89%fgh	612 87%gh	578 88%gh	605 84%h	512 82%h	632 66%	897 91%ijkl	1141 85%kl	712 80%l	689 68%
AT LEAST A LITTLE	2988 71%	1557 75%b	1431 66%	463 83%fgh	565 80%gh	517 79%gh	543 75%gh	429 68%h	471 49%	826 84%ijkl	1008 75%kl	609 69%l	546 54%
A LOT/A FAIR AMOUNT	1739 41%	973 47%b	766 35%	301 54%efgh	366 52%gh	302 46%gh	334 46%gh	228 36%h	208 22%	519 52%kl	646 48%kl	328 37%l	247 24%
Don't know	79 2%	33 2%	47 2%	6 1%	13 2%	6 1%	9 1%	15 2%	30 3%cef	14 1%	21 2%	16 2%	29 3%ij

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_01 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	713 17%	443 16%b	88 12%	174 28%ab	123 22%efg	238 16%g	250 18%g	92 12%	6 26%	225 26%ijkl m	233 17%k	91 11%	102 14%	62 14%	567 17%	146 16%
Hardly anything but I've heard of this	451 11%	321 11%b	53 7%	70 11%b	53 9%	150 10%	159 11%	86 12%	1 4%	112 13%kl	173 12%kl	60 8%	62 8%	44 10%	338 10%	113 12%
A little	1249 30%	810 29%	219 30%	196 31%	142 25%	443 30%d	409 29%	245 33%d	8 34%	233 27%	408 29%	255 32%	237 32%	116 26%	960 29%	288 32%
A fair amount	1141 27%	785 28%c	206 29%c	122 19%	131 23%	418 28%d	380 27%	208 28%	5 22%	171 20%	367 26%i	224 28%i	235 32%ij	145 33%ij	922 28%o	220 24%
A lot	598 14%	391 14%c	143 20%ac	49 8%	104 18%efg	202 14%	189 13%	100 14%	3 12%	88 10%	194 14%i	157 20%ijl	90 12%	69 16%i	468 14%	130 14%
SUMMARY CODES																
ANY AWARENESS	3439 81%	2307 82%c	622 87%ac	438 69%	430 76%	1214 82%d	1137 81%d	639 87%def	16 72%	603 71%	1141 82%i	697 87%ij	625 85%i	373 85%i	2688 81%	751 82%
AT LEAST A LITTLE	2988 71%	1986 71%c	568 79%ac	368 58%	377 67%	1063 72%d	978 69%	553 75%df	15 68%	491 58%	968 69%i	636 79%ij	563 76%ij	329 75%ij	2350 71%	638 70%
A LOT/A FAIR AMOUNT	1739 41%	1176 42%c	349 49%ac	172 27%	235 41%	620 42%	569 40%	308 42%	8 35%	258 30%	561 40%i	381 47%ij	326 44%i	213 48%ij	1390 42%	350 38%
Don't know	79 2%	51 2%	8 1%	19 3%ab	13 2%g	20 1%	22 2%	6 1%	* 2%	22 3%	23 2%	16 2%	12 2%	5 1%	62 2%	18 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_01 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	713 17%	30 17%	97 21% ^{ehi}	55 16%	52 17%	43 12%	90 23% ^{ceghi}	90 16%	69 12%	42 12%	46 23% ^{ceghi}	69 20% ^{ehi}	30 26% ^{ceghi}
Hardly anything but I've heard of this	451 11%	21 12% ^k	46 10%	42 12% ^{fk}	32 10%	60 16% ^{bd fghk}	29 7%	45 8%	50 9%	48 13% ^{fghk}	29 14% ^{fghk}	25 7%	26 22% ^{abcd fghik}
A little	1249 30%	63 37% ^{bfgkl}	118 25%	103 30%	88 29%	115 31%	110 28%	140 25%	194 33% ^{bg}	126 35% ^{bg}	63 31%	101 28%	29 25%
A fair amount	1141 27%	37 22%	128 28% ^{ij}	83 24% ⁱ	92 30% ^{aijl}	115 31% ^{aijl}	99 25% ⁱ	166 30% ^{aijl}	205 35% ^{abc fijk}	54 15%	39 19%	101 28% ^{ij}	22 19%
A lot	598 14%	21 12%	68 15% ^{eh}	57 16% ^{eh}	38 13%	34 9%	59 15% ^{eh}	101 18% ^{ehjl}	59 10%	77 21% ^{abdefhj}	23 11%	51 14% ^e	10 9%
SUMMARY CODES													
ANY AWARENESS	3439 81%	142 83%	360 78%	284 82%	251 82%	323 87% ^{bfgjkl}	296 75%	451 81%	508 88% ^{bcdfgjk}	306 84% ^{bfjkl}	153 76%	277 78%	87 74%
AT LEAST A LITTLE	2988 71%	121 71% ^l	314 68% ^l	243 70% ^l	219 71% ^{ejl}	263 71% ^{ejl}	268 68% ^l	406 73% ^{ejl}	458 79% ^{abc defgijkl}	257 71% ^{ijl}	124 61%	253 71% ^{ijl}	61 52%
A LOT/A FAIR AMOUNT	1739 41%	58 34%	196 42% ^{jl}	140 40% ^{jl}	131 43% ^{jl}	148 40% ^{jl}	158 40% ^{jl}	267 48% ^{acefijl}	264 46% ^{aijl}	131 36%	61 30%	152 43% ^{ajl}	33 28%
Don't know	79 2%	-	7 1%	10 3% ^{ah}	5 2%	6 2%	7 2%	15 3% ^{ah}	3 *	15 4% ^{abhl}	3 2%	9 2% ^{ah}	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_01 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	713 17%	160 27%bcde	77 16%scde	46 11%e	33 8%	25 5%	126 34%g	587 15%	158 13%	555 18%h	197 22%k	514 16%	331 27% _m	382 13%
Hardly anything but I've heard of this	451 11%	77 13%e	58 12%	43 10%	47 11%	38 8%	51 14%g	400 10%	97 8%	354 12%h	101 11%	350 11%	186 15% _m	265 9%
A little	1249 30%	163 27%	136 28%	146 34%ae	121 27%	124 26%	96 26%	1153 30%	376 32%i	873 29%	282 31%	965 29%	345 28%	904 30%
A fair amount	1141 27%	123 21%	146 30%a	131 30%a	153 35%a	159 34%a	63 17%	1078 28%f	342 29%	799 26%	221 24%	916 28%j	237 20%	903 30%l
A lot	598 14%	60 10%	60 12%	62 14%a	89 20%abc	125 26%abc	26 7%	573 15%f	183 16%	415 14%	92 10%	506 15%j	75 6%	523 17%l
SUMMARY CODES														
ANY AWARENESS	3439 81%	423 71%	401 83%a	382 88%ab	409 92%ab	446 94%abc	236 63%	3203 83%f	998 85%i	2441 80%	696 76%	2738 83%j	843 69%	2595 86%l
AT LEAST A LITTLE	2988 71%	346 58%	342 71%a	339 78%ab	362 82%ab	408 86%abc	185 49%	2803 73%f	901 77%i	2087 68%	595 65%	2388 72%j	656 54%	2331 77%l
A LOT/A FAIR AMOUNT	1739 41%	183 31%	206 43%a	193 45%a	242 55%abc	284 60%abc	89 24%	1651 43%f	525 45%i	1214 40%	313 34%	1423 43%j	312 26%	1427 47%l
Don't know	79 2%	14 2%de	5 1%	5 1%	-	3 1%	13 3%g	66 2%	18 1%	62 2%	21 2%	52 2%	40 3% _m	32 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_02 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	606 14%	231 11%	376 17%a	48 9%	68 10%	65 10%	79 11%	82 13%c	263 27%cdefg	59 6%	128 10%i	139 16%ij	281 28%ijk
Hardly anything but I've heard of this	422 10%	171 8%	251 12%a	24 4%	35 5%	69 11%cd	62 9%cd	74 12%cd	158 17%cdefg	54 6%	129 10%i	98 11%i	141 14%ij
A little	1323 31%	619 30%	704 33%	163 29%	200 28%	218 33%	241 33%	212 34%d	288 30%	322 33%	407 30%	294 33%	299 29%
A fair amount	1179 28%	624 30%b	555 26%	201 36%fgh	233 33%h	196 30%h	205 28%h	175 28%h	168 18%	342 35%kl	424 32%kl	239 27%l	174 17%
A lot	624 15%	396 19%b	228 11%	120 21%egh	159 22%efgh	102 15%gh	124 17%gh	71 11%h	49 5%	201 20%kl	229 17%kl	100 11%	94 9%
SUMMARY CODES													
ANY AWARENESS	3548 84%	1810 87%b	1738 80%	508 90%gh	627 89%h	585 89%h	632 88%h	532 85%h	664 69%	919 93%jkl	1188 89%kl	731 82%l	709 70%
AT LEAST A LITTLE	3125 74%	1639 79%b	1487 69%	483 86%efgh	592 84%efgh	516 78%gh	571 79%gh	458 73%h	505 53%	865 88%jkl	1059 79%kl	634 71%l	568 56%
A LOT/A FAIR AMOUNT	1803 43%	1020 49%b	783 36%	321 57%efgh	392 55%efgh	298 45%gh	329 46%gh	246 39%h	217 23%	543 55%jkl	652 49%kl	339 38%l	268 26%
Don't know	77 2%	29 1%	48 2%	5 1%	12 2%	7 1%	10 1%	12 2%	30 3%cef	11 1%	19 1%	18 2%	30 3%ij

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_02 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	606 14%	376 13%b	74 10%	149 24%ab	105 19%eg	210 14%g	213 15%g	71 10%	4 18%	196 23%jkl m	188 13%	85 11%	81 11%	56 13%	474 14%	133 15%
Hardly anything but I've heard of this	422 10%	297 11%b	43 6%	81 13%b	55 10%	137 9%	134 9%	95 13%ef	1 4%	111 13%kl	163 12%kl	60 7%	46 6%	43 10%l	320 10%	103 11%
A little	1323 31%	875 31%	229 32%	192 30%	164 29%	439 30%	464 33%	247 33%	7 31%	253 30%	456 33% ^m	243 30%	253 34% ^m	118 27%	1033 31%	289 32%
A fair amount	1179 28%	788 28% ^c	231 32% ^{ac}	129 20%	139 24%	444 30% ^{df}	362 26%	227 31% ^{df}	7 33%	193 23%	370 26% ⁱ	251 31% ^{ij}	226 31% ⁱ	139 32% ⁱ	938 28%	241 26%
A lot	624 15%	417 15% ^c	135 19% ^{ac}	61 10%	91 16%	223 15%	214 15%	94 13%	2 10%	76 9%	197 14% ⁱ	153 19% ^{ij}	122 16% ⁱ	76 17% ⁱ	494 15%	130 14%
SUMMARY CODES																
ANY AWARENESS	3548 84%	2377 85% ^c	637 89% ^{ac}	464 73%	449 79%	1243 84% ^d	1173 83% ^d	662 90% ^{def}	18 78%	633 74%	1186 85% ⁱ	706 88% ⁱ	646 87% ⁱ	376 85% ⁱ	2785 84%	763 83%
AT LEAST A LITTLE	3125 74%	2081 74% ^c	595 83% ^{ac}	383 61%	394 69%	1106 75% ^d	1039 74%	567 77% ^d	17 74%	522 61%	1023 73% ⁱ	647 80% ^{ij}	601 81% ^{ijm}	333 76% ⁱ	2465 74%	661 72%
A LOT/A FAIR AMOUNT	1803 43%	1206 43% ^c	365 51% ^{ac}	190 30%	230 41%	667 45% ^f	576 41%	320 43%	10 44%	269 32%	567 41% ⁱ	404 50% ^{ij}	348 47% ^{ij}	215 49% ^{ij}	1431 43%	372 41%
Don't know	77 2%	48 2%	7 1%	19 3% ^{ab}	13 2% ^g	19 1%	23 2%	5 1%	1 3%	21 2%	23 2%	13 2%	12 2%	8 2%	58 2%	18 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_02 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	606 14%	24 14%	73 16%eh	50 14%e	46 15%e	33 9%	93 24%abcdegh ijk	67 12%	61 11%	41 11%	32 16%e	58 16%eh	28 24%abcdeghi
Hardly anything but I've heard of this	422 10%	23 14%fg	41 9%	34 10%	28 9%	55 15%bd fgh	31 8%	36 6%	51 9%	42 12%g	21 11%	44 12%fg	15 13%g
A little	1323 31%	67 39%fgkl	148 32%	107 31%	94 31%	118 32%	100 25%	146 26%	196 34%fgl	136 38%fgkl	81 40%cdfgkl	104 29%	26 22%
A fair amount	1179 28%	37 22%	118 25%	91 26%	86 28%	122 33%abfij	96 24%	186 33%abc f ij	196 34%abc f ijk	75 21%	46 23%	97 27%	30 25%
A lot	624 15%	20 12%	78 17%ej	55 16%e	49 16%e	37 10%	65 17%ej	110 20%aehjk	74 13%	54 15%	21 10%	43 12%	17 15%
SUMMARY CODES													
ANY AWARENESS	3548 84%	148 86%fl	384 83%f	287 82%f	257 84%f	333 89%bc fkl	292 74%	477 86%fl	516 89%bcdfkl	308 85%fl	169 83%f	288 81%f	89 76%
AT LEAST A LITTLE	3125 74%	125 73%	343 74%fl	253 73%	229 74%fl	277 74%fl	261 66%	441 79%c fkl	465 80%abc f ijk l	266 73%l	148 73%	244 69%	73 63%
A LOT/A FAIR AMOUNT	1803 43%	58 34%	195 42%j	146 42%j	135 44%aj	159 43%aj	161 41%	295 53%abcde f h ijkl	270 46%aijk	129 36%	67 33%	140 39%	47 40%
Don't know	77 2%	-	6 1%	11 3%ah	4 1%	8 2%h	8 2%h	13 2%ah	3 *	14 4%abhl	2 1%	9 2%ah	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_02 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	606 14%	134 22%bcde	66 14%scde	30 7%e	24 5%	12 3%	107 29%g	499 13%	138 12%	468 15%h	170 19%k	434 13%	294 24% _m	311 10%
Hardly anything but I've heard of this	422 10%	86 14%de	58 12%de	51 12%de	30 7%	24 5%	59 16%g	363 9%	95 8%	328 11%h	110 12%k	311 9%	181 15% _m	242 8%
A little	1323 31%	164 27%	168 35%a	138 32%	144 33%	141 30%	99 27%	1223 32%f	385 33%	938 31%	289 32%	1030 31%	376 31%	947 31%
A fair amount	1179 28%	144 24%	137 28%	140 32%a	152 34%a	166 35%ab	73 20%	1106 29%f	342 29%	837 27%	230 25%	949 29%j	245 20%	934 31%l
A lot	624 15%	54 9%	49 10%	68 16%ab	93 21%ab	129 27%abc	23 6%	601 16%f	196 17%i	428 14%	98 11%	526 16%j	82 7%	541 18%l
SUMMARY CODES														
ANY AWARENESS	3548 84%	448 75%	412 85%a	398 92%ab	419 95%ab	460 97%abc	254 68%	3294 85%f	1017 87%i	2531 83%	727 80%	2816 85%j	884 73%	2664 89%l
AT LEAST A LITTLE	3125 74%	362 61%	354 73%a	347 80%ab	389 88%abc	437 92%abc	195 52%	2930 76%f	922 79%i	2203 72%	617 68%	2505 76%j	703 58%	2422 80%l
A LOT/A FAIR AMOUNT	1803 43%	198 33%	185 38%	209 48%ab	245 55%ab	295 62%abc	96 26%	1707 44%f	538 46%i	1265 41%	328 36%	1475 45%j	327 27%	1475 49%l
Don't know	77 2%	15 2%de	5 1%	4 1%	-	1	13 3%g	64 2%	18 2%	59 2%	17 2%	54 2%	35 3% _m	34 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_03 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	852 20%	362 17%	491 23%a	67 12%	93 13%	93 14%	115 16%	120 19%cde	363 38%cdefg	98 10%	179 13%i	216 24%ij	359 35%ijk
Hardly anything but I've heard of this	409 10%	167 8%	242 11%a	37 7%	51 7%	60 9%	49 7%	76 12%cdf	137 14%cdef	63 6%	112 8%	87 10%i	147 14%ijk
A little	1090 26%	518 25%	572 26%	163 29%dh	164 23%	190 29%dh	202 28%h	170 27%h	201 21%	247 25%	342 26%	255 29%l	246 24%
A fair amount	1052 25%	536 26%	517 24%	168 30%gh	212 30%gh	181 28%h	195 27%h	147 23%h	149 16%	314 32%kl	386 29%kl	204 23%l	148 15%
A lot	723 17%	448 22%b	276 13%	120 21%gh	171 24%gh	128 19%h	150 21%gh	95 15%h	60 6%	248 25%kl	286 21%kl	106 12%l	82 8%
SUMMARY CODES													
ANY AWARENESS	3275 77%	1668 81%b	1607 74%	488 87%gh	599 85%gh	558 85%gh	595 82%h	488 78%h	547 57%	872 88%ijkl	1127 84%kl	652 73%l	624 61%
AT LEAST A LITTLE	2866 68%	1501 73%b	1365 63%	451 80%gh	547 77%gh	499 76%gh	546 76%gh	412 66%h	410 43%	809 82%ijkl	1015 76%kl	565 64%l	476 47%
A LOT/A FAIR AMOUNT	1776 42%	983 48%b	792 37%	288 51%gh	383 54%efgh	309 47%gh	344 48%gh	242 39%h	209 22%	562 57%ijkl	673 50%kl	310 35%l	231 23%
Don't know	104 2%	40 2%	64 3%a	6 1%	15 2%	6 1%	12 2%	18 3%e	47 5%cdefg	18 2%	30 2%	20 2%	36 4%ij

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_03 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	852 20%	527 19%b	96 13%	216 34%ab	139 24%fg	314 21%g	283 20%g	109 15%	5 21%	268 32%jkl m	277 20%kl	110 14%	101 14%	97 22%kl	667 20%	185 20%
Hardly anything but I've heard of this	409 10%	275 10%	55 8%	73 12%b	49 9%	131 9%	151 11%	77 10%	1 4%	89 11%l	165 12%kl	64 8%	53 7%	38 9%	311 9%	99 11%
A little	1090 26%	724 26%	191 27%	149 24%	127 22%	375 26%	375 27%	201 27%	8 34%	183 22%	353 25%i	233 29%im	223 30%ijm	98 22%	846 25%	245 27%
A fair amount	1052 25%	726 26%c	191 27%c	115 18%	119 21%	356 24%	323 23%	248 34%def	6 26%	163 19%	336 24%i	220 27%i	212 29%ij	122 28%i	828 25%	224 24%
A lot	723 17%	483 17%c	171 24%ac	58 9%	114 20%g	270 18%g	243 17%g	95 13%	2 7%	111 13%	239 17%i	159 20%i	137 19%i	77 18%i	584 18%	140 15%
SUMMARY CODES																
ANY AWARENESS	3275 77%	2208 79%c	607 85%ac	395 62%	409 72%	1133 77%cd	1093 78%cd	620 84%def	16 71%	546 64%	1093 78%i	675 84%ijm	625 85%ijm	336 76%i	2568 77%	706 77%
AT LEAST A LITTLE	2866 68%	1933 69%c	552 77%ac	321 51%	360 64%	1002 68%	941 67%	544 74%def	15 67%	457 54%	928 66%i	612 76%ijm	572 77%ijm	297 68%i	2258 68%	608 66%
A LOT/A FAIR AMOUNT	1776 42%	1209 43%c	361 50%ac	172 27%	233 41%	626 43%	566 40%	343 47%f	7 33%	273 32%	575 41%i	379 47%ij	349 47%ij	199 45%i	1412 43%	363 40%
Don't know	104 2%	66 2%	15 2%	21 3%	19 3%eq	24 2%	34 2%	8 1%	2 8%	36 4%jklm	28 2%	19 2%	13 2%	7 2%	81 2%	23 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_03 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	852 20%	37 22%	107 23% ^{ehi}	70 20%	58 19%	58 16%	103 26% ^{deghi}	99 18%	91 16%	58 27% ^{deghi}	56 27% ^{deghi}	88 25% ^{eghi}	29 25% ^{eh}
Hardly anything but I've heard of this	409 10%	23 13% ^k	39 8%	33 10%	32 10%	48 13% ^{hk}	39 10%	50 9%	49 8%	33 9%	24 12% ^k	22 6%	18 15% ^{bhk}
A little	1090 26%	52 30% ^{bg}	96 21%	81 23%	83 27%	108 29% ^{bg}	93 24%	123 22%	162 28% ^{bg}	103 28% ^b	58 29% ^b	98 28% ^b	32 27%
A fair amount	1052 25%	39 23%	117 25%	88 25%	81 26%	103 28% ^{fij}	81 20%	146 26% ^{ij}	179 31% ^{afijkl}	72 20%	37 18%	85 24%	25 21%
A lot	723 17%	19 11%	95 20% ^{aejk}	65 19% ^{aj}	47 15%	49 13%	67 17%	117 21% ^{aejkl}	96 17%	78 22% ^{aejkl}	24 12%	53 15%	14 12%
SUMMARY CODES													
ANY AWARENESS	3275 77%	134 78%	346 75%	268 77%	243 79% ^{fj}	308 83% ^{bfjk}	280 71%	435 78% ^{fj}	487 84% ^{bcfgjkl}	286 79% ^{fj}	142 70%	258 73%	88 75%
AT LEAST A LITTLE	2866 68%	111 65%	307 66%	234 67%	211 69% ^j	260 70% ^{fj}	241 61%	385 69% ^{fj}	437 75% ^{abcdfgjkl}	253 70% ^{fj}	119 59%	236 67%	70 60%
A LOT/A FAIR AMOUNT	1776 42%	59 34%	211 46% ^{afjl}	153 44% ^{aj}	128 42% ^j	152 41% ^j	148 38%	262 47% ^{afjkl}	275 47% ^{afjkl}	150 41% ^j	61 30%	138 39% ^j	39 33%
Don't know	104 2%	1 *	10 2% ^h	11 3% ^{ah}	7 2% ^h	7 2%	11 3% ^h	22 4% ^{ahl}	3 *	19 5% ^{abehl}	5 2% ^h	9 3% ^h	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_03 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	852 20%	184 31%bcde	100 21%cde	50 11%	38 9%	36 8%	142 38%g	710 18%	199 17%	653 21%h	249 27%k	601 18%	402 33% _m	449 15%
Hardly anything but I've heard of this	409 10%	88 15%cde	61 13%de	41 9%e	28 6%	25 5%	53 14%g	356 9%	95 8%	315 10%h	97 11%	311 9%	170 14% _m	240 8%
A little	1090 26%	111 19%	131 27%ae	134 31%ae	128 29%ae	81 17%	65 17%	1025 27%f	330 28%	760 25%	227 25%	862 26%	282 23%	808 27% _l
A fair amount	1052 25%	122 20%	115 24%	120 28%a	133 30%a	181 38%abcd	63 17%	989 26%f	314 27%	738 24%	197 22%	855 26% _j	219 18%	833 28% _l
A lot	723 17%	72 12%	68 14%	80 19%a	113 26%abc	146 31%abc	33 9%	690 18%f	215 18%	509 17%	114 12%	608 18% _j	87 7%	636 21% _l
SUMMARY CODES														
ANY AWARENESS	3275 77%	393 66%	376 78%a	375 87%ab	403 91%ab	433 91%abc	214 57%	3061 79%f	954 81%i	2321 76%	635 69%	2637 80% _j	758 62%	2517 84% _l
AT LEAST A LITTLE	2866 68%	305 51%	314 65%a	334 77%ab	375 85%abc	408 86%abc	161 43%	2705 70%f	859 73%i	2007 66%	538 59%	2325 70% _j	588 48%	2277 76% _l
A LOT/A FAIR AMOUNT	1776 42%	194 33%	183 38%	201 46%ab	247 56%abc	327 69%abcd	96 26%	1679 44%f	529 45%i	1246 41%	310 34%	1463 44% _j	306 25%	1469 49% _l
Don't know	104 2%	19 3% _{bde}	7 1%	8 2% _d	1 *	4 1%	19 5% _g	85 2%	20 2%	83 3%	30 3% _k	66 2%	54 4% _m	43 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_04 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	1203 28%	529 26%	674 31%a	125 22%	199 28%c	168 25%	206 28%c	155 25%	351 37%cdefg	206 21%	303 23%	280 32%ij	414 41%ijk
Hardly anything but I've heard of this	602 14%	259 13%	343 16%a	61 11%	78 11%	102 16%cd	94 13%	104 17%cd	163 17%cdf	115 12%	190 14%	128 14%	169 17%i
A little	1257 30%	636 31%	621 29%	181 32%h	199 28%	206 31%	221 31%	192 31%	257 27%	304 31%l	442 33%l	259 29%l	251 25%
A fair amount	794 19%	439 21%b	356 16%	145 26%defgh	144 20%h	123 19%h	131 18%h	123 20%h	128 13%	230 23%kl	287 22%l	163 18%l	114 11%
A lot	293 7%	177 9%b	116 5%	40 7%h	74 10%gh	53 8%h	58 8%h	40 6%h	29 3%	120 12%jkl	92 7%kl	40 4%	42 4%
SUMMARY CODES													
ANY AWARENESS	2947 70%	1511 73%b	1435 66%	427 76%dfh	495 70%h	484 74%h	504 70%h	459 73%h	578 60%	769 78%kl	1010 76%kl	591 67%l	577 57%
AT LEAST A LITTLE	2344 55%	1252 60%b	1092 51%	366 65%defgh	416 59%h	382 58%h	410 57%h	355 57%h	415 43%	654 66%jkl	821 61%kl	463 52%l	407 40%
A LOT/A FAIR AMOUNT	1088 26%	616 30%b	472 22%	185 33%efgh	218 31%h	176 27%h	188 26%h	163 26%h	157 16%	349 35%jkl	379 28%kl	203 23%l	156 15%
Don't know	81 2%	30 1%	52 2%a	10 2%	13 2%	6 1%	13 2%	12 2%	28 3%e	14 1%	22 2%	17 2%	28 3%i

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h - i/j/k/l

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_04 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	1203 28%	747 27%	176 25%	257 41%ab	195 34%efg	422 29%g	399 28%	176 24%	7 33%	312 37%ijkl	368 26%	191 24%	205 28%	128 29%	926 28%	277 30%
Hardly anything but I've heard of this	602 14%	432 15%b	75 11%	90 14%b	61 11%	202 14%	215 15%d	123 17%d	1 4%	128 15%l	224 16%l	110 14%	81 11%	60 14%	462 14%	140 15%
A little	1257 30%	847 30%c	220 31%c	161 26%	148 26%	451 31%d	412 29%	232 31%d	11 49%	222 26%	418 30%	257 32%i	240 32%i	120 27%	982 30%	274 30%
A fair amount	794 19%	529 19%c	164 23%ac	82 13%	102 18%	282 19%	261 19%	146 20%	2 10%	129 15%	258 18%i	157 20%i	150 20%i	100 23%i	649 20%o	145 16%
A lot	293 7%	196 7%c	71 10%ac	22 4%	43 8%	95 6%	102 7%	54 7%	- -	37 4%	105 7%i	75 9%im	52 7%i	25 6%	233 7%	61 7%
SUMMARY CODES																
ANY AWARENESS	2947 70%	2004 72%c	530 74%c	356 56%	354 62%	1029 70%d	990 70%d	555 75%def	14 63%	517 61%	1004 72%i	599 74%i	522 71%i	305 69%i	2326 70%	620 68%
AT LEAST A LITTLE	2344 55%	1572 56%c	455 63%ac	265 42%	293 52%	827 56%	775 55%	432 59%d	13 59%	388 46%	780 56%i	489 61%ij	442 60%i	245 56%i	1864 56%	480 53%
A LOT/A FAIR AMOUNT	1088 26%	725 26%c	235 33%ac	104 17%	145 26%	377 26%	363 26%	200 27%	2 10%	166 20%	362 26%i	232 29%i	202 27%i	125 28%i	881 27%o	206 23%
Don't know	81 2%	50 2%	12 2%	19 3%a	18 3%efg	20 1%	20 1%	6 1%	1 3%	22 3%	25 2%	15 2%	12 2%	8 2%	64 2%	17 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)
 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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_04 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	1203 28%	55 32%eh	134 29%eh	99 28%eh	92 30%eh	79 21%	132 34%egh	138 25%	125 21%	98 27%	81 40%bcddeghi	134 38%bcddeghi	35 30%
Hardly anything but I've heard of this	602 14%	28 16%j	87 19%cdfghjk	41 12%	39 13%	83 22%cdfghij k	48 12%	67 12%	70 12%	54 15%	19 9%	44 12%	23 19%ghj
A little	1257 30%	53 31%	139 30%	88 25%	98 32%	112 30%	100 25%	151 27%	202 35%cfgk	124 34%cfgk	63 31%	92 26%	33 29%
A fair amount	794 19%	26 15%	73 16%	81 23%abdijk	47 15%	80 22%bi	68 17%	118 21%bi	148 26%abdfijk l	47 13%	31 15%	57 16%	18 15%
A lot	293 7%	9 5%	26 6%	26 8%e	26 8%e	11 3%	37 9%behj	66 12%abehijk	30 5%	27 7%e	8 4%	20 6%	8 7%
SUMMARY CODES													
ANY AWARENESS	2947 70%	116 68%	325 70%jk	237 68%k	211 68%k	286 77%abcdfij k	253 64%	402 72%ljk	451 78%abcdfij jk	252 69%jk	121 60%	212 60%	82 70%
AT LEAST A LITTLE	2344 55%	88 51%	238 51%	195 56%k	171 56%k	203 54%	205 52%	335 60%abfjk	381 66%abcdefij jkl	198 54%	102 50%	168 47%	59 50%
A LOT/A FAIR AMOUNT	1088 26%	35 21%	99 21%	107 31%abijk	73 24%	91 24%	105 27%	183 33%abdeijk l	179 31%abdeijk	73 20%	39 19%	76 21%	26 22%
Don't know	81 2%	1 *	5 1%	12 4%abhj	5 2%	7 2%	8 2%	16 3%hj	5 1%	13 3%abhj	1 *	9 2%	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_04 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	1203 28%	216 36%bcde	128 26%de	105 24%	85 19%	89 19%	149 40%g	1054 27%	351 30%	852 28%	296 32%k	905 27%	405 33% ^m	799 27%
Hardly anything but I've heard of this	602 14%	102 17%	92 19% ^c	58 13%	66 15%	69 14%	61 16%	542 14%	148 13%	455 15%	134 15%	468 14%	209 17% ^m	393 13%
A little	1257 30%	150 25%	140 29%	130 30%	155 35% ^a	144 30%	93 25%	1164 30% ^f	356 30%	901 29%	262 29%	992 30%	331 27%	924 31% ^l
A fair amount	794 19%	84 14%	97 20% ^a	109 25% ^a	92 21% ^a	107 23% ^a	44 12%	750 19% ^f	208 18%	586 19%	172 19%	622 19%	193 16%	602 20% ^l
A lot	293 7%	31 5%	22 4%	26 6%	44 10% ^{ab}	63 13% ^{abc}	17 5%	276 7% ^f	93 8%	200 7%	36 4%	258 8% ^j	42 3%	252 8% ^l
SUMMARY CODES														
ANY AWARENESS	2947 70%	367 61%	350 73% ^a	324 75% ^a	358 81% ^{ab}	382 81% ^{ab}	215 57%	2732 71% ^f	805 69%	2142 70%	603 66%	2340 71% ^j	775 64%	2170 72% ^l
AT LEAST A LITTLE	2344 55%	265 44%	258 54% ^a	266 61% ^{ab}	292 66% ^{ab}	314 66% ^{ab}	154 41%	2190 57% ^f	657 56%	1687 55%	470 51%	1872 57% ^j	565 47%	1777 59% ^l
A LOT/A FAIR AMOUNT	1088 26%	115 19%	118 25% ^a	136 31% ^{ab}	136 31% ^a	170 36% ^{ab}	61 16%	1027 27% ^f	301 26%	786 26%	208 23%	880 27% ^j	234 19%	853 28% ^l
Don't know	81 2%	14 2% ^{de}	5 1%	3 1%	-	3 1%	11 3%	70 2%	18 2%	63 2%	15 2%	59 2%	34 3% ^m	40 1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_05 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Hadn't heard about this before now	1449 34%	639 31%	811 38%a	132 24%	189 27%	192 29%	234 32%cd	219 35%cde	483 50%cddefg	273 28%	405 30%	319 36%ij	453 44%ijk
Hardly anything but I've heard of this	598 14%	287 14%	311 14%	63 11%	81 11%	105 16%cd	101 14%	91 15%	157 16%cd	133 13%	184 14%	130 15%	151 15%
A little	1046 25%	537 26%	509 24%	155 28%h	181 26%h	189 29%h	181 25%h	153 24%h	188 20%	250 25%	341 26%	225 25%	230 23%
A fair amount	729 17%	369 18%	360 17%	156 28%defgh	155 22%egh	111 17%h	130 18%h	102 16%h	75 8%	209 21%kl	261 20%l	149 17%l	110 11%
A lot	319 8%	204 10%b	115 5%	46 8%h	87 12%cegh	55 8%h	65 9%h	47 7%h	20 2%	105 11%kl	119 9%kl	49 6%	46 4%
SUMMARY CODES													
ANY AWARENESS	2693 64%	1397 67%b	1296 60%	421 75%fgh	504 71%gh	460 70%gh	476 66%h	393 63%h	439 46%	698 71%kl	905 68%kl	553 62%l	537 53%
AT LEAST A LITTLE	2094 50%	1110 54%b	985 46%	358 64%efgh	423 60%fgh	355 54%h	375 52%h	301 48%h	282 29%	564 57%kl	721 54%kl	423 48%l	386 38%
A LOT/A FAIR AMOUNT	1048 25%	573 28%b	475 22%	202 36%efgh	242 34%efgh	167 25%h	195 27%h	148 24%h	94 10%	314 32%kl	380 28%kl	198 22%l	156 15%
Don't know	89 2%	34 2%	55 3%	8 1%	14 2%	6 1%	11 2%	14 2%	35 4%cef	18 2%	25 2%	17 2%	29 3%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_05 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Hadn't heard about this before now	1449 34%	983 35%b	183 25%	263 42%ab	190 34%	503 34%	487 35%	257 35%	9 40%	364 43%ijkl	511 37%kl	213 27%	223 30%	139 31%	1122 34%	327 36%
Hardly anything but I've heard of this	598 14%	414 15%b	83 12%	88 14%	66 12%	202 14%	222 16% ^d	106 14%	2 8%	121 14%	212 15%	103 13%	105 14%	57 13%	454 14%	144 16%
A little	1046 25%	682 24%	205 28% ^{ac}	145 23%	133 24%	362 25%	355 25%	187 25%	7 32%	191 23%	332 24%	228 28% ^{ij}	183 25%	111 25%	824 25%	222 24%
A fair amount	729 17%	470 17% ^c	158 22% ^{ac}	77 12%	97 17%	265 18%	225 16%	138 19%	4 16%	101 12%	223 16% ⁱ	163 20% ^{ij}	153 21% ^{ij}	88 20% ⁱ	592 18%	137 15%
A lot	319 8%	197 7%	78 11% ^{ac}	37 6%	63 11% ^{efg}	116 8%	97 7%	42 6%	- -	47 6%	93 7%	81 10% ^{ij}	59 8%	39 9% ⁱ	253 8%	67 7%
SUMMARY CODES																
ANY AWARENESS	2693 64%	1763 63% ^c	523 73% ^{ac}	348 55%	359 63%	945 64%	899 64%	473 64%	13 57%	460 54%	860 62% ⁱ	576 72% ^{ij}	500 68% ^{ij}	295 67% ⁱ	2124 64%	569 62%
AT LEAST A LITTLE	2094 50%	1349 48% ^c	440 61% ^{ac}	259 41%	293 52%	743 50%	677 48%	367 50%	11 49%	340 40%	648 46% ⁱ	473 59% ^{ij}	395 53% ^{ij}	239 54% ^{ij}	1669 50%	425 47%
A LOT/A FAIR AMOUNT	1048 25%	667 24% ^c	236 33% ^{ac}	114 18%	160 28% ^f	381 26%	322 23%	180 24%	4 16%	148 17%	316 23% ⁱ	245 30% ^{ij}	212 29% ^{ij}	127 29% ^{ij}	845 25%	204 22%
Don't know	89 2%	55 2%	12 2%	21 3% ^{ab}	17 3% ^{efg}	24 2%	23 2%	7 1%	1 3%	25 3%	27 2%	15 2%	16 2%	6 1%	71 2%	18 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_05 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Hadn't heard about this before now	1449 34%	60 35%g	183 40%egh	121 35%eg	112 37%egh	101 27%	154 39%egh	136 25%	168 29%	136 38%egh	102 50%abcdefg hikl	137 39%egh	37 32%
Hardly anything but I've heard of this	598 14%	29 17%	64 14%	49 14%	35 11%	80 21%bcdfghi jk	49 13%	76 14%	74 13%	54 15%	25 13%	43 12%	19 16%
A little	1046 25%	42 25%	109 23%	86 25%	75 25%	90 24%	75 19%	146 26%f	177 30%befjk	93 26%	40 20%	84 24%	31 26%
A fair amount	729 17%	28 16%i	70 15%i	49 14%i	54 18%i	76 20%cij	74 19%ij	123 22%bcijk	126 22%bcijk	29 8%	24 12%	56 16%i	21 18%i
A lot	319 8%	13 7%	31 7%	31 9%j	24 8%	20 5%	34 9%	54 10%ehj	33 6%	36 10%ehj	8 4%	27 8%	10 8%
SUMMARY CODES													
ANY AWARENESS	2693 64%	111 65%j	274 59%j	214 61%j	189 61%j	265 71%bcdffijk	232 59%j	398 72%bcdffijk	409 71%bcdffijk	212 58%j	98 48%	210 59%j	80 68%j
AT LEAST A LITTLE	2094 50%	83 48%j	209 45%j	166 48%j	154 50%j	186 50%j	182 46%j	323 58%abcdefj jk	335 58%abcdefj jk	158 43%	73 36%	166 47%j	61 52%j
A LOT/A FAIR AMOUNT	1048 25%	40 23%	101 22%	80 23%	78 25%ij	96 26%ij	107 27%ij	177 32%abcijk	159 27%bij	65 18%	32 16%	83 23%j	30 26%j
Don't know	89 2%	-	6 1%	13 4%abhl	6 2%h	6 2%	8 2%h	21 4%abhl	3 *	14 4%abhl	3 1%	8 2%ah	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_05 Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Hadn't heard about this before now	1449	234	163	128	125	112	177	1272	374	1075	381	1067	567	883
	34%	39% ^{cde}	34% ^e	30%	28%	24%	47% ^g	33%	32%	35%	42% ^{kl}	32%	47% ^{lm}	29%
Hardly anything but I've heard of this	598	102	69	53	72	67	60	538	155	443	125	472	193	406
	14%	17% ^c	14%	12%	16%	14%	16%	14%	13%	14%	14%	14%	16% ^m	13%
A little	1046	144	133	119	119	110	77	970	311	736	215	829	255	790
	25%	24%	28%	28%	27%	23%	20%	25% ^f	26%	24%	24%	25%	21%	26% ^l
A fair amount	729	70	85	94	79	112	34	695	209	520	131	597	120	609
	17%	12%	18% ^a	22% ^a	18% ^a	24% ^{ab}	9%	18% ^f	18%	17%	14%	18% ^j	10%	20% ^l
A lot	319	30	25	34	47	69	12	307	105	215	41	279	38	282
	8%	5%	5%	8%	11% ^{ab}	15% ^{abc}	3%	8% ^f	9%	7%	4%	8% ^j	3%	9% ^l
SUMMARY CODES														
ANY AWARENESS	2693	346	312	300	316	359	183	2510	779	1913	511	2177	605	2086
	64%	58%	65% ^a	69% ^a	72% ^{ab}	76% ^{ab}	49%	65% ^f	66% ⁱ	63%	56%	66% ^j	50%	69% ^l
AT LEAST A LITTLE	2094	244	243	247	245	292	123	1972	624	1470	387	1705	413	1681
	50%	41%	50% ^a	57% ^a	55% ^a	62% ^{ab}	33%	51% ^f	53% ⁱ	48%	42%	52% ^j	34%	56% ^l
A LOT/A FAIR AMOUNT	1048	100	110	128	126	182	46	1002	314	734	172	876	158	890
	25%	17%	23% ^a	30% ^{ab}	29% ^a	38% ^{abcd}	12%	26% ^f	27%	24%	19%	27% ^j	13%	30% ^l
Don't know	89	16	7	5	1	3	15	74	20	69	22	60	41	41
	2%	3% ^{de}	1%	1%	*	1%	4% ^g	2%	2%	2%	2%	2%	3% ^m	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV1 Whether know at least a little about 3 or more applications of AI

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	2901	1522	1379	468	553	501	522	422	434	809	1008	576	509
	69%	74% ^b	64%	83% ^{defgh}	78% ^{fgh}	76% ^{gh}	72% ^h	67% ^h	45%	82% ^{ijkl}	76% ^{kl}	65% ^l	50%
No	1330	547	782	93	154	156	200	204	522	180	327	313	510
	31%	26%	36% ^a	17%	22% ^c	24% ^c	28% ^{cd}	33% ^{cde}	55% ^{cdefg}	18%	24% ⁱ	35% ^{ij}	50% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV1 Whether know at least a little about 3 or more applications of AI

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	2901	1937	564	337	374	1016	956	535	16	471	946	618	561	305	2288	614
	69%	69% ^c	79% ^{ac}	53%	66%	69%	68%	73% ^{df}	73%	55%	68% ⁱ	77% ^{ijm}	76% ^{ijm}	69% ⁱ	69%	67%
No	1330	864	154	294	193	455	453	203	6	379	452	186	178	135	1029	301
	31%	31% ^b	21%	47% ^{ab}	34% ^g	31%	32% ^g	27%	27%	45% ^{ijkl}	32% ^{kl}	23%	24%	31% ^{kl}	31%	33%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV1 Whether know at least a little about 3 or more applications of AI

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	2901 69%	111 65%	307 66%	232 67%	217 70%fl	261 70%fl	246 63%	403 73%abfjl	440 76%abcijkl l	251 69%l	126 62%	240 67%l	66 57%
No	1330 31%	61 35%gh	156 34%gh	116 33%h	91 30%	112 30%	147 37%degh	153 27%	140 24%	111 31%h	76 38%gh	116 33%h	51 43%deghik

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV1 Whether know at least a little about 3 or more applications of AI

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	2901	335	328	332	363	402	174	2727	860	2041	564	2335	614	2286
	69%	56%	68%a	77%ab	82%ab	85%abc	46%	71%f	73%i	67%	62%	71%j	51%	76%l
No	1330	261	155	101	79	72	200	1129	313	1016	350	968	599	723
	31%	44%bcde	32%cde	23%e	18%	15%	54%g	29%	27%	33%h	38%k	29%	49%m	24%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV2 Whether know at least a little about all five applications of AI

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	1513 36%	861 42%b	652 30%	267 48%efgh	307 43%gh	261 40%gh	291 40%gh	204 33%h	182 19%	429 43%kl	542 41%kl	297 33%l	245 24%
No	2718 64%	1208 58%	1510 70%a	295 52%	400 57%	396 60%c	431 60%c	422 67%cdef	774 81%cdefg	560 57%	793 59%	592 67%ij	774 76%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV2 Whether know at least a little about all five applications of AI

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	1513	978	332	168	195	556	475	276	10	226	463	347	307	169	1207	305
	36%	35% ^c	46% ^{ac}	27%	34%	38% ^f	34%	37%	43%	27%	33% ⁱ	43% ^{ij}	42% ^{ij}	38% ⁱ	36%	33%
No	2718	1824	386	463	371	915	935	462	13	624	935	457	432	271	2109	609
	64%	65% ^b	54%	73% ^{ab}	66%	62%	66% ^e	63%	57%	73% ^{ijkl}	67% ^{kl}	57%	58%	62%	64%	67%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV2 Whether know at least a little about all five applications of AI

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	1513 36%	58 34% _j	141 30%	123 35% _j	102 33% _j	131 35% _j	133 34% _j	235 42% _{abdfijk}	281 48% _{abcdefijkl}	116 32% _j	47 23%	105 30%	40 34% _j
No	2718 64%	114 66% _{gh}	322 70% _{gh}	225 65% _h	205 67% _{gh}	242 65% _h	260 66% _{gh}	321 58%	299 52%	247 68% _{gh}	156 77% _{acdefghil}	250 70% _{gh}	77 66% _h

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.213_DV2 Whether know at least a little about all five applications of AI

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	1513	147	166	183	189	228	78	1434	460	1052	268	1243	283	1230
	36%	25%	34%a	42%ab	43%ab	48%ab	21%	37%f	39%i	34%	29%	38%j	23%	41%l
No	2718	449	317	250	253	246	296	2422	713	2005	646	2061	931	1779
	64%	75%bcde	66%cde	58%	57%	52%	79%g	63%	61%	66%h	71%k	62%	77%lm	59%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214 And to what extent do you support or oppose each of the following applications of artificial intelligence? - Summary table

Base: All Adults in UK

	Computer applications that can recognise speech and answer questions	Facial recognition applications which can recognise images	Computer applications that target advertising based on web browsing	Computer applications which help diagnose patients by analysing medical symptoms and records	Computer applications that review CVs and help employers decide who to interview
Unweighted Base	4231	4231	4231	4231	4231
Weighted Base	4231	4231	4231	4231	4231
Effective Base	3657	3657	3657	3657	3657
Strongly support	334 8%	306 7%	107 3%	504 12%	159 4%
Support	1710 40%	1613 38%	759 18%	1406 33%	1087 26%
Neither support nor oppose	1501 35%	1547 37%	1618 38%	1300 31%	1623 38%
Oppose	424 10%	471 11%	1095 26%	625 15%	918 22%
Strongly oppose	140 3%	163 4%	503 12%	270 6%	316 7%
SUMMARY CODES					
TOTAL SUPPORT	2044 48%	1919 45%	866 20%	1911 45%	1246 29%
TOTAL OPPOSE	564 13%	634 15%	1598 38%	896 21%	1234 29%
Don't know	122 3%	131 3%	150 4%	125 3%	128 3%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	334 8%	214 10% ^b	121 6%	49 9% ^h	74 10% ^h	66 10% ^h	65 9% ^h	47 7% ^h	33 3%	111 11% ^{kl}	117 9% ^{kl}	50 6%	56 5%
Support	1710 40%	880 43% ^b	829 38%	278 49% ^{dfigh}	297 42% ^h	305 46% ^{gh}	299 41% ^h	234 37% ^h	297 31%	449 45% ^{kl}	569 43% ^{kl}	331 37%	361 35%
Neither support nor oppose	1501 35%	681 33%	820 38% ^a	174 31%	241 34%	205 31%	245 34%	226 36%	409 43% ^{cdefg}	283 29%	439 33%	342 38% ^{ij}	438 43% ^{ijk}
Oppose	424 10%	185 9%	239 11% ^a	37 7%	66 9%	52 8%	73 10%	68 11% ^c	128 13% ^{cde}	92 9%	133 10%	110 12% ^l	90 9%
Strongly oppose	140 3%	58 3%	82 4%	12 2%	16 2%	20 3%	23 3%	33 5% ^{cd}	36 4%	36 4%	48 4%	31 4%	25 2%
SUMMARY CODES													
TOTAL SUPPORT	2044 48%	1094 53% ^b	950 44%	327 58% ^{fgh}	370 52% ^{gh}	371 56% ^{gh}	365 51% ^h	281 45% ^h	329 34%	560 57% ^{ijkl}	686 51% ^{kl}	381 43%	416 41%
TOTAL OPPOSE	564 13%	243 12%	320 15% ^a	50 9%	82 12%	72 11%	96 13% ^c	101 16% ^{cde}	163 17% ^{cde}	127 13%	181 14%	141 16% ^l	114 11%
Don't know	122 3%	51 2%	71 3%	11 2%	13 2%	10 2%	16 2%	18 3%	54 6% ^{cdefg}	18 2%	29 2%	25 3%	51 5% ^{ijk}

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	334 8%	217 8%	63 9%	44 7%	55 10%f	120 8%	93 7%	66 9%	-	49 6%	118 8%i	80 10%i	60 8%	28 6%	267 8%	67 7%
Support	1710 40%	1142 41%c	319 44%c	221 35%	199 35%	616 42%d	584 41%d	302 41%d	8 38%	278 33%	550 39%i	357 44%ij	333 45%ij	191 43%i	1379 42%o	331 36%
Neither support nor oppose	1501 35%	974 35%	232 32%	266 42%ab	213 38%g	527 36%	519 37%g	232 31%	8 38%	344 40%jkl	503 36%l	273 34%	222 30%	159 36%	1177 35%	324 35%
Oppose	424 10%	290 10%	72 10%	53 8%	64 11%	125 9%	134 9%	96 13%ef	5 23%	102 12%k	139 10%	62 8%	80 11%	41 9%	312 9%	112 12%n
Strongly oppose	140 3%	107 4%b	14 2%	19 3%	16 3%	51 3%	48 3%	25 3%	-	35 4%	48 3%	20 2%	26 4%	11 2%	92 3%	47 5%n
SUMMARY CODES																
TOTAL SUPPORT	2044 48%	1359 49%c	382 53%ac	265 42%	253 45%	736 50%d	677 48%	368 50%	8 38%	327 38%	668 48%i	437 54%ij	393 53%ij	220 50%i	1646 50%o	398 44%
TOTAL OPOSE	564 13%	396 14%c	86 12%	72 11%	80 14%	176 12%	181 13%	121 16%ef	5 23%	137 16%km	187 13%k	82 10%	106 14%k	52 12%	405 12%	159 17%n
Don't know	122 3%	72 3%	18 3%	28 4%ab	21 4%	33 2%	32 2%	16 2%	*	42 5%jklm	40 3%	12 2%	18 2%	10 2%	89 3%	33 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	334 8%	17 10%be	22 5%	25 7%	23 8%	16 4%	41 10%be	44 8%	49 8%be	31 9%e	17 8%	35 10%be	14 12%be
Support	1710 40%	71 41%j	202 43%fij	134 38%	131 43%j	161 43%j	143 36%	236 42%j	241 41%j	130 36%	62 31%	139 39%	61 52%cfhijk
Neither support nor oppose	1501 35%	64 38%	169 37%	118 34%	99 32%	136 36%	130 33%	192 34%	226 39%l	130 36%	84 41%l	120 34%	32 27%
Oppose	424 10%	13 8%	53 11%	43 12%	38 12%	38 10%	43 11%	49 9%	52 9%	31 8%	23 11%	30 8%	10 9%
Strongly oppose	140 3%	6 4%l	8 2%	19 5%bdhl	6 2%	14 4%l	13 3%	21 4%l	11 2%	14 4%l	13 7%bdhl	15 4%bhl	-
SUMMARY CODES													
TOTAL SUPPORT	2044 48%	88 51%j	224 48%j	159 45%	154 50%j	177 48%	184 47%	279 50%j	290 50%j	161 44%	79 39%	174 49%j	75 64%abcdefgijkl
TOTAL OPPOSE	564 13%	19 11%	61 13%	62 18%ghl	44 14%	52 14%	56 14%	70 13%	63 11%	44 12%	37 18%hl	45 13%	10 9%
Don't know	122 3%	* *	9 2%h	10 3%ah	10 3%ah	7 2%h	24 6%abeghjl	14 3%ah	1 *	27 7%abcdeghj l	3 1%	16 5%ahl	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	334	33	43	36	39	62	12	322	105	229	56	279	51	283
	8%	6%	9%a	8%	9%	13%ac	3%	8%f	9%	7%	6%	8%j	4%	9%l
Support	1710	217	205	182	228	248	123	1587	532	1177	344	1362	400	1308
	40%	36%	42%a	42%	52%abc	52%abc	33%	41%f	45%i	38%	38%	41%	33%	43%l
Neither support nor oppose	1501	225	164	143	126	117	150	1351	370	1131	338	1161	511	991
	35%	38%de	34%e	33%e	29%	25%	40%g	35%	32%	37%h	37%	35%	42%m	33%
Oppose	424	69	49	53	37	30	43	381	111	313	106	317	148	276
	10%	11%e	10%	12%e	8%	6%	11%	10%	9%	10%	12%	10%	12%o	9%
Strongly oppose	140	29	13	13	10	16	23	117	29	110	38	102	43	97
	3%	5%d	3%	3%	2%	3%	6%g	3%	2%	4%	4%	3%	4%	3%
SUMMARY CODES														
TOTAL SUPPORT	2044	250	247	218	267	310	135	1909	638	1406	400	1641	451	1591
	48%	42%	51%a	50%a	60%abc	65%abc	36%	49%f	54%i	46%	44%	50%j	37%	53%l
TOTAL OPOUSE	564	97	62	66	47	45	66	497	141	423	144	419	191	372
	13%	16%de	13%	15%e	11%	10%	18%g	13%	12%	14%	16%k	13%	16%o	12%
Don't know	122	24	9	5	2	2	23	99	25	97	32	83	60	55
	3%	4%bcde	2%	1%	*	*	6%g	3%	2%	3%	4%	3%	5%o	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

Base: All Adults in UK

	Total	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256	
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459	
Effective Base	3657	866	564	1110	773	356	2790	2233	1129	
Strongly support	334 8%	23 3%	30 5%a	62 5%a	101 10%abc	119 25%abcdfgh	311 9%abc	281 10%abc	220 15%abcdfg	
Support	1710 40%	179 22%	222 36%a	608 47%ab	501 51%abef	194 41%a	1525 45%ab	1303 47%abe	695 48%abe	
Neither support nor oppose	1501 35%	433 53%bcdefgh	239 39%acdefgh	443 34%degh	264 27%	110 23%	1056 31%deh	817 30%eh	374 26%	
Oppose	424 10%	71 9%	92 15%acdefgh	146 11%deh	83 8%	31 7%	352 10%eh	260 9%	113 8%	
Strongly oppose	140 3%	33 4%	22 4%	32 2%	34 3%	19 4%	107 3%	85 3%	53 4%	
SUMMARY CODES										
TOTAL SUPPORT	2044 48%	202 25%	251 41%a	670 51%ab	602 61%abcf	313 66%abcfg	1836 54%ab	1585 57%abcf	915 63%abcfg	
TOTAL OPPOSE	564 13%	104 13%	114 19%acdefgh	178 14%	117 12%	50 11%	459 14%	345 12%	166 11%	
Don't know	122 3%	84 10%bcdefgh	4 1%	11 1%	4 *	- -	19 1%	15 1%	4 *	

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_01 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that can recognise speech and answer questions

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Strongly support	334	214	89	28
	8%	17%bc	4%	4%
Support	1710	752	709	207
	40%	60%bc	34%c	28%
Neither support nor oppose	1501	183	1005	258
	35%	15%	49%ac	35%a
Oppose	424	72	182	165
	10%	6%	9%a	22%ab
Strongly oppose	140	18	37	82
	3%	1%	2%	11%ab
SUMMARY CODES				
TOTAL SUPPORT	2044	966	798	235
	48%	78%bc	39%c	32%
TOTAL OPOUSE	564	89	219	246
	13%	7%	11%a	33%ab
Don't know	122	5	34	2
	3%	*	2%ac	*

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	306 7%	200 10%b	106 5%	43 8%h	64 9%h	52 8%h	61 8%h	41 6%	44 5%	87 9%l	105 8%l	56 6%	57 6%
Support	1613 38%	816 39%	797 37%	243 43%dgh	260 37%	261 40%h	291 40%h	232 37%	326 34%	413 42%kl	531 40%l	327 37%	342 34%
Neither support nor oppose	1547 37%	695 34%	852 39%a	192 34%	253 36%	237 36%	247 34%	235 38%	383 40%cf	311 31%	465 35%	338 38%i	434 43%ijk
Oppose	471 11%	231 11%	240 11%	56 10%	82 12%	72 11%	76 10%	71 11%	115 12%	116 12%	150 11%	112 13%l	94 9%
Strongly oppose	163 4%	78 4%	85 4%	16 3%	26 4%	24 4%	31 4%	31 5%	35 4%	44 4%	48 4%	31 3%	40 4%
SUMMARY CODES													
TOTAL SUPPORT	1919 45%	1015 49%b	903 42%	286 51%gh	325 46%h	314 48%h	352 49%h	272 43%	370 39%	500 51%kl	637 48%l	383 43%	399 39%
TOTAL OPPOSE	634 15%	308 15%	326 15%	73 13%	109 15%	95 14%	107 15%	101 16%	150 16%	159 16%	198 15%	143 16%	134 13%
Don't know	131 3%	51 2%	80 4%a	11 2%	21 3%	12 2%	17 2%	18 3%	54 6%cddefg	18 2%	35 3%	25 3%	53 5%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	306 7%	209 7%	52 7%	37 6%	41 7%	92 6%	112 8%	60 8%	1 3%	37 4%	114 8%i	63 8%i	56 8%i	36 8%i	239 7%	67 7%
Support	1613 38%	1099 39% <i>c</i>	284 40% <i>c</i>	208 33%	201 36%	550 37%	538 38%	315 43% <i>de</i>	8 37%	293 34%	529 38%	325 40%i	294 40%i	172 39%	1285 39%	329 36%
Neither support nor oppose	1547 37%	988 35%	247 34%	276 44% <i>ab</i>	211 37%	562 38% <i>g</i>	521 37%	243 33%	9 42%	334 39%	497 36%	291 36%	264 36%	160 36%	1213 37%	334 37%
Oppose	471 11%	312 11%	87 12%	61 10%	65 11%	175 12%	147 10%	81 11%	4 16%	106 13%	157 11%	88 11%	76 10%	44 10%	360 11%	111 12%
Strongly oppose	163 4%	113 4%	28 4%	22 3%	25 4%	58 4%	57 4%	24 3%	-	39 5%	57 4%	23 3%	28 4%	16 4%	119 4%	44 5%
SUMMARY CODES																
TOTAL SUPPORT	1919 45%	1308 47% <i>c</i>	336 47% <i>c</i>	245 39%	242 43%	642 44%	650 46%	374 51% <i>de</i>	9 40%	330 39%	643 46%i	387 48%i	351 47%i	208 47%i	1523 46%	395 43%
TOTAL OPOUSE	634 15%	425 15%	115 16%	82 13%	90 16%	232 16%	204 14%	105 14%	4 16%	145 17%	214 15%	111 14%	104 14%	60 14%	479 14%	155 17%
Don't know	131 3%	80 3%	20 3%	28 4% <i>a</i>	24 4% <i>efg</i>	35 2%	34 2%	16 2%	*	41 5% <i>ijkl</i>	44 3%	14 2%	20 3%	12 3%	100 3%	30 3%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	306 7%	7 4%	30 6%	29 8%	23 7%	25 7%	24 6%	38 7%	31 5%	42 12%abefghj	9 4%	29 8%	20 17%abcdefgijk
Support	1613 38%	71 41%	179 39%	117 34%	130 42%c	159 43%cj	142 36%	201 36%	234 40%	128 35%	68 33%	128 36%	57 49%cfgijk
Neither support nor oppose	1547 37%	70 41%l	167 36%l	123 35%	105 34%	129 35%	140 36%	202 36%l	233 40%il	120 33%	92 46%bedefgi	136 38%l	30 26%
Oppose	471 11%	16 10%	57 12%	47 13%	31 10%	41 11%	43 11%	76 14%k	61 10%	35 10%	22 11%	32 9%	10 8%
Strongly oppose	163 4%	6 4%l	17 4%l	25 7%bdeghil	10 3%	12 3%	18 5%l	21 4%l	18 3%	12 3%	8 4%l	15 4%l	-
SUMMARY CODES													
TOTAL SUPPORT	1919 45%	78 45%	209 45%	145 42%	153 50%j	184 49%j	166 42%	239 43%	264 46%	170 47%	77 38%	156 44%	78 66%abcdefgijk
TOTAL OPPOSE	634 15%	23 13%	74 16%l	72 21%adehikl	42 14%	54 14%	61 15%	97 18%l	79 14%	46 13%	30 15%	47 13%	10 8%
Don't know	131 3%	1 *	14 3%ah	8 2%h	8 3%h	6 2%	26 7%abcdeghj	17 3%h	4 1%	27 7%abcdeghj	3 2%	16 4%aehl	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	306	32	38	40	44	46	15	290	95	210	56	248	54	252
	7%	5%	8%	9%a	10%a	10%a	4%	8%f	8%	7%	6%	8%	4%	8%l
Support	1613	229	204	172	187	217	134	1480	467	1146	344	1267	437	1175
	38%	38%	42%	40%	42%	46%a	36%	38%	40%	37%	38%	38%	36%	39%
Neither support nor oppose	1547	218	159	141	147	136	141	1407	417	1131	336	1209	483	1064
	37%	37%e	33%	33%	33%	29%	38%	36%	36%	37%	37%	37%	40%m	35%
Oppose	471	63	52	62	49	54	37	434	123	348	102	369	135	336
	11%	11%	11%	14%	11%	11%	10%	11%	11%	11%	11%	11%	11%	11%
Strongly oppose	163	30	19	11	13	15	24	139	42	121	45	118	44	120
	4%	5%	4%	2%	3%	3%	6%g	4%	4%	4%	5%	4%	4%	4%
SUMMARY CODES														
TOTAL SUPPORT	1919	260	242	212	232	264	149	1770	562	1357	400	1514	491	1427
	45%	44%	50%a	49%	52%a	56%a	40%	46%f	48%	44%	44%	46%	40%	47%l
TOTAL OPPOSE	634	92	71	72	61	69	61	573	165	469	147	487	179	456
	15%	15%	15%	17%	14%	15%	16%	15%	14%	15%	16%	15%	15%	15%
Don't know	131	26	11	7	2	5	24	107	30	101	31	93	61	63
	3%	4%bcde	2%d	2%	1%	1%	6%g	3%	3%	3%	3%	3%	5%m	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

Base: All Adults in UK

	Total	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256	
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459	
Effective Base	3657	866	564	1110	773	356	2790	2233	1129	
Strongly support	306 7%	21 3%	37 6%a	69 5%a	81 8%ac	98 21%abcdfgh	284 8%ac	247 9%abc	179 12%abcdfg	
Support	1613 38%	181 22%	241 40%a	559 43%ae	454 46%abe	172 36%a	1425 42%ae	1185 43%ae	626 43%ae	
Neither support nor oppose	1547 37%	434 53%bcdefgh	236 39%defgh	462 35%degh	298 30%e	107 23%	1104 33%eh	867 31%eh	405 28%	
Oppose	471 11%	67 8%	69 11%a	174 13%a	106 11%	53 11%	403 12%a	334 12%a	160 11%a	
Strongly oppose	163 4%	32 4%c	20 3%	27 2%	44 4%c	40 9%abcdfg	131 4%c	111 4%c	84 6%bcfg	
SUMMARY CODES										
TOTAL SUPPORT	1919 45%	202 25%	278 46%a	627 48%a	535 54%abc	269 57%abcf	1710 51%ab	1432 52%abc	804 55%abcf	
TOTAL OPPOSE	634 15%	99 12%	89 15%	201 15%a	150 15%	94 20%abc	534 16%a	445 16%a	244 17%a	
Don't know	131 3%	88 11%bcdefgh	6 1%	13 1%	3 *	2 *	23 1%	17 1%	5 *	

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_02 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Facial recognition applications which can recognise images

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Strongly support	306 7%	187 15%bc	85 4%	32 4%
Support	1613 38%	703 57%bc	667 32%	214 29%
Neither support nor oppose	1547 37%	228 18%	1026 50%ac	231 31%a
Oppose	471 11%	94 8%	189 9%	178 24%ab
Strongly oppose	163 4%	26 2%	51 2%	82 11%ab
SUMMARY CODES				
TOTAL SUPPORT	1919 45%	890 72%bc	752 37%	246 33%
TOTAL OPPOSE	634 15%	120 10%	240 12%	260 35%ab
Don't know	131 3%	5 *	38 2%ac	5 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	107 3%	71 3%b	36 2%	18 3%h	27 4%gh	26 4%gh	17 2%h	12 2%h	7 1%	31 3%	37 3%	18 2%	21 2%
Support	759 18%	420 20%b	338 16%	165 29%defgh	158 22%fgh	130 20%h	118 16%h	96 15%h	91 10%	159 16%	253 19%	154 17%	193 19%
Neither support nor oppose	1618 38%	763 37%	855 40%	213 38%	250 35%	230 35%	281 39%	231 37%	413 43%deg	344 35%	445 33%	363 41%ij	466 46%ijk
Oppose	1095 26%	511 25%	583 27%	120 21%	175 25%	181 27%c	188 26%	174 28%c	256 27%c	299 30%l	368 28%l	233 26%l	194 19%
Strongly oppose	503 12%	240 12%	263 12%	35 6%	82 12%c	81 12%c	101 14%c	93 15%c	111 12%c	135 14%l	195 15%kl	93 10%l	80 8%
SUMMARY CODES													
TOTAL SUPPORT	866 20%	491 24%b	375 17%	183 33%defgh	186 26%fgh	156 24%fgh	135 19%h	108 17%h	98 10%	190 19%	290 22%	172 19%	214 21%
TOTAL OPPOSE	1598 38%	752 36%	846 39%	155 28%	257 36%c	261 40%c	289 40%c	267 43%cd	368 38%c	434 44%kl	563 42%kl	327 37%l	274 27%
Don't know	150 4%	64 3%	86 4%	10 2%	14 2%	10 2%	17 2%	20 3%	78 8%cddefg	20 2%	37 3%	28 3%	65 6%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	107 3%	64 2%	22 3%	18 3%	22 4%g	38 3%	34 2%	14 2%	-	9 1%	30 2%	29 4%i	28 4%i	11 3%	80 2%	27 3%
Support	759 18%	446 16%	184 26%ac	117 19%	103 18%	298 20%fg	237 17%	115 16%	5 21%	118 14%	196 14%	176 22%ij	170 23%ij	99 22%ij	638 19%o	121 13%
Neither support nor oppose	1618 38%	1053 38%b	234 33%	290 46%ab	233 41%g	574 39%	541 38%	255 35%	12 55%	368 43%jkl	534 38%	287 36%	258 35%	170 39%	1274 38%	344 38%
Oppose	1095 26%	786 28%c	182 25%c	108 17%	115 20%	357 24%	382 27%cd	236 32%def	4 19%	199 23%	392 28%i	212 26%	185 25%	106 24%	843 25%	252 28%
Strongly oppose	503 12%	363 13%b	71 10%	66 10%	68 12%	159 11%	174 12%	101 14%	1 3%	100 12%	195 14%km	86 11%	79 11%	44 10%	372 11%	132 14%n
SUMMARY CODES																
TOTAL SUPPORT	866 20%	510 18%	206 29%ac	135 21%a	124 22%	336 23%fg	271 19%	129 17%	5 21%	128 15%	226 16%	204 25%ij	198 27%ij	110 25%ij	718 22%o	148 16%
TOTAL OPPOSE	1598 38%	1149 41%bc	253 35%c	174 28%	184 32%	517 35%	555 39%de	337 46%def	5 22%	299 35%	586 42%ikl m	298 37%	264 36%	150 34%	1214 37%	383 42%n
Don't know	150 4%	90 3%	25 3%	32 5%a	25 4%g	45 3%	41 3%	17 2%	*	55 6%jklm	51 4%k	15 2%	19 3%	10 2%	110 3%	40 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	107 3%	1 1%	12 3%	8 2%	6 2%	5 1%	11 3%h	14 3%	6 1%	14 4%aeh	9 4%aeh	10 3%	12 10%abcdefghijk
Support	759 18%	32 19%	65 14%	63 18%	56 18%	83 22%bijk	69 18%	125 22%bijk	102 18%	49 13%	24 12%	50 14%	42 36%abcdefghijk
Neither support nor oppose	1618 38%	70 41%l	161 35%	120 34%	116 38%l	156 42%l	149 38%l	222 40%l	233 40%l	130 36%	94 47%bcil	136 38%l	31 26%
Oppose	1095 26%	48 28%	158 34%cefgijk	87 25%	89 29%i	90 24%	86 22%	128 23%	165 29%fi	78 21%	47 23%	87 25%	31 26%
Strongly oppose	503 12%	19 11%l	53 12%l	61 17%bdeghl	29 9%l	30 8%l	49 12%l	50 9%l	71 12%l	61 17%degl	22 11%l	56 16%degl	2 2%
SUMMARY CODES													
TOTAL SUPPORT	866 20%	33 19%	76 16%	71 20%	63 20%	87 23%bk	80 20%	139 25%bhijk	107 18%	63 17%	32 16%	59 17%	54 46%abcdefghijk
TOTAL OPPOSE	1598 38%	67 39%	212 46%efgjl	147 42%efgl	118 38%	120 32%	135 34%	178 32%	236 41%egl	139 38%	70 35%	144 40%egl	32 28%
Don't know	150 4%	1 1%	14 3%h	10 3%h	11 3%h	9 2%h	30 8%abcddeghj	17 3%h	4 1%	31 9%abcddeghj	6 3%h	16 4%ahl	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	107 3%	11 2%	12 3%	11 2%	19 4%a	17 4%	5 1%	102 3%	40 3%	68 2%	11 1%	96 3%j	13 1%	94 3%l
Support	759 18%	113 19%	96 20%	90 21%	85 19%	110 23%	55 15%	704 18%	258 22%i	501 16%	133 15%	623 19%j	140 12%	618 21%l
Neither support nor oppose	1618 38%	236 40%	171 36%	148 34%	150 34%	161 34%	156 42%	1462 38%	409 35%	1209 40%h	353 39%	1263 38%	510 42% ^m	1107 37%
Oppose	1095 26%	127 21%	127 26%	116 27%a	143 32%a	121 26%	77 21%	1018 26%f	300 26%	795 26%	253 28%	839 25%	329 27%	766 25%
Strongly oppose	503 12%	75 13%	65 13%	62 14%	44 10%	64 13%	49 13%	454 12%	139 12%	364 12%	119 13%	384 12%	137 11%	366 12%
SUMMARY CODES														
TOTAL SUPPORT	866 20%	124 21%	108 22%	101 23%	105 24%	126 27%a	60 16%	805 21%f	298 25%i	568 19%	144 16%	719 22%j	153 13%	712 24%l
TOTAL OPOUSE	1598 38%	202 34%	191 40%a	178 41%a	187 42%a	185 39%	126 34%	1471 38%	439 37%	1158 38%	372 41%	1223 37%	466 38%	1132 38%
Don't know	150 4%	35 6% ^{bcd} e	11 2% ^d e	6 1%	1 *	2 *	32 9% ^g	118 3%	27 2%	123 4% ^h	45 5% ^k	99 3%	85 7% ^m	58 2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

Base: All Adults in UK

	Total	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256	
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459	
Effective Base	3657	866	564	1110	773	356	2790	2233	1129	
Strongly support	107 3%	10 1%	10 2%	18 1%	26 3%a	44 9%bcdfgh	98 3%ac	88 3%ac	69 5%bcdfg	
Support	759 18%	92 11%	96 16%a	253 19%a	220 22%ab	96 20%a	664 20%ab	569 21%ab	316 22%ab	
Neither support nor oppose	1618 38%	439 53%bcdefgh	264 43%cdefgh	484 37%degh	289 29%	127 27%	1164 35%deh	900 33%eh	416 29%	
Oppose	1095 26%	137 17%	154 25%a	394 30%ab	278 28%a	132 28%a	958 28%a	804 29%a	410 28%a	
Strongly oppose	503 12%	52 6%	70 12%a	137 11%a	170 17%abcfg	73 15%ac	450 13%ac	380 14%ac	243 17%abcfg	
SUMMARY CODES										
TOTAL SUPPORT	866 20%	101 12%	106 17%a	271 21%a	246 25%abc	140 30%abcfg	762 23%ab	656 24%ab	385 26%abcf	
TOTAL OPPOSE	1598 38%	189 23%	224 37%a	532 41%a	448 45%abc	204 43%ab	1408 42%ab	1184 43%ab	653 45%ab	
Don't know	150 4%	94 11%bcdefgh	15 3%defgh	17 1%dh	4 *	1 *	37 1%h	21 1%	5 *	

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_03 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that target advertising based on web browsing

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Strongly support	107 3%	69 6%bc	24 1%	15 2%
Support	759 18%	428 34%bc	258 13%c	52 7%
Neither support nor oppose	1618 38%	315 25%	1045 51%ac	199 27%
Oppose	1095 26%	295 24%	495 24%	281 38%ab
Strongly oppose	503 12%	125 10%	188 9%	182 25%ab
SUMMARY CODES				
TOTAL SUPPORT	866 20%	497 40%bc	282 14%c	67 9%
TOTAL OPPOSE	1598 38%	420 34%	683 33%	463 62%ab
Don't know	150 4%	10 1%	46 2%a	13 2%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	504 12%	316 15%b	188 9%	91 16%fgh	113 16%fgh	96 15%h	83 11%h	69 11%h	53 6%	168 17%ijkl	180 13%kl	77 9%	80 8%
Support	1406 33%	769 37%b	637 29%	224 40%dfgh	214 30%	229 35%	229 32%	205 33%	305 32%	356 36%l	454 34%l	300 34%l	297 29%
Neither support nor oppose	1300 31%	571 28%	729 34%a	154 28%	214 30%	186 28%	215 30%	200 32%	330 35%ce	241 24%	363 27%	312 35%ij	384 38%ij
Oppose	625 15%	262 13%	363 17%a	58 10%	104 15%c	97 15%c	123 17%c	99 16%c	144 15%c	139 14%	214 16%	130 15%	142 14%
Strongly oppose	270 6%	99 5%	171 8%a	19 3%	46 7%c	41 6%c	54 8%c	38 6%c	72 8%c	68 7%	91 7%	49 6%	62 6%
SUMMARY CODES													
TOTAL SUPPORT	1911 45%	1085 52%b	825 38%	315 56%defgh	328 46%h	324 49%h	312 43%h	274 44%h	358 37%	523 53%ijkl	634 48%kl	376 42%l	377 37%
TOTAL OPPOSE	896 21%	361 17%	535 25%a	77 14%	151 21%c	138 21%c	178 25%c	137 22%c	215 23%c	207 21%	306 23%	179 20%	204 20%
Don't know	125 3%	53 3%	72 3%	15 3%	15 2%	10 1%	17 2%	15 2%	53 6%cddefg	17 2%	32 2%	21 2%	55 5%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	504 12%	340 12% ^c	101 14% ^c	53 8%	67 12%	183 12%	154 11%	99 13%	1 5%	68 8%	178 13% ⁱ	98 12% ⁱ	104 14% ⁱ	56 13% ⁱ	397 12%	108 12%
Support	1406 33%	936 33% ^c	260 36% ^c	188 30%	173 31%	510 35%	454 32%	262 35%	7 31%	261 31%	482 35%	280 35%	244 33%	137 31%	1121 34%	285 31%
Neither support nor oppose	1300 31%	822 29%	210 29%	235 37% ^{ab}	190 34% ^g	456 31% ^g	448 32% ^g	194 26%	10 44%	283 33%	418 30%	247 31%	214 29%	138 31%	1022 31%	278 30%
Oppose	625 15%	440 16% ^b	87 12%	88 14%	77 14%	211 14%	224 16%	110 15%	3 15%	138 16% ^j	182 13%	115 14%	118 16%	73 16%	481 14%	145 16%
Strongly oppose	270 6%	190 7%	37 5%	42 7%	38 7%	76 5%	96 7%	59 8% ^e	1 4%	62 7%	97 7%	47 6%	38 5%	26 6%	204 6%	66 7%
SUMMARY CODES																
TOTAL SUPPORT	1911 45%	1276 46% ^c	361 50% ^{ac}	241 38%	240 42%	693 47% ^f	608 43%	361 49% ^{df}	8 35%	329 39%	661 47% ⁱ	379 47% ⁱ	348 47% ⁱ	194 44%	1518 46%	393 43%
TOTAL OPOUSE	896 21%	630 22% ^b	123 17%	130 21%	115 20%	287 19%	320 23%	170 23%	4 19%	199 23%	279 20%	163 20%	155 21%	99 23%	685 21%	210 23%
Don't know	125 3%	73 3%	23 3%	26 4% ^a	21 4% ^g	36 2%	34 2%	12 2%	*	39 5% ^{ijk}	40 3%	15 2%	22 3%	9 2%	92 3%	33 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	504 12%	25 15%ek	48 10%	43 12%	35 11%	31 8%	49 12%	71 13%k	76 13%ek	60 17%bejk	17 8%	29 8%	20 17%ejk
Support	1406 33%	57 33%	159 34%f	125 36%fi	107 35%f	128 34%f	102 26%	202 36%fi	203 35%fi	99 27%	66 33%	108 31%	49 42%fik
Neither support nor oppose	1300 31%	56 33%	146 31%	97 28%	83 27%	111 30%	128 33%l	168 30%	188 32%l	107 29%	72 36%dl	117 33%l	26 22%
Oppose	625 15%	24 14%	78 17%ai	50 14%	52 17%ai	60 16%	57 14%	75 13%	93 16%ai	39 11%	34 17%	42 12%	22 18%ai
Strongly oppose	270 6%	10 6%hl	25 5%hl	25 7%hl	20 6%hl	35 9%bghl	29 7%hl	26 5%	15 3%	29 8%hl	12 6%hl	44 12%abcdfghj	1 1%
SUMMARY CODES													
TOTAL SUPPORT	1911 45%	82 48%fk	208 45%	168 48%fk	142 46%	159 43%	151 38%	273 49%fk	279 48%fk	160 44%	83 41%	137 39%	69 59%bdefhijk
TOTAL OPPOSE	896 21%	34 20%	103 22%	75 21%	72 23%	95 25%gghi	86 22%	101 18%	108 19%	68 19%	46 23%	86 24%g	22 19%
Don't know	125 3%	* *	7 2%	9 3%ah	10 3%ahj	8 2%	29 7%abcdeghj	14 2%h	4 1%	28 8%abcdeghj	1 *	15 4%abhjl	- -

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	504	42	51	63	80	75	23	481	154	350	71	433	84	420
	12%	7%	11%a	15%a	18%ab	16%ab	6%	12%f	13%	11%	8%	13%j	7%	14%l
Support	1406	203	182	137	165	190	128	1278	378	1028	320	1082	391	1014
	33%	34%	38%	32%	37%	40%c	34%	33%	32%	34%	35%	33%	32%	34%
Neither support nor oppose	1300	199	133	122	104	111	116	1184	341	959	267	1031	419	880
	31%	33%bde	28%	28%	24%	24%	31%	31%	29%	31%	29%	31%	35% ^m	29%
Oppose	625	89	76	72	72	66	56	570	198	428	147	477	183	442
	15%	15%	16%	17%	16%	14%	15%	15%	17%i	14%	16%	14%	15%	15%
Strongly oppose	270	39	32	33	21	24	27	243	75	195	76	195	79	191
	6%	7%	7%	8%	5%	5%	7%	6%	6%	6%	8%k	6%	6%	6%
SUMMARY CODES														
TOTAL SUPPORT	1911	244	233	200	245	265	151	1759	533	1378	391	1516	475	1434
	45%	41%	48%a	46%	55%ac	56%abc	40%	46%f	45%	45%	43%	46%	39%	48%l
TOTAL OPPOSE	896	128	107	105	93	91	83	813	273	623	223	671	262	634
	21%	22%	22%	24%	21%	19%	22%	21%	23%	20%	24%k	20%	22%	21%
Don't know	125	25	8	5	1	6	25	101	27	98	33	86	57	61
	3%	4%bcde	2%d	1%	*	1%	7%g	3%	2%	3%	4%	3%	5% ^m	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

Base: All Adults in UK

	Total	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256	
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459	
Effective Base	3657	866	564	1110	773	356	2790	2233	1129	
Strongly support	504 12%	32 4%	49 8%a	124 9%a	144 15%abc	156 33%abcdfgh	472 14%abc	423 15%abc	300 21%abcdfg	
Support	1406 33%	169 21%	212 35%a	467 36%a	408 41%abcefg	145 31%a	1232 37%ae	1020 37%ae	553 38%ae	
Neither support nor oppose	1300 31%	401 49%bcdefgh	195 32%defgh	376 29%degh	228 23%	89 19%	887 26%eh	692 25%eh	316 22%	
Oppose	625 15%	93 11%	110 18%adeh	238 18%adeh	124 13%	57 12%	529 16%adh	419 15%ah	181 12%	
Strongly oppose	270 6%	46 6%	38 6%	85 7%	74 8%	26 6%	223 7%	185 7%	100 7%	
SUMMARY CODES										
TOTAL SUPPORT	1911 45%	201 24%	261 43%a	591 45%a	552 56%abcf	301 64%abcdfg	1705 51%abc	1443 52%abc	853 58%abcfg	
TOTAL OPPOSE	896 21%	139 17%	148 24%aeh	323 25%adeh	199 20%	83 18%	752 22%aeh	604 22%a	281 19%	
Don't know	125 3%	82 10%bcdefgh	5 1%	13 1%	8 1%	-	26 1%	22 1%	8 1%	

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_04 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications which help diagnose patients by analysing medical symptoms and records

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Strongly support	504 12%	276 22%bc	178 9%	48 7%
Support	1406 33%	609 49%bc	571 28%	196 26%
Neither support nor oppose	1300 31%	168 14%	900 44%ac	173 23%a
Oppose	625 15%	148 12%	264 13%	196 26%ab
Strongly oppose	270 6%	35 3%	106 5%a	124 17%ab
SUMMARY CODES				
TOTAL SUPPORT	1911 45%	885 71%bc	749 36%	244 33%
TOTAL OPPOSE	896 21%	182 15%	371 18%a	320 43%ab
Don't know	125 3%	7 1%	36 2%a	6 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Strongly support	159 4%	102 5%b	56 3%	32 6%gh	36 5%gh	37 6%gh	29 4%h	16 3%h	7 1%	39 4%	66 5%kl	22 3%	31 3%
Support	1087 26%	533 26%	554 26%	210 37%defgh	210 30%fh	180 27%h	171 24%h	153 24%h	163 17%	256 26%	342 26%	227 26%	262 26%
Neither support nor oppose	1623 38%	784 38%	839 39%	181 32%	248 35%	246 37%	290 40%cg	207 33%	451 47%cdefg	331 34%	485 36%	363 41%i	444 44%ij
Oppose	918 22%	433 21%	485 22%	104 19%	141 20%	141 21%	152 21%	167 27%cdefh	213 22%	258 26%kl	306 23%l	185 21%l	169 17%
Strongly oppose	316 7%	160 8%	156 7%	25 4%	56 8%c	44 7%	63 9%c	63 10%ch	65 7%	82 8%	105 8%	68 8%	62 6%
SUMMARY CODES													
TOTAL SUPPORT	1246 29%	636 31%	610 28%	243 43%defgh	246 35%fgh	217 33%gh	200 28%h	170 27%h	171 18%	296 30%	407 31%	249 28%	293 29%
TOTAL OPPOSE	1234 29%	594 29%	641 30%	129 23%	197 28%	185 28%	215 30%c	230 37%cdefh	278 29%c	340 34%kl	411 31%l	253 28%l	231 23%
Don't know	128 3%	56 3%	72 3%	9 2%	16 2%	9 1%	17 2%	19 3%	57 6%cdefg	21 2%	32 2%	24 3%	51 5%ijk

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Strongly support	159 4%	88 3%	37 5%a	29 5%	25 4%	58 4%	49 3%	27 4%	-	13 2%	58 4%i	39 5%i	32 4%i	16 4%i	119 4%	39 4%
Support	1087 26%	687 25%	210 29%a	162 26%	141 25%	395 27%	356 25%	188 25%	6 29%	180 21%	334 24%	227 28%ij	212 29%ij	134 30%ij	880 27%o	207 23%
Neither support nor oppose	1623 38%	1053 38%	259 36%	284 45%ab	233 41%	554 38%	550 39%	273 37%	11 49%	363 43%jlm	527 38%	305 38%	272 37%	156 35%	1270 38%	353 39%
Oppose	918 22%	661 24%c	146 20%c	95 15%	99 18%	325 22%d	320 23%d	171 23%d	3 14%	181 21%	323 23%	158 20%	166 22%	90 20%	710 21%	208 23%
Strongly oppose	316 7%	234 8%c	45 6%	37 6%	48 8%	106 7%	99 7%	62 8%	1 6%	70 8%l	111 8%l	61 8%	40 5%	34 8%	244 7%	72 8%
SUMMARY CODES																
TOTAL SUPPORT	1246 29%	775 28%	247 34%a	191 30%	166 29%	453 31%	405 29%	215 29%	6 29%	193 23%	393 28%i	266 33%ij	244 33%ij	150 34%ij	999 30%	246 27%
TOTAL OPPOSE	1234 29%	895 32%bc	191 27%c	132 21%	147 26%	431 29%	419 30%	233 32%d	4 20%	251 30%	434 31%	219 27%	206 28%	124 28%	954 29%	280 31%
Don't know	128 3%	78 3%	21 3%	26 4%	21 4%	34 2%	35 2%	17 2%	*	43 5%jklm	44 3%	14 2%	17 2%	10 2%	93 3%	35 4%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Strongly support	159 4%	7 4%	8 2%	15 4%b	13 4%	7 2%	18 4%b	20 4%	13 2%	19 5%beh	5 3%	17 5%beh	16 14%abcdefghijk
Support	1087 26%	51 30%ij	110 24%	99 28%ij	80 26%j	101 27%ij	87 22%	162 29%ij	159 27%ij	70 19%	35 17%	83 23%	49 42%abcdefghijk
Neither support nor oppose	1623 38%	68 40%l	185 40%l	123 35%	109 36%	136 36%l	153 39%l	203 37%l	268 46%cddefgik l	139 38%l	91 45%cdkl	118 33%	30 25%
Oppose	918 22%	37 22%	125 27%hil	73 21%	71 23%	79 21%	85 22%	120 22%	108 19%	69 19%	48 24%	82 23%	20 17%
Strongly oppose	316 7%	8 5%	27 6%	29 8%hl	24 8%l	43 12%abfghl	28 7%l	37 7%l	27 5%	33 9%hl	20 10%hl	39 11%abghl	2 1%
SUMMARY CODES													
TOTAL SUPPORT	1246 29%	58 34%bij	118 26%	114 33%bij	93 30%j	108 29%j	105 27%	183 33%bij	172 30%j	89 25%	40 20%	100 28%j	65 56%abcdefghijk
TOTAL OPPOSE	1234 29%	45 26%	153 33%hl	101 29%l	96 31%hl	122 33%hl	113 29%l	157 28%l	135 23%	102 28%	68 34%hl	121 34%hl	22 19%
Don't know	128 3%	1 *	7 2%	10 3%ah	10 3%ah	6 2%	23 6%abeghjl	13 2%	5 1%	33 9%abcdeghj kl	3 1%	17 5%abehl	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Strongly support	159	15	17	16	23	17	7	152	50	108	19	140	18	141
	4%	3%	3%	4%	5%a	4%	2%	4%f	4%	4%	2%	4%j	1%	5%l
Support	1087	150	129	118	114	161	88	999	326	761	230	854	243	843
	26%	25%	27%	27%	26%	34%abd	23%	26%	28%	25%	25%	26%	20%	28%l
Neither support nor oppose	1623	248	178	164	162	145	157	1467	436	1187	341	1278	534	1089
	38%	41%e	37%	38%e	37%	31%	42%	38%	37%	39%	37%	39%	44%m	36%
Oppose	918	109	118	91	123	102	66	852	256	662	209	709	262	656
	22%	18%	25%a	21%	28%ac	22%	18%	22%f	22%	22%	23%	21%	22%	22%
Strongly oppose	316	49	29	37	18	47	33	283	81	235	79	237	91	225
	7%	8%d	6%	9%d	4%	10%d	9%	7%	7%	8%	9%	7%	8%	7%
SUMMARY CODES														
TOTAL SUPPORT	1246	165	146	134	138	178	95	1151	377	869	249	994	261	983
	29%	28%	30%	31%	31%	38%ab	25%	30%f	32%i	28%	27%	30%	22%	33%l
TOTAL OPPOSE	1234	158	148	128	141	149	98	1136	337	898	288	946	353	881
	29%	27%	31%	29%	32%	31%	26%	29%	29%	29%	32%	29%	29%	29%
Don't know	128	26	10	7	1	2	25	103	24	104	36	86	64	57
	3%	4%bcde	2%de	2%	*	*	7%g	3%	2%	3%h	4%k	3%	5%m	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

Base: All Adults in UK

	Total	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
		Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256	
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459	
Effective Base	3657	866	564	1110	773	356	2790	2233	1129	
Strongly support	159 4%	10 1%	15 2%	35 3%a	44 4%abc	55 12%abcdfgh	148 4%abc	134 5%abc	99 7%abcdfg	
Support	1087 26%	146 18%	153 25%a	364 28%a	308 31%abe	112 24%a	937 28%a	784 28%a	420 29%a	
Neither support nor oppose	1623 38%	433 53%bcdefgh	256 42%defgh	491 38%degh	306 31%	126 27%	1179 35%deh	923 33%eh	432 30%	
Oppose	918 22%	110 13%	142 23%a	318 24%a	228 23%a	116 25%a	804 24%a	662 24%a	344 24%a	
Strongly oppose	316 7%	40 5%	37 6%	83 6%	94 10%abc	62 13%abcfg	276 8%a	240 9%abc	156 11%abcf	
SUMMARY CODES										
TOTAL SUPPORT	1246 29%	156 19%	167 28%a	399 31%a	352 36%abc	168 36%ab	1086 32%ab	918 33%ab	519 36%abcf	
TOTAL OPPOSE	1234 29%	150 18%	178 29%a	402 31%a	322 33%a	178 38%abcf	1080 32%a	902 33%a	500 34%ab	
Don't know	128 3%	85 10%bcdefgh	7 1%e	12 1%	7 1%	-	25 1%	19 1%	7 *	

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_05 And to what extent do you support or oppose each of the following applications of artificial intelligence?

- Computer applications that review CVs and help employers decide who to interview

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?			
	Total	Positive (a)	Neither positive nor negative (b)	Negative (c)
Unweighted Base	4231	1149	2103	754
Weighted Base	4231	1243	2056	742
Effective Base	3657	1009	1806	657
Strongly support	159 4%	103 8%bc	37 2%	19 3%
Support	1087 26%	526 42%bc	428 21%c	108 15%
Neither support nor oppose	1623 38%	298 24%	1054 51%ac	216 29%a
Oppose	918 22%	239 19%	398 19%	259 35%ab
Strongly oppose	316 7%	69 6%	106 5%	133 18%ab
SUMMARY CODES				
TOTAL SUPPORT	1246 29%	629 51%bc	465 23%c	127 17%
TOTAL OPPOSE	1234 29%	308 25%	503 24%	391 53%ab
Don't know	128 3%	9 1%	34 2%a	8 1%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI
 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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	524	310	214	118	99	106	79	64	58	104	169	104	146
	12%	15% ^b	10%	21% ^d g <h< td=""> <td>14%^gh</td> <td>16%^fg<h< td=""> <td>11%^h</td> <td>10%^h</td> <td>6%</td> <td>10%</td> <td>13%</td> <td>12%</td> <td>14%ⁱ</td> </h<></td></h<>	14% ^g h	16% ^f g <h< td=""> <td>11%^h</td> <td>10%^h</td> <td>6%</td> <td>10%</td> <td>13%</td> <td>12%</td> <td>14%ⁱ</td> </h<>	11% ^h	10% ^h	6%	10%	13%	12%	14% ⁱ
No	3707	1760	1948	444	608	552	643	563	898	885	1166	784	873
	88%	85%	90% ^a	79%	86% ^c	84%	89% ^c e	90% ^c d	94% ^c d	90% ^l	87%	88%	86%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI
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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	524	291	130	94	82	213	149	75	4	81	143	118	118	64	420	104
	12%	10%	18%a	15%a	14%fg	14%fg	11%	10%	18%	10%	10%	15%ij	16%ij	14%ij	13%	11%
No	3707	2510	588	538	485	1259	1260	663	18	769	1254	687	621	376	2897	811
	88%	90%bc	82%	85%	86%	86%	89%de	90%de	82%	90%klm	90%klm	85%	84%	86%	87%	89%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	524 12%	18 11% ^b	25 5%	46 13% ^b	40 13% ^b	58 16% ^{bjk}	53 14% ^b	80 14% ^{bj}	68 12% ^b	39 11% ^b	16 8%	34 10% ^b	46 39% ^{abcdefghijk}
No	3707 88%	153 89% ^l	439 95% ^{acdefgh ikl}	302 87% ^l	267 87% ^l	314 84% ^l	340 86% ^l	476 86% ^l	512 88% ^l	323 89% ^l	187 92% ^{egl}	321 90% ^{el}	71 61%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	524	84	72	53	60	74	45	479	187	337	95	429	96	427
	12%	14%	15%	12%	14%	16%	12%	12%	16%i	11%	10%	13%j	8%	14%l
No	3707	513	410	379	382	400	330	3377	987	2721	819	2875	1117	2583
	88%	86%	85%	88%	86%	84%	88%	88%	84%	89%h	90%k	87%	92%m	86%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI

Base: All Adults in UK

	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
	Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459
Effective Base	3657	866	564	1110	773	356	2790	2233	1129
Yes	524	63	68	161	146	86	461	393	232
	12%	8%	11%a	12%a	15%a	18%abcf	14%a	14%a	16%abc
No	3707	760	541	1142	841	386	2910	2369	1227
	88%	92%bcdefgh	89%eh	88%eh	85%	82%	86%e	86%	84%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV1 Whether support all five applications of AI

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?		
	Positive (a)	Neither positive nor negative (b)	Negative (c)
Total			
Unweighted Base	4231	1149	2103
Weighted Base	4231	1243	2056
Effective Base	3657	1009	1806
Yes	524	338	149
	12%	27%bc	7%c
No	3707	905	1907
	88%	73%	93%a
			714
			96%ab

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI
 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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	186 4%	76 4%	110 5% ^a	17 3%	31 4%	27 4%	25 4%	33 5%	54 6% ^c	26 3%	73 5% ⁱ	44 5% ⁱ	43 4%
No	4045 96%	1993 96% ^b	2051 95%	545 97% ^h	676 96%	631 96%	697 96%	593 95%	903 94%	963 97% ^k	1262 95%	844 95%	976 96%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI
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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	186	124	26	32	27	63	63	32	1	51	59	26	32	18	135	52
	4%	4%	4%	5%	5%	4%	4%	4%	5%	6% ^k	4%	3%	4%	4%	4%	6%
No	4045	2677	692	599	539	1408	1347	705	21	799	1339	778	707	422	3182	863
	96%	96%	96%	95%	95%	96%	96%	96%	95%	94%	96%	97% ^{ai}	96%	96%	96%	94%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	186	8	15	25	15	14	19	18	28	10	12	17	5
	4%	5%	3%	7% ^{bgi}	5%	4%	5%	3%	5%	3%	6%	5%	4%
No	4045	163	449	323	292	358	375	538	552	352	190	338	112
	96%	95%	97% ^c	93%	95%	96%	95%	97% ^c	95%	97% ^c	94%	95%	96%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI
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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	186	29	21	24	13	8	19	167	48	139	51	136	57	129
	4%	5%e	4%e	6%e	3%	2%	5%	4%	4%	5%	6%	4%	5%	4%
No	4045	568	462	409	430	466	355	3689	1126	2919	863	3168	1156	2880
	96%	95%	96%	94%	97%	98%abc	95%	96%	96%	95%	94%	96%	95%	96%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI
Base: All Adults in UK

	Q210. BEFORE TODAY, HOW MUCH, IF ANYTHING, HAVE YOU HEARD OR READ ABOUT ARTIFICIAL INTELLIGENCE, OTHERWISE KNOWN AS AI?								
	Hadn't heard about this before now (a)	Hardly anything but I've heard of this (b)	A little (c)	A fair amount (d)	A lot (e)	Any Awareness (f)	At least a little (g)	At least a fair amount (h)	
Unweighted Base	4231	1006	657	1272	862	394	3185	2528	1256
Weighted Base	4231	823	609	1303	987	472	3370	2762	1459
Effective Base	3657	866	564	1110	773	356	2790	2233	1129
Yes	186	40	38	67	27	15	147	109	42
	4%	5%dh	6%degh	5%dh	3%	3%	4%dh	4%	3%
No	4045	783	571	1236	960	457	3224	2653	1417
	96%	95%	94%	95%	97%abcf	97%b	96%	96%b	97%abcf

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.214_DV2 Whether oppose all five applications of AI

Base: All Adults in UK

	Q212. HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?		
	Positive (a)	Neither positive nor negative (b)	Negative (c)
Total			
Unweighted Base	4231	1149	2103
Weighted Base	4231	1243	2056
Effective Base	3657	1009	1806
Yes	186	19	63
	4%	2%	3%a
No	4045	1224	1992
	96%	98%bc	97%c
			754
			742
			657
			103
			14%ab
			638
			86%

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Terrace Property	1472	736	736	259	286	270	219	178	259	264	480	326	403
	35%	36%	34%	46%fgh	40%fgh	41%fgh	30%	28%	27%	27%	36%i	37%i	40%i
Semi Detached Property	1409	669	740	153	218	215	253	219	351	351	432	319	307
	33%	32%	34%	27%	31%	33%	35%c	35%c	37%cd	36%l	32%	36%l	30%
Detached Property	737	350	387	60	64	77	150	144	243	297	245	121	76
	17%	17%	18%	11%	9%	12%	21%cde	23%cde	25%cd	30%ijkl	18%kl	14%l	7%
Flat or Maisonette	567	292	275	82	135	92	92	72	93	73	165	115	214
	13%	14%	13%	15%h	19%efgh	14%h	13%	12%	10%	7%	12%i	13%i	21%ijk
Other type	22	11	12	5	1	1	2	8	6	1	5	7	9
	1%	1%	1%	1%	*	*	*	1%de	1%	*	*	1%	1%i
Don't know	24	12	12	2	3	3	6	5	5	2	8	2	11
	1%	1%	1%	*	*	*	1%	1%	*	*	1%	*	1%ik

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Terrace Property	1472	845	364	225	-	1472	-	-	-	302	413	289	268	200	1228	243
	35%	30%	51%ac	36%a	-	100%dfg	-	-	-	36%j	30%	36%j	36%j	45%ijkl	37%o	27%
Semi Detached Property	1409	1074	136	175	-	-	1409	-	-	222	479	284	274	150	1126	284
	33%	38%bc	19%	28%b	-	-	100%deg	-	-	26%	34%i	35%i	37%i	34%i	34%	31%
Detached Property	737	696	26	10	-	-	-	737	-	102	313	132	135	57	461	276
	17%	25%bc	4%c	2%	-	-	-	100%def	-	12%	22%ikl	16%i	18%im	13%	14%	30%n
Flat or Maisonette	567	157	187	214	567	-	-	-	-	212	179	89	55	31	463	104
	13%	6%	26%a	34%ab	100%efg	-	-	-	-	25%jkl	13%lm	11%lm	7%	7%	14%	11%
Other type	22	15	1	5	-	-	-	-	22	9	5	5	2	1	21	1
	1%	1%	*	1%	-	-	-	-	100%	1%j	*	1%	*	*	1%	*
Don't know	24	16	4	3	-	-	-	-	-	3	9	5	6	1	17	7
	1%	1%	1%	*	-	-	-	-	-	*	1%	1%	1%	*	1%	1%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

Q.27 Property type
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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Terrace Property	1472 35%	56 33% ^d	152 33% ^d	107 31% ^d	69 23%	145 39% ^{cdjk}	187 47% ^{abcdeghijk}	221 40% ^{bcdijk}	217 37% ^{cdjk}	113 31% ^d	51 25%	106 30% ^d	47 40% ^{dj}
Semi Detached Property	1409 33%	72 42% ^{efghik}	222 48% ^{efghijk}	154 44% ^{efghijk}	128 42% ^{efghik}	124 33% ^{fgk}	97 25%	147 27%	168 29%	95 26%	68 34% ^{fk}	88 25%	45 39% ^{fghik}
Detached Property	737 17%	30 18% ^{fg}	59 13% ^g	66 19% ^{bfg}	105 34% ^{abcdfghikl}	71 19% ^{bfg}	43 11% ^g	25 5%	95 16% ^{fg}	85 23% ^{bfg}	61 30% ^{abcefghk}	72 20% ^{bfg}	24 21% ^{bfg}
Flat or Maisonette	567 13%	13 8% ^{dl}	24 5% ^{dl}	14 4% ^d	2 1%	26 7% ^{dl}	63 16% ^{abcdel}	160 29% ^{abcdefhijl}	98 17% ^{abcdel}	56 16% ^{abcdel}	22 11% ^{bcdl}	87 24% ^{abcdefhijl}	1 1%
Other type	22 1%	-	4 1%	5 1%	1 *	5 1%	1 *	2 *	2 *	2 1%	-	1 *	-
Don't know	24 1%	-	3 1%	2 1%	2 1%	1 *	2 *	1 *	-	12 3% ^{abcdefghjk}	-	1 *	-

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Terrace Property	1472 35%	223 37%e	162 34%	158 36%e	160 36%e	133 28%	128 34%	1343 35%	438 37%	1034 34%	299 33%	1173 36%	337 28%	1134 38%l
Semi Detached Property	1409 33%	169 28%	169 35%a	154 36%a	160 36%a	175 37%a	132 35%	1277 33%	418 36%	991 32%	330 36%k	1076 33%	447 37%m	962 32%
Detached Property	737 17%	44 7%	67 14%a	72 17%a	85 19%ab	118 25%abc	28 7%	710 18%f	185 16%	553 18%	148 16%	589 18%	305 25%m	433 14%
Flat or Maisonette	567 13%	147 25%bcde	80 17%cde	45 10%	37 8%	45 10%	78 21%g	488 13%	122 10%	444 15%h	128 14%	436 13%	112 9%	454 15%l
Other type	22 1%	10 2%de	3 1%	1 *	- -	1 *	6 2%g	16 *	1 *	21 1%h	8 1%	15 *	9 1%	13 *
Don't know	24 1%	4 1%	2 *	2 1%	- -	- -	2 *	22 1%	9 1%	15 *	1 *	16 *	3 *	13 *

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Gas (central heating)	3729	1820	1909	508	625	586	636	542	831	892	1196	789	851
	88%	88%	88%	90%h	88%	89%	88%	87%	87%	90%l	90%l	89%l	84%
Oil	184	78	106	19	24	17	42	32	50	48	42	32	62
	4%	4%	5%	3%	3%	3%	6%e	5%e	5%e	5%	3%	4%	6%jk
Electric (storage)	119	64	55	15	22	17	19	16	30	17	34	20	47
	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%	2%	5%ijk
Electric (not storage)	78	39	39	4	17	20	9	13	15	12	20	21	25
	2%	2%	2%	1%	2%c	3%c	1%	2%	2%	1%	1%	2%	2%
Electric Portable heater	46	28	18	8	7	6	6	9	10	5	16	13	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Gas (fixed heaters)	20	10	10	2	3	6	1	2	7	6	8	1	5
	*	*	*	*	*	1%	*	*	1%	1%	1%	*	*
Solid fuel - coal	12	4	8	-	1	1	1	6	4	2	3	5	3
	*	*	*	-	*	*	*	1%cdef	*	*	*	1%	*
Solid fuel - biomass (e.g wood)	6	4	2	-	1	1	1	1	1	1	-	2	2
	*	*	*	-	*	*	*	*	*	*	-	*	*
Solid fuel (open fire/enclosed stove) - coal	6	3	3	1	1	3	1	-	-	-	1	-	4
	*	*	*	*	*	*	*	-	-	-	*	-	*ik
Solid fuel (open fire/enclosed stove) wood	5	2	4	-	-	-	1	2	2	1	1	1	2
	*	*	*	-	-	-	*	*	*	*	*	*	*
Other type of portable heater	1	1	-	-	-	-	-	-	1	1	-	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-
Communal or district heating	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	5	1	-	-	2	2	1	1	2	3	1	*
	*	*	*	-	-	*	*	*	*	*	*	*	*
Don't know	18	12	6	4	5	1	3	1	3	-	10	3	5
	*	1%	*	1%	1%	*	*	*	*	-	1%i	*	*j

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.28 Main way property is heated during winter

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Gas (central heating)	3729	2495	624	538	423	1356	1292	628	18	710	1230	714	659	415	3033	696
	88%	89% ^c	87%	85%	75%	92% ^{dg}	92% ^{dg}	85% ^d	82%	84%	88% ⁱ	89% ⁱ	89% ⁱ	94% ^{ijkl}	91% ^o	76%
Oil	184	143	20	21	2	41	62	77	-	30	63	33	42	16	67	117
	4%	5% ^{bc}	3%	3%	*	3% ^d	4% ^{de}	10% ^{def}	-	4%	5%	4%	6%	4%	2%	13% ⁿ
Electric (storage)	119	48	31	35	69	25	15	8	1	52	44	14	8	1	81	38
	3%	2%	4% ^a	6% ^a	12% ^{efg}	2%	1%	1%	5%	6% ^{ijklm}	3% ^{lm}	2% ^m	1%	*	2%	4% ⁿ
Electric (not storage)	78	38	17	22	43	14	14	6	1	21	26	19	11	1	62	16
	2%	1%	2%	4% ^a	8% ^{efg}	1%	1%	1%	5%	3% ^m	2% ^m	2% ^m	1%	*	2%	2%
Electric Portable heater	46	19	15	11	25	5	7	6	2	18	13	7	6	2	30	17
	1%	1%	2% ^a	2% ^a	4% ^{efg}	*	*	1%	9%	2% ^{jm}	1%	1%	1%	*	1%	2% ⁿ
Gas (fixed heaters)	20	15	4	2	3	9	3	3	-	6	6	6	3	-	14	6
	*	1%	1%	*	1%	1%	*	*	-	1%	*	1%	*	-	*	1%
Solid fuel - coal	12	9	1	2	-	5	4	4	-	4	5	1	1	2	4	9
	*	*	*	*	-	*	*	*	-	*	*	*	*	*	*	1% ⁿ
Solid fuel - biomass (e.g wood)	6	6	*	-	-	2	1	3	-	1	3	-	2	-	4	2
	*	*	*	-	-	*	*	*	-	*	*	-	*	-	*	*
Solid fuel (open fire/enclosed stove) - coal	6	4	1	-	-	6	-	-	-	-	-	3	2	-	4	2
	*	*	*	-	-	* ^f	-	-	-	-	-	* ^j	*	-	*	*
Solid fuel (open fire/enclosed stove) wood	5	5	1	-	-	3	1	1	-	2	2	1	-	-	3	2
	*	*	*	-	-	*	*	*	-	*	*	*	-	-	*	*
Other type of portable heater	1	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	*	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
Communal or district heating	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	6	-	*	1	*	5	-	-	1	3	-	2	-	1	5
	*	*	-	*	*	*	*	-	-	*	*	-	*	-	*	1% ⁿ
Don't know	18	14	3	-	1	5	4	3	-	3	3	5	3	3	13	4
	*	*	*	-	*	*	*	*	-	*	*	1%	*	1%	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Gas (central heating)	3729 88%	154 90%il	443 96%acfhijk l	312 89%il	286 93%fikl	355 95%acfhijk l	335 85%il	517 93%fikl	532 92%fil	277 76%l	181 89%il	313 88%il	23 20%
Oil	184 4%	7 4%bgh	2 *	11 3%bgh	5 1%g	7 2%g	17 4%bdgh	-	5 1%	20 6%bdegh	6 3%bgh	11 3%bgh	93 80%abcdefghijk
Electric (storage)	119 3%	4 3%	7 1%	13 4%bel	5 2%	3 1%	23 6%bdegl	9 2%	18 3%e	19 5%bdegl	6 3%	11 3%e	-
Electric (not storage)	78 2%	-	3 1%	* *	1 *	-	2 1%	23 4%abcdefjl	16 3%abcdef	16 4%abcdefjl	2 1%	13 4%abcdefl	-
Electric Portable heater	46 1%	3 2%be	* *	1 *	3 1%	-	10 2%bceh	5 1%	4 1%	15 4%bcdeghkl	3 2%be	3 1%	-
Gas (fixed heaters)	20 *	-	5 1%gh	4 1%gh	-	1 *	2 1%	-	1 *	6 2%dgh	1 1%	1 *	-
Solid fuel - coal	12 *	2 1%ghik	1 *	* *	5 2%ghik	2 *	1 *	-	* *	-	-	-	1 1%
Solid fuel - biomass (e.g wood)	6 *	2 1%bgh	-	1 *	-	-	-	-	-	1 *	-	3 1%	-
Solid fuel (open fire/enclosed stove) - coal	6 *	-	-	-	1 *	-	-	-	1 *	1 *	3 1%bcfejk	-	-
Solid fuel (open fire/enclosed stove) wood	5 *	-	-	-	-	1 *	1 *	-	1 *	2 1%	-	-	-
Other type of portable heater	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-
Communal or district heating	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6 *	-	1 *	3 1%gh	-	2 1%	-	-	-	-	-	-	-
Don't know	18 *	-	1 *	3 1%	2 1%	1 *	1 *	2 *	2 *	6 2%k	1 *	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	
		Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Gas (central heating)	3729	487	431	378	399	444	312	3417	1056	2673	790	2931	1068	2658
	88%	82%	89%a	87%a	90%a	94%abc	83%	89%f	90%i	87%	86%	89%	88%	88%
Oil	184	30	22	22	14	14	23	161	52	132	48	136	51	133
	4%	5%	4%	5%	3%	3%	6%g	4%	4%	4%	5%	4%	4%	4%
Electric (storage)	119	41	17	7	11	2	21	99	13	106	29	90	33	86
	3%	7%bcde	4%e	2%	2%e	*	6%g	3%	1%	3%h	3%	3%	3%	3%
Electric (not storage)	78	16	4	15	11	8	7	71	24	54	14	64	19	59
	2%	3%b	1%	3%b	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Electric Portable heater	46	14	4	4	1	1	6	40	10	36	10	36	14	33
	1%	2%bde	1%	1%	*	*	2%	1%	1%	1%	1%	1%	1%	1%
Gas (fixed heaters)	20	3	2	2	4	2	3	18	7	13	6	15	7	13
	*	*	*	*	1%	*	1%	*	1%	*	1%	*	1%	*
Solid fuel - coal	12	3	-	1	-	-	2	10	2	10	6	7	7	5
	*	1%	-	*	-	-	1%	*	*	*	1%k	*	1% ^m	*
Solid fuel - biomass (e.g wood)	6	1	1	-	2	-	1	5	1	5	3	3	3	2
	*	*	*	-	1%	-	*	*	*	*	*	*	*	*
Solid fuel (open fire)\enclosed stove) - coal	6	-	-	1	-	-	-	6	-	6	3	2	4	2
	*	-	-	*	-	-	-	*	-	*	* ^k	*	*	*
Solid fuel (open fire)\enclosed stove) wood	5	-	-	2	-	1	-	5	-	5	2	3	3	2
	*	-	-	1%	-	*	-	*	-	*	*	*	*	*
Other type of portable heater	1	-	-	-	-	-	-	1	-	1	-	1	1	-
	*	-	-	-	-	-	-	*	-	*	-	*	*	-
Communal or district heating	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6	*	-	-	-	-	*	6	2	4	1	5	1	5
	*	*	-	-	-	-	*	*	*	*	*	*	*	*
Don't know	18	2	1	-	-	1	-	18	6	12	2	11	1	11
	*	*	*	-	-	*	-	*	1%	*	*	*	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	3761	1848	1913	510	634	593	639	543	842	892	1204	799	866
	89%	89%	89%	91%g	90%	90%	89%	87%	88%	90%l	90%l	90%l	85%
No	454	212	243	48	67	64	80	82	113	97	122	87	149
	11%	10%	11%	9%	10%	10%	11%	13%c	12%	10%	9%	10%	15%ijk
Don't know	15	10	6	4	5	1	3	1	1	-	10	2	4
	*	*	*	1%	1%	*	*	*	*	-	1%i	*	*

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	3761	2520	627	542	438	1361	1301	634	17	728	1241	721	662	409	3048	713
	89%	90%bc	87%	86%	77%	92%dg	92%dg	86% ^d	77%	86%	89% ⁱ	90% ⁱ	90% ⁱ	93% ^{ij}	92% ^o	78%
No	454	270	87	90	128	107	103	103	5	121	153	77	75	29	256	198
	11%	10%	12%	14% ^a	23% ^{efg}	7%	7%	14% ^{ef}	23%	14% ^{ijkl}	11% ^m	10%	10%	7%	8%	22% ⁿ
Don't know	15	12	4	-	1	3	4	1	-	2	4	6	3	2	12	3
	*	*	1% ^c	-	*	*	*	*	-	*	*	1%	*	*	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.29 Whether connected to mains gas

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	3761 89%	161 94%fil	449 97%cfghijk l	319 91%fil	289 94%fgil	360 97%cfghijk l	333 85%l	495 89%il	537 93%fil	288 79%l	182 90%il	322 91%fil	28 24%
No	454 11%	10 6%b	12 3%	27 8%be	17 6%	13 3%	59 15%abcdehk	60 11%bde	42 7%be	71 20%abcdegh jk	21 10%be	33 9%be	89 76%abcdeghijk
Don't know	15 *	1 *	3 1%	3 1%	2 1%	- -	1 *	2 *	1 *	4 1%	- -	- -	- -

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	3761	497	435	386	408	436	315	3446	1065	2696	802	2952	1084	2676
	89%	83%	90%a	89%a	92%a	92%a	84%	89%f	91%i	88%	88%	89%	89%	89%
No	454	97	46	47	34	37	60	395	104	350	109	344	129	325
	11%	16%bcde	9%	11%	8%	8%	16%g	10%	9%	11%h	12%	10%	11%	11%
Don't know	15	2	2	-	-	1	-	15	4	12	3	7	1	8
	*	*	*	-	-	*	-	*	*	*	*	*	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	3741	1804	1937	457	612	507	481	511	1173	708	985	791	1257
Weighted Base	3761	1848	1913	510	634	593	639	543	842	892	1204	799	866
Effective Base	3240	1521	1726	419	547	454	435	467	1067	651	909	717	1137
Yes	3726	1834	1891	504	625	590	634	539	833	885	1195	792	854
	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
No	36	14	22	6	9	3	5	4	9	7	9	8	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	3741	2155	681	850	525	1357	1272	554	21	885	1275	648	559	374	3025	716
Weighted Base	3761	2520	627	542	438	1361	1301	634	17**	728	1241	721	662	409	3048	713
Effective Base	3240	1937	645	773	452	1179	1102	499	16	755	1105	577	506	333	2631	609
Yes	3726	2501	616	537	432	1350	1288	629	17	723	1227	713	658	405	3017	708
	99%	99% ^b	98%	99%	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%	99%
No	36	19	11	5	6	11	14	4	-	5	14	9	4	4	31	5
	1%	1%	2% ^a	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	3741	199	455	330	280	353	323	439	543	251	191	345	32
Weighted Base	3761	161	449	319	289	360	333	495	537	288	182	322	28**
Effective Base	3240	173	391	289	242	302	281	394	480	218	165	296	28
Yes	3726	160	447	314	286	356	329	490	534	286	179	322	23
	99%	99%	100%	99%	99%	99%	99%	99%	100%	99%	99%	100%	83%
No	36	1	2	5	3	4	4	5	3	1	2	1	5
	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	*	17%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	3741	669	467	356	326	317	464	3277	957	2784	952	2783	1370	2370
Weighted Base	3761	497	435	386	408	436	315	3446	1065	2696	802	2952	1084	2676
Effective Base	3240	586	409	320	301	299	408	2881	842	2408	802	2451	1194	2119
Yes	3726	486	433	383	406	434	310	3416	1059	2667	795	2923	1071	2653
	99%	98%	99% ^a	99%	99%	100% ^a	98%	99%	99%	99%	99%	99%	99%	99%
No	36	11	2	3	2	2	5	31	6	29	7	28	13	23
	1%	2% ^{be}	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	1213 29%	552 27%	661 31% ^a	26 5%	30 4%	30 5%	64 9% ^{cde}	146 23% ^{cdef}	917 96% ^{cdefg}	277 28%	344 26%	240 27%	352 35% ^{ijk}
No	3009 71%	1513 73% ^b	1496 69%	534 95% ^{fgh}	675 96% ^{fgh}	628 95% ^{fgh}	654 91% ^{gh}	481 77% ^h	38 4%	711 72% ⁱ	987 74% ⁱ	649 73% ⁱ	662 65%
Don't know	5 *	3 *	2 *	1 *	-	-	3 *	-	1 *	-	2 *	-	3 *
Refused	4 *	2 *	2 *	-	2 *	-	1 *	-	1 *	-	2 *	-	2 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	1213 29%	1004 36%bc	45 6%	155 25%b	112 20%	337 23%	447 32%de	305 41%def	9 40%	418 49%jkl m	585 42%klm	118 15%lm	55 8%	38 9%	900 27%	314 34%n
No	3009 71%	1791 64%	673 94%ac	476 75%a	454 80%fg	1134 77%fg	962 68%g	433 59%	13 60%	432 51%	811 58%i	684 85%ij	681 92%ijk	401 91%ijk	2412 73%o	598 65%
Don't know	5 *	3 *	-	1 *	-	1 *	-	-	-	1 *	1 *	-	2 *	1 *	3 *	1 *
Refused	4 *	4 *	-	-	-	-	-	-	-	-	1 *	3 *	-	-	2 *	2 *

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

Q.31 Whether any pensioners living in household

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	1213 29%	36 21%	152 33% <i>agh</i>	102 29% <i>gh</i>	92 30% <i>agh</i>	125 34% <i>agh</i>	106 27%	121 22%	127 22%	109 30% <i>agh</i>	92 45% <i>abcdefghijkl</i>	122 34% <i>afgh</i>	30 25%
No	3009 71%	135 79% <i>bcdeijk</i>	311 67% <i>j</i>	245 70% <i>j</i>	215 70% <i>j</i>	248 66% <i>j</i>	286 73% <i>j</i>	436 78% <i>bcdeijk</i>	453 78% <i>bcdeijk</i>	249 69% <i>j</i>	111 55%	234 66% <i>j</i>	87 75% <i>j</i>
Don't know	5 *	-	1 *	-	-	-	1 *	-	-	3 1%	-	-	-
Refused	4 *	-	-	2 *	-	-	-	-	-	2 1%	-	-	-

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	1213	246	184	112	62	45	268	946	65	1148	445	765	1213	-
	29%	41%cde	38%cde	26%de	14%	9%	71%g	25%	6%	38%h	49%k	23%	100%m	-
No	3009	348	297	320	380	429	107	2903	1103	1907	469	2537	-	3009
	71%	58%	62%	74%ab	86%abc	91%abc	29%	75%f	94%i	62%	51%	77%j	-	100%l
Don't know	5	2	1	-	-	-	-	5	4	1	-	2	-	-
	*	*	*	-	-	-	-	*	*j	*	-	*	-	-
Refused	4	-	-	-	-	-	-	4	2	2	-	-	-	-
	*	-	-	-	-	-	-	*	*	*	-	-	-	-

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Yes	914 22%	430 21%	484 22%	69 12%	76 11%	85 13%	169 23% ^{cde}	172 27% ^{cde}	343 36% ^{cdefg}	170 17%	235 18%	173 19%	336 33% ^{ijk}
No	3303 78%	1630 79%	1673 77%	493 88% ^{fgh}	628 89% ^{fgh}	572 87% ^{fgh}	545 76% ^h	454 73% ^h	611 64%	816 83% ^l	1095 82% ^l	713 80% ^l	679 67%
Don't know	3 *	2 *	1 *	- -	- -	- -	3 *	- -	- -	- -	2 *	- -	1 *
Refused	10 *	8 *	3 *	- -	2 *	1 *	4 1%	- -	3 *	3 *	3 *	3 *	2 *

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Yes	914	591	79	235	128	299	330	148	8	247	355	121	103	88	683	231
	22%	21% ^b	11%	37% ^{ab}	23%	20%	23%	20%	35%	29% ^{klm}	25% ^{klm}	15%	14%	20% ^{kl}	21%	25% ⁿ
No	3303	2199	639	394	436	1173	1076	589	15	602	1037	679	634	352	2622	682
	78%	79% ^c	89% ^{ac}	62%	77%	80% ^f	76%	80%	65%	71%	74%	84% ^{ij}	86% ^{ijm}	80% ^{ij}	79% ^o	75%
Don't know	3	3	-	-	-	-	-	-	-	-	-	1	2	-	2	1
	*	*	-	-	-	-	-	-	-	-	-	*	*	-	*	*
Refused	10	8	-	3	3	-	3	1	-	1	6	3	-	-	9	1
	*	*	-	*	1% ^{ee}	-	*	*	-	*	*	*	-	-	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Yes	914 22%	37 22%g	110 24%gh	86 25%gh	87 28%fghi	79 21%g	83 21%g	73 13%	94 16%	70 19%g	60 30%efghi	102 29%efghi	33 28%gh
No	3303 78%	134 78%	352 76%	261 75%	219 71%	293 79%djk	309 79%djk	482 87%abcdefij jkl	486 84%bcdjkl	287 79%djk	143 70%	254 71%	84 72%
Don't know	3 *	-	-	-	-	-	-	-	-	3 1%gh	-	-	-
Refused	10 *	-	2 *	2 *	2 1%	-	1 *	2 *	-	2 1%	-	-	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Yes	914	216	134	104	47	60	233	681	177	737	914	-	445	469
	22%	36%bcde	28%de	24%de	11%	13%	62%g	18%	15%	24%h	100%k	-	37% ^m	16%
No	3303	379	348	329	395	414	141	3162	992	2311	-	3303	765	2537
	78%	64%	72%a	76%a	89%abc	87%abc	38%	82%f	85%i	76%	-	100%j	63%	84%l
Don't know	3	2	-	-	-	-	-	3	2	1	-	-	-	-
	*	*	-	-	-	-	-	*	*	*	-	-	-	-
Refused	10	-	-	-	-	-	-	10	2	8	-	-	3	4
	*	-	-	-	-	-	-	*	*	*	-	-	*	*

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Under £2,500	55 1%	26 1%	29 1%	7 1%	9 1%	9 1%	4 1%	9 1%	18 2%f	5 1%	13 1%	17 2%i	19 2%i
£2,500 - £4,999	60 1%	24 1%	37 2%	9 2%	10 1%	8 1%	12 2%	7 1%	14 1%	3 *	10 1%	12 1%i	35 3%ijk
£5,000 - £9,999	176 4%	68 3%	107 5%a	21 4%	24 3%	17 3%	17 2%	28 4%	70 7%cddefg	6 1%	30 2%i	27 3%i	113 11%ijk
£10,000 - £15,999	253 6%	108 5%	145 7%	22 4%	35 5%	24 4%	26 4%	42 7%cef	105 11%cddefg	20 2%	72 5%i	54 6%i	107 11%ijk
£16,000 - £19,999	211 5%	97 5%	114 5%	22 4%	34 5%	21 3%	26 4%	32 5%	76 8%cddefg	21 2%	65 5%i	51 6%i	74 7%ij
£20,000 - £24,999	234 6%	126 6%	108 5%	20 4%	36 5%	36 5%	39 5%	38 6%	66 7%c	42 4%	100 8%il	51 6%	40 4%
£25,000 - £29,999	221 5%	101 5%	121 6%	21 4%	45 6%	33 5%	46 6%	34 5%	43 4%	45 5%	81 6%l	59 7%l	37 4%
£30,000 - £34,999	180 4%	97 5%	84 4%	18 3%	46 6%ch	32 5%h	40 6%h	25 4%h	19 2%	34 3%	63 5%l	58 7%il	26 3%
£35,000 - £39,999	151 4%	90 4%b	61 3%	15 3%	34 5%h	42 6%cfgh	20 3%	20 3%	19 2%	29 3%l	47 3%l	65 7%ijl	11 1%
£40,000 - £44,999	161 4%	90 4%	71 3%	12 2%	38 5%ch	30 5%ch	32 4%h	32 5%ch	17 2%	56 6%l	58 4%l	39 4%l	8 1%
£45,000 - £49,999	119 3%	65 3%	54 2%	7 1%	30 4%ch	25 4%ch	35 5%ch	17 3%h	6 1%	42 4%l	49 4%l	22 3%l	6 1%
£50,000 or more	457 11%	264 13%b	193 9%	37 7%h	95 13%ch	119 18%cdgh	121 17%cgh	63 10%h	23 2%	255 26%ijkl	136 10%kl	50 6%l	16 2%
SUMMARY CODE													
LESS THAN £16,000	545 13%	227 11%	318 15%a	58 10%	78 11%	57 9%	59 8%	86 14%ef	207 22%cddefg	34 3%	125 9%i	111 12%ij	275 27%ijk
Don't know	587 14%	270 13%	316 15%	231 41%defgh	71 10%	57 9%	68 9%	56 9%	103 11%	99 10%	181 14%i	131 15%i	175 17%ij
Refused	1366 32%	644 31%	722 33%	121 21%	199 28%c	207 31%c	237 33%c	224 36%cd	378 40%cdef	333 34%k	431 32%	253 28%	350 34%k

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Under £2,500	55 1%	26 1%	18 3%a	11 2%	16 3%efg	16 1%	13 1%	7 1%	4 19%	25 3%jklm	15 1%	11 1%	2 *	2 *	50 1%	6 1%
£2,500 - £4,999	60 1%	16 1%	12 2%a	32 5%ab	25 4%efg	19 1%	13 1%	4 1%	*	32 4%jklm	17 1%	6 1%	3 *	3 1%	46 1%	15 2%
£5,000 - £9,999	176 4%	67 2%	36 5%a	72 11%ab	50 9%efg	72 5%fg	42 3%g	7 1%	3 13%	99 12%jklm	44 3%l	19 2%l	6 1%	8 2%	142 4%	34 4%
£10,000 - £15,999	253 6%	127 5%	47 7%a	76 12%ab	48 8%g	96 6%g	87 6%g	20 3%	2 11%	105 12%jklm	74 5%l	38 5%	20 3%	17 4%	198 6%	55 6%
£16,000 - £19,999	211 5%	129 5%	41 6%	41 6%a	40 7%eg	63 4%	81 6%g	25 3%	2 8%	69 8%jklm	68 5%l	43 5%l	17 2%	14 3%	147 4%	63 7%n
£20,000 - £24,999	234 6%	159 6%	39 5%	36 6%	37 7%	84 6%	72 5%	39 5%	1 3%	49 6%	105 8%klm	34 4%	30 4%	15 4%	185 6%	49 5%
£25,000 - £29,999	221 5%	160 6%c	37 5%	24 4%	24 4%	78 5%	76 5%	42 6%	-	33 4%	73 5%	47 6%	45 6%	24 6%	160 5%	62 7%n
£30,000 - £34,999	180 4%	122 4%	29 4%	24 4%	16 3%	73 5%dg	68 5%cd	21 3%	1 7%	20 2%	53 4%	31 4%	44 6%ij	32 7%ijk	148 4%	33 4%
£35,000 - £39,999	151 4%	103 4%	26 4%	15 2%	11 2%	69 5%cd	47 3%	23 3%	-	8 1%	47 3%i	35 4%i	40 5%ij	21 5%i	121 4%	30 3%
£40,000 - £44,999	161 4%	137 5%bc	19 3%c	5 1%	13 2%	63 4%cd	57 4%	29 4%	-	18 2%	65 5%i	34 4%i	32 4%i	12 3%	137 4%	24 3%
£45,000 - £49,999	119 3%	91 3%c	19 3%c	6 1%	13 2%	25 2%	51 4%e	30 4%e	-	3 *	36 3%i	36 4%ij	35 5%ij	10 2%i	91 3%	28 3%
£50,000 or more	457 11%	368 13%bc	71 10%c	13 2%	45 8%	126 9%	169 12%de	115 16%def	1	17 2%	126 9%i	115 14%ij	128 17%ij	70 16%ij	390 12%o	67 7%
SUMMARY CODE																
LESS THAN £16,000	545 13%	237 8%	113 16%a	190 30%ab	138 24%efg	202 14%fg	154 11%g	39 5%	10 44%	261 31%ijkl m	150 11%lm	74 9%l	31 4%	29 7%	435 13%	109 12%
Don't know	587 14%	347 12%	117 16%a	98 15%a	56 10%	211 14%cd	212 15%cd	98 13%	4 19%	71 8%	155 11%i	141 18%ij	112 15%ij	107 24%ijkl	449 14%	137 15%
Refused	1366 32%	948 34%bc	207 29%	180 29%	173 30%	477 32%	423 30%	277 38%def	3 15%	302 35%klm	521 37%klm	214 27%	225 30%lm	106 24%	1053 32%	313 34%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

Q.33 Gross household income
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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Under £2,500	55 1%	4 2%h	4 1%	5 1%	5 2%	2 1%	9 2%h	6 1%	3 1%	7 2%	2 1%	8 2%h	- -
£2,500 - £4,999	60 1%	6 4%bchijl	4 1%	4 1%	5 2%	7 2%	9 2%h	8 1%	4 1%	2 1%	1 1%	9 3%h	- -
£5,000 - £9,999	176 4%	7 4%	24 5%g	10 3%	10 3%	12 3%	18 5%g	12 2%	26 5%g	16 4%	8 4%	18 5%g	15 13%abcdefg hijk
£10,000 - £15,999	253 6%	6 3%	33 7%gh	18 5%	17 5%	28 8%gh	27 7%g	21 4%	24 4%	23 6%	8 4%	33 9%acghj	17 14%abcdefg hijk
£16,000 - £19,999	211 5%	16 9%ghj	27 6%gj	19 5%g	14 5%g	23 6%gj	24 6%gj	8 2%	19 3%	20 5%g	4 2%	28 8%ghj	8 7%gj
£20,000 - £24,999	234 6%	8 5%	34 7%hj	21 6%	21 7%	33 9%ghj	20 5%	24 4%	22 4%	19 5%	6 3%	20 6%	6 5%
£25,000 - £29,999	221 5%	9 5%	42 9%cddeghi	17 5%	10 3%	18 5%	22 6%	23 4%	19 3%	17 5%	11 6%	23 7%h	9 8%h
£30,000 - £34,999	180 4%	7 4%	28 6%dfj	11 3%	7 2%	19 5%	11 3%	19 3%	40 7%cdfgij	13 3%	4 2%	18 5%	3 3%
£35,000 - £39,999	151 4%	3 2%	14 3%	14 4%f	17 6%f	10 3%	6 1%	21 4%	23 4%f	18 5%f	9 4%f	10 3%	6 5%f
£40,000 - £44,999	161 4%	5 3%	17 4%	13 4%	9 3%	6 2%	17 4%	29 5%e	33 6%e	13 4%	4 2%	11 3%	4 4%
£45,000 - £49,999	119 3%	2 1%	14 3%	10 3%	16 5%afjk	14 4%	6 2%	21 4%j	16 3%	12 3%	1 1%	5 2%	2 1%
£50,000 or more	457 11%	13 7%l	57 12%djkl	31 9%l	23 8%l	37 10%kl	39 10%kl	116 21%abcdefhijkl	79 14%acdijkl	29 8%l	11 5%	20 6%	2 1%
SUMMARY CODE													
LESS THAN £16,000	545 13%	23 13%g	66 14%gh	37 11%	37 12%	50 13%g	64 16%cgjh	45 8%	57 10%	48 13%g	20 10%	68 19%cddeghij	32 27%abcdefg hijk
Don't know	587 14%	32 18%begh	53 12%	54 16%eh	43 14%	38 10%	62 16%eh	64 12%	59 10%	55 15%h	43 21%bdeghk	46 13%	37 32%abcdefg hijk
Refused	1366 32%	54 32%bl	110 24%l	123 35%bl	111 36%bl	125 34%bl	122 31%bl	185 33%bl	212 36%bl	119 33%bl	88 44%abefgik	106 30%l	9 8%

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Under £2,500	55	55	-	-	-	-	25	30	9	46	13	42	18	37
	1%	9%bcde	-	-	-	-	7%g	1%	1%	1%	1%	1%	2%	1%
£2,500 - £4,999	60	60	-	-	-	-	31	29	9	52	25	36	15	45
	1%	10%bcde	-	-	-	-	8%g	1%	1%	2%h	3%k	1%	1%	1%
£5,000 - £9,999	176	176	-	-	-	-	106	69	29	147	69	107	74	101
	4%	29%bcde	-	-	-	-	28%g	2%	2%	5%h	8%k	3%	6% _m	3%
£10,000 - £15,999	253	253	-	-	-	-	145	108	62	192	85	168	117	136
	6%	42%bcde	-	-	-	-	39%g	3%	5%	6%	9%k	5%	10% _m	5%
£16,000 - £19,999	211	-	211	-	-	-	-	211	47	164	69	142	90	121
	5%	-	44%acde	-	-	-	-	5%f	4%	5%	8%k	4%	7% _m	4%
£20,000 - £24,999	234	-	234	-	-	-	-	234	63	171	55	179	79	154
	6%	-	48%acde	-	-	-	-	6%f	5%	6%	6%	5%	7%	5%
£25,000 - £29,999	221	-	-	221	-	-	-	221	72	149	56	165	68	153
	5%	-	-	51%abde	-	-	-	6%f	6%	5%	6%	5%	6%	5%
£30,000 - £34,999	180	-	-	180	-	-	-	180	79	101	39	141	37	144
	4%	-	-	42%abde	-	-	-	5%f	7%i	3%	4%	4%	3%	5% _l
£35,000 - £39,999	151	-	-	-	151	-	-	151	66	84	16	135	22	128
	4%	-	-	-	34%abce	-	-	4%f	6%i	3%	2%	4% _j	2%	4% _l
£40,000 - £44,999	161	-	-	-	161	-	-	161	51	111	22	139	29	132
	4%	-	-	-	36%abce	-	-	4%f	4%	4%	2%	4% _j	2%	4% _l
£45,000 - £49,999	119	-	-	-	119	-	-	119	52	67	9	110	10	109
	3%	-	-	-	27%abce	-	-	3%f	4%i	2%	1%	3% _j	1%	4% _l
£50,000 or more	457	-	-	-	-	457	-	457	190	267	57	400	42	414
	11%	-	-	-	-	96%abcd	-	12%f	16%i	9%	6%	12% _j	3%	14% _l
SUMMARY CODE														
LESS THAN £16,000	545	545	-	-	-	-	308	236	109	436	192	353	226	319
	13%	91%bcde	-	-	-	-	82%g	6%	9%	14%h	21%k	11%	19% _m	11%
Don't know	587	52	38	31	11	17	66	520	150	437	136	448	142	442
	14%	9%de	8%de	7%de	3%	4%	18%g	13%	13%	14%	15%	14%	12%	15% _l
Refused	1366	-	-	-	-	-	-	1366	294	1072	263	1092	468	893
	32%	-	-	-	-	-	-	35%f	25%	35%h	29%	33% _j	39% _m	30%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

Q.33/Q.33_1 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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Under £15,999	597	247	349	66	86	61	69	93	221	39	136	116	306
	14%	12%	16% ^a	12%	12%	9%	10%	15% ^{ef}	23% ^{cdefg}	4%	10% ⁱ	13% ⁱ	30% ^{ijk}
£16,000 - £24,999	482	236	246	49	74	62	69	77	152	66	180	111	125
	11%	11%	11%	9%	10%	9%	10%	12%	16% ^{cdefg}	7%	13% ⁱ	12% ⁱ	12% ⁱ
£25,000 - £34,999	433	211	222	46	93	71	88	66	68	81	156	123	72
	10%	10%	10%	8%	13% ^{ch}	11% ^h	12% ^{ch}	11% ^h	7%	8%	12% ^{il}	14% ^{il}	7%
£35,000 - £49,999	442	253	190	40	102	99	89	70	42	126	155	135	26
	10%	12% ^b	9%	7% ^h	14% ^{ch}	15% ^{ch}	12% ^{ch}	11% ^{ch}	4%	13% ^l	12% ^l	15% ^{jl}	3%
£50,000 or more	474	274	200	47	96	119	122	65	25	258	142	54	19
	11%	13% ^b	9%	8% ^h	14% ^{ch}	18% ^{cdgh}	17% ^{cgh}	10% ^h	3%	26% ^{ijkl}	11% ^{kl}	6% ^l	2%
Don't know	395	184	211	183	53	29	40	29	61	77	119	89	110
	9%	9%	10%	33% ^{defgh}	8% ^{eg}	4%	5%	5%	6%	8%	9%	10%	11% ⁱ
Refused	1409	665	743	131	203	217	245	226	387	341	447	260	360
	33%	32%	34%	23%	29% ^c	33% ^c	34% ^c	36% ^{cd}	40% ^{cdef}	35% ^k	34%	29%	35% ^k

Q.33/Q.33_1 Gross household income

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Under £15,999	597 14%	260 9%	119 17%a	213 34%ab	147 26%efg	223 15%fg	169 12%g	44 6%	10 44%	277 33%jkl m	169 12%lm	82 10%l	34 5%	34 8%l	468 14%	128 14%
£16,000 - £24,999	482 11%	305 11%	86 12%	90 14%a	80 14%g	162 11%	169 12%	67 9%	3 15%	124 15%klm	187 13%lm	85 11%l	51 7%	35 8%	358 11%	124 14%n
£25,000 - £34,999	433 10%	302 11%c	74 10%	52 8%	45 8%	158 11%	154 11%	72 10%	1 7%	56 7%	135 10%i	88 11%i	94 13%ij	60 14%ij	330 10%	102 11%
£35,000 - £49,999	442 10%	339 12%bc	67 9%c	27 4%	37 7%	160 11%d	160 11%d	85 12%d	-	29 3%	148 11%i	108 13%i	114 15%ijm	43 10%i	358 11%	84 9%
£50,000 or more	474 11%	380 14%bc	74 10%c	13 2%	45 8%	133 9%	175 12%de	118 16%def	1 6%	17 2%	128 9%i	117 15%ij	134 18%ij	77 17%ij	402 12%o	71 8%
Don't know	395 9%	238 8%	85 12%ac	54 9%	35 6%	141 10%d	144 10%d	70 10%d	3 14%	37 4%	98 7%i	101 13%ij	77 10%ij	81 18%ijkd	312 9%	82 9%
Refused	1409 33%	979 35%bc	214 30%	183 29%	177 31%	494 34%	439 31%	280 38%df	3 15%	310 37%km	531 38%klm	222 28%	235 32%m	110 25%	1087 33%	321 35%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.33/Q.33_1 Gross household income

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Under £15,999	597 14%	24 14%g	72 15%gh	38 11%	41 13%g	53 14%g	77 20%cdghj	47 8%	61 10%	58 16%gh	22 11%	71 20%cdghj	33 28%abcdeghij
£16,000 - £24,999	482 11%	25 15%ghj	67 14%ghj	40 11%ghj	40 13%ghj	57 15%ghj	49 12%ghj	34 6%	42 7%	42 12%ghj	12 6%	57 16%ghj	16 14%ghj
£25,000 - £34,999	433 10%	18 11%	74 16%cddefghij	28 8%	20 6%	40 11%	39 10%	45 8%	60 10%	34 9%	16 8%	46 13%cdg	13 11%
£35,000 - £49,999	442 10%	10 6%	47 10%	36 10%	42 14%aefk	30 8%	31 8%	73 13%aefk	75 13%aefk	43 12%a	16 8%	27 8%	12 10%
£50,000 or more	474 11%	13 7%l	60 13%adjkl	32 9%l	25 8%l	37 10%kl	42 11%jkl	120 22%abcdeh ijkl	82 14%acdijkl	30 8%l	11 5%	20 6%	2 1%
Don't know	395 9%	27 16%bdefghik	26 6%	47 14%bdefghik	25 8%	26 7%	33 8%	48 9%	46 8%	29 8%	33 16%bdefghik	23 6%	32 28%abcdeghijk
Refused	1409 33%	56 32%l	118 25%l	127 36%bl	115 37%bl	129 35%bl	124 31%l	188 34%bl	214 37%bl	126 35%bl	93 46%abcefg ikl	111 31%l	9 8%

Q.33/Q.33_1 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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Under £15,999	597	597	-	-	-	-	345	252	122	474	216	379	246	348
	14%	100%bcde	-	-	-	-	92%g	7%	10%	16%h	24%k	11%	20%m	12%
£16,000 - £24,999	482	-	482	-	-	-	-	482	118	364	134	348	184	297
	11%	-	100%acde	-	-	-	-	13%f	10%	12%	15%k	11%	15%m	10%
£25,000 - £34,999	433	-	-	433	-	-	-	433	159	274	104	329	112	320
	10%	-	-	100%abde	-	-	-	11%f	14%i	9%	11%	10%	9%	11%
£35,000 - £49,999	442	-	-	-	442	-	-	442	169	273	47	395	62	380
	10%	-	-	-	100%abce	-	-	11%f	14%i	9%	5%	12%j	5%	13%l
£50,000 or more	474	-	-	-	-	474	-	474	192	281	60	414	45	429
	11%	-	-	-	-	100%abcd	-	12%f	16%i	9%	7%	13%j	4%	14%l
Don't know	395	-	-	-	-	-	30	365	103	292	85	310	84	311
	9%	-	-	-	-	-	8%	9%	9%	10%	9%	9%	7%	10%l
Refused	1409	-	-	-	-	-	-	1409	310	1099	268	1129	480	923
	33%	-	-	-	-	-	-	37%f	26%	36%h	29%	34%j	40%m	31%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

Q.34_1 Gross household income (2)

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	383	177	206	160	52	28	34	28	81	59	99	82	143
Weighted Base	395	184	211	183	53*	29**	40**	29**	61*	77*	119*	89*	110
Effective Base	340	155	185	146	47	26	30	25	74	55	92	76	130
£16,000 or more per year	218	106	112	95	37	17	24	20	26	50	60	64	44
	55%	58%	53%	52%	70%ch	57%	61%	69%	42%	64%l	50%	72%jl	40%
Less than 16,000 per year	56	23	33	23	8	3	4	2	17	7	16	5	28
	14%	12%	16%	12%	14%	9%	11%	8%	27%c	9%	13%	6%	25%ijk
Don't know	121	55	66	66	8	10	11	7	18	20	43	20	38
	31%	30%	31%	36%d	16%	34%	29%	24%	30%	26%	36%k	22%	35%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.34_1 Gross household income (2)

Base: All adults who do not know their total household income before tax

	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	383	194	92	84	39	142	141	57	3	46	101	93	71	72	303	80
Weighted Base	395	238	85*	54*	35*	141	144	70*	3**	37*	98*	101*	77*	81*	312	82*
Effective Base	340	180	89	79	34	128	124	53	3	39	89	86	64	64	271	69
£16,000 or more per year	218	143	44	24	13	83	78	42	1	14	49	58	48	49	172	46
	55%	60% ^c	52%	45%	37%	59% ^d	54%	60% ^d	41%	37%	50%	57% ⁱ	62% ⁱ	61% ⁱ	55%	56%
Less than 16,000 per year	56	26	14	15	10	14	22	10	*	11	18	12	9	7	37	19
	14%	11%	16%	27% ^a	28% ^e	10%	15%	14%	13%	29% ^k	18%	12%	12%	8%	12%	24% ⁿ
Don't know	121	69	27	15	13	44	45	18	1	13	31	32	20	26	104	17
	31%	29%	32%	28%	35%	31%	31%	25%	46%	34%	32%	31%	26%	31%	33% ^o	20%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.34_1 Gross household income (2)

Base: All adults who do not know their total household income before tax

	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	383	35	24	48	25	27	31	48	44	23	30	22	26
Weighted Base	395	27*	26**	47*	25**	26**	33**	48*	46*	29**	33**	23**	32**
Effective Base	340	31	21	42	23	24	28	43	41	21	28	20	24
£16,000 or more per year	218	16	10	16	10	13	19	28	24	20	25	14	23
	55%	59% ^c	37%	34%	41%	50%	57%	58% ^c	53%	71%	76%	60%	73%
Less than 16,000 per year	56	1	3	8	3	4	8	6	5	5	3	1	8
	14%	5%	13%	17%	12%	16%	25%	12%	11%	16%	10%	4%	25%
Don't know	121	10	13	24	12	9	6	14	17	4	4	8	1
	31%	36%	50%	50%	47%	34%	18%	30%	36%	13%	14%	36%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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_1 Gross household income (2)

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	
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)
Unweighted Base	383	-	-	-	-	38	345	96	287	88	295	101	282
Weighted Base	395	30*	365	103*	292	85*	310	84*	311
Effective Base	340	-	-	-	-	34	308	84	256	76	264	90	254
£16,000 or more per year	218	-	-	-	-	-	218	62	155	41	177	35	183
	55%	-	-	-	-	-	60%f	61%	53%	48%	57%	42%	59%l
Less than 16,000 per year	56	-	-	-	-	30	26	13	43	18	38	22	35
	14%	-	-	-	-	100%g	7%	13%	15%	21%	12%	26%m	11%
Don't know	121	-	-	-	-	-	121	27	94	27	94	27	94
	31%	-	-	-	-	-	33%f	26%	32%	31%	30%	33%	30%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
More than £16,000 per year	2049	1079	969	276	402	367	392	298	313	581	693	488	287
	48%	52% ^b	45%	49% ^h	57% ^{cgh}	56% ^{cgh}	54% ^{gh}	48% ^h	33%	59% ^{ij}	52% ^l	55% ^l	28%
Less than £16,000 per year	653	270	383	89	93	64	73	96	238	46	152	121	334
	15%	13%	18% ^a	16% ^{ef}	13%	10%	10%	15% ^{ef}	25% ^{cdefg}	5%	11% ⁱ	14% ⁱ	33% ^{ijk}
Don't Know	121	55	66	66	8	10	11	7	18	20	43	20	38
	3%	3%	3%	12% ^{defgh}	1%	2%	2%	1%	2%	2%	3%	2%	4% ^{ik}
Refused	1409	665	743	131	203	217	245	226	387	341	447	260	360
	33%	32%	34%	23%	29% ^c	33% ^c	34% ^c	36% ^{cd}	40% ^{cdef}	35% ^k	34%	29%	35% ^k

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q.33\Q.34 Gross household income (Banded) - Total

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
More than £16,000 per year	2049	1467	344	206	220	696	735	385	7	239	648	457	441	263	1620	429
	48%	52%bc	48%c	33%	39%	47%d	52%de	52%d	33%	28%	46%i	57%ij	60%ij	60%ij	49%	47%
Less than £16,000 per year	653	286	133	227	157	237	190	54	10	288	187	94	43	41	505	148
	15%	10%	19%a	36%ab	28%efg	16%g	13%g	7%	46%	34%jkl	13%lm	12%l	6%	9%l	15%	16%
Don't Know	121	69	27	15	13	44	45	18	1	13	31	32	20	26	104	17
	3%	2%	4%	2%	2%	3%	3%	2%	7%	1%	2%	4%ij	3%	6%ijl	3%	2%
Refused	1409	979	214	183	177	494	439	280	3	310	531	222	235	110	1087	321
	33%	35%bc	30%	29%	31%	34%	31%	38%df	15%	37%km	38%klm	28%	32%m	25%	33%	35%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q.33/Q.34 Gross household income (Banded) - Total

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
More than £16,000 per year	2049 48%	81 47%	258 56% ^{cdefhij} k	152 44%	137 44%	178 48%	179 45%	301 54% ^{cdtjk}	283 49% ^j	170 47%	81 40%	164 46%	66 57% ^{cdj}
Less than £16,000 per year	653 15%	25 15%	75 16% ^{gh}	46 13%	44 14%	57 15% ^g	85 22% ^{cdeghj}	53 10%	66 11%	63 17% ^{gh}	25 12%	72 20% ^{cghj}	41 35% ^{abcdeghijk}
Don't Know	121 3%	10 6% ^{efgikl}	13 3%	24 7% ^{befghijk} l	12 4% ⁱ	9 2%	6 2%	14 3%	17 3%	4 1%	4 2%	8 2%	1 1%
Refused	1409 33%	56 32% ^l	118 25% ^l	127 36% ^{bl}	115 37% ^{bl}	129 35% ^{bl}	124 31% ^l	188 34% ^{bl}	214 37% ^{bl}	126 35% ^{bl}	93 46% ^{abcefg} ikl	111 31% ^l	9 8%

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
More than £16,000 per year	2049	-	482	433	442	474	-	2049	701	1348	386	1663	438	1610
	48%	-	100%a	100%a	100%a	100%a	-	53%f	60%i	44%	42%	50%j	36%	53%l
Less than £16,000 per year	653	597	-	-	-	-	375	278	136	517	233	417	268	383
	15%	100%bcde	-	-	-	-	100%g	7%	12%	17%h	26%k	13%	22%m	13%
Don't Know	121	-	-	-	-	-	-	121	27	94	27	94	27	94
	3%	-	-	-	-	-	-	3%f	2%	3%	3%	3%	2%	3%
Refused	1409	-	-	-	-	-	-	1409	310	1099	268	1129	480	923
	33%	-	-	-	-	-	-	37%f	26%	36%h	29%	34%j	40%m	31%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base

Q. TENURE**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	4231	2035	2196	504	683	569	544	588	1343	785	1090	875	1481
Weighted Base	4231	2070	2161	561	707	658	722	626	957	988	1335	889	1019
Effective Base	3657	1711	1954	462	611	508	492	537	1216	723	1006	794	1336
Owner occupier	2801	1387	1414	267	334	396	501	496	808	831	953	569	448
	66%	67%	65%	47%	47%	60%cd	69%cde	79%cdef	84%cddefg	84%ijkl	71%kl	64%l	44%
Private renter	718	357	361	186	228	147	94	36	27	126	245	151	197
	17%	17%	17%	33%efgh	32%efgh	22%fgh	13%gh	6%h	3%	13%	18%i	17%i	19%i
Social renter	632	287	344	73	122	109	116	94	118	25	113	141	353
	15%	14%	16%	13%	17%h	17%h	16%h	15%	12%	3%	8%i	16%ij	35%ijk
Other	80	38	42	36	23	6	11	1	4	7	24	27	21
	2%	2%	2%	6%defgh	3%egh	1%	1%gh	*	*	1%	2%	3%i	2%i

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q. TENURE

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	4231	2395	781	994	677	1484	1378	641	27	1040	1441	724	625	401	3318	913
Weighted Base	4231	2801	718	632	567	1472	1409	737	22**	850	1398	804	739	440	3317	914
Effective Base	3657	2153	737	903	585	1286	1191	577	21	884	1248	645	565	357	2881	777
Owner occupier	2801	2801	-	-	157	845	1074	696	15	529	1041	504	483	244	2162	639
	66%	100%bc	-	-	28%	57%d	76%de	94%def	65%	62%m	74%ikl	63%am	65%am	56%	65%	70%n
Private renter	718	-	718	-	187	364	136	26	1	126	186	170	146	90	605	113
	17%	-	100%ac	-	33%efg	25%fg	10%g	4%	6%	15%	13%	21%ij	20%ij	20%ij	18%o	12%
Social renter	632	-	-	632	214	225	175	10	5	182	159	112	86	91	488	144
	15%	-	-	100%ab	38%efg	15%fg	12%g	1%	23%	21%jkl	11%	14%	12%	21%jkl	15%	16%
Other	80	-	-	-	9	39	25	5	1	13	11	18	23	15	61	19
	2%	-	-	-	2%	3%g	2%	1%	7%	1%	1%	2%j	3%ij	3%ij	2%	2%

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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 30 (June 2019) (QS0927 - 598423/598424)

Q. TENURE

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	4231	217	470	364	298	364	388	503	588	323	210	382	124
Weighted Base	4231	172	464	349	307	373	393	556	580	363	203	355	117
Effective Base	3657	186	405	317	258	311	337	450	520	278	182	329	104
Owner occupier	2801	101	353	249	219	263	205	322	370	256	153	236	73
	66%	59%	76%afghkl	71%afgh	71%afgh	71%afgh	52%	58%	64%f	71%afg	75%afghkl	66%fg	62%
Private renter	718	34	56	53	39	52	87	150	129	56	15	29	18
	17%	20%bdjk	12%	15%jk	13%	14%jk	22%bcdejkl	27%bcdejkl	22%bcdejkl	15%jk	7%	8%	16%jk
Social renter	632	35	50	42	47	52	81	75	64	47	32	81	26
	15%	20%bcghi	11%	12%	15%	14%	21%bceghi	13%	11%	13%	16%	23%bcdeghi	22%bcghi
Other	80	1	5	5	3	5	20	10	18	3	3	10	-
	2%	*	1%	1%	1%	1%	5%abcdegij	2%	3%bi	1%	1%	3%	-

BEIS Public Attitudes Tracker - Wave 30 (June 2019) (QS0927 - 598423/598424)

Q. TENURE

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		
	Under £15,999 (a)	£16,000 - £24,999 (b)	£25,000 - £34,999 (c)	£35,000 - £49,999 (d)	£50,000 or more (e)	Yes (f)	No (g)	Any (h)	None (i)	Yes (j)	No (k)	Yes (l)	No (m)	
Unweighted Base	4231	805	519	397	355	345	558	3673	1054	3177	1086	3134	1546	2678
Weighted Base	4231	597	482	433	442	474	375	3856	1173	3058	914	3303	1213	3009
Effective Base	3657	701	456	356	327	325	490	3227	926	2743	913	2755	1342	2392
Owner occupier	2801	260	305	302	339	380	203	2598	709	2092	591	2199	1004	1791
	66%	44%	63%a	70%a	77%abc	80%abc	54%	67%f	60%	68%h	65%	67%	83% ^m	60%
Private renter	718	119	86	74	67	74	24	694	231	487	79	639	45	673
	17%	20%	18%	17%	15%	16%	6%	18%f	20%i	16%	9%	19%j	4%	22%l
Social renter	632	213	90	52	27	13	143	488	211	421	235	394	155	476
	15%	36%bcde	19% ^{cde}	12% ^{de}	6% ^e	3%	38% ^g	13%	18%i	14%	26% ^k	12%	13%	16% ^l
Other	80	5	2	5	10	7	4	76	23	58	9	71	9	70
	2%	1%	*	1%	2% ^{ab}	2%	1%	2%	2%	2%	1%	2% ⁱ	1%	2% ^l

Fieldwork : 05/06/2019 - 09/06/2019, 12/06/2019 - 16/06/2019 (Weeks 23/24)

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

* small base