

Page	Table	Title	Base Description	Base
1	1	Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.	Base: All Adults in UK	4011
6	2	Q15a. Knowledge of hydraulic fracturing for shale gas before today	Base: All Adults in UK	4011
11	3	Q15b. 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	4011
19	4	Q15c. You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?	Base: All who support using shale gas	1008
24	5	Q15d. 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	1478
34	6	Q15e. 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	1525
39	7	Q21. Concern about Climate Change	Base: All Adults in UK	4011
45	8	Q220. The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?	Base: All Adults in UK	4011
49	9	Q90. Products or services have taken out in the last 12 months	Base: All Adults in UK	4011
56	10	Q91. Products or services have personally shopped around for in the last 12 months	Base: All Adults in UK	4011
65	11	Q92b. Ways shopped around for - SUMMARY	Base: All who have personally shopped round for products or services in the last 12 months	1167
66	12	Q92b_01. Ways shopped around for - Energy (gas/electricity)	Base: All who have personally shopped around for energy suppliers in the past 12 months	1167
70	13	Q92b_02. Ways shopped around for - Home insurance	Base: All who have personally shopped round for products or services in the last 12 months	1275

	Page	Table	Title	Base Description	Base
	74	14	Q92b_03. Ways shopped around for - Car insurance	Base: All who have personally shopped round for products or services in the last 12 months	1596
	78	15	Q92b_04. Ways shopped around for - A Mobile phone contract	Base: All who have personally shopped round for products or services in the last 12 months	881
	82	16	Q93b. Reasons why most recently purchased product was bought without shopping around	Base: All who have purchased a product without shopping around in the last 12 months	1771
	86	17	Q94b_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas/electricity)	Base: All who are responsible for purchasing energy	2678
	91	18	Q94b_02 Whether switched provider or contract for any products or services since June 2019 - A Current account	Base: All who are responsible for purchasing a current account	2685
	96	19	Q94b_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card	Base: All who are responsible for purchasing a credit card	2005
	101	20	Q94b_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage	Base: All who are responsible for purchasing a mortgage	927
	106	21	Q94b_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance	Base: All who are responsible for purchasing home insurance	2224
	111	22	Q94b_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance	Base: All who are responsible for purchasing car insurance	2273
	116	23	Q94b_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract	Base: All who are responsible for purchasing a mobile phone contract	2512
	121	24	Q94b_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services	Base: All who are responsible for purchasing a bundled contract	1450
	126	25	Q94b_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)	Base: All who are responsible for purchasing broadband	1693
	131	26	Q94b_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)	Base: All who are responsible for purchasing pay TV	1032

Page	Table	Title	Base Description	Base
136	27	Q95b. Whether respondent is responsible for purchasing these products and services, either on their own or jointly	Base: All adults in UK	4011
140	28	Q96b. Reasons for not switching provider or contract in the last 12 months	Base: All who are responsible for purchasing products and services, but have not switched provider in the last 12 months	3406
144	29	Q97b. How easy or difficult respondent found it to exit the contract for the product switched most recently	Base: All who have switched in the last 12 months	2069
148	30	Q98b. How easy or difficult respondent found it to find a new provider for the product switched most recently	Base: All who have switched in the last 12 months	2069
152	31	Q99b. Whether experienced any problems once they selected a new provider or contract	Base: All who have switched in the last 12 months	2069
156	32	Q110. Whether bought anything online from different types of website in the last 12 months	Base: All Adults in UK	4011
160	33	Q111. Online services have used in the last 12 months	Base: All Adults in UK	4011
164	34	Q112. 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	3386
165	35	Q112_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	3386
169	36	Q112_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	2229
173	37	Q112_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	2269
177	38	Q112_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	530

	Page	Table	Title	Base Description	Base
	181	39	Q113. 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	2843
	185	40	Q114. Who offers the best protection in terms of your consumer rights - High street store or High street website	Base: All Adults in UK	4011
	189	41	Q115. Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online	Base: All Adults in UK	4011
	193	42	Q116. Awareness of consumer dispute resolution services before today	Base: All Adults in UK	4011
	197	43	Q117. Whether statements true or false about Ombudsman services - SUMMARY	Base: All aware of consumer dispute resolution services	2644
	198	44	Q117_01. Whether statement true or false about ombudsman services - An Ombudsman is independent of businesses	Base: All aware of consumer dispute resolution services	2644
	202	45	Q117_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	2644
	206	46	Q117_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	2644
	210	47	Q117_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	2644
	214	48	Q117_05. Whether statement true or false about ombudsman services - An Ombudsman's decision is impartial	Base: All aware of consumer dispute resolution services	2644
	218	49	Q117_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	2644
	222	50	Q117_DV. Whether respondent answered all six statements correctly	Base: All aware of consumer dispute resolution services	2644
	226	51	Q120. Whether experienced a problem with any providers since June 2019	Base: All Adults in UK	4011
	236	52	Q130. How much trust to give impartial information - SUMMARY	Base: All Adults in UK	4011

	Page	Table	Title	Base Description	Base
	237	53	Q130_01. How much trust to give impartial information - Ofgem	Base: All Adults in UK	4011
	242	54	Q130_02. How much trust to give impartial information - Energy suppliers	Base: All Adults in UK	4011
	247	55	Q130_03. How much trust to give impartial information - Price comparison websites	Base: All Adults in UK	4011
	252	56	Q130_04. How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert	Base: All Adults in UK	4011
	257	57	Q130_05. How much trust to give impartial information - Citizens Advice	Base: All Adults in UK	4011
	262	58	Q130_06. How much trust to give impartial information - Trading standards	Base: All Adults in UK	4011
	267	59	Q130_07. How much trust to give impartial information - Government websites	Base: All Adults in UK	4011
	272	60	Q210. Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?	Base: All Adults in UK	4011
	277	61	Q211. Which of these statements best describes your level of interest in artificial intelligence?	Base: All Adults in UK	4011
	283	62	Q212. 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	4011
	288	63	Q213. 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	4011
	289	64	Q213_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	4011
	293	65	Q213_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	4011

Page	Table	Title	Base Description	Base
297	66	Q213_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	4011
301	67	Q213_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	4011
305	68	Q213_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	4011
309	69	Q213_DV1. Whether know at least a little about 3 or more applications of AI	Base: All Adults in UK	4011
313	70	Q213_DV2. Whether know at least a little about all five applications of AI	Base: All Adults in UK	4011
317	71	Q214. And to what extent do you support or oppose each of the following applications of artificial intelligence? - Summary table	Base: All Adults in UK	4011
318	72	Q214_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	4011
324	73	Q214_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	4011
330	74	Q214_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	4011
336	75	Q214_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	4011
342	76	Q214_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	4011

	Page	Table	Title	Base Description	Base
	348	77	Q214_DV1. Whether support all five applications of AI	Base: All Adults in UK	4011
	354	78	Q214_DV2. Whether oppose all five applications of AI	Base: All Adults in UK	4011
	360	79	Q27. Property type	Base: All Adults in UK	4011
	364	80	Q28. Main way property is heated during winter	Base: All Adults in UK	4011
	369	81	Q29. Whether connected to mains gas	Base: All Adults in UK	4011
	373	82	Q30. Whether use mains gas	Base: All adults whose property is connected to mains gas	3103
	377	83	Q31. Whether any pensioners living in household	Base: All Adults in UK	4011
	381	84	Q32. Whether any one in household has a long-standing illness, disability or infirmity	Base: All Adults in UK	4011
	385	85	Q33. Gross household income	Base: All Adults in UK	4011
	392	86	Q33/Q33_1. Gross household income	Base: All Adults in UK	4011
	396	87	Q34_1. Gross household income (2)	Base: All adults who do not know their total household income before tax	220
	400	88	Q33\Q34. Gross household income (Banded) - Total	Base: All Adults in UK	4011
	404	89	Q. TENURE	Base: All Adults in UK	4011

## Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	1770	928	842	275	321	246	297	262	369	569	496	345	359	1169	329	236
	44%	47%	41%	52%	48%	40%	44%	43%	40%	51%	45%	41%	38%	44%	49%	40%
Support	1423	669	754	141	206	226	254	218	378	385	392	305	341	978	221	187
	35%	34%	37%	27%	31%	36%	38%	36%	41%	35%	35%	36%	36%	37%	33%	32%
Neither support nor oppose	609	277	332	61	102	106	98	106	136	123	166	136	185	382	77	124
	15%	14%	16%	12%	15%	17%	15%	18%	15%	11%	15%	16%	19%	14%	11%	21%
Oppose	58	32	26	19	11	6	4	6	12	14	11	16	17	39	9	10
	1%	2%	1%	4%	2%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%
Strongly oppose	40	25	15	16	10	10	1	2	1	13	11	7	9	22	9	9
	1%	1%	1%	3%	2%	2%	*	*	*	1%	1%	1%	1%	1%	1%	2%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	3193	1597	1596	416	527	472	551	480	746	954	888	650	700	2146	551	423
	80%	81%	78%	79%	79%	76%	82%	79%	81%	86%	80%	77%	73%	81%	82%	72%
TOTAL OPPOSE	98	57	41	35	21	16	5	8	13	27	22	23	26	61	18	19
	2%	3%	2%	7%	3%	3%	1%	1%	1%	2%	2%	3%	3%	2%	3%	3%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	720	308	412	73	120	136	116	117	159	127	197	166	230	441	101	147
	18%	16%	20%	14%	18%	22%	17%	19%	17%	11%	18%	20%	24%	17%	15%	25%
Don't know	111	32	80	13	18	30	18	11	22	5	31	30	45	59	25	23
	3%	2%	4%	2%	3%	5%	3%	2%	2%	*	3%	4%	5%	2%	4%	4%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	1770	247	589	555	370	5	332	625	368	294	150	1375	285
	44%	46%	44%	41%	50%	62%	43%	41%	47%	48%	46%	44%	42%
Support	1423	172	484	510	250	2	266	590	268	192	107	1092	266
	35%	32%	36%	37%	33%	26%	35%	39%	34%	31%	33%	35%	39%
Neither support nor oppose	609	80	207	222	93	1	125	234	104	100	45	470	103
	15%	15%	15%	16%	12%	13%	16%	15%	13%	16%	14%	15%	15%
Oppose	58	8	9	31	9	-	14	18	11	7	8	41	11
	1%	1%	1%	2%	1%	-	2%	1%	1%	1%	3%	1%	2%
Strongly oppose	40	5	16	10	8	-	8	6	4	15	6	32	5
	1%	1%	1%	1%	1%	-	1%	*	1%	2%	2%	1%	1%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	3193	419	1073	1065	619	8	597	1215	636	487	257	2467	551
	80%	78%	80%	78%	83%	87%	78%	80%	81%	79%	79%	80%	81%
TOTAL OPPOSE	98	13	25	41	17	-	22	24	15	22	15	72	16
	2%	2%	2%	3%	2%	-	3%	2%	2%	4%	5%	2%	2%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	720	103	242	255	109	1	148	278	133	110	52	556	112
	18%	19%	18%	19%	15%	13%	19%	18%	17%	18%	16%	18%	16%
Don't know	111	23	35	33	17	-	22	43	29	10	6	86	9
	3%	4%	3%	2%	2%	-	3%	3%	4%	2%	2%	3%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	1770 44%	60 37%	174 40%	152 46%	113 39%	164 46%	152 41%	253 48%	255 46%	160 47%	75 39%	158 47%	53 48%
Support	1423 35%	72 44%	171 39%	120 36%	115 39%	108 31%	133 36%	168 32%	189 34%	118 34%	75 39%	113 34%	41 37%
Neither support nor oppose	609 15%	27 17%	67 15%	48 15%	48 17%	58 17%	64 17%	74 14%	79 14%	48 14%	31 16%	53 16%	11 10%
Oppose	58 1%	3 2%	5 1%	4 1%	2 1%	6 2%	6 2%	8 2%	13 2%	5 1%	4 2%	3 1%	1 1%
Strongly oppose	40 1%	* *	6 1%	2 1%	4 1%	2 1%	2 *	11 2%	3 *	6 2%	1 1%	2 1%	* *
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	3193 80%	132 81%	345 78%	272 82%	228 78%	272 77%	285 76%	421 80%	444 81%	278 81%	150 78%	271 81%	95 85%
TOTAL OPPOSE	98 2%	4 2%	11 2%	6 2%	6 2%	8 2%	8 2%	19 4%	15 3%	11 3%	5 3%	5 2%	1 1%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	720 18%	27 17%	84 19%	53 16%	58 20%	73 21%	80 21%	88 17%	90 16%	54 16%	37 19%	60 18%	16 14%
Don't know	111 3%	* *	17 4%	5 1%	9 3%	15 4%	15 4%	14 3%	11 2%	6 2%	6 3%	8 2%	4 4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	1770	329	322	336	317	292	182	1588	464	1306	401	1329	481	1271
	44%	40%	43%	48%	46%	50%	43%	44%	43%	44%	46%	44%	40%	46%
Support	1423	280	273	255	252	211	142	1281	371	1051	290	1102	473	931
	35%	34%	37%	36%	37%	36%	33%	36%	35%	36%	33%	37%	40%	34%
Neither support nor oppose	609	146	113	89	97	65	68	541	165	444	131	440	170	429
	15%	18%	15%	13%	14%	11%	16%	15%	15%	15%	15%	15%	14%	16%
Oppose	58	12	15	8	11	6	6	52	20	38	13	42	21	35
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	2%	1%
Strongly oppose	40	17	6	6	3	5	10	30	20	20	16	22	17	21
	1%	2%	1%	1%	*	1%	2%	1%	2%	1%	2%	1%	1%	1%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	3193	610	595	591	570	503	324	2869	835	2357	690	2432	954	2202
	80%	74%	80%	84%	83%	86%	76%	80%	78%	80%	79%	81%	80%	80%
TOTAL OPPOSE	98	29	22	13	14	11	16	83	39	59	29	64	38	56
	2%	4%	3%	2%	2%	2%	4%	2%	4%	2%	3%	2%	3%	2%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	720	181	127	103	103	69	86	635	201	519	153	508	198	504
	18%	22%	17%	15%	15%	12%	20%	18%	19%	18%	18%	17%	17%	18%
Don't know	111	35	14	15	6	4	18	93	37	75	22	68	28	75
	3%	4%	2%	2%	1%	1%	4%	3%	3%	3%	3%	2%	2%	3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q3. Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.  
Base: All Adults in UK

	Q21. HOW CONCERNED, IF AT ALL, ARE YOU ABOUT CLIMATE CHANGE, SOMETIMES REFERRED TO AS 'GLOBAL WARMING'?							
	Total	Concerned NET	Not Concerned NET	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Unweighted Base	4011	3248	648	1468	1780	513	135	115
Weighted Base	4011	3249	654	1415	1833	525	129	108
Effective Base	2458	1987	408	913	1078	325	83	63
Strongly support	1770 44%	1643 51%	120 18%	987 70%	656 36%	98 19%	22 17%	7 6%
Support	1423 35%	1146 35%	259 40%	317 22%	828 45%	221 42%	37 29%	18 17%
Neither support nor oppose	609 15%	355 11%	212 32%	75 5%	279 15%	164 31%	48 37%	43 39%
Oppose	58 1%	33 1%	23 3%	8 1%	25 1%	14 3%	9 7%	2 2%
Strongly oppose	40 1%	25 1%	14 2%	18 1%	7 *	6 1%	8 6%	1 1%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	3193 80%	2788 86%	379 58%	1304 92%	1484 81%	319 61%	60 47%	25 23%
TOTAL OPPOSE	98 2%	58 2%	37 6%	25 2%	33 2%	20 4%	17 13%	3 3%
NEITHER SUPPORT NOR OPPOSE/DON'T KNOW	720 18%	402 12%	238 36%	86 6%	316 17%	186 35%	52 41%	80 74%
Don't know	111 3%	48 1%	27 4%	11 1%	37 2%	22 4%	4 3%	37 34%

**Q15a. Knowledge of hydraulic fracturing for shale gas before today**  
**Base: All Adults in UK**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Knew a lot about it	430	288	142	70	74	69	70	53	94	155	121	80	74	295	75	55
	11%	15%	7%	13%	11%	11%	10%	9%	10%	14%	11%	10%	8%	11%	11%	9%
Knew a little about it	2148	1171	977	230	280	275	368	403	592	674	568	430	476	1513	312	273
	54%	60%	48%	44%	42%	44%	55%	67%	64%	61%	51%	51%	50%	57%	47%	46%
Aware of it but did not really know what it was	1004	350	654	115	195	182	174	121	217	204	312	214	274	636	174	169
	25%	18%	32%	22%	29%	29%	26%	20%	24%	18%	28%	25%	29%	24%	26%	29%
Never heard of it	429	154	275	109	119	97	59	29	15	75	107	116	131	205	108	92
	11%	8%	13%	21%	18%	16%	9%	5%	2%	7%	10%	14%	14%	8%	16%	16%
<b>SUMMARY CODES</b>																
ANY AWARENESS	3582	1809	1774	415	549	527	613	576	903	1034	1000	724	824	2444	561	497
	89%	92%	87%	79%	82%	84%	91%	95%	98%	93%	90%	86%	86%	92%	84%	84%

**Q15a. Knowledge of hydraulic fracturing for shale gas before today**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Knew a lot about it	430	68	135	132	91	3	81	143	83	81	42	330	67
	11%	13%	10%	10%	12%	31%	11%	9%	11%	13%	13%	11%	10%
Knew a little about it	2148	250	729	708	454	3	434	882	391	303	138	1667	380
	54%	47%	54%	52%	61%	33%	57%	58%	50%	49%	43%	54%	56%
Aware of it but did not really know what it was	1004	141	357	356	144	2	183	376	203	148	93	777	171
	25%	26%	27%	26%	19%	21%	24%	25%	26%	24%	29%	25%	25%
Never heard of it	429	76	120	165	58	1	69	116	107	87	50	321	61
	11%	14%	9%	12%	8%	15%	9%	8%	14%	14%	15%	10%	9%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3582	459	1221	1196	688	8	699	1401	677	532	273	2774	619
	89%	86%	91%	88%	92%	85%	91%	92%	86%	86%	85%	90%	91%

**Q15a. Knowledge of hydraulic fracturing for shale gas before today**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Knew a lot about it	430 11%	19 12%	61 14%	41 13%	25 8%	35 10%	46 12%	60 11%	50 9%	36 11%	17 9%	30 9%	10 9%
Knew a little about it	2148 54%	92 57%	252 57%	174 53%	141 48%	173 49%	182 49%	278 53%	311 57%	185 54%	104 54%	194 58%	62 56%
Aware of it but did not really know what it was	1004 25%	37 23%	91 21%	86 26%	75 26%	89 25%	108 29%	131 25%	138 25%	87 25%	54 28%	85 25%	26 24%
Never heard of it	429 11%	15 9%	37 8%	29 9%	51 17%	56 16%	37 10%	60 11%	50 9%	36 10%	18 9%	28 8%	13 11%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3582 89%	147 91%	404 92%	301 91%	241 83%	297 84%	335 90%	468 89%	499 91%	308 90%	174 91%	309 92%	98 89%

**Q15a. Knowledge of hydraulic fracturing for shale gas before today**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Knew a lot about it	430	90	61	86	81	70	67	364	145	286	110	309	154	273
	11%	11%	8%	12%	12%	12%	16%	10%	13%	10%	13%	10%	13%	10%
Knew a little about it	2148	399	424	383	381	341	206	1942	480	1668	468	1610	720	1399
	54%	49%	57%	54%	55%	59%	49%	54%	45%	57%	54%	54%	60%	51%
Aware of it but did not really know what it was	1004	236	188	175	163	123	133	871	284	720	237	740	277	719
	25%	29%	25%	25%	24%	21%	31%	24%	26%	25%	27%	25%	23%	26%
Never heard of it	429	94	72	64	61	49	19	409	167	262	58	345	39	371
	11%	11%	10%	9%	9%	8%	5%	11%	16%	9%	7%	11%	3%	13%
<b>SUMMARY CODES</b>														
ANY AWARENESS	3582	726	672	644	626	534	406	3176	909	2673	814	2659	1152	2391
	89%	89%	90%	91%	91%	92%	95%	89%	84%	91%	93%	89%	97%	87%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q15a. Knowledge of hydraulic fracturing for shale gas before today**  
**Base: All Adults in UK**

	Q21. HOW CONCERNED, IF AT ALL, ARE YOU ABOUT CLIMATE CHANGE, SOMETIMES REFERRED TO AS 'GLOBAL WARMING'?							
	Total	Concerned NET	Not Concerned NET	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Unweighted Base	4011	3248	648	1468	1780	513	135	115
Weighted Base	4011	3249	654	1415	1833	525	129	108
Effective Base	2458	1987	408	913	1078	325	83	63
Knew a lot about it	430	374	55	248	127	41	14	1
	11%	12%	8%	18%	7%	8%	11%	1%
Knew a little about it	2148	1782	336	775	1006	275	61	30
	54%	55%	51%	55%	55%	52%	47%	28%
Aware of it but did not really know what it was	1004	775	194	264	511	161	33	35
	25%	24%	30%	19%	28%	31%	25%	33%
Never heard of it	429	318	69	128	189	48	21	42
	11%	10%	11%	9%	10%	9%	16%	39%
<b>SUMMARY CODES</b>								
ANY AWARENESS	3582	2931	585	1287	1644	477	108	66
	89%	90%	89%	91%	90%	91%	84%	61%

Q15b. 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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	256 6%	185 9%	71 3%	36 7%	59 9%	31 5%	24 4%	21 3%	84 9%	96 9%	68 6%	51 6%	41 4%	174 7%	55 8%	21 4%
Support	763 19%	447 23%	316 15%	122 23%	138 21%	120 19%	99 15%	86 14%	197 21%	232 21%	197 18%	159 19%	175 18%	512 19%	131 20%	108 18%
Neither support nor oppose	1134 28%	521 27%	613 30%	161 31%	210 31%	175 28%	181 27%	172 28%	235 26%	298 27%	290 26%	261 31%	286 30%	730 28%	169 25%	186 32%
Oppose	732 18%	367 19%	365 18%	105 20%	110 17%	97 15%	133 20%	133 22%	155 17%	213 19%	223 20%	127 15%	169 18%	502 19%	121 18%	97 16%
Strongly oppose	708 18%	325 17%	383 19%	40 8%	73 11%	99 16%	152 23%	157 26%	187 20%	189 17%	194 18%	154 18%	170 18%	483 18%	101 15%	112 19%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	1019 25%	632 32%	387 19%	159 30%	197 29%	152 24%	123 18%	107 18%	282 31%	328 30%	265 24%	210 25%	216 23%	686 26%	186 28%	130 22%
TOTAL OPPOSE	1440 36%	692 35%	747 36%	145 28%	183 27%	195 31%	285 42%	290 48%	341 37%	402 36%	417 38%	281 34%	339 35%	986 37%	222 33%	209 35%
Don't Know/No opinion	418 10%	117 6%	301 15%	60 12%	78 12%	102 16%	83 12%	36 6%	59 6%	81 7%	135 12%	87 10%	115 12%	247 9%	93 14%	65 11%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	256 6%	38 7%	68 5%	84 6%	64 9%	1 7%	48 6%	98 6%	37 5%	51 8%	23 7%	204 7%	46 7%
Support	763 19%	90 17%	257 19%	275 20%	137 18%	2 18%	123 16%	290 19%	143 18%	140 23%	67 21%	630 20%	101 15%
Neither support nor oppose	1134 28%	156 29%	348 26%	410 30%	212 28%	2 28%	211 28%	421 28%	231 29%	178 29%	93 29%	851 27%	202 30%
Oppose	732 18%	79 15%	263 20%	252 19%	136 18%	1 10%	157 20%	273 18%	135 17%	98 16%	70 22%	560 18%	126 19%
Strongly oppose	708 18%	103 19%	257 19%	206 15%	138 19%	3 30%	155 20%	288 19%	149 19%	89 14%	28 9%	530 17%	145 21%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1019 25%	128 24%	326 24%	359 26%	201 27%	2 25%	171 22%	388 26%	180 23%	190 31%	89 28%	834 27%	147 22%
TOTAL OPPOSE	1440 36%	182 34%	519 39%	458 34%	275 37%	4 40%	312 41%	561 37%	283 36%	186 30%	98 30%	1090 35%	271 40%
Don't Know/No opinion	418 10%	69 13%	148 11%	135 10%	59 8%	1 7%	73 10%	147 10%	90 11%	65 11%	43 13%	321 10%	61 9%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	256 6%	10 6%	24 6%	22 7%	12 4%	20 6%	23 6%	35 7%	50 9%	20 6%	15 8%	15 4%	9 8%
Support	763 19%	47 29%	91 21%	61 18%	53 18%	69 19%	49 13%	119 23%	112 20%	55 16%	35 18%	51 15%	21 19%
Neither support nor oppose	1134 28%	39 24%	111 25%	95 29%	101 35%	109 31%	110 29%	166 31%	151 28%	96 28%	47 25%	85 25%	25 23%
Oppose	732 18%	29 18%	97 22%	45 14%	44 15%	55 16%	87 23%	87 17%	102 18%	56 16%	41 21%	67 20%	22 19%
Strongly oppose	708 18%	25 16%	71 16%	65 20%	50 17%	69 19%	59 16%	68 13%	85 15%	79 23%	31 16%	87 26%	19 17%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1019 25%	57 35%	115 26%	83 25%	65 22%	89 25%	73 19%	155 29%	162 29%	75 22%	49 26%	66 20%	30 27%
TOTAL OPPOSE	1440 36%	55 34%	168 38%	110 33%	94 32%	124 35%	146 39%	156 29%	186 34%	135 39%	72 37%	154 46%	40 36%
Don't Know/No opinion	418 10%	12 7%	46 10%	42 13%	31 11%	32 9%	44 12%	52 10%	50 9%	38 11%	23 12%	32 9%	16 14%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	256	47	43	49	59	42	26	230	90	166	51	200	113	142
	6%	6%	6%	7%	9%	7%	6%	6%	8%	6%	6%	7%	9%	5%
Support	763	151	123	141	143	139	65	698	241	522	138	605	247	501
	19%	18%	17%	20%	21%	24%	15%	19%	22%	18%	16%	20%	21%	18%
Neither support nor oppose	1134	255	179	186	190	163	133	1001	299	835	236	845	313	810
	28%	31%	24%	26%	28%	28%	31%	28%	28%	28%	27%	28%	26%	29%
Oppose	732	133	156	120	129	115	64	669	160	572	152	561	199	522
	18%	16%	21%	17%	19%	20%	15%	19%	15%	19%	17%	19%	17%	19%
Strongly oppose	708	160	159	136	109	72	100	607	149	559	210	483	241	460
	18%	19%	21%	19%	16%	12%	24%	17%	14%	19%	24%	16%	20%	17%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	1019	198	166	190	202	182	91	928	331	687	189	806	360	643
	25%	24%	22%	27%	29%	31%	21%	26%	31%	23%	22%	27%	30%	23%
TOTAL OPPOSE	1440	293	315	257	238	187	164	1276	309	1131	362	1044	440	983
	36%	36%	42%	36%	35%	32%	39%	36%	29%	39%	41%	35%	37%	36%
Don't Know/No opinion	418	74	84	76	57	52	38	381	136	282	86	310	78	327
	10%	9%	11%	11%	8%	9%	9%	11%	13%	10%	10%	10%	7%	12%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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	Q3. WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support	Oppose
Unweighted Base	4011	3182	123
Weighted Base	4011	3193	98
Effective Base	2458	1948	74
Strongly support	256 6%	220 7%	14 14%
Support	763 19%	681 21%	13 13%
Neither support nor oppose	1134 28%	787 25%	12 13%
Oppose	732 18%	620 19%	34 34%
Strongly oppose	708 18%	623 20%	18 19%
<b>SUMMARY CODES</b>			
TOTAL SUPPORT	1019 25%	901 28%	26 27%
TOTAL OPPOSE	1440 36%	1243 39%	52 53%
Don't Know/No opinion	418 10%	262 8%	7 8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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

	Q15A. HOW MUCH DID YOU KNOW ABOUT HYDRAULIC FRACTURING FOR SHALE GAS, OTHERWISE KNOWN AS 'FRACKING'?				
	Total	Knew a lot	Knew a little	Aware of it but not really know what it was	Never heard of it
Unweighted Base	4011	483	2117	977	434
Weighted Base	4011	430	2148	1004	429
Effective Base	2458	310	1274	605	279
Strongly support	256 6%	83 19%	125 6%	31 3%	17 4%
Support	763 19%	67 16%	452 21%	154 15%	91 21%
Neither support nor oppose	1134 28%	50 12%	530 25%	400 40%	154 36%
Oppose	732 18%	66 15%	484 23%	161 16%	21 5%
Strongly oppose	708 18%	160 37%	471 22%	57 6%	19 5%
<b>SUMMARY CODES</b>					
TOTAL SUPPORT	1019 25%	150 35%	576 27%	185 18%	108 25%
TOTAL OPPOSE	1440 36%	226 53%	955 44%	219 22%	40 9%
Don't Know/No opinion	418 10%	4 1%	87 4%	200 20%	127 30%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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

	Q15A. - COMBINED		
	Total	Knew a lot/Knew a little	Aware of it but not really know what it was/ Never heard of it
Unweighted Base	4011	2600	1411
Weighted Base	4011	2578	1433
Effective Base	2458	1576	882
Strongly support	256 6%	207 8%	49 3%
Support	763 19%	518 20%	244 17%
Neither support nor oppose	1134 28%	580 22%	554 39%
Oppose	732 18%	550 21%	182 13%
Strongly oppose	708 18%	631 24%	77 5%
<b>SUMMARY CODES</b>			
TOTAL SUPPORT	1019 25%	726 28%	293 20%
TOTAL OPPOSE	1440 36%	1181 46%	259 18%
Don't Know/No opinion	418 10%	91 4%	327 23%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15b. 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

	Q21. HOW CONCERNED, IF AT ALL, ARE YOU ABOUT CLIMATE CHANGE, SOMETIMES REFERRED TO AS 'GLOBAL WARMING'?							
	Total	Concerned NET	Not Concerned NET	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	Don't know
Unweighted Base	4011	3248	648	1468	1780	513	135	115
Weighted Base	4011	3249	654	1415	1833	525	129	108
Effective Base	2458	1987	408	913	1078	325	83	63
Strongly support	256 6%	177 5%	79 12%	105 7%	73 4%	53 10%	26 20%	* *
Support	763 19%	595 18%	161 25%	190 13%	405 22%	133 25%	29 22%	6 6%
Neither support nor oppose	1134 28%	860 26%	224 34%	291 21%	570 31%	194 37%	30 23%	49 46%
Oppose	732 18%	660 20%	64 10%	298 21%	362 20%	53 10%	11 8%	8 8%
Strongly oppose	708 18%	653 20%	51 8%	404 29%	249 14%	33 6%	17 14%	3 3%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	1019 25%	773 24%	240 37%	295 21%	478 26%	186 35%	54 42%	6 6%
TOTAL OPPOSE	1440 36%	1313 40%	115 18%	702 50%	611 33%	86 16%	28 22%	12 11%
Don't Know/No opinion	418 10%	303 9%	75 12%	128 9%	174 10%	59 11%	16 12%	41 38%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15c. 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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1008	636	372	178	219	166	122	117	206	367	285	180	176	678	182	122
Weighted Base	1019	632	387	159	197	152	123	107	282	328	265	210	216	686	186	130
Effective Base	605	380	225	120	137	114	80	78	115	218	181	120	100	407	120	66
We need to use all available energy sources	564 55%	342 54%	222 57%	56 35%	86 44%	62 41%	70 57%	74 69%	216 77%	173 53%	139 52%	118 56%	134 62%	396 58%	88 47%	73 56%
Reduces dependence on fossil fuels (coal, oil)	533 52%	320 51%	213 55%	78 49%	83 42%	68 45%	70 56%	60 56%	175 62%	174 53%	151 57%	84 40%	123 57%	371 54%	95 51%	60 46%
Reduces dependence from other countries for UK's energy supply	527 52%	352 56%	175 45%	33 21%	66 34%	57 37%	76 62%	65 61%	230 82%	199 61%	143 54%	86 41%	100 46%	386 56%	79 42%	57 44%
Positive impact on UK economy	509 50%	357 57%	151 39%	53 34%	85 43%	70 46%	69 56%	59 55%	173 61%	185 56%	127 48%	101 48%	96 45%	354 52%	93 50%	53 41%
Cheaper energy bills	454 45%	306 48%	148 38%	41 26%	68 35%	82 54%	58 47%	54 50%	152 54%	142 43%	124 47%	87 41%	102 47%	316 46%	79 43%	55 43%
Good for local jobs\ investment	407 40%	282 45%	125 32%	38 24%	64 33%	45 30%	59 48%	43 40%	158 56%	143 44%	114 30%	63 40%	86 40%	285 42%	75 40%	43 33%
Positive impact on climate change \ meeting carbon reduction targets	360 35%	204 32%	156 40%	67 43%	64 33%	46 30%	45 37%	36 33%	102 36%	129 39%	94 35%	72 34%	65 30%	254 37%	66 35%	36 28%
No specific reason	18 2%	8 1%	10 3%	3 2%	2 1%	4 3%	4 3%	1 1%	3 1%	4 1%	6 2%	5 2%	3 2%	10 1%	1 1%	6 4%
Other reason	4 *	2 *	1 *	- -	2 1%	1 1%	1 *	- -	- -	- -	3 1%	* *	1 *	* *	2 1%	2 1%
<b>SUMMARY CODE</b>																
ANY	993 97%	619 98%	374 97%	154 97%	191 97%	146 96%	118 96%	105 99%	279 99%	321 98%	256 97%	205 98%	211 98%	672 98%	185 99%	121 93%
Don't know	8 1%	5 1%	3 1%	1 1%	3 2%	2 1%	2 1%	- -	- -	3 1%	3 1%	* *	2 1%	4 1%	* *	3 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15c. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1008	184	192	357	253	8	167	349	189	203	100	789	169
Weighted Base	1019	128	326	359	201	2	171	388	180	190	89	834	147
Effective Base	605	126	137	236	153	6	96	200	124	131	66	474	104
We need to use all available energy sources	564 55%	64 50%	187 57%	190 53%	122 61%	1 41%	106 62%	256 66%	88 49%	75 39%	40 45%	469 56%	86 59%
Reduces dependence on fossil fuels (coal, oil)	533 52%	66 52%	169 52%	201 56%	95 47%	2 73%	104 61%	217 56%	80 45%	86 45%	45 50%	451 54%	67 45%
Reduces dependence from other countries for UK's energy supply	527 52%	56 44%	174 54%	183 51%	111 55%	2 73%	107 63%	256 66%	77 43%	59 31%	28 32%	428 51%	92 63%
Positive impact on UK economy	509 50%	66 52%	168 51%	158 44%	114 56%	1 60%	85 50%	203 52%	92 51%	85 45%	43 48%	411 49%	82 56%
Cheaper energy bills	454 45%	57 44%	142 44%	159 44%	95 47%	1 41%	92 54%	187 48%	72 40%	77 41%	25 28%	372 45%	75 51%
Good for local jobs\ investment	407 40%	48 38%	121 37%	156 44%	79 39%	1 37%	76 45%	179 46%	62 34%	65 34%	25 28%	328 39%	70 48%
Positive impact on climate change \ meeting carbon reduction targets	360 35%	31 25%	141 43%	127 35%	60 30%	1 26%	45 26%	148 38%	63 35%	69 37%	34 38%	299 36%	49 33%
No specific reason	18 2%	3 2%	8 2%	5 1%	3 2%	-	4 2%	1 *	3 2%	7 4%	3 3%	11 1%	3 2%
Other reason	4 *	-	-	3 1%	* *	-	-	1 *	2 1%	2 1%	-	4 *	* *
<b>SUMMARY CODE</b>													
ANY	993 97%	123 97%	316 97%	350 98%	198 98%	2 100%	166 97%	385 99%	177 98%	179 94%	86 97%	817 98%	143 98%
Don't know	8 1%	2 1%	2 1%	4 1%	-	-	2 1%	2 *	* *	4 2%	* *	7 1%	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15c. 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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1008	46	117	71	50	71	71	136	143	98	86	82	37
Weighted Base	1019	57	115	83	65	89	73	155	162	75	49	66	30
Effective Base	605	28	73	46	35	42	45	77	92	71	47	52	28
We need to use all available energy sources	564 55%	33 58%	67 59%	49 59%	40 61%	43 48%	45 62%	60 39%	103 64%	38 51%	33 67%	36 55%	16 53%
Reduces dependence on fossil fuels (coal, oil)	533 52%	39 69%	48 42%	40 48%	35 53%	48 54%	31 43%	85 55%	86 53%	42 56%	25 51%	36 55%	18 60%
Reduces dependence from other countries for UK's energy supply	527 52%	33 57%	70 61%	47 56%	35 54%	43 49%	40 55%	46 30%	96 59%	40 53%	27 54%	30 46%	21 69%
Positive impact on UK economy	509 50%	30 53%	59 51%	48 58%	37 57%	30 33%	35 48%	72 46%	92 57%	36 48%	27 54%	28 42%	15 50%
Cheaper energy bills	454 45%	24 41%	54 47%	44 53%	31 48%	34 38%	35 48%	49 32%	82 51%	33 44%	22 44%	26 40%	19 64%
Good for local jobs\ investment	407 40%	33 57%	48 41%	32 39%	31 47%	25 28%	36 50%	40 26%	73 45%	29 39%	24 48%	22 34%	14 47%
Positive impact on climate change \ meeting carbon reduction targets	360 35%	26 46%	41 36%	19 22%	20 31%	24 27%	17 24%	71 46%	66 41%	21 28%	18 36%	22 34%	16 52%
No specific reason	18 2%	-	3 3%	-	-	4 5%	1 2%	1 1%	2 1%	2 3%	2 4%	2 3%	-
Other reason	4 *	-	-	-	-	-	-	2 1%	1 *	-	1 1%	1 1%	-
<b>SUMMARY CODE</b>													
ANY	993 97%	53 93%	112 97%	83 100%	65 100%	85 95%	71 98%	150 97%	160 99%	73 97%	48 96%	64 97%	30 100%
Don't know	8 1%	4 7%	-	* *	-	-	* *	3 2%	-	-	* *	-	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15c. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1008	208	147	177	207	187	112	896	353	655	283	692	329	656
Weighted Base	1019	198	166	190	202	182	91	928	331	687	189	806	360	643
Effective Base	605	117	89	112	145	104	50	555	228	382	180	439	170	446
We need to use all available energy sources	564 55%	99 50%	109 66%	112 59%	102 51%	98 54%	57 63%	507 55%	146 44%	418 61%	118 62%	433 54%	248 69%	314 49%
Reduces dependence on fossil fuels (coal, oil)	533 52%	100 51%	84 50%	108 57%	105 52%	100 55%	46 51%	487 52%	131 40%	402 58%	96 51%	426 53%	216 60%	311 48%
Reduces dependence from other countries for UK's energy supply	527 52%	61 31%	93 56%	118 62%	109 54%	109 60%	37 41%	490 53%	107 32%	420 61%	103 55%	413 51%	250 69%	276 43%
Positive impact on UK economy	509 50%	76 38%	85 51%	95 50%	99 49%	113 62%	37 40%	472 51%	146 44%	363 53%	103 55%	399 50%	199 55%	306 48%
Cheaper energy bills	454 45%	70 35%	81 49%	91 48%	88 44%	84 46%	41 45%	413 44%	120 36%	334 49%	86 46%	363 45%	178 50%	274 43%
Good for local jobs\ investment	407 40%	52 26%	73 44%	77 41%	83 41%	84 46%	25 28%	382 41%	98 30%	309 45%	81 43%	315 39%	179 50%	226 35%
Positive impact on climate change \ meeting carbon reduction targets	360 35%	65 33%	57 34%	68 36%	72 36%	68 37%	31 34%	329 35%	121 37%	239 35%	67 36%	287 36%	128 35%	226 35%
No specific reason	18 2%	6 3%	1 *	4 2%	2 1%	1 1%	3 3%	15 2%	11 3%	7 1%	4 2%	13 2%	4 1%	12 2%
Other reason	4 *	1 *	* *	1 1%	- -	2 1%	1 1%	3 *	2 1%	2 *	1 *	3 *	- -	4 1%
<b>SUMMARY CODE</b>														
ANY	993 97%	189 95%	165 100%	186 98%	198 98%	179 98%	88 97%	905 98%	315 95%	678 99%	184 98%	786 98%	356 99%	624 97%
Don't know	8 1%	3 2%	- -	* *	2 1%	2 1%	* *	8 1%	5 1%	3 *	* *	6 1%	* *	6 1%

**Q15c. You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?**

**Base: All who support using shale gas**

	Q15A. HOW MUCH DID YOU KNOW ABOUT HYDRAULIC FRACTURING FOR SHALE GAS, OTHERWISE KNOWN AS 'FRACKING'?				
	Total	Knew a lot	Knew a little	Aware of it but not really know what it was	Never heard of it
Unweighted Base	1008	181	536	183	108
Weighted Base	1019	150	576	185	108
Effective Base	605	119	315	111	71
We need to use all available energy sources	564 55%	83 56%	332 58%	102 55%	46 43%
Reduces dependence on fossil fuels (coal, oil)	533 52%	74 49%	311 54%	98 53%	50 46%
Reduces dependence from other countries for UK's energy supply	527 52%	81 54%	333 58%	82 44%	31 29%
Positive impact on UK economy	509 50%	96 64%	311 54%	66 36%	36 34%
Cheaper energy bills	454 45%	70 47%	271 47%	72 39%	41 38%
Good for local jobs\ investment	407 40%	73 49%	253 44%	53 29%	28 26%
Positive impact on climate change \ meeting carbon reduction targets	360 35%	55 37%	206 36%	51 28%	47 44%
No specific reason	18 2%	3 2%	6 1%	3 2%	6 5%
Other reason	4 *	2 1%	1 *	- -	2 1%
<b>SUMMARY CODE</b>					
ANY	993 97%	147 98%	567 98%	180 97%	99 92%
Don't know	8 1%	-	3 1%	2 1%	3 3%

BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15d. 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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1478	706	772	145	194	207	318	299	315	487	464	206	321	1023	231	195
Weighted Base	1440	692	747	145	183	195	285	290	341	402	417	281	339	986	222	209
Effective Base	895	457	441	94	128	148	213	202	150	343	286	119	201	613	143	123
Loss/destruction of natural environment	905 63%	396 57%	510 68%	90 62%	129 71%	127 65%	182 64%	193 67%	183 54%	250 62%	275 66%	167 59%	213 63%	600 61%	161 73%	131 63%
Risk of earthquakes	849 59%	415 60%	434 58%	44 31%	86 47%	114 58%	176 62%	211 73%	218 64%	226 56%	238 57%	153 54%	232 69%	591 60%	121 55%	129 62%
Too much risk \ uncertainty to support at present	759 53%	331 48%	428 57%	32 22%	78 43%	85 44%	153 54%	178 61%	232 68%	195 48%	210 50%	161 57%	194 57%	548 56%	93 42%	106 51%
Not a safe process	737 51%	358 52%	379 51%	58 40%	79 43%	95 49%	135 47%	179 62%	192 56%	199 49%	207 50%	121 43%	210 62%	522 53%	97 44%	108 52%
Risk of contamination to water supply	720 50%	374 54%	346 46%	49 34%	82 45%	105 54%	134 47%	159 55%	191 56%	205 51%	219 52%	123 44%	173 51%	495 50%	117 53%	101 48%
Should focus on developing renewable energy sources	690 48%	336 49%	354 47%	72 50%	111 61%	89 46%	113 40%	133 46%	172 50%	204 51%	210 50%	117 42%	160 47%	467 47%	115 52%	96 46%
Negative impact on climate change \ meeting carbon reduction targets	533 37%	237 34%	295 40%	80 55%	90 49%	76 39%	82 29%	99 34%	105 31%	179 44%	160 38%	94 33%	100 30%	341 35%	107 48%	76 36%
Should focus on developing other energy sources	512 36%	245 35%	266 36%	46 32%	63 35%	63 32%	84 30%	110 38%	145 42%	157 39%	150 36%	99 35%	106 31%	359 36%	77 35%	65 31%
Use of chemicals in the process	427 30%	212 31%	215 29%	34 23%	52 28%	67 34%	76 27%	77 27%	120 35%	116 29%	127 30%	82 29%	102 30%	289 29%	68 31%	66 31%
Negative reports in the media	375 26%	187 27%	188 25%	23 16%	58 31%	46 24%	76 27%	88 30%	83 24%	95 24%	110 26%	68 24%	101 30%	253 26%	57 26%	60 29%
Increased traffic/noise/disruption	296 21%	133 19%	163 22%	32 22%	40 22%	45 23%	52 18%	67 23%	60 18%	86 21%	98 24%	53 19%	59 17%	215 22%	41 19%	35 17%
No specific reason	3 *	2 *	1 *	- -	- -	- -	1 *	1 1%	1 *	- -	3 1%	1 *	- -	* *	3 1%	- -
Other reason	11 1%	7 1%	4 1%	* *	* *	2 1%	1 1%	4 1%	3 1%	3 1%	5 1%	3 1%	1 *	7 1%	1 *	4 2%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15d. 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				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1478	706	772	145	194	207	318	299	315	487	464	206	321	1023	231	195
Effective Base	895	457	441	94	128	148	213	202	150	343	286	119	201	613	143	123
<b>SUMMARY CODE</b>																
ANY	1431	690	741	145	183	195	282	289	337	402	411	281	337	982	218	208
	99%	100%	99%	100%	100%	100%	99%	99%	99%	100%	99%	100%	100%	100%	98%	99%
Don't know	6	1	5	*	1	-	2	-	3	1	3	*	2	3	1	2
	*	*	1%	*	*	-	1%	-	1%	*	1%	*	*	*	*	1%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15d. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1478	264	334	495	362	10	315	584	273	204	102	1062	336
Weighted Base	1440	182	519	458	275	4	312	561	283	186	98	1090	271
Effective Base	895	182	225	346	230	5	189	327	176	139	71	641	220
Loss\destruction of natural environment	905 63%	133 73%	333 64%	278 61%	158 58%	3 80%	201 64%	337 60%	182 64%	128 69%	57 58%	694 64%	166 61%
Risk of earthquakes	849 59%	113 62%	307 59%	260 57%	165 60%	3 84%	190 61%	359 64%	154 54%	100 54%	46 47%	651 60%	169 62%
Too much risk \ uncertainty to support at present	759 53%	102 56%	284 55%	227 50%	141 51%	3 74%	169 54%	344 61%	126 44%	83 45%	37 38%	571 52%	158 58%
Not a safe process	737 51%	94 52%	284 55%	206 45%	151 55%	2 67%	156 50%	305 54%	140 49%	94 51%	42 43%	553 51%	150 55%
Risk of contamination to water supply	720 50%	99 54%	269 52%	212 46%	137 50%	2 68%	159 51%	287 51%	135 48%	97 52%	41 42%	524 48%	152 56%
Should focus on developing renewable energy sources	690 48%	85 47%	264 51%	206 45%	132 48%	3 84%	151 48%	262 47%	136 48%	89 48%	53 54%	514 47%	148 55%
Negative impact on climate change \ meeting carbon reduction targets	533 37%	64 35%	200 38%	165 36%	103 38%	2 46%	102 33%	196 35%	103 37%	86 46%	46 47%	387 35%	113 42%
Should focus on developing other energy sources	512 36%	81 44%	187 36%	141 31%	100 36%	2 61%	108 34%	216 38%	98 35%	60 32%	30 31%	369 34%	117 43%
Use of chemicals in the process	427 30%	61 33%	141 27%	136 30%	86 31%	2 66%	97 31%	162 29%	75 26%	66 35%	28 28%	317 29%	80 30%
Negative reports in the media	375 26%	60 33%	123 24%	129 28%	63 23%	* 6%	78 25%	141 25%	80 28%	52 28%	24 25%	299 27%	66 25%
Increased traffic\noise\disruption	296 21%	31 17%	108 21%	105 23%	51 18%	1 31%	70 22%	100 18%	65 23%	39 21%	22 22%	213 20%	70 26%
No specific reason	3 *	2 1%	1 *	- -	1 *	- -	- -	1 *	1 *	1 1%	- -	3 *	1 *
Other reason	11 1%	3 1%	5 1%	* *	3 1%	* 6%	3 1%	5 1%	2 1%	2 1%	- -	9 1%	2 1%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15d. 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**

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1478	264	334	495	362	10	315	584	273	204	102	1062	336
Effective Base	895	182	225	346	230	5	189	327	176	139	71	641	220
<b>SUMMARY CODE</b>													
ANY	1431	180	518	456	270	4	307	559	282	185	98	1082	270
	99%	99%	100%	100%	98%	100%	98%	100%	100%	99%	100%	99%	100%
Don't know	6	-	-	2	4	-	5	1	-	-	*	6	-
	*	-	-	*	1%	-	2%	*	-	-	*	1%	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15d. 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

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1478	59	170	90	70	83	136	112	193	160	146	193	66
Weighted Base	1440	55	168	110	94	124	146	156	186	135	72	154	40
Effective Base	895	45	116	66	49	41	86	78	122	105	99	139	50
Loss\destruction of natural environment	905 63%	30 54%	99 59%	79 72%	75 80%	65 53%	88 61%	101 65%	103 56%	94 70%	42 59%	99 64%	28 70%
Risk of earthquakes	849 59%	35 64%	96 57%	71 65%	65 69%	71 57%	76 52%	87 56%	128 69%	73 54%	44 61%	77 50%	26 65%
Too much risk \ uncertainty to support at present	759 53%	27 50%	96 57%	54 49%	49 52%	71 57%	81 56%	74 48%	97 52%	71 53%	41 57%	82 53%	16 41%
Not a safe process	737 51%	22 41%	82 49%	60 54%	62 65%	47 38%	81 55%	81 52%	86 46%	68 51%	47 65%	80 52%	21 52%
Risk of contamination to water supply	720 50%	25 46%	73 43%	65 59%	50 53%	55 45%	60 41%	71 46%	101 54%	80 59%	30 41%	89 57%	22 54%
Should focus on developing renewable energy sources	690 48%	22 40%	71 42%	53 48%	40 42%	72 58%	64 44%	77 50%	96 52%	74 54%	31 43%	73 47%	18 46%
Negative impact on climate change \ meeting carbon reduction targets	533 37%	13 24%	57 34%	52 48%	29 31%	58 47%	57 39%	70 45%	52 28%	54 40%	21 29%	52 34%	17 41%
Should focus on developing other energy sources	512 36%	18 33%	60 35%	43 39%	27 29%	43 35%	51 35%	51 33%	72 39%	43 32%	27 38%	60 39%	16 41%
Use of chemicals in the process	427 30%	15 28%	47 28%	46 42%	25 27%	29 23%	31 21%	56 36%	56 30%	44 33%	16 22%	45 29%	17 41%
Negative reports in the media	375 26%	13 24%	55 32%	31 28%	34 36%	31 25%	21 14%	41 26%	42 23%	40 30%	19 26%	35 23%	15 37%
Increased traffic\noise\disruption	296 21%	11 21%	35 21%	39 35%	14 15%	26 21%	25 17%	38 24%	36 20%	24 17%	18 25%	19 12%	12 29%
No specific reason	3 *	2 3%	-	-	-	-	-	-	-	1 1%	*	-	1 1%
Other reason	11 1%	-	4 2%	-	2 2%	-	1 1%	-	2 1%	1 1%	*	2 1%	-

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15d. 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**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1478	59	170	90	70	83	136	112	193	160	146	193	66
Effective Base	895	45	116	66	49	41	86	78	122	105	99	139	50
<b>SUMMARY CODE</b>													
ANY	1431	53	168	110	94	124	143	156	185	134	72	154	39
	99%	97%	100%	100%	100%	100%	98%	100%	99%	99%	99%	100%	97%
Don't know	6	-	-	-	-	-	3	-	2	-	*	-	1
	*	-	-	-	-	-	2%	-	1%	-	*	-	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15d. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		Unweighted Base	1478	312	289	251	254	220	190	1288	316	1162	526	923
Weighted Base	1440	293	315	257	238	187	164	1276	309	1131	362	1044	440	983
Effective Base	895	191	170	125	174	158	109	786	215	683	316	593	219	685
Loss/destruction of natural environment	905 63%	165 56%	204 65%	163 63%	151 64%	123 66%	97 59%	809 63%	201 65%	704 62%	232 64%	653 62%	236 54%	659 67%
Risk of earthquakes	849 59%	169 58%	198 63%	153 60%	148 62%	88 47%	106 64%	743 58%	166 54%	683 60%	240 66%	595 57%	278 63%	566 58%
Too much risk \ uncertainty to support at present	759 53%	162 55%	161 51%	137 53%	136 57%	88 47%	97 59%	661 52%	139 45%	620 55%	205 57%	533 51%	272 62%	480 49%
Not a safe process	737 51%	158 54%	170 54%	121 47%	128 54%	81 43%	100 61%	637 50%	143 46%	595 53%	212 58%	507 49%	244 55%	489 50%
Risk of contamination to water supply	720 50%	130 44%	171 54%	139 54%	114 48%	86 46%	84 51%	636 50%	148 48%	571 51%	201 56%	500 48%	233 53%	479 49%
Should focus on developing renewable energy sources	690 48%	127 43%	157 50%	135 53%	112 47%	88 47%	80 49%	611 48%	141 45%	550 49%	166 46%	511 49%	223 51%	463 47%
Negative impact on climate change \ meeting carbon reduction targets	533 37%	91 31%	104 33%	109 42%	89 37%	80 43%	52 32%	481 38%	129 42%	404 36%	133 37%	390 37%	140 32%	384 39%
Should focus on developing other energy sources	512 36%	99 34%	104 33%	108 42%	61 26%	74 39%	70 43%	442 35%	104 34%	407 36%	123 34%	377 36%	181 41%	325 33%
Use of chemicals in the process	427 30%	84 29%	103 33%	82 32%	63 26%	44 23%	49 30%	378 30%	98 32%	328 29%	116 32%	298 29%	143 32%	278 28%
Negative reports in the media	375 26%	74 25%	81 26%	66 26%	67 28%	46 25%	44 27%	331 26%	76 25%	299 26%	102 28%	262 25%	110 25%	262 27%
Increased traffic/noise/disruption	296 21%	62 21%	70 22%	49 19%	47 20%	38 20%	38 23%	258 20%	70 23%	226 20%	78 22%	212 20%	82 19%	213 22%
No specific reason	3 *	1 *	-	2 1%	* *	-	1 *	2 *	1 *	2 *	1 *	2 *	1 *	2 *
Other reason	11 1%	6 2%	3 1%	2 1%	-	-	1 1%	10 1%	2 1%	9 1%	3 1%	8 1%	5 1%	6 1%

Q15d. 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

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Total	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1478	312	289	251	254	220	190	1288	316	1162	526	923	446	1011
Effective Base	895	191	170	125	174	158	109	786	215	683	316	593	219	685
<b>SUMMARY CODE</b>														
ANY	1431	287	315	254	238	187	160	1271	308	1123	361	1037	436	978
	99%	98%	100%	99%	100%	100%	97%	100%	100%	99%	100%	99%	99%	100%
Don't know	6	5	-	1	-	-	3	2	*	6	-	6	3	2
	*	2%	-	*	-	-	2%	*	*	*	-	1%	1%	*

Q15d. 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

	Q15A. HOW MUCH DID YOU KNOW ABOUT HYDRAULIC FRACTURING FOR SHALE GAS, OTHERWISE KNOWN AS 'FRACKING'?				
	Total	Knew a lot	Knew a little	Aware of it but not really know what it was	Never heard of it
Unweighted Base	1478	250	976	213	39
Weighted Base	1440	226	955	219	40
Effective Base	895	157	572	143	25
Loss\destruction of natural environment	905 63%	158 70%	594 62%	141 65%	12 30%
Risk of earthquakes	849 59%	155 69%	583 61%	104 48%	6 16%
Too much risk \ uncertainty to support at present	759 53%	104 46%	547 57%	97 45%	11 26%
Not a safe process	737 51%	120 53%	519 54%	87 40%	11 27%
Risk of contamination to water supply	720 50%	158 70%	483 51%	73 34%	5 13%
Should focus on developing renewable energy sources	690 48%	121 54%	483 51%	81 37%	5 13%
Negative impact on climate change \ meeting carbon reduction targets	533 37%	119 52%	343 36%	66 30%	6 14%
Should focus on developing other energy sources	512 36%	101 45%	368 39%	38 17%	5 11%
Use of chemicals in the process	427 30%	112 49%	270 28%	39 18%	6 16%
Negative reports in the media	375 26%	39 17%	267 28%	62 28%	7 17%
Increased traffic\noise\disruption	296 21%	59 26%	191 20%	43 20%	3 8%
No specific reason	3 *	1 *	3 *	* *	- -
Other reason	11 1%	3 1%	8 1%	- -	- -

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15d. 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**

	Q15A. HOW MUCH DID YOU KNOW ABOUT HYDRAULIC FRACTURING FOR SHALE GAS, OTHERWISE KNOWN AS 'FRACKING'?				
	Total	Knew a lot	Knew a little	Aware of it but not really know what it was	Never heard of it
Unweighted Base	1478	250	976	213	39
Effective Base	895	157	572	143	25
<b>SUMMARY CODE</b>					
ANY	1431 99%	225 99%	951 100%	215 98%	40 99%
Don't know	6 *	1 *	2 *	3 2%	* 1%



**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q15e. 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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1525	626	899	249	290	280	266	212	228	405	463	266	391	942	269	246
Weighted Base	1552	638	914	221	288	277	264	208	295	379	425	348	401	977	262	251
Effective Base	960	415	547	149	189	189	182	156	128	254	305	173	245	594	176	151
Don't know enough about it	733	241	492	97	148	124	131	93	140	181	205	150	197	470	123	109
	47%	38%	54%	44%	51%	45%	50%	45%	48%	48%	48%	43%	49%	48%	47%	43%
I've heard campaigns for and against and I don't know what to believe	344	126	219	30	28	65	60	65	98	110	97	68	70	246	47	43
	22%	20%	24%	13%	10%	23%	23%	31%	33%	29%	23%	19%	17%	25%	18%	17%
I can see the positives and negatives	331	183	148	44	52	48	65	53	67	103	89	89	50	235	46	38
	21%	29%	16%	20%	18%	17%	25%	25%	23%	27%	21%	26%	12%	24%	17%	15%
Haven't made up my mind yet	238	114	123	44	40	46	42	25	41	68	58	56	56	146	41	46
	15%	18%	13%	20%	14%	16%	16%	12%	14%	18%	14%	16%	14%	15%	16%	18%
Have never heard of it	127	30	96	27	37	34	13	8	7	19	31	33	44	59	32	28
	8%	5%	11%	12%	13%	12%	5%	4%	3%	5%	7%	10%	11%	6%	12%	11%
Will have no impact on me	125	74	50	25	21	16	22	12	29	31	39	25	29	77	25	14
	8%	12%	6%	11%	7%	6%	8%	6%	10%	8%	9%	7%	7%	8%	10%	6%
Not interested in it	99	56	43	10	26	21	16	18	7	13	29	25	32	55	19	20
	6%	9%	5%	5%	9%	8%	6%	9%	3%	3%	7%	7%	8%	6%	7%	8%
Other	3	1	3	1	-	-	-	-	3	3	-	-	1	3	-	1
	*	*	*	*	-	-	-	-	1%	1%	-	-	*	*	-	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15e. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1525	285	302	545	324	12	275	538	317	248	147	1072	301
Weighted Base	1552	225	496	545	271	3	285	568	321	243	136	1171	262
Effective Base	960	191	225	367	216	9	169	326	206	171	94	699	175
Don't know enough about it	733 47%	104 46%	243 49%	267 49%	114 42%	1 39%	113 40%	296 52%	144 45%	119 49%	61 45%	541 46%	141 54%
I've heard campaigns for and against and I don't know what to believe	344 22%	50 22%	111 22%	111 20%	70 26%	1 33%	86 30%	130 23%	50 16%	56 23%	21 16%	262 22%	62 23%
I can see the positives and negatives	331 21%	47 21%	86 17%	115 21%	82 30%	* 4%	65 23%	119 21%	68 21%	49 20%	30 22%	253 22%	56 21%
Haven't made up my mind yet	238 15%	35 16%	85 17%	71 13%	43 16%	1 19%	37 13%	89 16%	63 20%	29 12%	20 15%	185 16%	35 13%
Have never heard of it	127 8%	19 8%	31 6%	50 9%	22 8%	1 24%	18 6%	28 5%	35 11%	23 10%	22 16%	93 8%	16 6%
Will have no impact on me	125 8%	16 7%	37 7%	47 9%	24 9%	* 12%	32 11%	50 9%	21 7%	16 7%	6 4%	100 9%	20 8%
Not interested in it	99 6%	19 9%	26 5%	36 7%	15 6%	-	21 7%	35 6%	11 3%	21 9%	12 9%	79 7%	14 5%
Other	3 *	-	-	1 *	3 1%	-	3 1%	-	-	-	-	3 *	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15e. 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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1525	52	156	118	88	116	140	156	207	163	124	148	57
Weighted Base	1552	51	157	137	132	141	154	217	202	133	71	116	41
Effective Base	960	35	100	81	59	76	97	111	132	94	87	102	38
Don't know enough about it	733 47%	26 51%	56 36%	62 45%	49 37%	63 45%	89 58%	94 43%	109 54%	71 53%	32 45%	58 50%	24 58%
I've heard campaigns for and against and I don't know what to believe	344 22%	9 17%	45 29%	37 27%	24 18%	23 16%	30 20%	37 17%	52 26%	33 24%	18 25%	29 25%	9 22%
I can see the positives and negatives	331 21%	9 18%	35 22%	49 36%	21 16%	34 24%	26 17%	46 21%	34 17%	33 25%	10 14%	25 22%	7 17%
Haven't made up my mind yet	238 15%	5 10%	23 15%	13 9%	15 11%	25 18%	21 13%	44 20%	41 21%	21 16%	7 10%	14 12%	8 21%
Have never heard of it	127 8%	6 11%	16 10%	10 7%	22 16%	14 10%	13 8%	13 6%	7 4%	10 8%	7 11%	7 6%	2 4%
Will have no impact on me	125 8%	7 15%	14 9%	2 1%	26 20%	12 8%	9 6%	27 12%	9 5%	5 4%	5 7%	6 5%	4 9%
Not interested in it	99 6%	1 1%	12 8%	7 5%	5 4%	10 7%	14 9%	16 7%	10 5%	7 5%	8 11%	6 5%	4 11%
Other	3 *	-	-	-	-	-	-	-	-	-	-	3	-
		-	-	-	-	-	-	-	-	-	-	3%	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q15e. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1525	349	255	245	237	205	194	1331	447	1078	441	997	340	1136
Weighted Base	1552	329	262	261	248	214	170	1382	435	1117	322	1154	391	1137
Effective Base	960	207	167	156	160	148	107	853	303	662	300	654	190	768
Don't know enough about it	733	139	130	126	122	111	75	658	205	528	145	558	171	556
	47%	42%	50%	48%	49%	52%	44%	48%	47%	47%	45%	48%	44%	49%
I've heard campaigns for and against and I don't know what to believe	344	75	46	60	71	44	51	293	83	261	99	234	124	218
	22%	23%	18%	23%	29%	20%	30%	21%	19%	23%	31%	20%	32%	19%
I can see the positives and negatives	331	64	45	60	66	55	34	296	72	259	66	250	91	236
	21%	20%	17%	23%	27%	26%	20%	21%	16%	23%	20%	22%	23%	21%
Haven't made up my mind yet	238	52	42	34	43	37	35	203	66	171	54	170	60	173
	15%	16%	16%	13%	18%	17%	20%	15%	15%	15%	17%	15%	15%	15%
Have never heard of it	127	33	18	15	8	15	8	119	60	67	17	99	11	109
	8%	10%	7%	6%	3%	7%	4%	9%	14%	6%	5%	9%	3%	10%
Will have no impact on me	125	31	27	26	6	20	9	115	28	97	15	105	37	87
	8%	9%	10%	10%	2%	9%	6%	8%	6%	9%	5%	9%	9%	8%
Not interested in it	99	17	18	17	14	14	10	89	36	63	20	75	12	83
	6%	5%	7%	6%	6%	7%	6%	6%	8%	6%	6%	7%	3%	7%
Other	3	-	-	3	-	-	-	3	-	3	1	3	3	1
	*	-	-	1%	-	-	-	*	-	*	*	*	1%	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q15e. 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**

	Q15A. HOW MUCH DID YOU KNOW ABOUT HYDRAULIC FRACTURING FOR SHALE GAS, OTHERWISE KNOWN AS 'FRACKING'?				
	Total	Knew a lot	Knew a little	Aware of it but not really know what it was	Never heard of it
Unweighted Base	1525	52	605	581	287
Weighted Base	1552	54	617	600	281
Effective Base	960	35	391	352	183
Don't know enough about it	733 47%	8 15%	231 37%	366 61%	128 46%
I've heard campaigns for and against and I don't know what to believe	344 22%	11 21%	196 32%	128 21%	9 3%
I can see the positives and negatives	331 21%	34 62%	233 38%	51 8%	13 5%
Haven't made up my mind yet	238 15%	14 26%	118 19%	73 12%	32 12%
Have never heard of it	127 8%	1 1%	7 1%	20 3%	99 35%
Will have no impact on me	125 8%	4 8%	67 11%	38 6%	16 6%
Not interested in it	99 6%	1 2%	25 4%	48 8%	25 9%
Other	3 *	1 2%	3 *	- -	- -

**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Very concerned	1415	662	753	200	246	223	221	212	313	451	411	237	316	937	256	191
	35%	34%	37%	38%	37%	36%	33%	35%	34%	41%	37%	28%	33%	35%	38%	32%
Fairly concerned	1833	852	982	248	307	266	321	285	407	487	488	433	425	1235	292	258
	46%	43%	48%	47%	46%	43%	48%	47%	44%	44%	44%	52%	44%	47%	44%	44%
Not very concerned	525	313	212	53	70	85	90	73	155	128	141	125	132	347	78	88
	13%	16%	10%	10%	10%	14%	13%	12%	17%	12%	13%	15%	14%	13%	12%	15%
Not at all concerned	129	100	28	11	22	25	21	23	28	27	39	27	36	71	29	23
	3%	5%	1%	2%	3%	4%	3%	4%	3%	2%	3%	3%	4%	3%	4%	4%
<b>SUMMARY CODES</b>																
TOTAL CONCERNED	3249	1514	1735	449	553	490	542	496	720	939	899	670	741	2172	548	449
	81%	77%	85%	86%	83%	78%	81%	82%	78%	85%	81%	80%	78%	82%	82%	76%
TOTAL NOT CONCERNED	654	413	241	63	92	110	111	96	183	156	179	151	168	419	108	111
	16%	21%	12%	12%	14%	18%	16%	16%	20%	14%	16%	18%	18%	16%	16%	19%
Don't know	108	35	73	12	24	25	19	13	15	14	29	18	47	58	14	30
	3%	2%	4%	2%	4%	4%	3%	2%	2%	1%	3%	2%	5%	2%	2%	5%

**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Very concerned	1415	176	497	464	272	3	257	511	284	240	124	1083	249
	35%	33%	37%	34%	36%	37%	33%	34%	36%	39%	38%	35%	37%
Fairly concerned	1833	248	633	621	319	4	340	695	360	290	149	1409	317
	46%	46%	47%	46%	43%	50%	44%	46%	46%	47%	46%	46%	47%
Not very concerned	525	83	147	190	103	1	117	219	95	65	29	411	88
	13%	16%	11%	14%	14%	9%	15%	14%	12%	10%	9%	13%	13%
Not at all concerned	129	16	43	44	26	*	31	50	25	12	10	112	13
	3%	3%	3%	3%	3%	3%	4%	3%	3%	2%	3%	4%	2%
<b>SUMMARY CODES</b>													
TOTAL CONCERNED	3249	423	1130	1084	591	8	597	1206	643	529	272	2492	566
	81%	79%	84%	80%	79%	88%	78%	80%	82%	85%	84%	81%	83%
TOTAL NOT CONCERNED	654	100	190	233	129	1	148	269	120	77	40	523	101
	16%	19%	14%	17%	17%	12%	19%	18%	15%	12%	12%	17%	15%
Don't know	108	11	21	44	27	-	22	41	20	13	11	80	13
	3%	2%	2%	3%	4%	-	3%	3%	3%	2%	3%	3%	2%

**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Very concerned	1415 35%	41 26%	157 36%	127 38%	86 29%	120 34%	105 28%	217 41%	178 32%	146 43%	70 36%	124 37%	44 40%
Fairly concerned	1833 46%	83 51%	200 45%	144 44%	141 48%	155 44%	179 48%	235 45%	267 49%	145 42%	83 43%	156 46%	45 41%
Not very concerned	525 13%	24 15%	56 13%	41 12%	44 15%	56 16%	56 15%	54 10%	76 14%	35 10%	29 15%	40 12%	14 13%
Not at all concerned	129 3%	10 6%	16 4%	9 3%	9 3%	14 4%	16 4%	8 2%	11 2%	10 3%	8 4%	11 3%	6 5%
<b>SUMMARY CODES</b>													
TOTAL CONCERNED	3249 81%	124 76%	357 81%	271 82%	226 78%	275 78%	284 76%	452 86%	445 81%	291 85%	153 80%	281 83%	89 80%
TOTAL NOT CONCERNED	654 16%	35 21%	72 16%	50 15%	54 18%	70 20%	72 19%	62 12%	87 16%	45 13%	37 19%	50 15%	20 18%
Don't know	108 3%	4 2%	11 2%	9 3%	12 4%	8 2%	17 5%	13 3%	17 3%	7 2%	2 1%	6 2%	2 2%



**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Very concerned	1415	279	276	246	252	208	151	1264	388	1027	353	1026	410	984
		34%	37%	35%	37%	36%	36%	35%	36%	35%	40%	34%	34%	36%
Fairly concerned	1833	379	334	326	320	259	184	1649	504	1330	370	1417	534	1275
		46%	45%	46%	47%	44%	43%	46%	47%	45%	42%	47%	45%	46%
Not very concerned	525	99	98	111	79	85	57	468	121	404	104	393	186	336
		13%	13%	16%	12%	15%	13%	13%	11%	14%	12%	13%	16%	12%
Not at all concerned	129	30	27	19	23	19	19	110	30	98	32	91	40	87
		3%	4%	4%	3%	3%	4%	3%	3%	3%	4%	3%	3%	3%
<b>SUMMARY CODES</b>														
TOTAL CONCERNED	3249	658	610	572	572	467	336	2913	892	2357	723	2442	944	2259
		81%	82%	81%	83%	80%	79%	81%	83%	80%	83%	81%	79%	82%
TOTAL NOT CONCERNED	654	130	124	129	103	103	76	578	151	503	136	485	226	423
		16%	17%	18%	15%	18%	18%	16%	14%	17%	16%	16%	19%	15%
Don't know	108	32	10	7	12	13	13	95	33	75	14	77	21	80
		3%	4%	1%	1%	2%	3%	3%	3%	3%	2%	3%	2%	3%

**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	Total	Q3. WHETHER SUPPORT OR OPPOSE RENEWABLE ENERGY	
		Support	Oppose
Unweighted Base	4011	3182	123
Weighted Base	4011	3193	98
Effective Base	2458	1948	74
Very concerned	1415 35%	1304 41%	25 26%
Fairly concerned	1833 46%	1484 46%	33 33%
Not very concerned	525 13%	319 10%	20 21%
Not at all concerned	129 3%	60 2%	17 17%
<b>SUMMARY CODES</b>			
TOTAL CONCERNED	3249 81%	2788 87%	58 59%
TOTAL NOT CONCERNED	654 16%	379 12%	37 38%
Don't know	108 3%	25 1%	3 3%

**Q21. Concern about Climate Change**  
**Base: All Adults in UK**

	Total	Q15B. WHETHER SUPPORT OR OPPOSE FRACKING	
		Support	Oppose
Unweighted Base	4011	1008	1478
Weighted Base	4011	1019	1440
Effective Base	2458	605	895
Very concerned	1415	295	702
	35%	29%	49%
Fairly concerned	1833	478	611
	46%	47%	42%
Not very concerned	525	186	86
	13%	18%	6%
Not at all concerned	129	54	28
	3%	5%	2%
<b>SUMMARY CODES</b>			
TOTAL CONCERNED	3249	773	1313
	81%	76%	91%
TOTAL NOT CONCERNED	654	240	115
	16%	24%	8%
Don't know	108	6	12
	3%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q220. The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	1323 33%	432 22%	891 44%	143 27%	195 29%	229 37%	220 33%	209 35%	325 35%	261 24%	379 34%	294 35%	389 41%	851 32%	210 31%	226 38%
Hardly anything but I've heard of this	909 23%	434 22%	476 23%	110 21%	113 17%	116 19%	162 24%	134 22%	273 30%	238 21%	258 23%	185 22%	229 24%	616 23%	133 20%	147 25%
A little	990 25%	592 30%	398 19%	131 25%	168 25%	155 25%	170 25%	178 29%	187 20%	320 29%	250 23%	218 26%	202 21%	671 25%	170 25%	116 20%
A fair amount	501 12%	345 18%	156 8%	77 15%	113 17%	68 11%	88 13%	63 10%	92 10%	201 18%	150 14%	87 10%	63 7%	349 13%	98 15%	46 8%
A lot	145 4%	108 6%	37 2%	36 7%	36 5%	30 5%	17 3%	9 1%	18 2%	63 6%	35 3%	26 3%	22 2%	84 3%	25 4%	27 5%
<b>SUMMARY CODES</b>																
ANY AWARENESS	2545 63%	1478 75%	1067 52%	355 68%	431 64%	369 59%	438 65%	384 63%	570 62%	822 74%	692 62%	515 61%	516 54%	1720 65%	426 64%	336 57%
AT LEAST A LITTLE AWARE	1636 41%	1045 53%	591 29%	244 47%	317 48%	253 40%	275 41%	250 41%	297 32%	584 53%	434 39%	331 39%	287 30%	1104 42%	293 44%	188 32%
Don't know	143 4%	52 3%	91 4%	27 5%	42 6%	26 4%	14 2%	12 2%	22 2%	26 2%	36 3%	30 4%	51 5%	77 3%	34 5%	28 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q220. The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	1323 33%	182 34%	452 34%	473 35%	210 28%	3 35%	266 35%	516 34%	248 32%	179 29%	114 35%	1017 33%	233 34%
Hardly anything but I've heard of this	909 23%	117 22%	329 25%	303 22%	159 21%	1 11%	179 23%	367 24%	185 24%	114 18%	64 20%	726 23%	140 21%
A little	990 25%	128 24%	326 24%	318 23%	210 28%	2 27%	190 25%	377 25%	182 23%	173 28%	69 21%	747 24%	193 28%
A fair amount	501 12%	70 13%	161 12%	165 12%	103 14%	1 10%	94 12%	176 12%	104 13%	87 14%	39 12%	390 13%	78 11%
A lot	145 4%	22 4%	38 3%	50 4%	33 4%	1 16%	23 3%	29 2%	29 4%	45 7%	19 6%	119 4%	15 2%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2545 63%	337 63%	854 64%	835 61%	505 68%	6 65%	486 63%	950 63%	500 64%	419 68%	190 59%	1982 64%	426 63%
AT LEAST A LITTLE AWARE	1636 41%	220 41%	526 39%	532 39%	346 46%	5 53%	306 40%	583 38%	315 40%	305 49%	127 39%	1256 41%	286 42%
Don't know	143 4%	16 3%	35 3%	53 4%	32 4%	- -	16 2%	51 3%	36 5%	20 3%	20 6%	96 3%	20 3%

Q220. The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	1323 33%	63 39%	149 34%	125 38%	106 36%	110 31%	142 38%	135 26%	166 30%	105 31%	81 42%	100 30%	41 37%
Hardly anything but I've heard of this	909 23%	44 27%	100 23%	75 23%	62 21%	81 23%	78 21%	106 20%	142 26%	81 23%	41 22%	75 22%	24 21%
A little	990 25%	27 17%	120 27%	73 22%	61 21%	92 26%	78 21%	144 27%	134 24%	95 28%	39 21%	104 31%	23 21%
A fair amount	501 12%	12 8%	48 11%	34 10%	36 12%	35 10%	49 13%	88 17%	86 16%	41 12%	20 10%	33 10%	17 16%
A lot	145 4%	8 5%	13 3%	11 3%	9 3%	11 3%	11 3%	36 7%	10 2%	14 4%	4 2%	17 5%	2 2%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2545 63%	92 57%	282 64%	193 59%	169 58%	219 62%	217 58%	373 71%	370 67%	230 67%	104 54%	229 68%	66 60%
AT LEAST A LITTLE AWARE	1636 41%	48 29%	182 41%	119 36%	107 37%	138 39%	138 37%	267 51%	229 42%	150 44%	63 33%	153 46%	42 38%
Don't know	143 4%	7 5%	9 2%	12 4%	18 6%	25 7%	13 4%	19 4%	13 2%	8 2%	7 3%	8 2%	4 4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q220. The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	1323	289	266	222	214	153	171	1152	340	983	324	953	393	919
	33%	35%	36%	31%	31%	26%	40%	32%	32%	33%	37%	32%	33%	33%
Hardly anything but I've heard of this	909	197	162	189	143	110	100	809	216	694	212	672	332	561
	23%	24%	22%	27%	21%	19%	24%	23%	20%	24%	24%	22%	28%	20%
A little	990	194	177	162	197	173	95	896	272	718	198	764	258	720
	25%	24%	24%	23%	29%	30%	22%	25%	25%	24%	23%	25%	22%	26%
A fair amount	501	74	96	88	90	106	32	469	131	370	79	408	136	361
	12%	9%	13%	12%	13%	18%	8%	13%	12%	13%	9%	14%	11%	13%
A lot	145	29	26	27	25	30	14	132	69	77	37	102	45	99
	4%	4%	3%	4%	4%	5%	3%	4%	6%	3%	4%	3%	4%	4%
<b>SUMMARY CODES</b>														
ANY AWARENESS	2545	494	461	465	455	420	240	2305	687	1859	527	1946	771	1741
	63%	60%	62%	66%	66%	72%	57%	64%	64%	63%	60%	65%	65%	63%
AT LEAST A LITTLE AWARE	1636	298	300	276	312	310	140	1496	471	1165	314	1274	438	1180
	41%	36%	40%	39%	45%	53%	33%	42%	44%	40%	36%	42%	37%	43%
Don't know	143	37	17	21	18	10	14	129	49	94	22	106	28	102
	4%	4%	2%	3%	3%	2%	3%	4%	5%	3%	3%	4%	2%	4%

## Q90. Products or services have taken out in the last 12 months

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Car insurance	1918	1018	900	118	256	281	344	353	567	599	528	435	356	1456	235	198
	48%	52%	44%	22%	38%	45%	51%	58%	62%	54%	48%	52%	37%	55%	35%	34%
Home insurance	1694	840	854	31	153	212	342	347	609	541	495	344	314	1454	121	110
	42%	43%	42%	6%	23%	34%	51%	57%	66%	49%	45%	41%	33%	55%	18%	19%
Energy (gas/electricity)	1321	669	652	101	197	198	229	225	373	448	379	256	238	977	206	126
	33%	34%	32%	19%	29%	32%	34%	37%	41%	40%	34%	31%	25%	37%	31%	21%
A Mobile phone contract	1157	588	569	211	228	190	181	146	200	365	303	258	231	727	216	183
	29%	30%	28%	40%	34%	30%	27%	24%	22%	33%	27%	31%	24%	27%	32%	31%
Broadband (not bundled with another product)	720	390	330	111	168	109	100	95	137	239	186	153	142	448	152	101
	18%	20%	16%	21%	25%	17%	15%	16%	15%	22%	17%	18%	15%	17%	23%	17%
A Current account	634	374	260	120	179	112	84	51	89	220	161	113	141	377	132	102
	16%	19%	13%	23%	27%	18%	13%	8%	10%	20%	15%	13%	15%	14%	20%	17%
A Credit card	575	346	229	78	135	121	95	63	83	203	162	118	91	353	116	82
	14%	18%	11%	15%	20%	19%	14%	10%	9%	18%	15%	14%	10%	13%	17%	14%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	573	325	248	50	88	87	104	88	156	180	172	108	113	403	84	81
	14%	17%	12%	9%	13%	14%	15%	15%	17%	16%	16%	13%	12%	15%	13%	14%
Pay TV (not bundled with another product)	386	208	178	48	95	66	72	46	59	131	113	74	69	254	82	43
	10%	11%	9%	9%	14%	11%	11%	8%	6%	12%	10%	9%	7%	10%	12%	7%
A Mortgage	182	104	78	24	63	45	33	12	5	70	60	33	19	172	2	5
	5%	5%	4%	5%	9%	7%	5%	2%	*	6%	5%	4%	2%	7%	*	1%
<b>SUMMARY CODE</b>																
ANY	3195	1631	1565	393	553	464	539	485	761	930	885	700	681	2174	526	426
	80%	83%	76%	75%	83%	74%	80%	80%	83%	84%	80%	83%	71%	82%	79%	72%
3+ PRODUCTS	1607	869	738	132	239	256	286	266	428	539	453	318	298	1202	216	164
	40%	44%	36%	25%	36%	41%	43%	44%	47%	49%	41%	38%	31%	45%	32%	28%
None of these	768	312	455	106	106	157	127	118	154	168	208	129	263	446	134	157
	19%	16%	22%	20%	16%	25%	19%	20%	17%	15%	19%	15%	27%	17%	20%	27%
Don't know	48	19	29	25	8	4	6	2	2	10	15	11	12	28	10	7
	1%	1%	1%	5%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%



Q90. Products or services have taken out in the last 12 months  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Car insurance	1918 48%	191 36%	624 47%	667 49%	427 57%	6 64%	360 47%	829 55%	353 45%	267 43%	109 34%	1475 48%	393 58%
Home insurance	1694 42%	149 28%	573 43%	574 42%	392 53%	4 48%	391 51%	781 51%	263 33%	191 31%	69 21%	1320 43%	347 51%
Energy (gas/electricity)	1321 33%	164 31%	430 32%	408 30%	314 42%	2 26%	281 37%	573 38%	215 27%	176 28%	76 23%	1014 33%	258 38%
A Mobile phone contract	1157 29%	149 28%	393 29%	403 30%	205 27%	2 28%	191 25%	407 27%	241 31%	209 34%	109 34%	877 28%	211 31%
Broadband (not bundled with another product)	720 18%	111 21%	225 17%	228 17%	153 20%	1 8%	138 18%	277 18%	125 16%	109 18%	71 22%	549 18%	138 20%
A Current account	634 16%	97 18%	188 14%	228 17%	118 16%	1 8%	104 14%	203 13%	127 16%	122 20%	79 24%	504 16%	96 14%
A Credit card	575 14%	74 14%	178 13%	204 15%	114 15%	2 24%	100 13%	190 13%	115 15%	108 17%	62 19%	451 15%	97 14%
A bundled contract combining 2+ services (e.g. broadband and pay- TV)	573 14%	64 12%	211 16%	194 14%	100 13%	2 23%	127 17%	223 15%	95 12%	82 13%	46 14%	446 14%	104 15%
Pay TV (not bundled with another product)	386 10%	47 9%	118 9%	147 11%	71 9%	* 3%	45 6%	143 9%	90 11%	78 13%	30 9%	309 10%	66 10%
A Mortgage	182 5%	21 4%	66 5%	62 5%	30 4%	- -	26 3%	47 3%	33 4%	65 10%	11 3%	143 5%	28 4%
<b>SUMMARY CODE</b>													
ANY	3195 80%	394 74%	1089 81%	1082 79%	614 82%	7 80%	607 79%	1233 81%	595 76%	504 81%	257 79%	2476 80%	561 83%
3+ PRODUCTS	1607 40%	178 33%	530 40%	535 39%	357 48%	3 38%	320 42%	674 44%	273 35%	229 37%	112 34%	1246 40%	320 47%
None of these	768 19%	134 25%	242 18%	263 19%	122 16%	2 20%	152 20%	276 18%	180 23%	103 17%	58 18%	593 19%	113 17%
Don't know	48 1%	6 1%	10 1%	16 1%	10 1%	- -	8 1%	8 1%	9 1%	13 2%	9 3%	26 1%	5 1%

## Q90. Products or services have taken out in the last 12 months

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Car insurance	1918 48%	77 47%	208 47%	161 49%	120 41%	173 49%	192 51%	180 34%	296 54%	179 52%	101 53%	167 50%	64 58%
Home insurance	1694 42%	74 46%	184 42%	150 45%	129 44%	131 37%	176 47%	156 30%	242 44%	167 49%	95 49%	140 42%	51 46%
Energy (gas/electricity)	1321 33%	68 42%	140 32%	117 35%	95 33%	105 30%	122 33%	157 30%	187 34%	125 36%	61 32%	116 35%	27 24%
A Mobile phone contract	1157 29%	45 28%	139 32%	96 29%	90 31%	109 31%	98 26%	147 28%	158 29%	84 25%	49 26%	104 31%	37 34%
Broadband (not bundled with another product)	720 18%	36 22%	71 16%	60 18%	46 16%	60 17%	69 18%	101 19%	98 18%	75 22%	31 16%	48 14%	24 22%
A Current account	634 16%	37 23%	79 18%	44 13%	49 17%	46 13%	49 13%	88 17%	94 17%	57 17%	22 11%	54 16%	15 13%
A Credit card	575 14%	21 13%	61 14%	42 13%	47 16%	51 14%	44 12%	98 19%	70 13%	47 14%	25 13%	51 15%	18 16%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	573 14%	30 18%	59 13%	43 13%	55 19%	40 11%	51 14%	64 12%	88 16%	51 15%	21 11%	58 17%	13 12%
Pay TV (not bundled with another product)	386 10%	22 14%	40 9%	39 12%	17 6%	31 9%	33 9%	62 12%	58 10%	37 11%	15 8%	24 7%	8 7%
A Mortgage	182 5%	10 6%	16 4%	15 5%	5 2%	14 4%	15 4%	38 7%	25 4%	15 4%	8 4%	14 4%	8 7%
<b>SUMMARY CODE</b>													
ANY	3195 80%	135 83%	347 79%	274 83%	231 79%	287 81%	297 80%	399 76%	442 80%	276 80%	154 80%	268 80%	86 77%
3+ PRODUCTS	1607 40%	81 50%	173 39%	131 40%	125 43%	133 38%	150 40%	171 32%	244 44%	152 44%	71 37%	130 39%	46 41%
None of these	768 19%	27 17%	82 19%	53 16%	59 20%	63 18%	69 19%	120 23%	104 19%	63 18%	38 20%	67 20%	24 22%
Don't know	48 1%	-	12 3%	3 1%	2 1%	4 1%	7 2%	10 2%	3 1%	5 1%	*	1 *	1 1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q90. Products or services have taken out in the last 12 months  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Car insurance	1918	281	361	399	387	312	170	1748	466	1452	419	1467	680	1226
	48%	34%	49%	56%	56%	54%	40%	49%	43%	49%	48%	49%	57%	44%
Home insurance	1694	249	340	343	331	283	157	1538	322	1373	405	1257	681	1007
	42%	30%	46%	48%	48%	49%	37%	43%	30%	47%	46%	42%	57%	36%
Energy (gas/electricity)	1321	241	247	254	242	230	122	1200	327	994	305	1002	435	876
	33%	29%	33%	36%	35%	39%	29%	33%	30%	34%	35%	33%	37%	32%
A Mobile phone contract	1157	194	211	215	222	217	91	1065	364	793	238	885	275	869
	29%	24%	28%	30%	32%	37%	21%	30%	34%	27%	27%	29%	23%	31%
Broadband (not bundled with another product)	720	133	147	123	131	111	54	666	217	503	141	556	201	504
	18%	16%	20%	17%	19%	19%	13%	19%	20%	17%	16%	19%	17%	18%
A Current account	634	140	104	101	121	110	59	575	220	415	119	493	150	474
	16%	17%	14%	14%	18%	19%	14%	16%	20%	14%	14%	16%	13%	17%
A Credit card	575	103	101	98	113	109	57	518	216	359	119	434	132	431
	14%	13%	14%	14%	16%	19%	13%	14%	20%	12%	14%	14%	11%	16%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	573	109	109	107	110	95	71	502	149	425	144	418	198	371
	14%	13%	15%	15%	16%	16%	17%	14%	14%	14%	16%	14%	17%	13%
Pay TV (not bundled with another product)	386	54	61	75	93	74	18	368	145	242	73	307	99	281
	10%	7%	8%	11%	14%	13%	4%	10%	13%	8%	8%	10%	8%	10%
A Mortgage	182	25	12	30	47	52	11	171	98	84	32	144	28	151
	5%	3%	2%	4%	7%	9%	3%	5%	9%	3%	4%	5%	2%	5%
<b>SUMMARY CODE</b>														
ANY	3195	601	599	605	573	489	312	2884	884	2311	687	2420	971	2187
	80%	73%	80%	85%	83%	84%	73%	80%	82%	79%	79%	81%	82%	79%
3+ PRODUCTS	1607	251	321	297	342	274	133	1474	413	1194	354	1221	523	1075
	40%	31%	43%	42%	50%	47%	31%	41%	38%	41%	41%	41%	44%	39%
None of these	768	211	142	100	110	91	109	659	177	591	180	550	217	540
	19%	26%	19%	14%	16%	16%	26%	18%	16%	20%	21%	18%	18%	20%

Q90. Products or services have taken out in the last 12 months  
Base: All Adults in UK

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Don't know	48	8	3	3	4	3	5	43	15	33	5	34	3	35
	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q90. Products or services have taken out in the last 12 months

Base: All Adults in UK

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR CAR INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV		
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
Unweighted Base	4011	1167	2844	519	3492	496	3515	206	3805	1275	2736	1596	2415	881	3130	418	3593	618	3393	283	3728	
Weighted Base	4011	1142	2869	451	3560	442	3569	157	3854	1335	2676	1655	2356	863	3148	397	3614	555	3456	238	3773	
Effective Base	2458	754	1709	335	2134	327	2142	140	2332	801	1657	1002	1456	578	1885	259	2200	390	2076	182	2284	
Car insurance	1918	719	1199	211	1707	227	1691	87	1831	1002	917	1450	469	446	1472	251	1668	308	1610	119	1800	
		48%	63%	42%	47%	48%	51%	47%	56%	48%	75%	34%	88%	20%	52%	47%	63%	46%	56%	47%	50%	48%
Home insurance	1694	683	1012	179	1515	174	1521	75	1619	1155	539	1056	639	333	1361	219	1475	263	1432	92	1602	
		42%	60%	35%	40%	43%	39%	43%	48%	42%	87%	20%	64%	27%	39%	43%	55%	41%	47%	41%	39%	42%
Energy (gas/electricity)	1321	877	444	186	1135	170	1151	75	1246	650	671	716	605	343	978	204	1118	255	1066	98	1224	
		33%	77%	15%	41%	32%	38%	32%	48%	32%	49%	25%	43%	26%	40%	31%	51%	31%	46%	31%	41%	32%
A Mobile phone contract	1157	406	751	184	973	195	962	64	1092	368	789	551	605	649	507	170	986	243	913	93	1063	
		29%	36%	26%	41%	27%	44%	27%	41%	28%	29%	33%	26%	75%	16%	43%	27%	44%	26%	39%	28%	
Broadband (not bundled with another product)	720	292	428	120	600	129	591	46	674	281	439	315	405	214	506	66	654	383	337	90	630	
		18%	26%	15%	27%	17%	29%	17%	29%	17%	21%	16%	19%	17%	25%	16%	17%	18%	69%	10%	38%	17%
A Current account	634	226	408	313	321	152	482	64	571	207	427	261	373	225	410	102	532	152	482	75	560	
		16%	20%	14%	69%	9%	34%	14%	40%	15%	15%	16%	16%	26%	13%	26%	15%	27%	14%	31%	15%	
A Credit card	575	210	365	157	418	313	261	63	512	192	382	270	304	186	388	94	481	131	443	61	514	
		14%	18%	13%	35%	12%	71%	7%	40%	13%	14%	14%	16%	13%	22%	12%	24%	13%	24%	13%	26%	14%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	573	252	322	84	489	77	496	40	534	241	332	314	259	156	417	249	325	55	518	48	525	
		14%	22%	11%	19%	14%	17%	14%	25%	14%	18%	12%	19%	11%	18%	13%	63%	9%	10%	15%	20%	14%
Pay TV (not bundled with another product)	386	146	241	72	314	84	302	31	356	149	237	180	206	126	260	65	321	110	277	146	240	
		10%	13%	8%	16%	9%	19%	8%	19%	9%	11%	9%	11%	9%	15%	8%	16%	9%	20%	8%	61%	6%
A Mortgage	182	78	103	54	127	58	124	90	92	91	91	95	86	67	115	31	151	59	122	28	153	
		5%	7%	4%	12%	4%	13%	3%	57%	2%	7%	3%	6%	4%	8%	4%	8%	4%	11%	4%	12%	4%
<b>SUMMARY CODE</b>																						
ANY	3195	1078	2117	427	2769	422	2773	147	3049	1264	1932	1561	1634	815	2381	372	2823	538	2658	227	2969	
		80%	94%	74%	95%	78%	95%	78%	93%	79%	95%	72%	94%	69%	94%	76%	94%	78%	97%	77%	95%	79%
3+ PRODUCTS	1607	780	827	285	1323	297	1311	104	1503	836	771	998	609	491	1116	282	1325	373	1234	143	1464	
		40%	68%	29%	63%	37%	67%	37%	66%	39%	63%	29%	60%	26%	57%	35%	71%	37%	67%	36%	60%	39%
None of these	768	58	710	19	749	19	749	10	758	71	697	88	680	38	730	24	744	13	755	10	758	
		19%	5%	25%	4%	21%	4%	21%	6%	20%	5%	26%	5%	29%	4%	23%	6%	21%	2%	22%	4%	20%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q90. Products or services have taken out in the last 12 months

Base: All Adults in UK

Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR CAR INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base 4011	1167	2844	519	3492	496	3515	206	3805	1275	2736	1596	2415	881	3130	418	3593	618	3393	283	3728
Effective Base 2458	754	1709	335	2134	327	2142	140	2332	801	1657	1002	1456	578	1885	259	2200	390	2076	182	2284
Don't know 48	6	42	5	42	1	47	*	47	1	47	6	42	10	38	1	47	5	43	1	46
	1%	1%	1%	1%	*	1%	*	1%	*	2%	*	2%	1%	1%	*	1%	1%	1%	1%	1%

Q91. Products or services have personally shopped around for in the last 12 months  
Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Car insurance	1655	884	771	107	227	262	309	286	464	529	471	355	300	1252	208	159
	41%	45%	38%	20%	34%	42%	46%	47%	51%	48%	43%	42%	31%	47%	31%	27%
Home insurance	1335	657	678	25	131	182	293	246	457	432	415	273	215	1161	104	61
	33%	33%	33%	5%	20%	29%	44%	41%	50%	39%	38%	33%	22%	44%	16%	10%
Energy (gas/electricity)	1142	602	541	76	198	181	203	202	283	400	315	240	187	840	181	107
	28%	31%	26%	15%	30%	29%	30%	33%	31%	36%	28%	29%	20%	32%	27%	18%
A Mobile phone contract	863	488	374	189	211	148	126	95	94	270	222	201	171	502	191	138
	22%	25%	18%	36%	32%	24%	19%	16%	10%	24%	20%	24%	18%	19%	28%	23%
Broadband (not bundled with another product)	555	308	246	81	143	96	78	75	82	195	142	106	112	334	137	71
	14%	16%	12%	16%	21%	15%	12%	12%	9%	18%	13%	13%	12%	13%	20%	12%
A Current account	451	287	164	98	144	80	43	42	44	171	106	82	92	280	100	51
	11%	15%	8%	19%	22%	13%	6%	7%	5%	15%	10%	10%	10%	11%	15%	9%
A Credit card	442	268	174	80	122	96	64	49	31	150	123	102	67	262	96	63
	11%	14%	9%	15%	18%	15%	10%	8%	3%	14%	11%	12%	7%	10%	14%	11%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	397	249	148	50	75	61	78	54	78	148	100	82	67	275	65	49
	10%	13%	7%	10%	11%	10%	12%	9%	9%	13%	9%	10%	7%	10%	10%	8%
Pay TV (not bundled with another product)	238	149	90	45	76	45	32	22	19	97	69	39	34	155	51	24
	6%	8%	4%	8%	11%	7%	5%	4%	2%	9%	6%	5%	4%	6%	8%	4%
A Mortgage	157	101	56	28	50	47	22	8	3	72	46	20	19	132	15	8
	4%	5%	3%	5%	7%	7%	3%	1%	*	7%	4%	2%	2%	5%	2%	1%
<b>SUMMARY CODE</b>																
ANY	2899	1490	1409	369	527	447	496	418	642	864	828	641	566	1988	494	347
	72%	76%	69%	70%	79%	72%	74%	69%	70%	78%	75%	76%	59%	75%	74%	59%
3+ PRODUCTS	1185	683	502	113	217	211	202	189	254	429	332	246	178	877	182	100
	30%	35%	25%	22%	32%	34%	30%	31%	28%	39%	30%	29%	19%	33%	27%	17%
None of these	1073	451	621	138	136	172	171	182	274	233	267	191	382	634	169	239
	27%	23%	30%	26%	20%	28%	25%	30%	30%	21%	24%	23%	40%	24%	25%	41%
Don't know	39	21	19	17	6	6	5	5	1	12	12	7	8	27	6	4
	1%	1%	1%	3%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%

## Q91. Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Car insurance	1655 41%	169 32%	561 42%	563 41%	356 48%	3 37%	299 39%	694 46%	303 39%	246 40%	112 35%	1286 42%	315 46%
Home insurance	1335 33%	118 22%	461 34%	450 33%	302 41%	1 16%	289 38%	608 40%	202 26%	170 27%	67 21%	1046 34%	266 39%
Energy (gas/electricity)	1142 28%	150 28%	371 28%	352 26%	267 36%	1 8%	222 29%	491 32%	199 25%	166 27%	64 20%	885 29%	225 33%
A Mobile phone contract	863 22%	106 20%	300 22%	298 22%	155 21%	2 27%	122 16%	250 16%	212 27%	184 30%	95 29%	662 21%	145 21%
Broadband (not bundled with another product)	555 14%	95 18%	185 14%	175 13%	98 13%	* 3%	105 14%	204 13%	97 12%	100 16%	49 15%	447 14%	89 13%
A Current account	451 11%	71 13%	141 11%	154 11%	82 11%	1 14%	66 9%	126 8%	93 12%	108 17%	58 18%	372 12%	59 9%
A Credit card	442 11%	67 13%	142 11%	141 10%	90 12%	1 8%	61 8%	119 8%	97 12%	102 17%	63 19%	364 12%	60 9%
A bundled contract combining 2+ services (e.g. broadband and pay- TV)	397 10%	58 11%	139 10%	138 10%	61 8%	* 3%	64 8%	167 11%	55 7%	71 11%	40 12%	317 10%	63 9%
Pay TV (not bundled with another product)	238 6%	31 6%	75 6%	90 7%	39 5%	1 6%	33 4%	67 4%	51 6%	68 11%	20 6%	204 7%	30 4%
A Mortgage	157 4%	23 4%	48 4%	58 4%	27 4%	- -	21 3%	49 3%	26 3%	47 8%	15 4%	130 4%	22 3%
<b>SUMMARY CODE</b>													
ANY	2899 72%	355 67%	981 73%	982 72%	565 76%	6 68%	527 69%	1098 72%	545 70%	479 77%	250 77%	2268 73%	495 73%
3+ PRODUCTS	1185 30%	129 24%	397 30%	402 30%	254 34%	1 12%	207 27%	477 31%	210 27%	200 32%	91 28%	936 30%	215 32%
None of these	1073 27%	173 32%	352 26%	370 27%	169 23%	3 32%	237 31%	410 27%	228 29%	134 22%	64 20%	804 26%	182 27%
Don't know	39 1%	6 1%	8 1%	9 1%	12 2%	- -	4 1%	10 1%	11 1%	6 1%	9 3%	23 1%	2 *



## Q91. Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Car insurance	1655	67	197	155	103	147	150	168	256	135	91	141	45
	41%	41%	45%	47%	35%	42%	40%	32%	47%	39%	48%	42%	41%
Home insurance	1335	66	165	122	86	100	124	133	193	122	78	108	38
	33%	41%	38%	37%	30%	28%	33%	25%	35%	36%	40%	32%	34%
Energy (gas/electricity)	1142	54	139	110	70	83	108	146	160	107	46	99	20
	28%	33%	32%	33%	24%	23%	29%	28%	29%	31%	24%	29%	18%
A Mobile phone contract	863	40	103	63	61	74	77	124	116	64	36	77	27
	22%	25%	23%	19%	21%	21%	21%	24%	21%	19%	19%	23%	24%
Broadband (not bundled with another product)	555	35	70	50	33	41	39	89	64	43	25	45	22
	14%	22%	16%	15%	11%	12%	10%	17%	12%	12%	13%	13%	20%
A Current account	451	25	60	33	36	29	33	84	61	36	11	36	6
	11%	15%	14%	10%	12%	8%	9%	16%	11%	10%	6%	11%	6%
A Credit card	442	11	46	35	32	54	30	89	52	29	13	38	12
	11%	7%	10%	11%	11%	15%	8%	17%	9%	8%	7%	11%	11%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	397	27	44	29	18	37	22	62	58	39	11	40	9
	10%	16%	10%	9%	6%	11%	6%	12%	11%	11%	6%	12%	8%
Pay TV (not bundled with another product)	238	12	27	17	17	22	11	49	35	20	7	16	5
	6%	8%	6%	5%	6%	6%	3%	9%	6%	6%	3%	5%	5%
A Mortgage	157	9	12	8	9	22	11	36	20	10	5	13	4
	4%	5%	3%	3%	3%	6%	3%	7%	4%	3%	3%	4%	4%
<b>SUMMARY CODE</b>													
ANY	2899	130	337	264	192	242	249	358	408	251	138	251	79
	72%	80%	76%	80%	66%	69%	67%	68%	74%	73%	72%	75%	71%
3+ PRODUCTS	1185	63	148	102	78	110	97	153	166	92	47	97	32
	30%	39%	34%	31%	27%	31%	26%	29%	30%	27%	25%	29%	29%
None of these	1073	33	98	63	96	105	117	162	139	90	53	85	32
	27%	20%	22%	19%	33%	30%	31%	31%	25%	26%	28%	25%	29%
Don't know	39	-	6	2	4	6	7	7	2	3	1	1	-
	1%	-	1%	1%	1%	2%	2%	1%	*	1%	*	*	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q91. Products or services have personally shopped around for in the last 12 months

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Car insurance	1655 41%	245 30%	312 42%	336 48%	333 49%	273 47%	140 33%	1514 42%	441 41%	1213 41%	334 38%	1288 43%	553 46%	1088 39%
Home insurance	1335 33%	203 25%	260 35%	275 39%	254 37%	224 38%	124 29%	1211 34%	294 27%	1040 35%	292 33%	1017 34%	519 44%	812 29%
Energy (gas/electricity)	1142 28%	196 24%	207 28%	223 31%	227 33%	205 35%	95 22%	1048 29%	307 29%	835 28%	246 28%	880 29%	338 28%	795 29%
A Mobile phone contract	863 22%	155 19%	147 20%	146 21%	182 26%	166 28%	58 14%	804 22%	330 31%	533 18%	170 19%	665 22%	153 13%	694 25%
Broadband (not bundled with another product)	555 14%	110 13%	110 15%	86 12%	117 17%	90 16%	48 11%	507 14%	183 17%	372 13%	111 13%	420 14%	124 10%	422 15%
A Current account	451 11%	103 13%	58 8%	70 10%	92 13%	90 16%	40 9%	411 11%	177 16%	274 9%	95 11%	340 11%	96 8%	350 13%
A Credit card	442 11%	93 11%	76 10%	61 9%	85 12%	90 15%	46 11%	397 11%	186 17%	256 9%	95 11%	332 11%	86 7%	352 13%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	397 10%	72 9%	62 8%	89 13%	85 12%	64 11%	40 9%	357 10%	117 11%	280 10%	91 10%	299 10%	117 10%	278 10%
Pay TV (not bundled with another product)	238 6%	51 6%	30 4%	44 6%	50 7%	51 9%	20 5%	218 6%	104 10%	134 5%	46 5%	187 6%	54 5%	182 7%
A Mortgage	157 4%	24 3%	16 2%	24 3%	37 5%	47 8%	14 3%	143 4%	75 7%	82 3%	31 4%	120 4%	28 2%	128 5%
<b>SUMMARY CODE</b>														
ANY	2899 72%	553 67%	551 74%	534 75%	527 77%	458 79%	271 64%	2628 73%	849 79%	2050 70%	601 69%	2220 74%	829 70%	2039 74%
3+ PRODUCTS	1185 30%	177 22%	205 28%	229 32%	265 39%	222 38%	87 20%	1099 31%	360 33%	825 28%	248 28%	917 31%	335 28%	841 30%
None of these	1073 27%	262 32%	188 25%	170 24%	158 23%	120 21%	151 36%	921 26%	210 20%	863 29%	266 31%	756 25%	358 30%	696 25%

**Q91. Products or services have personally shopped around for in the last 12 months**  
**Base: All Adults in UK**

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Don't know	39	5	5	4	2	5	2	37	17	23	5	28	3	28
	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	1%	1%	*	1%

BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q91. 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	4011	1335	2676	687	3324	618	3393	218	3793	1644	2367	1880	2131	1172	2839	571	3440	775	3236	417	3594
Weighted Base	4011	1321	2690	634	3377	575	3436	182	3829	1694	2317	1918	2093	1157	2854	573	3438	720	3291	386	3625
Effective Base	2458	868	1596	448	2019	404	2062	148	2319	1019	1439	1184	1274	726	1733	356	2102	485	1978	252	2207
Car insurance	1655	716	939	261	1393	270	1384	95	1559	1056	599	1450	205	551	1103	314	1340	315	1339	180	1475
	4011	54%	35%	41%	41%	47%	40%	53%	41%	62%	26%	76%	10%	48%	39%	55%	39%	44%	41%	47%	41%
Home insurance	1335	650	685	207	1128	192	1143	91	1244	1155	180	1002	333	368	967	241	1094	281	1054	149	1186
	4011	49%	25%	33%	33%	33%	33%	50%	32%	68%	8%	52%	16%	32%	34%	42%	32%	39%	32%	39%	33%
Energy (gas/electricity)	1142	877	265	226	916	210	932	78	1064	683	459	719	423	406	736	252	891	292	850	146	997
	4011	66%	10%	36%	27%	37%	27%	43%	28%	40%	20%	37%	20%	35%	26%	44%	26%	41%	26%	38%	27%
A Mobile phone contract	863	343	519	225	638	186	676	67	796	333	530	446	417	649	213	156	707	214	648	126	737
	4011	26%	19%	35%	19%	32%	20%	37%	21%	20%	23%	23%	20%	56%	7%	27%	21%	30%	20%	33%	20%
Broadband (not bundled with another product)	555	255	299	152	403	131	424	59	496	263	292	308	247	243	312	55	500	383	172	110	445
	4011	19%	11%	24%	12%	23%	12%	33%	13%	16%	13%	16%	12%	21%	11%	10%	15%	53%	5%	28%	12%
A Current account	451	186	265	313	138	157	294	54	396	179	271	211	239	184	267	84	366	120	330	72	379
	4011	14%	10%	49%	4%	27%	9%	30%	10%	11%	12%	11%	11%	16%	9%	15%	11%	17%	10%	19%	10%
A Credit card	442	170	272	152	290	313	129	58	384	174	268	227	215	195	247	77	365	129	313	84	358
	4011	13%	10%	24%	9%	55%	4%	32%	10%	10%	12%	12%	10%	17%	9%	14%	11%	18%	10%	22%	10%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	397	204	194	102	295	94	303	31	366	219	178	251	146	170	227	249	148	66	332	65	332
	4011	15%	7%	16%	9%	16%	9%	17%	10%	13%	8%	13%	7%	15%	8%	43%	4%	9%	10%	17%	9%
Pay TV (not bundled with another product)	238	98	140	75	164	61	177	28	210	92	146	119	120	93	145	48	190	90	148	146	92
	4011	7%	5%	12%	5%	11%	5%	16%	5%	5%	6%	6%	6%	8%	5%	8%	6%	13%	5%	38%	3%
A Mortgage	157	75	82	64	94	63	94	90	67	75	82	87	70	64	93	40	118	46	111	31	127
	4011	6%	3%	10%	3%	11%	3%	49%	2%	4%	4%	5%	3%	6%	3%	7%	3%	6%	3%	8%	3%
<b>SUMMARY CODE</b>																					
ANY	2899	1172	1727	535	2364	502	2397	162	2737	1437	1462	1678	1221	984	1915	488	2411	617	2282	324	2575
	4011	72%	64%	84%	70%	87%	70%	89%	71%	85%	63%	87%	58%	85%	67%	85%	70%	86%	69%	84%	71%
3+ PRODUCTS	1185	699	486	321	864	297	888	113	1072	767	418	881	304	516	669	283	902	355	830	194	991
	4011	30%	18%	51%	26%	52%	26%	62%	28%	45%	18%	46%	15%	45%	23%	49%	26%	49%	25%	50%	27%
None of these	1073	146	927	91	981	66	1007	17	1056	251	821	232	840	166	907	82	990	97	976	59	1014
	4011	11%	34%	14%	29%	12%	29%	9%	28%	15%	35%	12%	40%	14%	32%	14%	29%	13%	30%	15%	28%

Q91. Products or services have personally shopped around for in the last 12 months  
 Base: All Adults in UK

	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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Total	4011	2458	1335	2676	687	3324	618	3393	218	3793	1644	2367	1880	2131	1172	2839	571	3440	775	3236	417	3594
Unweighted Base	868	1596	448	2019	404	2062	148	2319	1019	1439	1184	1274	726	1733	356	2102	485	1978	252	2207		
Effective Base	39	4	36	7	32	6	33	3	37	6	33	8	32	6	33	2	37	6	33	3	36	
Don't know	1%	*	1%	1%	1%	1%	1%	2%	1%	*	1%	*	2%	1%	1%	*	1%	1%	1%	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q91. 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	4011	801	1859	268	2397	206	1788	97	824	621	1585	777	1478	461	2028	200	1242	279	1402	102	920
Weighted Base	4011	779	1979	228	2520	174	1870	66	811	611	1684	779	1510	447	2115	174	1338	253	1389	86	920
Effective Base	2458	516	1125	177	1496	133	1103	69	591	393	950	504	864	302	1260	126	770	183	877	65	600
Car insurance	1655	436	914	110	1118	91	925	32	432	456	771	705	820	227	1002	72	694	121	643	50	419
	4011	41%	56%	46%	48%	44%	52%	49%	49%	53%	46%	75%	46%	90%	54%	51%	47%	41%	52%	48%	46%
Home insurance	1335	412	772	94	930	75	801	32	397	549	699	482	591	143	817	77	593	100	552	45	362
	4011	33%	53%	39%	41%	37%	43%	43%	48%	49%	90%	42%	62%	39%	32%	39%	44%	44%	39%	40%	53%
Energy (gas/electricity)	1142	618	433	104	757	88	630	34	313	327	512	354	471	169	641	84	464	112	433	45	307
	4011	28%	79%	22%	46%	30%	50%	34%	51%	39%	53%	30%	45%	31%	38%	30%	48%	35%	44%	31%	52%
A Mobile phone contract	863	180	339	83	497	77	382	25	202	149	256	217	289	310	414	46	269	91	276	39	210
	4011	22%	23%	17%	36%	20%	44%	20%	37%	25%	24%	15%	28%	19%	69%	20%	27%	20%	36%	20%	46%
Broadband (not bundled with another product)	555	177	220	57	315	47	262	17	116	132	164	157	168	110	290	35	99	183	240	35	150
	4011	14%	23%	11%	25%	12%	27%	14%	26%	14%	22%	10%	20%	11%	25%	14%	20%	7%	72%	17%	40%
A Current account	451	113	151	158	196	71	189	28	104	86	123	122	122	90	190	35	114	54	141	19	84
	4011	11%	14%	8%	69%	8%	41%	10%	43%	13%	14%	7%	16%	8%	20%	9%	20%	9%	21%	10%	22%
A Credit card	442	105	169	68	236	134	228	31	110	78	143	106	163	90	232	29	127	49	162	23	115
	4011	11%	13%	9%	30%	9%	77%	12%	47%	14%	13%	8%	14%	11%	20%	11%	17%	9%	19%	12%	26%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	397	116	176	35	249	39	191	15	96	91	155	118	153	78	194	105	220	23	86	21	86
	4011	10%	15%	9%	16%	10%	22%	10%	23%	12%	15%	9%	15%	10%	17%	9%	60%	16%	9%	6%	24%
Pay TV (not bundled with another product)	238	45	98	32	109	23	103	12	48	44	74	51	84	47	106	33	65	39	100	53	114
	4011	6%	6%	5%	14%	4%	13%	6%	19%	6%	7%	6%	7%	6%	10%	5%	19%	5%	15%	7%	61%
A Mortgage	157	48	49	38	67	33	61	44	66	36	54	37	55	32	62	14	48	23	39	15	31
	4011	4%	6%	2%	17%	3%	19%	3%	67%	8%	6%	3%	5%	4%	7%	3%	8%	4%	9%	3%	17%
<b>SUMMARY CODE</b>																					
ANY	2899	727	1368	213	1788	170	1426	65	675	594	1190	754	1137	422	1541	150	1022	238	1027	83	684
	4011	72%	93%	69%	94%	71%	98%	76%	99%	83%	97%	71%	97%	75%	94%	73%	86%	76%	94%	74%	96%
3+ PRODUCTS	1185	435	519	142	736	112	647	43	315	384	466	456	481	227	664	100	451	137	447	60	314
	4011	30%	56%	26%	62%	29%	64%	35%	65%	39%	63%	28%	59%	32%	51%	31%	57%	34%	54%	32%	69%
None of these	1073	52	601	14	723	4	437	1	133	17	487	24	368	23	567	24	307	15	357	4	231
	4011	27%	7%	30%	6%	29%	2%	23%	1%	16%	3%	29%	3%	24%	5%	27%	14%	23%	6%	26%	4%

Q91. Products or services have personally shopped around for in the last 12 months  
 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 CONTRACT		WHETHER SWITCHED BROADBAND		WHETHER SWITCHED PAY TV	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Total	4011	1859	268	2397	206	1788	97	824	621	1585	777	1478	461	2028	200	1242	279	1402	102	920
Unweighted Base	2458	1125	177	1496	133	1103	69	591	393	950	504	864	302	1260	126	770	183	877	65	600
Effective Base	39	10	*	8	-	7	-	4	-	7	1	5	2	7	-	8	*	5	-	5
Don't know	1%	1%	*	*	-	*	-	*	-	*	*	*	1%	*	-	1%	*	*	-	1%

## Q92b. Ways shopped around for - SUMMARY

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

	Energy (gas\electricity)	Home insurance	Car insurance	A Mobile phone contract
Unweighted Base	1167	1275	1596	881
Weighted Base	1142	1335	1655	863
Effective Base	754	801	1002	578
An online price comparison website or app	810 71%	979 73%	1255 76%	343 40%
Phoning or emailing providers\suppliers directly (or they phoned you)	113 10%	201 15%	268 16%	139 16%
Visiting websites of individual providers\suppliers	317 28%	380 28%	451 27%	417 48%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	490 43%	400 30%	452 27%	205 24%
Customer review websites (e.g. Trustpilot)	142 12%	109 8%	120 7%	135 16%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	51 4%	69 5%	53 3%	155 18%
Sought advice from family, friends, colleagues	160 14%	69 5%	127 8%	169 20%
Other	13 1%	8 1%	7 *	12 1%
Don't know	9 1%	6 *	13 1%	17 2%



## Q92b\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1167	608	559	92	205	189	215	208	258	442	361	185	179	849	188	118
Weighted Base	1142	602	541	76	198	181	203	202	283	400	315	240	187	840	181	107
Effective Base	754	392	363	60	138	133	154	141	146	296	243	127	107	557	117	72
An online price comparison website or app	810 71%	420 70%	389 72%	46 60%	146 74%	131 73%	149 73%	141 70%	197 69%	280 70%	230 73%	172 72%	128 68%	589 70%	132 73%	78 73%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	490 43%	252 42%	238 44%	28 37%	71 36%	77 43%	90 44%	96 48%	129 46%	204 51%	126 40%	102 43%	59 31%	393 47%	59 33%	35 33%
Visiting websites of individual providers/suppliers	317 28%	190 32%	127 24%	19 25%	62 32%	49 27%	56 28%	49 24%	82 29%	129 32%	80 25%	54 22%	53 28%	222 26%	62 34%	30 28%
Sought advice from family, friends, colleagues	160 14%	87 14%	73 14%	20 27%	38 19%	42 23%	16 8%	21 10%	23 8%	58 15%	46 15%	22 9%	34 18%	102 12%	38 21%	17 16%
Customer review websites (e.g. Trustpilot)	142 12%	73 12%	69 13%	16 22%	40 20%	32 17%	18 9%	22 11%	15 5%	64 16%	38 12%	18 8%	22 12%	96 11%	22 12%	22 21%
Phoning or emailing providers/suppliers directly (or they phoned you)	113 10%	69 11%	45 8%	15 20%	22 11%	23 13%	11 5%	17 8%	25 9%	56 14%	33 11%	15 6%	9 5%	90 11%	13 7%	5 5%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	51 4%	37 6%	14 3%	6 7%	12 6%	15 8%	8 4%	4 2%	6 2%	25 6%	11 3%	9 4%	6 3%	44 5%	3 2%	3 3%
Other	13 1%	6 1%	7 1%	- -	1 1%	4 2%	1 *	- -	7 2%	5 1%	8 2%	- -	* *	9 1%	* *	1 1%
Don't know	9 1%	2 *	7 1%	1 1%	1 1%	* *	2 1%	2 1%	3 1%	3 1%	3 1%	2 1%	2 1%	4 *	1 1%	4 3%

## Q92b\_01. Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped around for energy suppliers in the past 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1167	229	235	374	321	3	233	484	201	175	74	868	266
Weighted Base	1142	150	371	352	267	1	222	491	199	166	64	885	225
Effective Base	754	159	179	271	197	2	150	305	132	120	52	560	174
An online price comparison website or app	810 71%	102 68%	268 72%	247 70%	192 72%	1 85%	163 74%	347 71%	144 72%	110 66%	45 70%	637 72%	156 69%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	490 43%	58 38%	152 41%	167 47%	114 43%	* 15%	91 41%	222 45%	83 41%	65 39%	31 47%	390 44%	93 41%
Visiting websites of individual providers\suppliers	317 28%	47 31%	107 29%	100 29%	62 23%	- -	59 27%	133 27%	55 27%	51 31%	19 29%	248 28%	57 25%
Sought advice from family, friends, colleagues	160 14%	23 16%	64 17%	45 13%	27 10%	- -	28 13%	51 10%	35 18%	34 20%	12 19%	130 15%	25 11%
Customer review websites (e.g. Trustpilot)	142 12%	25 17%	60 16%	31 9%	26 10%	- -	21 10%	48 10%	28 14%	31 18%	14 22%	117 13%	25 11%
Phoning or emailing providers\suppliers directly (or they phoned you)	113 10%	14 9%	45 12%	26 8%	27 10%	- -	19 8%	35 7%	20 10%	24 15%	15 24%	86 10%	25 11%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	51 4%	9 6%	9 3%	16 5%	16 6%	- -	6 3%	14 3%	7 3%	21 13%	3 5%	42 5%	7 3%
Other	13 1%	2 1%	4 1%	4 1%	2 1%	- -	4 2%	6 1%	1 *	- -	2 3%	9 1%	4 2%
Don't know	9 1%	3 2%	2 *	1 *	3 1%	- -	1 1%	5 1%	1 *	1 1%	1 1%	4 *	4 2%

## Q92b\_01. Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped around for energy suppliers in the past 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1167	52	143	86	55	70	101	112	155	137	102	123	31
Weighted Base	1142	54	139	110	70	83	108	146	160	107	46	99	20
Effective Base	754	32	97	61	38	46	73	76	103	98	70	92	22
An online price comparison website or app	810 71%	37 68%	106 77%	88 80%	43 62%	62 75%	81 75%	91 62%	111 70%	77 72%	32 70%	71 72%	8 42%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	490 43%	34 63%	57 41%	38 35%	32 45%	31 38%	41 38%	61 41%	76 48%	45 42%	18 39%	52 52%	5 27%
Visiting websites of individual providers\suppliers	317 28%	21 39%	27 19%	24 22%	13 18%	18 21%	24 22%	60 41%	54 34%	28 26%	9 20%	31 31%	9 43%
Sought advice from family, friends, colleagues	160 14%	9 16%	20 14%	16 15%	6 9%	10 12%	18 16%	29 20%	17 11%	11 10%	5 10%	15 15%	4 21%
Customer review websites (e.g. Trustpilot)	142 12%	12 22%	19 14%	13 12%	6 9%	12 14%	10 9%	28 19%	16 10%	9 9%	3 6%	13 14%	2 11%
Phoning or emailing providers\suppliers directly (or they phoned you)	113 10%	5 9%	14 10%	5 5%	7 9%	6 7%	6 5%	27 18%	16 10%	14 13%	1 3%	11 11%	4 20%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	51 4%	1 2%	5 3%	2 2%	4 5%	2 3%	1 1%	13 9%	4 2%	6 6%	1 3%	10 10%	2 8%
Other	13 1%	-	1 1%	1 1%	1 2%	-	2 2%	3 2%	3 2%	-	-	2 2%	-
Don't know	9 1%	-	* *	-	-	-	2 2%	2 2%	2 2%	-	1 2%	1 1%	1 3%

## Q92b\_01. Ways shopped around for - Energy (gas/electricity)

Base: All who have personally shopped around for energy suppliers in the past 12 months

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1167	208	207	220	233	223	116	1051	318	849	379	768	339	819
Weighted Base	1142	196	207	223	227	205	95	1048	307	835	246	880	338	795
Effective Base	754	122	127	148	164	147	59	696	221	535	231	534	189	573
An online price comparison website or app	810 71%	136 69%	147 71%	158 71%	169 74%	149 73%	67 71%	743 71%	217 71%	592 71%	186 76%	615 70%	239 71%	565 71%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	490 43%	84 43%	81 39%	87 39%	106 47%	90 44%	48 51%	442 42%	126 41%	364 44%	107 44%	375 43%	162 48%	327 41%
Visiting websites of individual providers/suppliers	317 28%	55 28%	48 23%	66 29%	72 32%	54 26%	28 29%	289 28%	84 27%	232 28%	75 31%	238 27%	103 30%	209 26%
Sought advice from family, friends, colleagues	160 14%	38 19%	27 13%	24 11%	29 13%	32 16%	17 18%	143 14%	61 20%	99 12%	33 13%	124 14%	36 11%	120 15%
Customer review websites (e.g. Trustpilot)	142 12%	30 15%	25 12%	27 12%	30 13%	25 12%	9 9%	133 13%	46 15%	96 11%	37 15%	101 12%	26 8%	112 14%
Phoning or emailing providers/suppliers directly (or they phoned you)	113 10%	31 16%	16 8%	24 11%	16 7%	21 10%	21 23%	92 9%	47 15%	66 8%	31 13%	78 9%	48 14%	64 8%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	51 4%	10 5%	4 2%	4 2%	16 7%	15 7%	8 8%	43 4%	24 8%	27 3%	13 5%	37 4%	19 6%	32 4%
Other	13 1%	* *	4 2%	2 1%	3 1%	1 1%	* *	12 1%	3 1%	10 1%	5 2%	7 1%	7 2%	5 1%
Don't know	9 1%	1 1%	2 1%	1 *	2 1%	1 *	- -	9 1%	4 1%	6 1%	1 *	6 1%	4 1%	4 *

## Q92b\_02. Ways shopped around for - Home insurance

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

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1275	629	646	32	136	187	296	258	366	469	421	194	191	1100	97	68
Weighted Base	1335	657	678	25	131	182	293	246	457	432	415	273	215	1161	104	61
Effective Base	801	416	388	19	95	135	212	172	207	305	277	130	111	688	67	41
An online price comparison website or app	979 73%	488 74%	491 72%	13 55%	95 72%	143 78%	220 75%	184 75%	323 71%	327 76%	305 73%	196 72%	150 70%	858 74%	76 73%	40 66%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	400 30%	172 26%	228 34%	8 31%	55 42%	49 27%	97 33%	77 31%	116 25%	156 36%	129 31%	63 23%	51 24%	340 29%	36 34%	23 38%
Visiting websites of individual providers\suppliers	380 28%	201 31%	179 26%	7 27%	42 32%	49 27%	90 31%	68 27%	125 27%	132 30%	131 31%	67 25%	50 23%	330 28%	30 29%	16 26%
Phoning or emailing providers\suppliers directly (or they phoned you)	201 15%	101 15%	100 15%	8 32%	21 16%	22 12%	30 10%	34 14%	87 19%	82 19%	51 12%	20 7%	48 22%	174 15%	16 15%	10 17%
Customer review websites (e.g. Trustpilot)	109 8%	55 8%	54 8%	7 28%	28 22%	17 9%	31 11%	10 4%	15 3%	44 10%	34 8%	11 4%	21 10%	93 8%	11 10%	5 8%
Sought advice from family, friends, colleagues	69 5%	36 5%	33 5%	5 22%	11 8%	15 8%	19 7%	5 2%	14 3%	19 4%	22 5%	19 7%	9 4%	60 5%	4 4%	4 6%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	69 5%	52 8%	17 2%	4 17%	21 16%	18 10%	9 3%	6 3%	9 2%	23 5%	18 4%	14 5%	13 6%	61 5%	5 5%	3 4%
Other	8 1%	3 *	6 1%	- -	- -	2 1%	1 *	5 2%	- -	2 *	4 1%	3 1%	- -	7 1%	- -	2 3%
Don't know	6 *	3 *	3 *	1 3%	1 1%	3 2%	* *	1 *	1 *	3 1%	* *	3 1%	- -	4 *	- -	2 3%

## Q92b\_02. Ways shopped around for - Home insurance

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

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1275	163	283	447	371	5	266	561	198	183	67	945	303
Weighted Base	1335	118	461	450	302	1	289	608	202	170	67	1046	266
Effective Base	801	108	208	300	232	4	170	338	132	123	45	609	177
An online price comparison website or app	979 73%	90 76%	345 75%	327 73%	214 71%	1 57%	211 73%	452 74%	156 78%	121 71%	37 56%	769 74%	197 74%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	400 30%	41 35%	129 28%	136 30%	93 31%	1 43%	75 26%	172 28%	77 38%	57 34%	19 29%	308 29%	84 32%
Visiting websites of individual providers\suppliers	380 28%	34 29%	131 28%	118 26%	96 32%	* 33%	81 28%	160 26%	59 29%	56 33%	24 35%	293 28%	83 31%
Phoning or emailing providers\suppliers directly (or they phoned you)	201 15%	16 13%	64 14%	67 15%	54 18%	- -	50 17%	79 13%	23 11%	33 20%	15 23%	151 14%	47 18%
Customer review websites (e.g. Trustpilot)	109 8%	14 12%	39 8%	36 8%	20 7%	- -	15 5%	32 5%	23 11%	26 15%	13 20%	87 8%	14 5%
Sought advice from family, friends, colleagues	69 5%	10 8%	19 4%	24 5%	17 6%	- -	13 4%	18 3%	13 7%	15 9%	10 14%	54 5%	14 5%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	69 5%	11 10%	28 6%	16 3%	13 4%	* 17%	7 3%	22 4%	14 7%	22 13%	3 5%	57 5%	12 4%
Other	8 1%	2 1%	2 1%	3 1%	1 *	- -	- -	5 1%	1 1%	2 1%	- -	8 1%	1 *
Don't know	6 *	* *	2 *	3 1%	1 *	- -	1 *	3 *	1 *	- -	2 2%	4 *	2 1%

## Q92b\_02. Ways shopped around for - Home insurance

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

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1275	60	147	100	63	76	107	97	166	133	140	133	53
Weighted Base	1335	66	165	122	86	100	124	133	193	122	78	108	38
Effective Base	801	36	102	72	47	53	73	63	104	73	93	96	37
An online price comparison website or app	979 73%	56 85%	128 77%	96 79%	59 68%	81 81%	81 66%	82 62%	144 74%	78 64%	59 76%	82 76%	32 85%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	400 30%	16 25%	46 28%	40 33%	23 27%	35 35%	33 27%	46 35%	51 26%	42 34%	18 24%	40 37%	10 26%
Visiting websites of individual providers\suppliers	380 28%	21 33%	36 22%	44 36%	20 23%	22 22%	26 21%	54 40%	58 30%	41 34%	17 21%	29 27%	12 32%
Phoning or emailing providers\suppliers directly (or they phoned you)	201 15%	13 20%	24 15%	14 12%	20 23%	9 9%	19 16%	24 18%	24 13%	18 15%	10 12%	19 18%	6 16%
Customer review websites (e.g. Trustpilot)	109 8%	7 11%	7 4%	12 9%	7 8%	5 6%	6 5%	19 15%	12 6%	10 8%	6 8%	11 11%	5 13%
Sought advice from family, friends, colleagues	69 5%	4 6%	10 6%	2 2%	5 5%	6 6%	9 8%	8 6%	10 5%	5 4%	2 3%	8 7%	1 2%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	69 5%	3 5%	4 3%	2 2%	5 6%	4 4%	4 3%	16 12%	11 6%	8 7%	1 1%	8 8%	2 4%
Other	8 1%	-	-	4 3%	-	-	1 1%	1 1%	-	1 1%	1 1%	1 1%	* 1%
Don't know	6 *	-	2 1%	-	-	1 1%	2 1%	* *	1 1%	-	1 1%	* *	- -

## Q92b\_02. Ways shopped around for - Home insurance

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

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1275	193	233	254	263	238	123	1152	298	977	414	839	452	816
Weighted Base	1335	203	260	275	254	224	124	1211	294	1040	292	1017	519	812
Effective Base	801	116	142	164	186	158	66	736	205	601	248	566	249	580
An online price comparison website or app	979 73%	121 60%	197 76%	222 81%	185 73%	172 77%	73 59%	905 75%	206 70%	772 74%	217 74%	741 73%	368 71%	609 75%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	400 30%	60 29%	56 22%	80 29%	85 33%	76 34%	37 30%	363 30%	99 34%	302 29%	86 29%	310 30%	148 29%	251 31%
Visiting websites of individual providers/suppliers	380 28%	60 29%	63 24%	74 27%	86 34%	66 29%	39 31%	341 28%	99 34%	281 27%	94 32%	282 28%	156 30%	223 28%
Phoning or emailing providers/suppliers directly (or they phoned you)	201 15%	59 29%	34 13%	41 15%	33 13%	22 10%	44 35%	157 13%	51 17%	150 14%	59 20%	135 13%	110 21%	91 11%
Customer review websites (e.g. Trustpilot)	109 8%	26 13%	12 4%	19 7%	33 13%	13 6%	14 11%	95 8%	44 15%	65 6%	25 9%	83 8%	29 6%	80 10%
Sought advice from family, friends, colleagues	69 5%	12 6%	9 3%	16 6%	11 4%	14 6%	10 8%	60 5%	31 11%	38 4%	21 7%	45 4%	25 5%	44 5%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	69 5%	18 9%	7 3%	9 3%	18 7%	17 8%	10 8%	59 5%	33 11%	36 3%	21 7%	48 5%	23 4%	46 6%
Other	8 1%	1 *	2 1%	- -	3 1%	2 1%	- -	8 1%	2 1%	6 1%	1 *	7 1%	* *	8 1%
Don't know	6 *	2 1%	- -	* *	2 1%	1 *	- -	6 1%	3 1%	3 *	1 *	4 *	1 *	6 1%



## Q92b\_03. Ways shopped around for - Car insurance

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

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1596	841	755	120	230	266	323	291	366	596	496	251	253	1221	196	141
Weighted Base	1655	884	771	107	227	262	309	286	464	529	471	355	300	1252	208	159
Effective Base	1002	548	455	77	154	188	228	199	204	394	315	170	156	759	133	87
An online price comparison website or app	1255 76%	657 74%	598 78%	61 57%	171 75%	206 79%	240 78%	228 80%	350 75%	391 74%	374 79%	266 75%	224 75%	937 75%	162 78%	130 82%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	452 27%	242 27%	210 27%	33 31%	79 35%	70 27%	91 30%	71 25%	108 23%	184 35%	122 26%	78 22%	68 23%	338 27%	57 27%	51 32%
Visiting websites of individual providers\suppliers	451 27%	247 28%	204 26%	26 24%	59 26%	67 26%	95 31%	72 25%	131 28%	181 34%	125 27%	78 22%	67 22%	357 28%	62 30%	27 17%
Phoning or emailing providers\suppliers directly (or they phoned you)	268 16%	153 17%	114 15%	20 19%	33 14%	32 12%	32 10%	59 21%	92 20%	106 20%	64 14%	54 15%	44 15%	193 15%	39 19%	29 18%
Sought advice from family, friends, colleagues	127 8%	75 8%	52 7%	30 28%	31 13%	21 8%	16 5%	13 5%	17 4%	48 9%	27 6%	26 7%	26 9%	83 7%	17 8%	20 13%
Customer review websites (e.g. Trustpilot)	120 7%	73 8%	47 6%	22 21%	27 12%	27 10%	19 6%	14 5%	11 2%	51 10%	28 6%	20 6%	21 7%	95 8%	15 7%	8 5%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	53 3%	46 5%	7 1%	11 10%	18 8%	11 4%	7 2%	3 1%	2 1%	26 5%	11 2%	10 3%	6 2%	38 3%	7 3%	8 5%
Other	7 *	5 1%	2 *	- -	- -	1 *	2 1%	* *	4 1%	2 *	1 *	4 1%	1 *	6 *	1 1%	- -
Don't know	13 1%	9 1%	4 1%	1 1%	1 *	4 2%	1 *	3 1%	4 1%	6 1%	1 *	3 1%	4 1%	13 1%	- -	- -

## Q92b\_03. Ways shopped around for - Car insurance

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

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1596	228	335	572	439	11	267	663	292	261	113	1166	370
Weighted Base	1655	169	561	563	356	3	299	694	303	246	112	1286	315
Effective Base	1002	155	244	403	269	8	170	395	189	180	77	755	213
An online price comparison website or app	1255 76%	136 81%	442 79%	415 74%	258 72%	3 83%	240 80%	538 77%	241 79%	173 70%	64 57%	976 76%	248 79%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	452 27%	45 27%	140 25%	158 28%	107 30%	1 43%	67 22%	162 23%	94 31%	98 40%	32 29%	352 27%	86 27%
Visiting websites of individual providers\suppliers	451 27%	43 26%	154 28%	140 25%	112 32%	1 30%	85 29%	174 25%	92 30%	61 25%	39 35%	344 27%	96 31%
Phoning or emailing providers\suppliers directly (or they phoned you)	268 16%	34 20%	92 16%	80 14%	61 17%	* 13%	49 16%	119 17%	41 14%	40 16%	18 16%	209 16%	52 17%
Sought advice from family, friends, colleagues	127 8%	16 10%	36 6%	47 8%	27 8%	- -	18 6%	32 5%	22 7%	33 13%	23 20%	101 8%	22 7%
Customer review websites (e.g. Trustpilot)	120 7%	21 12%	33 6%	43 8%	23 6%	* 8%	12 4%	30 4%	24 8%	38 16%	15 14%	95 7%	16 5%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	53 3%	11 7%	12 2%	15 3%	15 4%	- -	7 2%	8 1%	8 3%	22 9%	8 7%	52 4%	1 *
Other	7 *	1 1%	3 1%	3 1%	- -	- -	1 *	4 1%	* *	1 *	1 1%	6 *	1 *
Don't know	13 1%	- -	4 1%	6 1%	3 1%	- -	4 1%	6 1%	1 *	1 1%	1 1%	8 1%	2 *

## Q92b\_03. Ways shopped around for - Car insurance

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

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1596	66	194	120	70	105	128	126	230	156	170	164	67
Weighted Base	1655	67	197	155	103	147	150	168	256	135	91	141	45
Effective Base	1002	42	131	84	51	75	79	87	147	85	116	117	47
An online price comparison website or app	1255 76%	55 82%	169 86%	134 87%	74 72%	116 79%	103 68%	100 59%	192 75%	98 73%	74 81%	103 73%	37 82%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	452 27%	28 42%	50 25%	38 24%	29 28%	51 35%	30 20%	51 30%	69 27%	37 27%	21 23%	40 28%	9 20%
Visiting websites of individual providers\suppliers	451 27%	21 31%	45 23%	37 24%	27 26%	36 24%	38 26%	57 34%	75 29%	52 39%	17 19%	38 27%	9 19%
Phoning or emailing providers\suppliers directly (or they phoned you)	268 16%	12 18%	22 11%	15 10%	21 20%	16 11%	30 20%	38 23%	42 17%	24 18%	10 11%	30 21%	8 17%
Sought advice from family, friends, colleagues	127 8%	5 8%	12 6%	11 7%	5 5%	15 11%	9 6%	25 15%	15 6%	14 11%	7 7%	7 5%	1 3%
Customer review websites (e.g. Trustpilot)	120 7%	7 11%	14 7%	5 3%	4 4%	10 7%	11 7%	26 16%	15 6%	8 6%	4 5%	14 10%	* 1%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	53 3%	3 4%	7 4%	5 3%	1 1%	1 1%	2 1%	23 13%	3 1%	4 3%	1 1%	3 2%	* 1%
Other	7 *	-	-	2 1%	-	-	-	-	3 1%	1 1%	-	2 1%	* 1%
Don't know	13 1%	1 1%	2 1%	* *	-	-	1 *	-	7 3%	1 1%	-	* *	1 1%

## Q92b\_03. Ways shopped around for - Car insurance

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

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1596	225	277	319	342	303	135	1461	442	1154	475	1084	490	1091
Weighted Base	1655	245	312	336	333	273	140	1514	441	1213	334	1288	553	1088
Effective Base	1002	135	163	211	237	208	73	931	305	703	293	719	268	757
An online price comparison website or app	1255 76%	166 68%	237 76%	275 82%	249 75%	216 79%	95 68%	1160 77%	322 73%	933 77%	258 77%	974 76%	407 74%	838 77%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	452 27%	69 28%	63 20%	90 27%	105 31%	79 29%	40 29%	412 27%	141 32%	312 26%	96 29%	346 27%	148 27%	298 27%
Visiting websites of individual providers/suppliers	451 27%	64 26%	67 22%	82 24%	110 33%	77 28%	43 31%	408 27%	129 29%	322 27%	99 29%	343 27%	169 30%	279 26%
Phoning or emailing providers/suppliers directly (or they phoned you)	268 16%	64 26%	44 14%	44 13%	55 16%	37 14%	43 31%	225 15%	69 16%	199 16%	72 22%	189 15%	120 22%	144 13%
Sought advice from family, friends, colleagues	127 8%	24 10%	18 6%	23 7%	25 7%	22 8%	11 8%	116 8%	47 11%	79 7%	33 10%	91 7%	35 6%	87 8%
Customer review websites (e.g. Trustpilot)	120 7%	20 8%	16 5%	16 5%	33 10%	24 9%	15 11%	105 7%	57 13%	63 5%	29 9%	88 7%	36 7%	84 8%
Visiting providers/suppliers in person (e.g. shops, banks, offices)	53 3%	13 5%	3 1%	4 1%	15 4%	18 6%	9 6%	44 3%	31 7%	22 2%	18 5%	34 3%	18 3%	34 3%
Other	7 *	- -	4 1%	2 1%	1 *	* *	- -	7 *	- -	7 1%	2 1%	5 *	4 1%	3 *
Don't know	13 1%	2 1%	4 1%	2 1%	3 1%	2 1%	- -	13 1%	3 1%	10 1%	1 *	11 1%	4 1%	10 1%

## Q92b\_04. Ways shopped around for - A Mobile phone contract

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

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	881	489	392	187	207	159	144	93	91	313	260	156	152	541	187	120
Weighted Base	863	488	374	189	211	148	126	95	94	270	222	201	171	502	191	138
Effective Base	578	312	268	128	131	108	100	64	53	213	184	107	96	367	121	76
Visiting websites of individual providers\suppliers	417 48%	236 48%	181 48%	80 42%	101 48%	73 49%	70 55%	49 52%	43 46%	134 50%	100 45%	103 52%	79 46%	238 47%	88 46%	74 54%
An online price comparison website or app	343 40%	215 44%	128 34%	83 44%	82 39%	53 36%	53 42%	33 35%	38 41%	122 45%	91 41%	68 34%	62 36%	212 42%	82 43%	42 31%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	205 24%	131 27%	74 20%	38 20%	45 22%	37 25%	41 33%	19 20%	25 27%	88 33%	43 20%	41 20%	33 20%	142 28%	33 18%	25 18%
Sought advice from family, friends, colleagues	169 20%	82 17%	87 23%	49 26%	45 21%	20 13%	17 14%	16 17%	22 23%	66 24%	38 17%	35 18%	30 17%	107 21%	40 21%	17 12%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	155 18%	82 17%	72 19%	34 18%	48 23%	21 14%	14 11%	14 15%	23 24%	54 20%	40 18%	35 18%	26 15%	94 19%	29 15%	29 21%
Phoning or emailing providers\suppliers directly (or they phoned you)	139 16%	85 17%	53 14%	26 14%	36 17%	30 20%	12 9%	21 22%	14 15%	48 18%	42 19%	26 13%	22 13%	81 16%	29 15%	25 18%
Customer review websites (e.g. Trustpilot)	135 16%	80 16%	55 15%	44 23%	42 20%	27 18%	12 9%	4 4%	7 7%	50 19%	30 14%	34 17%	21 12%	74 15%	31 16%	22 16%
Other	12 1%	4 1%	8 2%	- -	- -	- -	3 2%	2 2%	7 8%	1 1%	4 2%	2 1%	5 3%	10 2%	2 1%	- -
Don't know	17 2%	8 2%	9 2%	1 1%	9 4%	3 2%	1 1%	1 1%	2 2%	3 1%	5 2%	5 3%	4 2%	7 1%	2 1%	7 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q92b\_04. Ways shopped around for - A Mobile phone contract

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

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	881	157	184	313	212	6	132	250	192	206	101	645	180
Weighted Base	863	106	300	298	155	2	122	250	212	184	95	662	145
Effective Base	578	107	142	230	150	3	88	160	125	140	70	429	120
Visiting websites of individual providers\suppliers	417 48%	48 46%	145 48%	131 44%	91 59%	* 13%	50 41%	113 45%	106 50%	99 54%	49 52%	318 48%	76 52%
An online price comparison website or app	343 40%	44 41%	115 38%	122 41%	61 39%	1 23%	49 40%	104 42%	75 36%	75 41%	40 42%	270 41%	61 42%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	205 24%	30 28%	52 17%	78 26%	45 29%	- -	24 20%	52 21%	51 24%	52 28%	26 27%	170 26%	31 21%
Sought advice from family, friends, colleagues	169 20%	21 20%	59 20%	61 20%	26 17%	1 58%	25 20%	49 20%	43 20%	34 18%	18 19%	126 19%	31 21%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	155 18%	26 24%	58 19%	47 16%	23 15%	* 5%	32 26%	45 18%	35 17%	32 18%	10 11%	128 19%	20 14%
Phoning or emailing providers\suppliers directly (or they phoned you)	139 16%	21 20%	40 13%	57 19%	19 12%	1 25%	20 16%	31 13%	40 19%	27 14%	20 21%	110 17%	23 16%
Customer review websites (e.g. Trustpilot)	135 16%	15 14%	43 14%	55 18%	22 14%	- -	13 11%	29 12%	27 13%	34 19%	32 34%	112 17%	17 12%
Other	12 1%	5 5%	3 1%	4 1%	1 *	- -	8 6%	3 1%	- -	* *	- -	12 2%	- -
Don't know	17 2%	1 1%	6 2%	5 2%	4 3%	- -	- -	4 2%	3 1%	7 4%	3 3%	12 2%	3 2%

## Q92b\_04. Ways shopped around for - A Mobile phone contract

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

	Total	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	881	35	99	56	42	61	69	103	125	87	76	90	38
Weighted Base	863	40	103	63	61	74	77	124	116	64	36	77	27
Effective Base	578	25	71	40	31	42	52	64	86	56	53	64	31
Visiting websites of individual providers\suppliers	417 48%	19 47%	44 43%	33 52%	14 24%	35 47%	33 43%	66 53%	53 46%	37 58%	17 49%	52 67%	13 49%
An online price comparison website or app	343 40%	23 59%	40 39%	20 31%	19 31%	36 49%	26 34%	51 41%	52 45%	23 36%	16 44%	28 37%	9 35%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	205 24%	9 23%	25 24%	18 28%	9 14%	18 25%	16 21%	38 31%	23 20%	15 23%	6 18%	24 31%	5 17%
Sought advice from family, friends, colleagues	169 20%	4 11%	21 21%	9 14%	10 17%	13 17%	20 25%	31 25%	21 18%	16 25%	5 15%	14 18%	4 16%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	155 18%	9 21%	23 22%	17 26%	11 18%	7 9%	12 15%	30 24%	14 12%	13 20%	4 12%	12 15%	5 20%
Phoning or emailing providers\suppliers directly (or they phoned you)	139 16%	5 14%	14 14%	7 11%	13 22%	16 22%	8 11%	29 23%	14 12%	10 16%	4 10%	14 18%	4 13%
Customer review websites (e.g. Trustpilot)	135 16%	6 14%	17 17%	9 14%	6 9%	16 21%	11 14%	30 24%	10 8%	6 10%	6 17%	16 20%	4 13%
Other	12 1%	-	2 2%	2 3%	-	-	4 5%	-	1 1%	*	-	1 1%	2 7%
Don't know	17 2%	2 6%	2 2%	2 4%	1 2%	1 2%	-	-	2 2%	3 4%	1 1%	1 1%	1 2%

## Q92b\_04. Ways shopped around for - A Mobile phone contract

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

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	881	159	138	143	191	177	75	806	334	547	265	589	180	687
Weighted Base	863	155	147	146	182	166	58	804	330	533	170	665	153	694
Effective Base	578	100	86	93	131	124	43	536	219	359	177	410	104	468
Visiting websites of individual providers\suppliers	417 48%	71 45%	68 46%	68 47%	104 57%	76 46%	34 59%	382 48%	156 47%	261 49%	95 56%	312 47%	79 51%	331 48%
An online price comparison website or app	343 40%	51 33%	59 40%	60 42%	63 34%	79 47%	19 33%	324 40%	130 39%	214 40%	62 36%	270 41%	62 40%	277 40%
Consumer websites (e.g. Which?, Moneysavingexpert.com)	205 24%	35 23%	32 22%	27 19%	54 30%	49 29%	18 31%	188 23%	88 27%	117 22%	41 24%	161 24%	47 31%	156 22%
Sought advice from family, friends, colleagues	169 20%	28 18%	37 25%	25 17%	41 23%	27 16%	7 12%	162 20%	60 18%	109 20%	25 15%	130 20%	36 24%	125 18%
Visiting providers\suppliers in person (e.g. shops, banks, offices)	155 18%	37 24%	23 15%	32 22%	30 17%	27 17%	20 34%	135 17%	48 15%	107 20%	34 20%	119 18%	40 26%	113 16%
Phoning or emailing providers\suppliers directly (or they phoned you)	139 16%	27 17%	15 10%	23 16%	41 22%	24 14%	14 24%	125 15%	65 20%	74 14%	37 22%	99 15%	34 22%	104 15%
Customer review websites (e.g. Trustpilot)	135 16%	30 19%	31 21%	12 8%	31 17%	27 16%	7 12%	128 16%	75 23%	60 11%	25 15%	103 16%	19 13%	115 17%
Other	12 1%	6 4%	2 1%	3 2%	1 1%	-	6 10%	6 1%	* *	11 2%	3 2%	9 1%	7 5%	5 1%
Don't know	17 2%	4 3%	2 2%	1 1%	* *	3 2%	1 2%	16 2%	12 4%	5 1%	1 1%	10 2%	2 1%	15 2%



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Q93b. Reasons why most recently purchased product was bought without shopping around  
 Base: All who have purchased a product without shopping around in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1771	893	878	243	306	275	295	276	376	606	513	288	364	1216	274	239
Weighted Base	1752	879	874	215	281	261	270	270	455	524	472	360	396	1205	252	258
Effective Base	1069	571	502	155	196	193	191	196	194	403	321	168	216	739	174	138
The offer from the provider was just what I wanted	791 45%	364 41%	427 49%	51 24%	113 40%	108 41%	133 49%	148 55%	239 52%	251 48%	217 46%	140 39%	183 46%	550 46%	106 42%	121 47%
I feel loyalty to my provider \ have an established relationship	441 25%	231 26%	210 24%	61 28%	65 23%	60 23%	67 25%	59 22%	131 29%	117 22%	115 24%	103 29%	106 27%	306 25%	52 21%	69 27%
Not worth it as no real difference between providers	306 17%	177 20%	129 15%	33 15%	43 15%	42 16%	39 14%	53 20%	97 21%	86 16%	87 18%	67 19%	66 17%	237 20%	31 12%	36 14%
Provider understands my needs	270 15%	126 14%	143 16%	26 12%	48 17%	44 17%	29 11%	36 13%	87 19%	73 14%	75 16%	64 18%	58 15%	180 15%	46 18%	33 13%
Takes too much time\effort	183 10%	101 12%	82 9%	33 15%	42 15%	34 13%	25 9%	23 9%	26 6%	54 10%	50 11%	35 10%	45 11%	114 9%	36 14%	31 12%
Never really thought about it	153 9%	76 9%	77 9%	35 16%	44 16%	22 8%	26 10%	12 5%	14 3%	45 9%	41 9%	35 10%	32 8%	84 7%	31 12%	32 12%
Too difficult to compare	128 7%	76 9%	52 6%	29 14%	37 13%	20 8%	13 5%	12 4%	17 4%	40 8%	34 7%	28 8%	27 7%	81 7%	26 10%	18 7%
Too difficult to find information about products\services	72 4%	48 5%	24 3%	15 7%	25 9%	17 6%	7 3%	4 2%	4 1%	32 6%	11 2%	17 5%	11 3%	51 4%	12 5%	7 3%
Someone else did this for me	39 2%	7 1%	32 4%	3 1%	3 1%	6 2%	11 4%	8 3%	9 2%	12 2%	8 2%	10 3%	10 2%	36 3%	3 1%	* *
Do not have a choice/ limited choice	15 1%	4 *	12 1%	- -	3 1%	3 1%	3 1%	2 1%	5 1%	5 1%	4 1%	5 2%	1 *	11 1%	5 2%	- -
Other	26 1%	11 1%	15 2%	- -	1 1%	5 2%	3 1%	7 3%	9 2%	12 2%	4 1%	4 1%	6 1%	18 1%	5 2%	3 1%
Don't know	56 3%	37 4%	19 2%	10 5%	11 4%	10 4%	8 3%	8 3%	9 2%	20 4%	14 3%	11 3%	11 3%	38 3%	9 4%	6 2%

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Q93b. Reasons why most recently purchased product was bought without shopping around  
 Base: All who have purchased a product without shopping around in the last 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1771	302	371	626	437	12	344	667	326	288	146	1281	387
Weighted Base	1752	212	589	599	342	5	361	682	314	258	137	1341	329
Effective Base	1069	210	254	409	284	6	204	377	212	198	95	772	248
The offer from the provider was just what I wanted	791 45%	90 43%	283 48%	260 43%	155 45%	3 71%	173 48%	335 49%	147 47%	93 36%	45 33%	621 46%	143 44%
I feel loyalty to my provider \ have an established relationship	441 25%	58 27%	157 27%	140 23%	85 25%	1 18%	84 23%	168 25%	80 25%	65 25%	45 33%	336 25%	83 25%
Not worth it as no real difference between providers	306 17%	37 18%	105 18%	103 17%	59 17%	1 20%	69 19%	127 19%	40 13%	46 18%	26 19%	230 17%	62 19%
Provider understands my needs	270 15%	32 15%	102 17%	85 14%	49 14%	1 19%	64 18%	91 13%	45 14%	50 19%	20 14%	215 16%	44 13%
Takes too much time\effort	183 10%	32 15%	63 11%	59 10%	30 9%	-	41 11%	67 10%	22 7%	36 14%	18 13%	137 10%	36 11%
Never really thought about it	153 9%	22 11%	55 9%	55 9%	20 6%	*	17 5%	49 7%	33 10%	33 13%	20 15%	121 9%	23 7%
Too difficult to compare	128 7%	16 8%	48 8%	40 7%	24 7%	-	18 5%	43 6%	23 7%	28 11%	17 13%	104 8%	17 5%
Too difficult to find information about products\services	72 4%	9 4%	24 4%	27 5%	12 3%	-	4 1%	22 3%	19 6%	22 8%	5 4%	55 4%	13 4%
Someone else did this for me	39 2%	1 *	8 1%	21 4%	8 2%	*	4 1%	19 3%	12 4%	4 1%	1 1%	24 2%	15 5%
Do not have a choice/ limited choice	15 1%	1 1%	2 *	7 1%	5 1%	-	1 *	10 1%	1 *	4 1%	-	10 1%	6 2%
Other	26 1%	4 2%	3 *	8 1%	11 3%	*	6 2%	14 2%	-	5 2%	*	20 2%	6 2%
Don't know	56 3%	7 3%	17 3%	18 3%	13 4%	-	11 3%	20 3%	10 3%	8 3%	7 5%	44 3%	7 2%

**Q93b. Reasons why most recently purchased product was bought without shopping around**  
**Base: All who have purchased a product without shopping around in the last 12 months**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1771	73	197	126	92	107	149	181	249	201	152	172	72
Weighted Base	1752	81	179	147	139	148	165	209	250	162	80	143	48
Effective Base	1069	46	137	88	65	51	95	124	147	145	103	119	54
The offer from the provider was just what I wanted	791 45%	38 47%	88 49%	79 53%	71 51%	71 48%	60 36%	85 41%	116 46%	66 41%	33 42%	63 44%	22 46%
I feel loyalty to my provider \ have an established relationship	441 25%	18 23%	45 25%	44 30%	30 22%	42 28%	27 16%	54 26%	75 30%	33 21%	20 25%	43 30%	10 21%
Not worth it as no real difference between providers	306 17%	14 18%	34 19%	23 15%	21 15%	23 16%	45 27%	35 17%	46 18%	24 15%	11 13%	20 14%	10 22%
Provider understands my needs	270 15%	9 11%	32 18%	12 8%	22 16%	30 21%	26 16%	43 21%	28 11%	26 16%	17 21%	21 15%	3 7%
Takes too much time\effort	183 10%	12 15%	20 11%	16 11%	15 11%	14 10%	18 11%	26 13%	18 7%	16 10%	4 5%	14 10%	10 21%
Never really thought about it	153 9%	10 13%	14 8%	10 7%	12 8%	9 6%	15 9%	28 13%	22 9%	11 7%	5 6%	12 9%	5 11%
Too difficult to compare	128 7%	2 2%	18 10%	14 9%	12 9%	16 11%	8 5%	22 10%	11 5%	9 6%	3 4%	8 6%	3 7%
Too difficult to find information about products\services	72 4%	7 9%	6 3%	6 4%	2 2%	3 2%	2 1%	28 13%	6 2%	6 4%	3 4%	3 2%	- -
Someone else did this for me	39 2%	* 1%	3 2%	5 3%	9 6%	2 1%	3 2%	* 2%	2 1%	9 5%	3 4%	3 2%	1 3%
Do not have a choice/ limited choice	15 1%	- -	1 *	1 1%	2 1%	1 1%	2 1%	3 2%	1 *	2 1%	* *	2 2%	- -
Other	26 1%	* *	1 1%	* *	2 2%	2 2%	1 1%	2 1%	8 3%	5 3%	4 4%	1 1%	- -
Don't know	56 3%	- -	4 2%	1 1%	3 2%	6 4%	10 6%	11 5%	4 2%	9 5%	4 5%	4 3%	1 1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q93b. Reasons why most recently purchased product was bought without shopping around**  
**Base: All who have purchased a product without shopping around in the last 12 months**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1771	369	318	310	327	284	209	1562	517	1254	568	1151	545	1189
Weighted Base	1752	345	335	324	321	254	182	1571	471	1281	399	1306	581	1145
Effective Base	1069	212	188	165	222	198	109	961	350	733	369	727	276	815
The offer from the provider was just what I wanted	791 45%	142 41%	160 48%	178 55%	130 40%	118 46%	84 46%	707 45%	174 37%	617 48%	194 49%	575 44%	292 50%	490 43%
I feel loyalty to my provider \ have an established relationship	441 25%	111 32%	77 23%	86 26%	69 21%	56 22%	59 32%	382 24%	127 27%	315 25%	118 29%	314 24%	165 28%	270 24%
Not worth it as no real difference between providers	306 17%	63 18%	63 19%	40 12%	71 22%	38 15%	39 22%	267 17%	74 16%	233 18%	70 18%	233 18%	122 21%	184 16%
Provider understands my needs	270 15%	58 17%	51 15%	56 17%	43 13%	42 16%	32 18%	237 15%	73 16%	196 15%	64 16%	195 15%	114 20%	155 14%
Takes too much time\effort	183 10%	41 12%	37 11%	35 11%	27 8%	26 10%	17 9%	167 11%	52 11%	132 10%	36 9%	142 11%	41 7%	141 12%
Never really thought about it	153 9%	31 9%	21 6%	18 5%	34 10%	24 9%	9 5%	144 9%	54 11%	99 8%	32 8%	116 9%	31 5%	118 10%
Too difficult to compare	128 7%	44 13%	17 5%	21 6%	19 6%	17 7%	21 11%	107 7%	55 12%	73 6%	26 6%	98 7%	38 6%	88 8%
Too difficult to find information about products\services	72 4%	25 7%	15 5%	13 4%	9 3%	7 3%	14 8%	57 4%	45 10%	26 2%	17 4%	51 4%	22 4%	46 4%
Someone else did this for me	39 2%	5 1%	5 1%	4 1%	16 5%	6 2%	3 2%	37 2%	9 2%	30 2%	10 3%	29 2%	10 2%	29 3%
Do not have a choice/ limited choice	15 1%	- -	5 2%	1 *	3 1%	6 2%	- -	15 1%	3 1%	13 1%	6 2%	9 1%	5 1%	11 1%
Other	26 1%	4 1%	7 2%	2 1%	5 2%	5 2%	1 1%	25 2%	5 1%	21 2%	8 2%	17 1%	12 2%	14 1%
Don't know	56 3%	8 2%	8 2%	14 4%	4 1%	9 3%	4 2%	52 3%	20 4%	36 3%	7 2%	48 4%	10 2%	42 4%

Q94b\_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas\electricity)

Base: All who are responsible for purchasing energy

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2678	1306	1372	108	390	426	555	526	673	853	851	386	588	1855	427	377
Weighted Base	2780	1363	1417	107	385	425	523	508	831	790	797	544	648	1940	419	396
Effective Base	1645	845	803	69	265	307	376	363	356	550	549	243	354	1133	282	222
Yes	779	401	378	33	128	127	141	132	218	252	241	160	126	573	130	70
	28%	29%	27%	31%	33%	30%	27%	26%	26%	32%	30%	29%	20%	30%	31%	18%
No	1979	955	1024	70	254	298	382	374	600	535	551	381	512	1352	287	321
	71%	70%	72%	66%	66%	70%	73%	74%	72%	68%	69%	70%	79%	70%	69%	81%
Don't know	21	7	15	4	3	-	*	2	13	3	5	4	9	15	2	4
	1%	*	1%	4%	1%	-	*	*	2%	*	1%	1%	1%	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas/electricity)

Base: All who are responsible for purchasing energy

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2678	545	588	887	632	18	632	1123	445	338	140	2013	599
Weighted Base	2780	400	957	880	533	6	657	1174	467	340	141	2200	514
Effective Base	1645	370	410	593	395	10	381	646	295	237	99	1249	365
Yes	779	114	256	222	186	1	197	331	101	101	48	603	155
	28%	28%	27%	25%	35%	10%	30%	28%	22%	30%	34%	27%	30%
No	1979	285	695	649	343	5	458	831	362	236	91	1580	357
	71%	71%	73%	74%	64%	86%	70%	71%	78%	70%	65%	72%	69%
Don't know	21	1	6	10	4	*	2	12	3	2	1	17	2
	1%	*	1%	1%	1%	4%	*	1%	1%	1%	1%	1%	*

## Q94b\_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas/electricity)

Base: All who are responsible for purchasing energy

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2678	114	283	192	136	149	243	226	354	300	283	290	108
Weighted Base	2780	118	292	238	195	222	267	318	398	256	158	239	79
Effective Base	1645	72	195	134	97	81	159	150	233	189	183	211	78
Yes	779	34	80	88	56	59	73	93	111	73	41	55	15
	28%	29%	27%	37%	29%	27%	27%	29%	28%	29%	26%	23%	19%
No	1979	82	209	148	139	162	193	221	281	182	115	183	64
	71%	70%	72%	62%	71%	73%	72%	69%	71%	71%	73%	77%	80%
Don't know	21	2	3	1	-	1	1	5	5	1	1	*	1
	1%	1%	1%	1%	-	1%	*	1%	1%	*	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas/electricity)

Base: All who are responsible for purchasing energy

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2678	530	518	509	503	414	330	2348	625	2053	916	1721	808	1853
Weighted Base	2780	550	559	541	492	405	315	2464	648	2131	668	2064	930	1834
Effective Base	1645	317	313	294	352	266	178	1468	439	1215	583	1108	424	1282
Yes	779	136	140	177	162	116	81	698	203	576	186	587	249	527
	28%	25%	25%	33%	33%	29%	26%	28%	31%	27%	28%	28%	27%	29%
No	1979	410	413	364	330	289	233	1746	441	1538	474	1467	668	1302
	71%	75%	74%	67%	67%	71%	74%	71%	68%	72%	71%	71%	72%	71%
Don't know	21	4	7	1	-	*	1	20	4	17	8	11	13	6
	1%	1%	1%	*	-	*	*	1%	1%	1%	1%	1%	1%	*



**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_01 Whether switched provider or contract for any products or services since June 2019 - Energy (gas/electricity)**

**Base: All who are responsible for purchasing energy**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2678	1075	1603	303	2375	314	2364	123	2555	1115	1563	1273	1405	539	2139	299	2379	444	2234	162	2516
Weighted Base	2780	1055	1725	269	2511	276	2504	97	2683	1190	1589	1357	1423	526	2254	295	2485	402	2377	144	2636
Effective Base	1645	694	962	197	1456	214	1444	89	1568	700	946	796	849	351	1300	186	1460	286	1368	110	1541
Yes	779	618	161	113	667	105	674	48	732	412	367	436	343	180	599	116	663	177	602	45	734
	28%	59%	9%	42%	27%	38%	27%	49%	27%	35%	23%	32%	24%	34%	27%	39%	27%	44%	25%	31%	28%
No	1979	433	1546	151	1828	169	1810	49	1930	772	1207	914	1065	339	1640	176	1803	220	1759	98	1881
	71%	41%	90%	56%	73%	61%	72%	51%	72%	65%	76%	67%	75%	64%	73%	60%	73%	55%	74%	68%	71%
Don't know	21	4	18	5	16	2	20	*	21	6	15	7	15	7	14	2	19	6	16	1	20
	1%	*	1%	2%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_02 Whether switched provider or contract for any products or services since June 2019 - A Current account**  
**Base: All who are responsible for purchasing a current account**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2685	1337	1348	187	410	466	538	476	608	868	842	379	596	1804	457	371
Weighted Base	2766	1382	1384	181	413	457	503	458	753	794	791	518	662	1852	466	400
Effective Base	1675	873	804	127	276	330	363	327	330	565	540	241	373	1117	305	223
Yes	228	141	87	42	65	39	38	22	21	91	55	36	46	150	45	29
	8%	10%	6%	23%	16%	9%	8%	5%	3%	12%	7%	7%	7%	8%	10%	7%
No	2520	1237	1283	136	346	417	465	434	722	701	733	478	608	1688	418	370
	91%	90%	93%	75%	84%	91%	92%	95%	96%	88%	93%	92%	92%	91%	90%	92%
Don't know	18	4	14	3	3	1	*	2	10	2	3	5	9	14	3	2
	1%	*	1%	2%	1%	*	*	*	1%	*	*	1%	1%	1%	1%	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_02 Whether switched provider or contract for any products or services since June 2019 - A Current account**  
**Base: All who are responsible for purchasing a current account**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2685	544	580	896	634	21	643	1001	513	370	158	2025	572
Weighted Base	2766	400	947	904	506	6	661	1044	539	363	160	2202	484
Effective Base	1675	372	414	611	409	11	394	586	340	252	113	1275	359
Yes	228	43	61	79	44	1	35	72	43	52	26	200	22
	8%	11%	6%	9%	9%	9%	5%	7%	8%	14%	16%	9%	5%
No	2520	357	882	816	458	6	623	963	492	310	132	1988	459
	91%	89%	93%	90%	91%	91%	94%	92%	91%	86%	82%	90%	95%
Don't know	18	-	4	10	4	-	2	9	4	1	2	14	4
	1%	-	*	1%	1%	-	*	1%	1%	*	1%	1%	1%

**Q94b\_02 Whether switched provider or contract for any products or services since June 2019 - A Current account**  
**Base: All who are responsible for purchasing a current account**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2685	116	288	187	140	155	236	241	367	302	248	285	120
Weighted Base	2766	126	302	228	196	223	264	328	398	257	138	226	81
Effective Base	1675	75	189	136	99	84	158	164	245	212	158	195	87
Yes	228	22	27	8	15	14	14	44	38	18	7	15	5
	8%	18%	9%	4%	8%	6%	5%	14%	9%	7%	5%	6%	6%
No	2520	102	271	217	181	207	248	280	360	239	129	209	76
	91%	81%	90%	95%	92%	93%	94%	85%	90%	93%	94%	93%	93%
Don't know	18	2	4	3	-	1	1	4	*	-	1	2	1
	1%	1%	1%	1%	-	1%	*	1%	*	-	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_02 Whether switched provider or contract for any products or services since June 2019 - A Current account

Base: All who are responsible for purchasing a current account

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2685	550	504	488	504	431	341	2344	634	2051	888	1734	803	1863
Weighted Base	2766	559	540	519	500	428	323	2443	648	2118	647	2048	900	1854
Effective Base	1675	330	315	280	342	281	186	1490	443	1239	577	1134	430	1290
Yes	228	49	31	31	45	59	24	204	83	145	47	171	54	171
	8%	9%	6%	6%	9%	14%	7%	8%	13%	7%	7%	8%	6%	9%
No	2520	506	504	485	454	369	298	2222	562	1958	595	1864	835	1675
	91%	91%	93%	94%	91%	86%	92%	91%	87%	92%	92%	91%	93%	90%
Don't know	18	4	5	2	1	*	2	17	4	15	5	13	10	8
	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	*

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_02 Whether switched provider or contract for any products or services since June 2019 - A Current account**  
**Base: All who are responsible for purchasing a current account**

	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		
	Total	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2685	876	1809	407	2278	353	2332	133	2552	987	1698	1181	1504	595	2090	291	2394	413	2272	167	2518
Weighted Base	2766	866	1900	358	2408	304	2462	106	2660	1029	1737	1234	1533	586	2180	288	2478	378	2389	142	2624
Effective Base	1675	563	1116	268	1418	240	1449	94	1591	642	1034	755	920	391	1288	180	1495	264	1416	112	1569
Yes	228	104	123	158	70	68	160	38	190	94	133	110	117	83	145	35	192	57	170	32	195
	8%	12%	6%	44%	3%	22%	6%	36%	7%	9%	8%	9%	8%	14%	7%	12%	8%	15%	7%	23%	7%
No	2520	757	1763	196	2324	236	2285	67	2454	930	1590	1118	1403	497	2023	249	2271	315	2205	109	2412
	91%	87%	93%	55%	97%	77%	93%	63%	92%	90%	92%	91%	92%	85%	93%	86%	92%	83%	92%	76%	92%
Don't know	18	5	13	5	14	1	17	1	17	5	13	6	13	6	13	4	15	5	13	1	17
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card**  
**Base: All who are responsible for purchasing a credit card**

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2005	1050	955	108	294	341	401	364	497	739	645	263	358	1460	293	210
Weighted Base	2052	1075	978	95	293	330	369	356	609	687	610	360	395	1498	289	226
Effective Base	1237	673	566	70	191	244	281	249	268	477	413	156	230	889	191	134
Yes	174	102	72	22	52	41	22	23	13	60	56	38	20	114	23	27
	8%	9%	7%	24%	18%	12%	6%	6%	2%	9%	9%	11%	5%	8%	8%	12%
No	1870	968	902	68	239	289	346	332	595	624	550	322	374	1380	265	195
	91%	90%	92%	72%	82%	88%	94%	93%	98%	91%	90%	89%	95%	92%	92%	86%
Don't know	9	5	4	5	2	-	*	2	1	3	4	1	2	4	1	3
	*	*	*	5%	1%	-	*	1%	*	*	1%	*	*	*	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card**  
**Base: All who are responsible for purchasing a credit card**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2005	364	433	668	522	13	503	765	353	270	114	1514	436
Weighted Base	2052	270	700	650	427	4	518	810	359	257	109	1627	374
Effective Base	1237	247	301	456	330	6	313	436	237	188	79	938	274
Yes	174 8%	26 9%	63 9%	49 8%	36 9%	-	29 6%	45 6%	34 9%	44 17%	21 20%	139 9%	30 8%
No	1870 91%	244 91%	634 91%	596 92%	390 91%	4 100%	487 94%	760 94%	326 91%	210 82%	86 80%	1484 91%	341 91%
Don't know	9 *	-	4 1%	5 1%	1 *	-	2 *	4 1%	-	2 1%	1 1%	3 *	3 1%



**Q94b\_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card**  
**Base: All who are responsible for purchasing a credit card**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2005	79	204	138	93	107	186	204	282	226	187	219	80
Weighted Base	2052	86	197	168	131	153	210	274	308	187	103	182	52
Effective Base	1237	48	136	99	65	56	123	138	186	157	116	151	58
Yes	174	9	17	7	12	21	15	41	24	9	4	12	4
	8%	10%	9%	4%	9%	14%	7%	15%	8%	5%	3%	7%	8%
No	1870	76	180	161	120	131	194	233	282	178	99	169	47
	91%	88%	91%	96%	91%	86%	92%	85%	92%	95%	96%	93%	90%
Don't know	9	2	-	*	-	*	1	1	2	-	1	1	1
	*	2%	-	*	-	*	*	*	1%	-	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card**  
**Base: All who are responsible for purchasing a credit card**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2005	344	354	376	407	374	211	1794	472	1533	640	1328	638	1350
Weighted Base	2052	351	382	388	401	369	209	1844	469	1583	455	1552	705	1334
Effective Base	1237	211	213	208	276	237	122	1115	332	914	422	855	336	937
Yes	174	45	24	22	42	34	22	152	85	89	47	120	43	129
	8%	13%	6%	6%	10%	9%	11%	8%	18%	6%	10%	8%	6%	10%
No	1870	304	357	365	359	334	186	1683	381	1489	407	1426	661	1199
	91%	87%	93%	94%	90%	91%	89%	91%	81%	94%	89%	92%	94%	90%
Don't know	9	2	2	2	-	*	-	9	3	6	1	6	1	6
	*	1%	*	*	-	*	-	*	1%	*	*	*	*	*

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_03 Whether switched provider or contract for any products or services since June 2019 - A Credit card**  
**Base: All who are responsible for purchasing a credit card**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2005	723	1282	302	1703	398	1607	118	1887	850	1155	980	1025	473	1532	233	1772	344	1661	148	1857
Weighted Base	2052	718	1334	260	1793	363	1689	96	1956	876	1176	1018	1035	462	1590	233	1819	310	1742	127	1926
Effective Base	1237	472	770	203	1046	270	978	82	1163	560	680	624	613	305	935	143	1094	217	1025	100	1143
Yes	174	88	86	71	103	134	40	33	140	75	99	91	83	77	97	39	135	47	127	23	151
	8%	12%	6%	27%	6%	37%	2%	35%	7%	9%	8%	9%	8%	17%	6%	17%	7%	15%	7%	18%	8%
No	1870	630	1240	189	1681	228	1641	61	1808	801	1069	925	945	382	1487	191	1678	262	1608	103	1766
	91%	88%	93%	73%	94%	63%	97%	64%	92%	91%	91%	91%	91%	83%	94%	82%	92%	84%	92%	81%	92%
Don't know	9	1	8	-	9	*	9	1	8	1	8	2	7	3	6	3	6	2	7	1	8
	*	*	1%	-	1%	*	1%	1%	*	*	1%	*	1%	1%	*	1%	*	1%	*	1%	*

**Q94b\_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage**  
**Base: All who are responsible for purchasing a mortgage**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	927	491	436	48	181	255	246	139	58	358	337	125	107	833	67	21
Weighted Base	882	470	412	39	163	239	240	146	56	319	295	155	112	795	58	25
Effective Base	658	351	307	30	127	191	184	92	39	265	241	90	75	592	49	15
Yes	66	42	24	5	25	17	16	2	1	27	19	12	8	63	3	-
	7%	9%	6%	13%	15%	7%	7%	1%	1%	8%	7%	8%	7%	8%	5%	-
No	811	425	386	32	138	220	223	143	55	292	274	141	104	728	55	25
	92%	91%	94%	83%	85%	92%	93%	98%	99%	92%	93%	91%	93%	92%	95%	100%
Don't know	4	2	2	2	-	1	*	1	-	-	3	2	-	4	-	-
	*	*	*	5%	-	*	*	1%	-	-	1%	1%	-	1%	-	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage**  
**Base: All who are responsible for purchasing a mortgage**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	927	135	220	349	215	4	186	273	197	205	66	708	198
Weighted Base	882	95	320	307	157	1	188	247	195	188	63	709	152
Effective Base	658	103	172	272	166	4	130	194	143	146	48	503	149
Yes	66	10	16	31	9	-	10	18	9	27	2	52	11
	7%	10%	5%	10%	6%	-	5%	7%	5%	14%	3%	7%	7%
No	811	85	304	276	145	1	178	229	184	160	60	654	140
	92%	90%	95%	90%	92%	100%	95%	93%	94%	85%	95%	92%	92%
Don't know	4	-	1	1	3	-	*	1	1	*	1	4	*
	*	-	*	*	2%	-	*	*	1%	*	2%	1%	*

**Q94b\_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage**  
**Base: All who are responsible for purchasing a mortgage**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	927	37	93	70	48	52	80	103	127	97	80	101	39
Weighted Base	882	36	94	77	57	63	86	127	115	78	44	78	27
Effective Base	658	31	72	52	37	37	61	72	91	70	57	83	29
Yes	66	2	5	6	2	3	7	15	9	7	2	7	-
	7%	5%	6%	7%	3%	4%	8%	12%	8%	9%	5%	9%	-
No	811	34	87	70	55	60	79	112	105	71	41	70	27
	92%	95%	93%	91%	97%	95%	92%	88%	91%	91%	95%	91%	97%
Don't know	4	-	1	1	-	*	-	-	*	-	-	*	1
	*	-	1%	1%	-	*	-	-	*	-	-	1%	3%

**Q94b\_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage**  
**Base: All who are responsible for purchasing a mortgage**

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Total	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	927	121	110	167	227	247	53	874	363	564	221	690	114	807
Weighted Base	882	103	107	170	216	227	34	848	346	536	140	728	89	790
Effective Base	658	76	78	120	167	178	35	626	260	398	160	510	72	584
Yes	66	12	4	8	21	19	5	61	36	30	18	47	16	50
	7%	12%	4%	5%	10%	8%	15%	7%	10%	6%	13%	6%	18%	6%
No	811	89	103	161	194	208	27	784	309	502	121	678	72	737
	92%	87%	96%	95%	90%	92%	81%	92%	89%	94%	86%	93%	81%	93%
Don't know	4	2	-	1	1	*	1	3	1	3	1	3	1	3
	*	2%	-	*	*	*	4%	*	*	1%	1%	*	2%	*

**Q94b\_04 Whether switched provider or contract for any products or services since June 2019 - A Mortgage**  
**Base: All who are responsible for purchasing a mortgage**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV			
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	927	367	560	159	768	177	750	142	785	438	489	492	435	252	675	127	800	167	760	77	850
Weighted Base	882	348	533	132	749	141	740	110	771	429	452	467	415	228	654	112	770	135	746	60	821
Effective Base	658	254	404	112	548	126	536	101	561	313	346	350	308	183	476	82	576	118	543	51	608
Yes	66	34	32	28	38	31	35	44	22	32	34	32	34	25	41	15	51	17	49	12	54
	7%	10%	6%	21%	5%	22%	5%	40%	3%	7%	8%	7%	8%	11%	6%	13%	7%	12%	7%	21%	7%
No	811	313	498	104	707	110	701	66	745	397	414	432	380	202	609	96	715	116	695	48	763
	92%	90%	93%	79%	94%	78%	95%	60%	97%	92%	92%	93%	91%	89%	93%	86%	93%	86%	93%	79%	93%
Don't know	4	1	3	-	4	*	4	*	4	1	4	3	2	1	3	1	4	2	2	-	4
	*	*	1%	-	1%	*	1%	*	1%	*	1%	1%	*	1%	*	1%	*	2%	*	-	1%



Q94b\_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance  
 Base: All who are responsible for purchasing home insurance

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2224	1090	1134	42	231	341	479	489	642	771	725	319	409	1800	204	207
Weighted Base	2313	1131	1182	40	213	328	470	469	793	712	682	453	466	1890	197	216
Effective Base	1349	700	653	25	158	247	327	335	340	485	457	198	251	1083	134	128
Yes	611	298	312	11	55	92	145	130	179	193	213	126	79	549	38	22
	26%	26%	26%	26%	26%	28%	31%	28%	23%	27%	31%	28%	17%	29%	19%	10%
No	1684	828	856	29	156	235	325	338	601	516	465	324	379	1325	158	192
	73%	73%	72%	72%	74%	72%	69%	72%	76%	72%	68%	72%	81%	70%	81%	89%
Don't know	18	5	13	1	2	1	*	2	13	3	5	3	7	16	*	2
	1%	*	1%	1%	1%	*	*	*	2%	*	1%	1%	2%	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance  
 Base: All who are responsible for purchasing home insurance

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2224	323	499	779	602	15	525	953	346	295	105	1644	532
Weighted Base	2313	240	814	756	497	6	546	1027	355	285	100	1813	453
Effective Base	1349	222	341	515	380	8	331	535	229	203	70	1007	327
Yes	611	55	206	205	144	*	130	264	102	88	26	484	118
	26%	23%	25%	27%	29%	2%	24%	26%	29%	31%	26%	27%	26%
No	1684	185	603	542	348	5	413	751	250	196	72	1313	332
	73%	77%	74%	72%	70%	93%	76%	73%	70%	69%	73%	72%	73%
Don't know	18	-	4	9	5	*	2	11	3	*	2	16	2
	1%	-	1%	1%	1%	4%	*	1%	1%	*	2%	1%	*

**Q94b\_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance**  
**Base: All who are responsible for purchasing home insurance**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2224	85	242	168	118	122	215	152	287	250	229	252	104
Weighted Base	2313	92	246	205	179	176	247	222	320	217	131	209	69
Effective Base	1349	53	167	120	83	66	143	99	176	153	145	178	72
Yes	611	38	80	71	39	48	65	47	78	46	38	43	18
	26%	41%	33%	34%	22%	27%	26%	21%	24%	21%	29%	21%	26%
No	1684	53	163	132	140	127	181	171	239	171	92	166	50
	73%	57%	66%	64%	78%	72%	73%	77%	75%	79%	71%	79%	73%
Don't know	18	2	3	2	-	1	1	4	4	-	1	*	1
	1%	2%	1%	1%	-	1%	*	2%	1%	-	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance**  
**Base: All who are responsible for purchasing home insurance**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2224	373	417	431	445	380	246	1978	485	1739	770	1417	765	1451
Weighted Base	2313	381	456	459	436	365	242	2071	482	1831	570	1695	881	1429
Effective Base	1349	236	247	243	302	239	148	1201	335	1024	486	901	400	1009
Yes	611	88	117	137	111	115	52	559	163	448	134	466	216	394
	26%	23%	26%	30%	26%	32%	21%	27%	34%	24%	24%	27%	25%	28%
No	1684	290	333	322	323	249	189	1495	316	1368	428	1219	651	1030
	73%	76%	73%	70%	74%	68%	78%	72%	66%	75%	75%	72%	74%	72%
Don't know	18	3	7	1	1	*	1	17	3	15	8	10	13	5
	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	*

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_05 Whether switched provider or contract for any products or services since June 2019 - Home insurance**  
**Base: All who are responsible for purchasing home insurance**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV			
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2224	844	1380	242	1982	261	1963	119	2105	1184	1040	1174	1050	444	1780	253	1971	344	1880	137	2087
Weighted Base	2313	842	1471	214	2099	222	2091	90	2223	1254	1059	1232	1081	410	1903	248	2065	303	2010	120	2193
Effective Base	1349	551	807	161	1196	176	1186	83	1277	744	605	729	620	296	1065	155	1194	231	1132	91	1263
Yes	611	327	284	86	525	78	533	36	575	549	62	456	155	149	462	91	519	132	478	44	567
	26%	39%	19%	40%	25%	35%	25%	39%	26%	44%	6%	37%	14%	36%	24%	37%	25%	44%	24%	37%	26%
No	1684	512	1172	123	1561	143	1541	54	1630	699	985	771	913	256	1428	155	1529	164	1520	74	1610
	73%	61%	80%	58%	74%	64%	74%	60%	73%	56%	93%	63%	85%	62%	75%	62%	74%	54%	76%	62%	73%
Don't know	18	4	15	5	13	2	16	*	18	6	12	6	13	5	13	2	16	6	13	1	17
	1%	*	1%	2%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%

Q94b\_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance  
 Base: All who are responsible for purchasing car insurance

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2273	1180	1093	126	327	381	453	453	533	826	705	368	374	1708	304	225
Weighted Base	2307	1237	1070	105	308	372	420	439	665	734	638	506	429	1725	301	249
Effective Base	1373	755	619	78	220	269	318	315	271	535	452	227	220	1022	203	131
Yes	779	420	359	46	122	125	157	145	184	252	232	163	131	575	114	77
	34%	34%	34%	44%	40%	34%	37%	33%	28%	34%	36%	32%	31%	33%	38%	31%
No	1510	810	700	53	184	245	263	293	472	478	399	339	293	1138	185	169
	65%	65%	65%	50%	60%	66%	63%	67%	71%	65%	63%	67%	68%	66%	62%	68%
Don't know	19	7	11	6	1	1	*	1	9	4	7	3	5	13	2	4
	1%	1%	1%	5%	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance  
 Base: All who are responsible for purchasing car insurance

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2273	328	448	836	630	20	415	942	422	343	151	1649	545
Weighted Base	2307	244	745	799	511	7	445	972	418	331	141	1781	460
Effective Base	1373	219	305	575	387	12	254	523	279	231	104	1012	327
Yes	779	79	252	278	168	1	131	321	147	119	61	603	151
	34%	32%	34%	35%	33%	21%	30%	33%	35%	36%	43%	34%	33%
No	1510	164	485	514	340	5	311	642	269	210	78	1165	305
	65%	67%	65%	64%	67%	75%	70%	66%	64%	63%	55%	65%	66%
Don't know	19	1	8	7	3	*	3	9	3	2	2	13	3
	1%	*	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%	1%

Q94b\_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance  
 Base: All who are responsible for purchasing car insurance

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2273	90	244	150	104	131	197	170	328	269	244	238	108
Weighted Base	2307	91	243	181	147	195	219	238	353	227	135	203	74
Effective Base	1373	57	169	109	74	70	128	114	203	163	154	168	77
Yes	779	25	96	79	59	86	74	59	118	62	42	58	21
	34%	28%	40%	43%	40%	44%	34%	25%	33%	27%	31%	29%	28%
No	1510	66	144	102	88	108	144	173	232	164	92	144	53
	65%	72%	59%	56%	60%	55%	66%	73%	66%	72%	68%	71%	71%
Don't know	19	-	3	1	-	1	1	6	4	1	1	1	1
	1%	-	1%	1%	-	*	*	2%	1%	*	1%	1%	1%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance

Base: All who are responsible for purchasing car insurance

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2273	350	395	449	478	419	212	2061	606	1667	720	1515	703	1558
Weighted Base	2307	348	428	464	462	390	205	2103	597	1711	492	1774	783	1513
Effective Base	1373	197	238	260	330	268	107	1269	414	970	458	959	352	1084
Yes	779	103	140	166	165	144	53	726	232	547	150	615	222	556
	34%	30%	33%	36%	36%	37%	26%	35%	39%	32%	30%	35%	28%	37%
No	1510	243	279	296	296	245	151	1359	362	1148	335	1150	551	950
	65%	70%	65%	64%	64%	63%	74%	65%	61%	67%	68%	65%	70%	63%
Don't know	19	2	9	2	1	*	1	18	3	15	8	9	10	7
	1%	1%	2%	*	*	*	*	1%	1%	1%	2%	1%	1%	*

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_06 Whether switched provider or contract for any products or services since June 2019 - Car insurance**  
**Base: All who are responsible for purchasing car insurance**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2273	838	1435	280	1993	309	1964	120	2153	1036	1237	1473	800	530	1743	268	2005	378	1895	159	2114
Weighted Base	2307	830	1477	248	2059	269	2038	93	2215	1078	1230	1532	775	515	1793	273	2034	331	1977	137	2171
Effective Base	1373	541	838	186	1196	206	1179	85	1299	648	725	924	449	347	1032	168	1205	247	1138	109	1272
Yes	779	354	425	122	657	106	673	37	742	482	297	705	74	217	562	118	661	157	622	51	728
	34%	43%	29%	49%	32%	39%	33%	39%	34%	45%	24%	46%	10%	42%	31%	43%	33%	47%	31%	38%	34%
No	1510	471	1039	122	1387	163	1346	55	1455	591	918	820	690	289	1220	153	1356	168	1341	84	1425
	65%	57%	70%	49%	67%	61%	66%	59%	66%	55%	75%	54%	89%	56%	68%	56%	67%	51%	68%	62%	66%
Don't know	19	5	14	4	15	-	19	1	17	5	14	7	12	8	11	2	17	5	14	1	18
	1%	1%	1%	2%	1%	-	1%	1%	1%	*	1%	*	2%	2%	1%	1%	1%	2%	1%	1%	1%

**Q94b\_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract**  
**Base: All who are responsible for purchasing a mobile phone contract**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2512	1255	1257	244	412	422	496	444	494	815	789	388	520	1666	432	347
Weighted Base	2583	1294	1289	238	422	419	466	435	603	736	729	536	582	1700	437	382
Effective Base	1572	816	757	164	277	298	333	305	261	534	508	240	343	1028	282	221
Yes	447	250	197	95	101	76	64	41	70	126	127	111	83	278	87	59
	17%	19%	15%	40%	24%	18%	14%	10%	12%	17%	17%	21%	14%	16%	20%	15%
No	2115	1039	1076	137	317	343	403	391	523	608	597	419	490	1407	347	319
	82%	80%	83%	58%	75%	82%	86%	90%	87%	83%	82%	78%	84%	83%	79%	84%
Don't know	22	6	16	6	4	-	*	2	10	2	5	5	9	14	3	4
	1%	*	1%	2%	1%	-	*	*	2%	*	1%	1%	2%	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract**  
**Base: All who are responsible for purchasing a mobile phone contract**

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2512	477	551	868	587	17	547	919	481	386	179	1877	537
Weighted Base	2583	354	916	846	458	6	566	958	501	388	170	2032	459
Effective Base	1572	323	387	628	387	9	344	529	326	265	121	1189	329
Yes	447	58	136	155	97	2	61	143	105	93	45	339	83
	17%	16%	15%	18%	21%	35%	11%	15%	21%	24%	26%	17%	18%
No	2115	295	774	682	358	3	502	804	391	293	124	1678	372
	82%	83%	85%	81%	78%	60%	89%	84%	78%	75%	73%	83%	81%
Don't know	22	1	6	10	3	*	2	10	6	2	1	16	4
	1%	*	1%	1%	1%	5%	*	1%	1%	1%	1%	1%	1%

**Q94b\_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract**  
**Base: All who are responsible for purchasing a mobile phone contract**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2512	102	281	187	121	156	224	229	335	273	225	267	112
Weighted Base	2583	106	296	234	175	217	244	317	345	226	121	226	78
Effective Base	1572	72	190	135	88	86	149	157	224	163	151	184	81
Yes	447	17	54	39	38	51	45	60	51	24	21	34	13
	17%	17%	18%	17%	22%	24%	19%	19%	15%	11%	17%	15%	17%
No	2115	87	238	193	137	164	198	253	292	200	99	190	65
	82%	82%	81%	82%	78%	76%	81%	80%	85%	88%	82%	84%	82%
Don't know	22	2	3	2	-	1	1	4	2	2	2	2	1
	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract

Base: All who are responsible for purchasing a mobile phone contract

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2512	468	457	453	468	442	277	2235	650	1862	806	1647	674	1820
Weighted Base	2583	462	503	480	458	433	244	2339	672	1912	568	1952	728	1839
Effective Base	1572	289	286	258	323	290	155	1417	448	1128	543	1074	348	1255
Yes	447	68	88	67	94	94	38	409	154	293	100	333	111	329
	17%	15%	18%	14%	20%	22%	16%	17%	23%	15%	18%	17%	15%	18%
No	2115	389	408	411	364	338	204	1911	512	1603	463	1605	606	1500
	82%	84%	81%	86%	80%	78%	84%	82%	76%	84%	82%	82%	83%	82%
Don't know	22	5	6	2	-	*	2	20	6	16	5	14	11	9
	1%	1%	1%	*	-	*	1%	1%	1%	1%	1%	1%	1%	*

**Q94b\_07 Whether switched provider or contract for any products or services since June 2019 - A Mobile phone contract**  
**Base: All who are responsible for purchasing a mobile phone contract**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A 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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	2512	821	1691	304	2208	349	2163	127	2385	929	1583	1159	1353	738	1774	282	2230	439	2073	182	2330
Weighted Base	2583	814	1769	284	2299	323	2261	95	2488	965	1618	1236	1347	733	1850	275	2309	405	2178	155	2429
Effective Base	1572	539	1038	206	1371	234	1344	90	1493	599	973	742	829	488	1089	174	1398	283	1294	121	1457
Yes	447	169	278	90	357	90	357	32	415	143	304	227	220	310	137	78	369	110	337	47	400
	17%	21%	16%	32%	16%	28%	16%	34%	17%	15%	19%	18%	16%	42%	7%	28%	16%	27%	15%	30%	16%
No	2115	641	1473	190	1924	232	1883	62	2053	817	1297	1002	1113	414	1701	194	1921	290	1825	106	2009
	82%	79%	83%	67%	84%	72%	83%	65%	83%	85%	80%	81%	83%	56%	92%	71%	83%	72%	84%	69%	83%
Don't know	22	5	17	4	17	1	21	1	20	5	17	7	14	9	13	3	18	5	16	2	20
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

**Q94b\_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services**  
**Base: All who are responsible for purchasing a bundled contract**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1450	763	687	66	197	246	318	275	348	458	461	221	310	1024	200	212
Weighted Base	1520	798	722	62	174	243	322	274	444	430	437	310	343	1078	197	231
Effective Base	896	511	392	40	131	177	219	183	191	301	293	134	198	620	132	136
Yes	174	110	64	22	35	23	41	19	35	47	54	36	37	116	30	25
	11%	14%	9%	35%	20%	10%	13%	7%	8%	11%	12%	12%	11%	11%	15%	11%
No	1338	685	653	39	137	220	281	255	405	379	382	274	303	956	167	205
	88%	86%	90%	63%	79%	90%	87%	93%	91%	88%	87%	88%	88%	89%	85%	89%
Don't know	8	2	5	2	2	-	-	1	3	3	1	1	3	6	-	2
	1%	*	1%	2%	1%	-	-	*	1%	1%	*	*	1%	1%	-	1%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services**  
**Base: All who are responsible for purchasing a bundled contract**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1450	269	333	508	327	9	335	553	260	213	89	1131	282
Weighted Base	1520	183	547	515	271	4	347	591	271	225	86	1238	245
Effective Base	896	189	231	348	215	5	205	316	173	147	64	696	189
Yes	174	31	53	61	28	-	30	66	28	33	17	134	33
	11%	17%	10%	12%	10%	-	9%	11%	10%	15%	20%	11%	14%
No	1338	152	494	451	238	4	316	520	242	191	68	1098	212
	88%	83%	90%	88%	88%	100%	91%	88%	89%	85%	80%	89%	86%
Don't know	8	-	1	2	5	-	1	4	1	1	*	6	*
	1%	-	*	*	2%	-	*	1%	*	*	*	*	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services**  
**Base: All who are responsible for purchasing a bundled contract**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1450	59	177	105	77	77	118	122	203	153	132	166	61
Weighted Base	1520	68	188	119	106	125	139	170	229	126	73	133	45
Effective Base	896	39	122	74	55	42	74	87	133	104	87	117	43
Yes	174	8	28	9	6	8	15	29	26	19	4	16	5
	11%	13%	15%	7%	6%	7%	11%	17%	12%	16%	6%	12%	12%
No	1338	58	160	109	99	117	124	141	200	106	69	117	39
	88%	85%	85%	92%	94%	93%	89%	83%	88%	84%	94%	88%	86%
Don't know	8	2	*	1	-	-	1	-	2	-	-	*	1
	1%	2%	*	1%	-	-	1%	-	1%	-	-	*	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services

Base: All who are responsible for purchasing a bundled contract

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1450	292	272	268	280	243	201	1249	380	1070	532	896	450	996
Weighted Base	1520	284	304	307	283	239	186	1334	390	1130	394	1103	517	1001
Effective Base	896	176	170	143	194	164	116	780	264	638	359	577	241	685
Yes	174	35	23	35	42	31	22	152	45	129	51	119	62	111
	11%	12%	8%	11%	15%	13%	12%	11%	12%	11%	13%	11%	12%	11%
No	1338	247	278	271	241	208	162	1176	343	996	340	979	452	886
	88%	87%	92%	88%	85%	87%	87%	88%	88%	88%	86%	89%	87%	88%
Don't know	8	3	2	1	-	*	1	6	2	6	3	4	3	5
	1%	1%	1%	*	-	*	1%	*	*	1%	1%	*	1%	*

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_08 Whether switched provider or contract for any products or services since June 2019 - A bundled contract combining 2 or more services**  
**Base: All who are responsible for purchasing a bundled contract**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV			
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	1450	544	906	165	1285	183	1267	80	1370	615	835	695	755	320	1130	334	1116	175	1275	113	1337
Weighted Base	1520	549	971	149	1370	157	1363	62	1458	670	849	767	753	317	1203	328	1191	135	1385	98	1422
Effective Base	896	357	544	110	791	124	781	57	847	389	507	443	454	213	688	206	691	116	793	72	827
Yes	174	84	90	35	138	29	145	14	160	77	97	72	102	46	128	105	69	35	139	33	141
	11%	15%	9%	24%	10%	19%	11%	22%	11%	11%	11%	9%	14%	15%	11%	32%	6%	26%	10%	34%	10%
No	1338	464	874	114	1224	127	1211	48	1290	593	745	694	644	269	1069	220	1118	99	1239	65	1273
	88%	85%	90%	76%	89%	81%	89%	77%	89%	88%	88%	90%	86%	85%	89%	67%	94%	74%	89%	66%	90%
Don't know	8	-	8	-	8	*	7	*	7	*	7	1	6	2	6	3	4	1	7	-	8
	1%	-	1%	-	1%	*	1%	1%	*	*	1%	*	1%	*	1%	1%	*	1%	*	-	1%

Q94b\_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)  
 Base: All who are responsible for purchasing broadband

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1693	897	796	109	290	293	342	314	345	550	546	223	374	1118	310	240
Weighted Base	1656	872	783	104	287	274	306	295	388	482	477	291	406	1089	305	236
Effective Base	1064	563	501	67	193	215	231	220	181	351	356	150	232	690	200	155
Yes	253	128	125	40	56	48	42	31	37	81	66	46	60	130	72	45
	15%	15%	16%	39%	19%	17%	14%	11%	9%	17%	14%	16%	15%	12%	24%	19%
No	1389	742	647	62	229	227	264	262	344	400	409	242	338	948	231	190
	84%	85%	83%	60%	80%	83%	86%	89%	88%	83%	86%	83%	83%	87%	76%	80%
Don't know	14	2	12	1	3	-	*	2	8	1	2	3	8	11	2	2
	1%	*	2%	1%	1%	-	*	1%	2%	*	*	1%	2%	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)**  
**Base: All who are responsible for purchasing broadband**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1693	372	355	566	382	9	424	652	307	221	89	1268	383
Weighted Base	1656	280	566	528	278	2	404	646	310	203	92	1302	319
Effective Base	1064	257	250	406	252	7	279	374	206	155	60	815	224
Yes	253	52	76	86	39	*	59	81	37	49	27	214	36
	15%	18%	13%	16%	14%	2%	15%	13%	12%	24%	30%	16%	11%
No	1389	227	486	434	238	2	344	557	270	153	65	1076	281
	84%	81%	86%	82%	86%	98%	85%	86%	87%	76%	70%	83%	88%
Don't know	14	1	4	8	*	-	1	9	3	*	*	12	2
	1%	*	1%	2%	*	-	*	1%	1%	*	*	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)  
 Base: All who are responsible for purchasing broadband

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1693	70	165	106	80	92	170	167	217	194	184	170	78
Weighted Base	1656	72	155	135	107	103	167	232	233	166	101	131	53
Effective Base	1064	43	121	75	58	63	122	107	131	120	114	130	58
Yes	253	16	22	31	10	26	23	42	26	27	10	14	5
	15%	22%	14%	23%	10%	25%	14%	18%	11%	16%	10%	11%	10%
No	1389	55	131	104	96	76	143	187	206	138	89	116	47
	84%	76%	84%	77%	90%	74%	85%	80%	89%	83%	89%	89%	88%
Don't know	14	2	3	-	-	1	1	4	*	1	1	*	1
	1%	2%	2%	-	-	1%	1%	2%	*	1%	1%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)

Base: All who are responsible for purchasing broadband

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1693	350	310	304	319	281	204	1489	413	1280	556	1107	464	1219
Weighted Base	1656	325	321	308	295	249	160	1495	414	1242	377	1242	481	1164
Effective Base	1064	233	185	198	226	174	134	938	291	776	347	737	248	838
Yes	253	67	58	39	48	28	28	225	89	164	62	181	67	184
	15%	21%	18%	13%	16%	11%	17%	15%	22%	13%	16%	15%	14%	16%
No	1389	255	258	268	247	221	133	1256	323	1065	311	1053	405	974
	84%	78%	80%	87%	84%	89%	83%	84%	78%	86%	82%	85%	84%	84%
Don't know	14	3	5	1	-	*	-	14	2	12	5	9	8	6
	1%	1%	2%	*	-	*	-	1%	*	1%	1%	1%	2%	1%



**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_09 Whether switched provider or contract for any products or services since June 2019 - Broadband (not bundled with another product)**

**Base: All who are responsible for purchasing broadband**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV			
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Unweighted Base	1693	581	1112	223	1470	236	1457	88	1605	659	1034	774	919	399	1294	125	1568	472	1221	163	1530
Weighted Base	1656	549	1107	199	1457	212	1444	62	1594	657	999	771	885	372	1284	111	1544	427	1228	139	1517
Effective Base	1064	376	690	150	918	159	909	62	1010	414	650	489	575	256	809	71	993	298	768	108	959
Yes	253	112	141	54	199	49	204	23	230	100	153	121	132	91	162	23	230	183	70	39	214
	15%	20%	13%	27%	14%	23%	14%	36%	14%	15%	15%	16%	15%	24%	13%	21%	15%	43%	6%	28%	14%
No	1389	433	956	141	1248	162	1226	39	1350	552	837	643	745	276	1112	86	1303	240	1148	100	1289
	84%	79%	86%	71%	86%	77%	85%	63%	85%	84%	84%	83%	84%	74%	87%	77%	84%	56%	93%	72%	85%
Don't know	14	4	10	4	10	*	14	*	14	5	9	6	8	5	9	2	12	4	10	-	14
	1%	1%	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%

**Q94b\_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)**  
**Base: All who are responsible for purchasing pay TV**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	1032	583	449	59	179	204	224	188	178	362	332	139	199	683	193	141
Weighted Base	1020	576	445	57	167	192	223	177	203	311	312	176	221	666	188	150
Effective Base	672	380	292	37	125	148	153	135	96	250	215	104	119	441	129	91
Yes	86	50	37	13	24	15	15	12	8	27	31	17	10	56	17	11
	8%	9%	8%	23%	14%	8%	7%	7%	4%	9%	10%	10%	5%	8%	9%	7%
No	920	519	402	38	141	178	208	164	190	283	274	155	208	603	170	134
	90%	90%	90%	67%	85%	92%	93%	93%	93%	91%	88%	88%	94%	90%	90%	89%
Don't know	14	7	6	6	2	-	-	1	5	1	6	4	2	7	1	5
	1%	1%	1%	10%	1%	-	-	1%	2%	*	2%	2%	1%	1%	*	4%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)**  
**Base: All who are responsible for purchasing pay TV**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	1032	201	206	380	236	6	229	370	215	154	64	773	229
Weighted Base	1020	147	332	367	172	2	229	372	211	146	62	805	187
Effective Base	672	136	154	275	158	6	148	226	151	107	44	509	148
Yes	86	14	32	31	10	-	5	28	26	23	4	74	8
	8%	10%	10%	8%	6%	-	2%	8%	12%	16%	7%	9%	4%
No	920	133	295	329	160	2	223	339	180	121	58	720	178
	90%	90%	89%	90%	93%	100%	97%	91%	85%	83%	93%	89%	95%
Don't know	14	-	5	7	2	-	2	5	5	2	-	11	1
	1%	-	1%	2%	1%	-	1%	1%	2%	2%	-	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q94b\_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)

Base: All who are responsible for purchasing pay TV

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	1032	46	120	65	44	60	86	103	132	120	107	105	44
Weighted Base	1020	53	116	71	58	64	96	139	146	101	62	82	32
Effective Base	672	30	93	48	31	41	63	75	75	83	64	76	30
Yes	86 8%	5 9%	12 11%	12 17%	2 4%	12 18%	2 2%	18 13%	10 7%	5 5%	3 5%	2 3%	2 8%
No	920 90%	47 88%	101 87%	59 83%	56 96%	52 82%	93 97%	119 86%	132 91%	95 94%	58 94%	79 97%	29 90%
Don't know	14 1%	2 3%	3 2%	-	-	-	1 1%	2 1%	4 3%	1 1%	1 1%	-	1 2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q94b\_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)**  
**Base: All who are responsible for purchasing pay TV**

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Total	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	1032	176	184	176	228	195	104	928	294	738	321	697	261	763
Weighted Base	1020	166	183	195	207	179	80	941	294	726	209	791	263	748
Effective Base	672	107	121	113	161	137	59	614	209	464	204	486	140	542
Yes	86	11	16	24	22	12	7	79	42	44	26	60	24	63
	8%	6%	9%	12%	11%	7%	9%	8%	14%	6%	13%	8%	9%	8%
No	920	154	163	170	185	167	72	848	247	673	176	727	234	679
	90%	93%	89%	87%	89%	93%	91%	90%	84%	93%	84%	92%	89%	91%
Don't know	14	2	4	1	-	-	-	14	5	9	7	4	5	7
	1%	1%	2%	*	-	-	-	1%	2%	1%	3%	1%	2%	1%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q94b\_10 Whether switched provider or contract for any products or services since June 2019 - Pay TV (not bundled with another product)**  
**Base: All who are responsible for purchasing pay TV**

	Total	WHETHER SHOPPED AROUND FOR ENERGY		WHETHER SHOPPED AROUND FOR A CURRENT ACCOUNT		WHETHER SHOPPED AROUND FOR A CREDIT CARD		WHETHER SHOPPED AROUND FOR A MORTGAGE		WHETHER SHOPPED AROUND FOR HOME INSURANCE		WHETHER SHOPPED AROUND FOR A MOBILE PHONE CONTRACT		WHETHER SHOPPED AROUND FOR A BUNDLED CONTRACT		WHETHER SHOPPED AROUND FOR BROADBAND		WHETHER SHOPPED AROUND FOR PAY TV			
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	1032	357	675	125	907	154	878	60	972	398	634	466	566	273	759	116	916	217	815	186	846
Weighted Base	1020	352	669	105	916	140	881	46	975	409	611	470	551	256	764	110	911	187	833	168	852
Effective Base	672	230	441	87	589	109	566	43	633	256	416	304	368	181	492	62	612	136	537	123	550
Yes	86	45	41	19	67	23	64	15	72	45	41	50	36	39	47	21	66	35	52	53	34
	8%	13%	6%	18%	7%	16%	7%	32%	7%	11%	7%	11%	7%	15%	6%	19%	7%	19%	6%	31%	4%
No	920	307	614	84	836	115	805	31	889	362	558	419	501	210	710	86	834	150	770	114	806
	90%	87%	92%	80%	91%	82%	91%	68%	91%	89%	91%	89%	91%	82%	93%	79%	92%	80%	92%	68%	95%
Don't know	14	-	14	1	12	2	12	-	14	1	12	1	13	6	7	2	11	2	11	1	12
	1%	-	2%	1%	1%	1%	1%	-	1%	*	2%	*	2%	3%	1%	2%	1%	1%	1%	1%	1%

**Q95b. Whether respondent is responsible for purchasing these products and services, either on their own or jointly**  
**Base: All adults in UK**

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Energy (gas/electricity)	2780	1363	1417	107	385	425	523	508	831	790	797	544	648	1940	419	396
	69%	69%	69%	20%	58%	68%	78%	84%	91%	71%	72%	65%	68%	73%	63%	67%
A Current account	2766	1382	1384	181	413	457	503	458	753	794	791	518	662	1852	466	400
	69%	70%	68%	35%	62%	73%	75%	76%	82%	72%	71%	62%	69%	70%	70%	68%
A Mobile phone contract	2583	1294	1289	238	422	419	466	435	603	736	729	536	582	1700	437	382
	64%	66%	63%	45%	63%	67%	69%	72%	66%	66%	66%	64%	61%	64%	65%	65%
Home insurance	2313	1131	1182	40	213	328	470	469	793	712	682	453	466	1890	197	216
	58%	58%	58%	8%	32%	53%	70%	78%	86%	64%	62%	54%	49%	71%	29%	37%
Car insurance	2307	1237	1070	105	308	372	420	439	665	734	638	506	429	1725	301	249
	58%	63%	52%	20%	46%	60%	62%	73%	72%	66%	58%	60%	45%	65%	45%	42%
A Credit card	2052	1075	978	95	293	330	369	356	609	687	610	360	395	1498	289	226
	51%	55%	48%	18%	44%	53%	55%	59%	66%	62%	55%	43%	41%	57%	43%	38%
Broadband (not bundled with another product)	1656	872	783	104	287	274	306	295	388	482	477	291	406	1089	305	236
	41%	44%	38%	20%	43%	44%	46%	49%	42%	43%	43%	35%	42%	41%	46%	40%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	1520	798	722	62	174	243	322	274	444	430	437	310	343	1078	197	231
	38%	41%	35%	12%	26%	39%	48%	45%	48%	39%	39%	37%	36%	41%	29%	39%
Pay TV (not bundled with another product)	1020	576	445	57	167	192	223	177	203	311	312	176	221	666	188	150
	25%	29%	22%	11%	25%	31%	33%	29%	22%	28%	28%	21%	23%	25%	28%	25%
A Mortgage	882	470	412	39	163	239	240	146	56	319	295	155	112	795	58	25
	22%	24%	20%	7%	24%	38%	36%	24%	6%	29%	27%	18%	12%	30%	9%	4%
<b>SUMMARY CODE</b>																
ANY	3751	1845	1906	413	625	588	634	587	904	1047	1052	786	865	2496	622	549
	94%	94%	93%	79%	94%	94%	94%	97%	99%	94%	95%	94%	91%	94%	93%	93%
None of these	200	90	110	90	33	30	28	10	9	50	43	41	66	121	36	28
	5%	5%	5%	17%	5%	5%	4%	2%	1%	4%	4%	5%	7%	5%	5%	5%
Don't know	60	27	32	22	10	6	11	8	4	12	11	12	24	32	11	13
	1%	1%	2%	4%	2%	1%	2%	1%	*	1%	1%	1%	3%	1%	2%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q95b. Whether respondent is responsible for purchasing these products and services, either on their own or jointly

Base: All adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Energy (gas/electricity)	2780	400	957	880	533	6	657	1174	467	340	141	2200	514
	69%	75%	71%	65%	71%	71%	86%	77%	60%	55%	44%	71%	76%
A Current account	2766	400	947	904	506	6	661	1044	539	363	160	2202	484
	69%	75%	71%	66%	68%	70%	86%	69%	69%	59%	49%	71%	71%
A Mobile phone contract	2583	354	916	846	458	6	566	958	501	388	170	2032	459
	64%	66%	68%	62%	61%	62%	74%	63%	64%	63%	53%	66%	67%
Home insurance	2313	240	814	756	497	6	546	1027	355	285	100	1813	453
	58%	45%	61%	56%	67%	63%	71%	68%	45%	46%	31%	59%	67%
Car insurance	2307	244	745	799	511	7	445	972	418	331	141	1781	460
	58%	46%	56%	59%	68%	77%	58%	64%	53%	54%	44%	58%	68%
A Credit card	2052	270	700	650	427	4	518	810	359	257	109	1627	374
	51%	50%	52%	48%	57%	47%	68%	53%	46%	41%	34%	53%	55%
Broadband (not bundled with another product)	1656	280	566	528	278	2	404	646	310	203	92	1302	319
	41%	52%	42%	39%	37%	24%	53%	43%	40%	33%	29%	42%	47%
A bundled contract combining 2+ services (e.g. broadband and pay- TV)	1520	183	547	515	271	4	347	591	271	225	86	1238	245
	38%	34%	41%	38%	36%	43%	45%	39%	35%	36%	27%	40%	36%
Pay TV (not bundled with another product)	1020	147	332	367	172	2	229	372	211	146	62	805	187
	25%	27%	25%	27%	23%	18%	30%	25%	27%	24%	19%	26%	28%
A Mortgage	882	95	320	307	157	1	188	247	195	188	63	709	152
	22%	18%	24%	23%	21%	12%	25%	16%	25%	30%	19%	23%	22%
<b>SUMMARY CODE</b>													
ANY	3751	500	1265	1264	705	9	746	1443	715	570	276	2928	656
	94%	94%	94%	93%	94%	99%	97%	95%	91%	92%	85%	95%	97%
None of these	200	26	59	76	32	*	15	56	58	32	39	131	14
	5%	5%	4%	6%	4%	1%	2%	4%	7%	5%	12%	4%	2%
Don't know	60	8	17	21	9	-	5	18	10	17	9	36	9
	1%	1%	1%	2%	1%	-	1%	1%	1%	3%	3%	1%	1%



## Q95b. Whether respondent is responsible for purchasing these products and services, either on their own or jointly

Base: All adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Energy (gas/electricity)	2780	118	292	238	195	222	267	318	398	256	158	239	79
	69%	73%	66%	72%	67%	63%	72%	60%	72%	75%	82%	71%	72%
A Current account	2766	126	302	228	196	223	264	328	398	257	138	226	81
	69%	78%	69%	69%	67%	63%	71%	62%	72%	75%	72%	67%	73%
A Mobile phone contract	2583	106	296	234	175	217	244	317	345	226	121	226	78
	64%	65%	67%	71%	60%	61%	66%	60%	63%	66%	63%	67%	71%
Home insurance	2313	92	246	205	179	176	247	222	320	176	131	209	69
	58%	56%	56%	62%	61%	50%	66%	42%	58%	63%	68%	62%	63%
Car insurance	2307	91	243	181	147	195	219	238	353	227	135	203	74
	58%	56%	55%	55%	50%	55%	59%	45%	64%	66%	70%	60%	67%
A Credit card	2052	86	197	168	131	153	210	274	308	187	103	182	52
	51%	53%	45%	51%	45%	43%	56%	52%	56%	54%	54%	54%	47%
Broadband (not bundled with another product)	1656	72	155	135	107	103	167	232	233	166	101	131	53
	41%	45%	35%	41%	37%	29%	45%	44%	42%	48%	52%	39%	48%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	1520	68	188	119	106	125	139	170	229	126	73	133	45
	38%	42%	43%	36%	36%	35%	37%	32%	42%	37%	38%	40%	40%
Pay TV (not bundled with another product)	1020	53	116	71	58	64	96	139	146	101	62	82	32
	25%	33%	26%	22%	20%	18%	26%	26%	27%	29%	32%	24%	29%
A Mortgage	882	36	94	77	57	63	86	127	115	78	44	78	27
	22%	22%	21%	23%	19%	18%	23%	24%	21%	23%	23%	23%	25%
<b>SUMMARY CODE</b>													
ANY	3751	153	413	305	275	321	357	481	519	324	182	314	106
	94%	94%	94%	92%	94%	91%	96%	91%	94%	94%	95%	93%	95%
None of these	200	9	20	19	17	24	12	42	22	10	7	15	2
	5%	6%	5%	6%	6%	7%	3%	8%	4%	3%	4%	5%	2%
Don't know	60	*	7	6	*	8	3	4	9	10	2	7	3
	1%	*	2%	2%	*	2%	1%	1%	2%	3%	1%	2%	3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q95b. Whether respondent is responsible for purchasing these products and services, either on their own or jointly

Base: All adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Energy (gas/electricity)	2780	550	559	541	492	405	315	2464	648	2131	668	2064	930	1834
	69%	67%	75%	76%	72%	70%	74%	69%	60%	73%	77%	69%	78%	66%
A Current account	2766	559	540	519	500	428	323	2443	648	2118	647	2048	900	1854
	69%	68%	73%	73%	73%	73%	76%	68%	60%	72%	74%	68%	76%	67%
A Mobile phone contract	2583	462	503	480	458	433	244	2339	672	1912	568	1952	728	1839
	64%	56%	68%	68%	67%	74%	57%	65%	62%	65%	65%	65%	61%	67%
Home insurance	2313	381	456	459	436	365	242	2071	482	1831	570	1695	881	1429
	58%	46%	61%	65%	63%	63%	57%	58%	45%	62%	65%	56%	74%	52%
Car insurance	2307	348	428	464	462	390	205	2103	597	1711	492	1774	783	1513
	58%	42%	58%	66%	67%	67%	48%	59%	55%	58%	56%	59%	66%	55%
A Credit card	2052	351	382	388	401	369	209	1844	469	1583	455	1552	705	1334
	51%	43%	51%	55%	58%	63%	49%	51%	44%	54%	52%	52%	59%	48%
Broadband (not bundled with another product)	1656	325	321	308	295	249	160	1495	414	1242	377	1242	481	1164
	41%	40%	43%	43%	43%	43%	38%	42%	38%	42%	43%	41%	40%	42%
A bundled contract combining 2+ services (e.g. broadband and pay-TV)	1520	284	304	307	283	239	186	1334	390	1130	394	1103	517	1001
	38%	35%	41%	43%	41%	41%	44%	37%	36%	38%	45%	37%	43%	36%
Pay TV (not bundled with another product)	1020	166	183	195	207	179	80	941	294	726	209	791	263	748
	25%	20%	25%	27%	30%	31%	19%	26%	27%	25%	24%	26%	22%	27%
A Mortgage	882	103	107	170	216	227	34	848	346	536	140	728	89	790
	22%	13%	14%	24%	31%	39%	8%	24%	32%	18%	16%	24%	7%	29%
<b>SUMMARY CODE</b>														
ANY	3751	768	716	676	670	550	409	3342	980	2771	842	2804	1148	2568
	94%	94%	96%	96%	97%	94%	96%	93%	91%	94%	97%	93%	96%	93%
None of these	200	34	20	29	16	29	11	189	71	129	23	161	33	154
	5%	4%	3%	4%	2%	5%	3%	5%	7%	4%	3%	5%	3%	6%
Don't know	60	18	8	3	1	4	5	55	25	35	8	39	10	41
	1%	2%	1%	*	*	1%	1%	2%	2%	1%	1%	1%	1%	1%

## Q96b. Reasons for not switching provider or contract in the last 12 months

Base: All who are responsible for purchasing products and services, but have not switched provider in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	3406	1663	1743	325	558	564	655	585	719	1080	1046	537	743	2273	572	481
Weighted Base	3496	1708	1787	310	551	552	621	570	892	974	980	723	819	2338	577	507
Effective Base	2094	1068	1029	208	365	398	443	405	378	695	669	339	449	1387	372	290
Happy with current provider or contract	2156	1034	1122	178	269	301	388	357	663	631	609	406	509	1460	351	301
	62%	61%	63%	57%	49%	54%	62%	63%	74%	65%	62%	56%	62%	62%	61%	59%
Couldn't find a better deal	1058	518	540	64	149	158	189	190	308	340	300	214	204	792	134	122
	30%	30%	30%	21%	27%	29%	30%	33%	35%	35%	31%	30%	25%	34%	23%	24%
Product was not due for renewal	581	275	307	50	108	104	112	94	113	156	192	111	122	407	96	68
	17%	16%	17%	16%	20%	19%	18%	16%	13%	16%	20%	15%	15%	17%	17%	13%
Don't think it would make any difference	495	275	219	54	76	89	76	72	127	131	126	99	137	304	89	89
	14%	16%	12%	17%	14%	16%	12%	13%	14%	14%	13%	14%	17%	13%	15%	18%
Too much hassle to switch	494	249	246	58	108	95	93	70	71	145	148	86	116	323	94	72
	14%	15%	14%	19%	20%	17%	15%	12%	8%	15%	15%	12%	14%	14%	16%	14%
Too risky to switch	125	74	51	22	31	24	21	9	18	32	32	27	34	86	19	15
	4%	4%	3%	7%	6%	4%	3%	2%	2%	3%	3%	4%	4%	4%	3%	3%
Other	31	16	14	*	11	2	6	8	3	7	14	5	4	15	11	4
	1%	1%	1%	*	2%	*	1%	1%	*	1%	1%	1%	1%	1%	2%	1%
Don't know	81	45	35	12	24	18	9	7	11	16	15	24	25	45	10	24
	2%	3%	2%	4%	4%	3%	2%	1%	1%	2%	2%	3%	3%	2%	2%	5%

## Q96b. Reasons for not switching provider or contract in the last 12 months

Base: All who are responsible for purchasing products and services, but have not switched provider in the last 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	3406	625	733	1198	796	27	696	1306	650	517	237	2518	726
Weighted Base	3496	461	1201	1183	636	8	723	1371	664	510	227	2735	615
Effective Base	2094	427	519	806	497	15	423	749	426	355	160	1567	442
Happy with current provider or contract	2156 62%	293 64%	743 62%	721 61%	392 62%	5 59%	484 67%	911 66%	368 55%	274 54%	118 52%	1679 61%	403 66%
Couldn't find a better deal	1058 30%	116 25%	364 30%	364 31%	211 33%	3 40%	190 26%	474 35%	201 30%	131 26%	62 27%	831 30%	193 31%
Product was not due for renewal	581 17%	74 16%	206 17%	201 17%	98 15%	1 10%	111 15%	217 16%	96 14%	112 22%	46 20%	477 17%	80 13%
Don't think it would make any difference	495 14%	74 16%	157 13%	178 15%	84 13%	1 15%	104 14%	185 13%	105 16%	68 13%	33 14%	387 14%	89 14%
Too much hassle to switch	494 14%	70 15%	166 14%	175 15%	80 13%	2 28%	103 14%	141 10%	114 17%	94 18%	43 19%	368 13%	103 17%
Too risky to switch	125 4%	15 3%	38 3%	49 4%	23 4%	-	18 2%	33 2%	24 4%	36 7%	14 6%	101 4%	21 3%
Other	31 1%	11 2%	9 1%	7 1%	3 *	* 4%	9 1%	11 1%	5 1%	4 1%	2 1%	27 1%	4 1%
Don't know	81 2%	12 3%	28 2%	26 2%	14 2%	-	14 2%	21 2%	19 3%	19 4%	8 4%	59 2%	11 2%

## Q96b. Reasons for not switching provider or contract in the last 12 months

Base: All who are responsible for purchasing products and services, but have not switched provider in the last 12 months

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	3406	139	373	236	182	206	302	310	459	364	319	371	145
Weighted Base	3496	145	381	284	263	290	335	433	486	307	176	297	99
Effective Base	2094	91	246	166	127	115	200	211	292	231	208	258	101
Happy with current provider or contract	2156 62%	93 64%	224 59%	176 62%	172 65%	194 67%	191 57%	255 59%	299 62%	195 64%	108 61%	181 61%	67 68%
Couldn't find a better deal	1058 30%	43 29%	129 34%	107 38%	51 19%	90 31%	112 33%	105 24%	172 35%	90 29%	51 29%	78 26%	32 32%
Product was not due for renewal	581 17%	24 16%	76 20%	68 24%	42 16%	38 13%	52 16%	62 14%	70 14%	52 17%	31 18%	48 16%	19 19%
Don't think it would make any difference	495 14%	26 18%	57 15%	26 9%	44 17%	28 10%	39 12%	79 18%	69 14%	39 13%	27 15%	46 15%	16 17%
Too much hassle to switch	494 14%	19 13%	55 14%	28 10%	41 16%	39 13%	50 15%	72 17%	66 14%	38 12%	28 16%	46 16%	12 12%
Too risky to switch	125 4%	8 5%	12 3%	12 4%	15 6%	11 4%	5 2%	21 5%	15 3%	12 4%	4 2%	7 2%	3 3%
Other	31 1%	2 1%	4 1%	2 1%	4 2%	- -	3 1%	2 *	4 1%	2 1%	* *	6 2%	1 1%
Don't know	81 2%	2 2%	9 2%	4 1%	1 *	4 1%	11 3%	16 4%	12 2%	9 3%	4 2%	7 2%	1 1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q96b. Reasons for not switching provider or contract in the last 12 months

Base: All who are responsible for purchasing products and services, but have not switched provider in the last 12 months

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	3406	716	621	601	631	522	424	2982	870	2536	1112	2208	984	2384
Weighted Base	3496	701	674	637	626	511	379	3116	871	2625	792	2613	1088	2382
Effective Base	2094	424	380	348	432	342	227	1867	594	1511	709	1430	511	1630
Happy with current provider or contract	2156	428	428	402	361	322	254	1902	443	1713	507	1604	780	1368
	62%	61%	63%	63%	58%	63%	67%	61%	51%	65%	64%	61%	72%	57%
Couldn't find a better deal	1058	188	192	220	204	162	108	950	256	802	263	775	366	685
	30%	27%	28%	35%	33%	32%	29%	30%	29%	31%	33%	30%	34%	29%
Product was not due for renewal	581	113	102	104	109	91	55	526	175	407	136	432	150	428
	17%	16%	15%	16%	17%	18%	15%	17%	20%	15%	17%	17%	14%	18%
Don't think it would make any difference	495	108	116	88	74	71	64	430	131	364	115	364	164	328
	14%	15%	17%	14%	12%	14%	17%	14%	15%	14%	14%	14%	15%	14%
Too much hassle to switch	494	112	108	69	88	76	57	437	167	327	116	363	108	380
	14%	16%	16%	11%	14%	15%	15%	14%	19%	12%	15%	14%	10%	16%
Too risky to switch	125	40	23	12	21	18	20	106	53	72	25	97	45	78
	4%	6%	3%	2%	3%	4%	5%	3%	6%	3%	3%	4%	4%	3%
Other	31	3	3	9	8	5	2	29	8	23	6	23	3	28
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
Don't know	81	17	16	11	12	9	5	75	27	53	11	61	15	62
	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	2%	1%	3%

Q97b. How easy or difficult respondent found it to exit the contract for the product switched most recently  
Base: All who have switched in the last 12 months

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2069	1066	1003	253	410	342	377	318	369	715	661	332	361	1428	370	222
Weighted Base	2000	1052	948	230	377	327	350	304	411	609	581	442	369	1367	359	227
Effective Base	1337	690	648	166	264	235	267	215	215	488	450	220	229	940	237	134
Very easy	1059	552	507	83	142	173	218	189	254	346	304	232	177	760	160	115
	53%	52%	53%	36%	38%	53%	62%	62%	62%	57%	52%	52%	48%	56%	45%	51%
Fairly easy	701	364	338	91	173	126	104	97	109	196	211	149	146	468	151	71
	35%	35%	36%	40%	46%	38%	30%	32%	27%	32%	36%	34%	40%	34%	42%	31%
Fairly difficult	117	72	45	35	37	15	10	7	14	40	29	25	24	67	24	22
	6%	7%	5%	15%	10%	5%	3%	2%	4%	6%	5%	6%	6%	5%	7%	10%
Very difficult	48	32	16	10	15	6	4	3	10	12	12	16	7	24	12	6
	2%	3%	2%	4%	4%	2%	1%	1%	2%	2%	2%	4%	2%	2%	3%	3%
<b>SUMMARY CODES</b>																
EASY	1760	916	844	174	315	298	322	287	364	542	515	380	323	1228	312	187
	88%	87%	89%	76%	84%	91%	92%	94%	88%	89%	89%	86%	88%	90%	87%	82%
DIFFICULT	165	104	61	45	52	20	13	10	25	51	41	41	31	91	36	28
	8%	10%	6%	20%	14%	6%	4%	3%	6%	8%	7%	9%	8%	7%	10%	12%
Not applicable	58	29	29	4	8	5	11	6	23	13	17	15	12	37	6	12
	3%	3%	3%	2%	2%	2%	3%	2%	6%	2%	3%	3%	3%	3%	2%	5%
Don't know	17	3	14	7	2	4	4	1	-	2	8	5	2	11	5	1
	1%	*	1%	3%	*	1%	1%	*	-	*	1%	1%	1%	1%	1%	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q97b. How easy or difficult respondent found it to exit the contract for the product switched most recently  
 Base: All who have switched in the last 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2069	386	431	705	518	14	395	762	382	357	173	1551	426
Weighted Base	2000	270	664	654	405	4	384	737	375	345	159	1571	352
Effective Base	1337	261	322	501	337	7	253	475	249	245	117	1017	268
Very easy	1059	131	366	326	232	2	213	414	194	173	65	844	193
	53%	49%	55%	50%	57%	52%	55%	56%	52%	50%	41%	54%	55%
Fairly easy	701	96	221	253	129	1	121	248	142	124	66	537	130
	35%	36%	33%	39%	32%	17%	31%	34%	38%	36%	41%	34%	37%
Fairly difficult	117	21	29	46	20	-	23	27	21	30	16	95	8
	6%	8%	4%	7%	5%	-	6%	4%	6%	9%	10%	6%	2%
Very difficult	48	7	22	11	7	-	5	15	9	12	6	41	5
	2%	3%	3%	2%	2%	-	1%	2%	2%	4%	4%	3%	2%
<b>SUMMARY CODES</b>													
EASY	1760	227	587	580	362	3	334	662	336	297	131	1381	323
	88%	84%	88%	89%	89%	69%	87%	90%	90%	86%	82%	88%	92%
DIFFICULT	165	28	52	57	27	-	28	42	30	43	22	136	13
	8%	11%	8%	9%	7%	-	7%	6%	8%	12%	14%	9%	4%
Not applicable	58	11	17	13	15	1	17	27	6	2	5	40	16
	3%	4%	3%	2%	4%	31%	4%	4%	2%	1%	3%	3%	5%
Don't know	17	3	8	4	1	-	5	5	3	3	1	13	-
	1%	1%	1%	1%	*	-	1%	1%	1%	1%	1%	1%	-



**Q97b. How easy or difficult respondent found it to exit the contract for the product switched most recently**  
**Base: All who have switched in the last 12 months**

	Total	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2069	92	229	149	103	141	177	216	281	219	184	195	83
Weighted Base	2000	93	223	185	128	177	176	257	284	163	96	156	59
Effective Base	1337	56	162	104	74	94	127	147	176	157	109	139	59
Very easy	1059	47	114	98	65	98	97	126	163	83	57	82	28
	53%	50%	51%	53%	51%	55%	55%	49%	57%	51%	59%	53%	47%
Fairly easy	701	39	90	69	46	47	61	97	88	59	31	53	22
	35%	42%	40%	37%	36%	26%	34%	38%	31%	36%	32%	34%	38%
Fairly difficult	117	4	9	9	5	11	11	27	18	9	2	9	2
	6%	4%	4%	5%	4%	6%	6%	11%	6%	6%	2%	6%	4%
Very difficult	48	2	2	6	8	9	*	5	5	4	2	5	1
	2%	2%	1%	3%	6%	5%	*	2%	2%	2%	2%	3%	2%
<b>SUMMARY CODES</b>													
EASY	1760	86	204	167	111	144	158	223	250	143	88	135	51
	88%	92%	91%	90%	87%	82%	90%	87%	88%	87%	91%	86%	85%
DIFFICULT	165	6	11	15	13	21	12	32	22	13	4	14	3
	8%	6%	5%	8%	10%	12%	7%	12%	8%	8%	4%	9%	6%
Not applicable	58	1	4	2	1	11	5	*	11	6	5	6	5
	3%	1%	2%	1%	1%	6%	3%	*	4%	4%	5%	4%	8%
Don't know	17	-	5	1	3	1	2	2	*	2	-	1	1
	1%	-	2%	1%	2%	*	1%	1%	*	1%	-	1%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q97b. How easy or difficult respondent found it to exit the contract for the product switched most recently

Base: All who have switched in the last 12 months

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2069	421	354	379	413	357	244	1825	627	1442	653	1359	580	1464
Weighted Base	2000	378	367	376	402	332	197	1803	603	1397	443	1500	555	1429
Effective Base	1337	255	220	244	289	242	136	1201	418	920	414	931	331	999
Very easy	1059	179	191	203	213	200	99	960	291	768	258	786	314	743
	53%	47%	52%	54%	53%	60%	50%	53%	48%	55%	58%	52%	57%	52%
Fairly easy	701	124	136	134	149	105	55	646	229	472	126	546	164	529
	35%	33%	37%	35%	37%	32%	28%	36%	38%	34%	28%	36%	30%	37%
Fairly difficult	117	38	16	15	22	16	18	99	41	76	25	85	31	83
	6%	10%	4%	4%	5%	5%	9%	5%	7%	5%	6%	6%	6%	6%
Very difficult	48	17	16	4	9	2	7	41	23	25	13	33	15	32
	2%	4%	4%	1%	2%	1%	3%	2%	4%	2%	3%	2%	3%	2%
<b>SUMMARY CODES</b>														
EASY	1760	303	327	337	362	305	155	1605	520	1240	383	1332	478	1272
	88%	80%	89%	90%	90%	92%	79%	89%	86%	89%	86%	89%	86%	89%
DIFFICULT	165	55	33	19	30	19	25	140	64	101	39	118	47	115
	8%	15%	9%	5%	7%	6%	13%	8%	11%	7%	9%	8%	8%	8%
Not applicable	58	17	8	15	7	6	16	42	11	47	17	40	27	31
	3%	5%	2%	4%	2%	2%	8%	2%	2%	3%	4%	3%	5%	2%
Don't know	17	3	-	5	3	2	2	15	8	10	4	10	3	12
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

**Q98b. How easy or difficult respondent found it to find a new provider for the product switched most recently**  
**Base: All who have switched in the last 12 months**

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2069	1066	1003	253	410	342	377	318	369	715	661	332	361	1428	370	222
Weighted Base	2000	1052	948	230	377	327	350	304	411	609	581	442	369	1367	359	227
Effective Base	1337	690	648	166	264	235	267	215	215	488	450	220	229	940	237	134
Very easy	1106	588	519	91	180	187	208	190	251	355	328	244	179	780	182	122
	55%	56%	55%	40%	48%	57%	59%	62%	61%	58%	56%	55%	49%	57%	51%	54%
Fairly easy	733	367	365	104	161	117	124	93	134	205	210	170	148	496	135	86
	37%	35%	39%	45%	43%	36%	35%	31%	32%	34%	36%	38%	40%	36%	38%	38%
Fairly difficult	87	56	31	21	23	16	4	13	11	30	20	11	27	50	25	9
	4%	5%	3%	9%	6%	5%	1%	4%	3%	5%	3%	2%	7%	4%	7%	4%
Very difficult	31	21	10	7	9	5	4	1	5	11	7	10	4	20	3	3
	2%	2%	1%	3%	2%	2%	1%	*	1%	2%	1%	2%	1%	1%	1%	1%
<b>SUMMARY CODES</b>																
EASY	1839	955	884	196	340	304	332	282	384	560	538	414	327	1276	317	208
	92%	91%	93%	85%	90%	93%	95%	93%	93%	92%	93%	94%	89%	93%	88%	92%
DIFFICULT	118	77	41	29	32	21	7	14	16	41	27	20	31	70	29	13
	6%	7%	4%	12%	8%	6%	2%	5%	4%	7%	5%	5%	8%	5%	8%	6%
Not applicable	31	17	14	5	2	1	7	5	11	6	11	5	9	14	11	5
	2%	2%	1%	2%	1%	*	2%	2%	3%	1%	2%	1%	2%	1%	3%	2%
Don't know	12	3	9	1	2	1	5	3	-	2	5	2	2	7	3	1
	1%	*	1%	1%	1%	*	1%	1%	-	*	1%	1%	1%	1%	1%	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q98b. How easy or difficult respondent found it to find a new provider for the product switched most recently  
 Base: All who have switched in the last 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2069	386	431	705	518	14	395	762	382	357	173	1551	426
Weighted Base	2000	270	664	654	405	4	384	737	375	345	159	1571	352
Effective Base	1337	261	322	501	337	7	253	475	249	245	117	1017	268
Very easy	1106 55%	144 53%	382 58%	342 52%	233 58%	3 67%	214 56%	413 56%	214 57%	194 56%	71 44%	877 56%	202 57%
Fairly easy	733 37%	99 37%	245 37%	253 39%	133 33%	1 31%	131 34%	289 39%	130 35%	115 33%	68 43%	584 37%	121 34%
Fairly difficult	87 4%	15 5%	19 3%	35 5%	19 5%	* 2%	21 5%	20 3%	17 4%	18 5%	12 7%	66 4%	16 5%
Very difficult	31 2%	7 3%	5 1%	12 2%	7 2%	- -	4 1%	5 1%	6 1%	13 4%	4 3%	19 1%	5 1%
<b>SUMMARY CODES</b>													
EASY	1839 92%	242 90%	628 95%	595 91%	367 91%	4 98%	346 90%	701 95%	344 92%	309 90%	139 87%	1461 93%	323 92%
DIFFICULT	118 6%	22 8%	23 4%	47 7%	26 6%	* 2%	25 6%	24 3%	22 6%	31 9%	16 10%	85 5%	21 6%
Not applicable	31 2%	3 1%	9 1%	10 2%	8 2%	- -	11 3%	8 1%	5 1%	4 1%	4 2%	18 1%	7 2%
Don't know	12 1%	2 1%	4 1%	2 *	4 1%	- -	3 1%	3 *	4 1%	1 *	1 1%	7 *	1 *

**Q98b. How easy or difficult respondent found it to find a new provider for the product switched most recently**  
**Base: All who have switched in the last 12 months**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2069	92	229	149	103	141	177	216	281	219	184	195	83
Weighted Base	2000	93	223	185	128	177	176	257	284	163	96	156	59
Effective Base	1337	56	162	104	74	94	127	147	176	157	109	139	59
Very easy	1106	51	119	109	69	108	95	147	151	83	57	81	36
	55%	54%	53%	59%	54%	61%	54%	57%	53%	51%	60%	52%	61%
Fairly easy	733	36	86	68	50	61	60	81	110	64	34	60	22
	37%	39%	39%	37%	39%	34%	34%	32%	39%	39%	35%	38%	37%
Fairly difficult	87	5	11	3	4	3	14	15	13	10	2	8	1
	4%	6%	5%	2%	3%	1%	8%	6%	4%	6%	2%	5%	1%
Very difficult	31	*	1	2	2	2	2	8	6	2	*	5	-
	2%	*	*	1%	2%	1%	1%	3%	2%	1%	*	3%	-
<b>SUMMARY CODES</b>													
EASY	1839	87	205	177	119	169	155	229	261	147	92	141	58
	92%	93%	92%	96%	93%	95%	88%	89%	92%	90%	95%	90%	98%
DIFFICULT	118	6	12	5	6	5	16	23	18	12	2	13	1
	6%	6%	5%	3%	5%	3%	9%	9%	6%	7%	2%	8%	1%
Not applicable	31	1	3	1	2	3	5	3	5	3	3	3	-
	2%	1%	1%	1%	1%	2%	3%	1%	2%	2%	3%	2%	-
Don't know	12	-	3	2	1	-	-	2	-	2	-	-	*
	1%	-	2%	1%	1%	-	-	1%	-	1%	-	-	1%

Q98b. How easy or difficult respondent found it to find a new provider for the product switched most recently  
Base: All who have switched in the last 12 months

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2069	421	354	379	413	357	244	1825	627	1442	653	1359	580	1464
Weighted Base	2000	378	367	376	402	332	197	1803	603	1397	443	1500	555	1429
Effective Base	1337	255	220	244	289	242	136	1201	418	920	414	931	331	999
Very easy	1106	189	202	223	231	193	110	996	325	781	262	829	324	780
	55%	50%	55%	59%	58%	58%	56%	55%	54%	56%	59%	55%	58%	55%
Fairly easy	733	145	141	126	146	115	62	670	215	518	143	558	181	544
	37%	38%	38%	33%	36%	35%	32%	37%	36%	37%	32%	37%	33%	38%
Fairly difficult	87	25	10	13	12	18	15	72	33	54	19	67	27	60
	4%	7%	3%	3%	3%	5%	8%	4%	6%	4%	4%	4%	5%	4%
Very difficult	31	10	8	2	9	3	4	27	20	11	6	21	7	22
	2%	3%	2%	1%	2%	1%	2%	1%	3%	1%	1%	1%	1%	2%
<b>SUMMARY CODES</b>														
EASY	1839	334	343	349	377	308	173	1666	540	1299	405	1387	504	1324
	92%	88%	93%	93%	94%	93%	87%	92%	90%	93%	91%	92%	91%	93%
DIFFICULT	118	34	18	15	20	21	20	99	53	65	25	88	34	82
	6%	9%	5%	4%	5%	6%	10%	5%	9%	5%	6%	6%	6%	6%
Not applicable	31	7	6	10	2	4	3	28	5	26	11	18	15	15
	2%	2%	2%	3%	*	1%	2%	2%	1%	2%	3%	1%	3%	1%
Don't know	12	2	-	2	3	-	2	10	5	7	2	7	1	8
	1%	1%	-	1%	1%	-	1%	1%	1%	1%	*	*	*	1%

**Q99b. Whether experienced any problems once they selected a new provider or contract**  
**Base: All who have switched in the last 12 months**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2069	1066	1003	253	410	342	377	318	369	715	661	332	361	1428	370	222
Weighted Base	2000	1052	948	230	377	327	350	304	411	609	581	442	369	1367	359	227
Effective Base	1337	690	648	166	264	235	267	215	215	488	450	220	229	940	237	134
Yes	210	131	79	39	55	41	20	18	38	67	52	40	50	126	47	31
	10%	12%	8%	17%	15%	12%	6%	6%	9%	11%	9%	9%	14%	9%	13%	13%
No	1761	911	850	185	316	284	324	284	368	534	520	394	312	1220	306	194
	88%	87%	90%	80%	84%	87%	92%	93%	90%	88%	90%	89%	85%	89%	85%	86%
Don't know	29	10	19	7	5	3	7	2	5	7	9	7	6	21	6	2
	1%	1%	2%	3%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	2%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q99b. Whether experienced any problems once they selected a new provider or contract  
 Base: All who have switched in the last 12 months

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2069	386	431	705	518	14	395	762	382	357	173	1551	426
Weighted Base	2000	270	664	654	405	4	384	737	375	345	159	1571	352
Effective Base	1337	261	322	501	337	7	253	475	249	245	117	1017	268
Yes	210	39	79	57	34	-	47	40	45	49	28	161	33
	10%	14%	12%	9%	8%	-	12%	5%	12%	14%	18%	10%	9%
No	1761	229	574	588	364	4	330	687	321	294	129	1390	315
	88%	85%	87%	90%	90%	100%	86%	93%	86%	85%	81%	88%	89%
Don't know	29	2	10	9	7	-	7	9	8	2	3	19	5
	1%	1%	2%	1%	2%	-	2%	1%	2%	1%	2%	1%	1%



**Q99b. Whether experienced any problems once they selected a new provider or contract**  
**Base: All who have switched in the last 12 months**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2069	92	229	149	103	141	177	216	281	219	184	195	83
Weighted Base	2000	93	223	185	128	177	176	257	284	163	96	156	59
Effective Base	1337	56	162	104	74	94	127	147	176	157	109	139	59
Yes	210	8	31	17	8	18	21	45	19	13	7	18	4
	10%	8%	14%	9%	6%	10%	12%	17%	7%	8%	8%	12%	6%
No	1761	84	187	166	119	157	153	209	264	145	88	133	56
	88%	90%	84%	90%	92%	89%	87%	82%	93%	89%	91%	85%	93%
Don't know	29	2	5	2	2	2	2	3	1	5	1	5	*
	1%	2%	2%	1%	2%	1%	1%	1%	*	3%	1%	3%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q99b. Whether experienced any problems once they selected a new provider or contract**  
**Base: All who have switched in the last 12 months**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2069	421	354	379	413	357	244	1825	627	1442	653	1359	580	1464
Weighted Base	2000	378	367	376	402	332	197	1803	603	1397	443	1500	555	1429
Effective Base	1337	255	220	244	289	242	136	1201	418	920	414	931	331	999
Yes	210	68	43	28	37	26	47	163	80	130	77	124	86	123
	10%	18%	12%	8%	9%	8%	24%	9%	13%	9%	17%	8%	15%	9%
No	1761	298	321	345	359	305	142	1619	513	1248	358	1359	461	1289
	88%	79%	87%	92%	89%	92%	72%	90%	85%	89%	81%	91%	83%	90%
Don't know	29	11	4	3	5	1	8	21	9	20	8	17	8	17
	1%	3%	1%	1%	1%	*	4%	1%	2%	1%	2%	1%	1%	1%

## Q110. Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	3420 85%	1640 84%	1780 87%	426 81%	550 82%	530 85%	605 90%	535 88%	773 84%	990 89%	957 86%	692 82%	782 82%	2287 86%	563 84%	487 83%
A single retailer website (e.g. a high street retailer website)	2252 56%	976 50%	1276 62%	277 53%	390 58%	338 54%	384 57%	351 58%	513 56%	732 66%	634 57%	459 55%	427 45%	1581 60%	353 53%	271 46%
<b>SUMMARY CODE</b>																
ANY	3663 91%	1774 90%	1889 92%	480 92%	624 93%	563 90%	627 93%	560 93%	808 88%	1053 95%	1024 93%	751 90%	834 87%	2443 92%	609 91%	521 88%
No purchases of this type in the last 12 months	272 7%	147 7%	125 6%	22 4%	28 4%	45 7%	37 6%	40 7%	100 11%	43 4%	71 6%	65 8%	94 10%	167 6%	44 7%	52 9%
Don't know	76 2%	42 2%	35 2%	23 4%	16 2%	16 3%	7 1%	5 1%	9 1%	13 1%	12 1%	23 3%	28 3%	38 1%	17 3%	17 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q110. Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	3420 85%	457 85%	1165 87%	1127 83%	654 88%	9 97%	638 83%	1313 87%	690 88%	516 83%	263 81%	2625 85%	615 91%
A single retailer website (e.g. a high street retailer website)	2252 56%	273 51%	789 59%	733 54%	450 60%	4 45%	406 53%	841 55%	464 59%	371 60%	170 53%	1746 56%	409 60%
<b>SUMMARY CODE</b>													
ANY	3663 91%	491 92%	1250 93%	1214 89%	689 92%	9 99%	686 89%	1383 91%	735 94%	565 91%	294 91%	2822 91%	648 95%
No purchases of this type in the last 12 months	272 7%	35 7%	74 6%	113 8%	45 6%	* 1%	69 9%	112 7%	33 4%	38 6%	19 6%	223 7%	23 3%
Don't know	76 2%	8 2%	16 1%	34 3%	12 2%	- -	12 2%	22 1%	15 2%	16 3%	11 3%	50 2%	8 1%

Q110. Whether bought anything online from different types of website in the last 12 months  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	3420 85%	137 84%	378 86%	290 88%	240 82%	288 82%	318 85%	447 85%	463 84%	293 85%	165 86%	300 89%	100 90%
A single retailer website (e.g. a high street retailer website)	2252 56%	98 60%	252 57%	197 60%	161 55%	173 49%	218 59%	303 57%	322 59%	184 54%	103 54%	176 52%	65 58%
<b>SUMMARY CODE</b>													
ANY	3663 91%	150 92%	404 92%	309 94%	267 92%	310 88%	339 91%	490 93%	496 90%	312 91%	171 89%	311 92%	104 94%
No purchases of this type in the last 12 months	272 7%	11 7%	25 6%	19 6%	19 7%	35 10%	25 7%	30 6%	43 8%	22 6%	16 8%	21 6%	5 4%
Don't know	76 2%	1 1%	11 2%	2 1%	5 2%	9 2%	9 2%	8 2%	11 2%	10 3%	5 3%	4 1%	2 2%

## Q110. Whether bought anything online from different types of website in the last 12 months

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)	3420 85%	652 80%	654 88%	602 85%	611 89%	521 89%	346 81%	3074 86%	893 83%	2527 86%	775 89%	2543 85%	993 83%	2388 86%
A single retailer website (e.g. a high street retailer website)	2252 56%	378 46%	389 52%	421 59%	438 64%	403 69%	200 47%	2052 57%	610 57%	1642 56%	498 57%	1702 57%	655 55%	1580 57%
<b>SUMMARY CODE</b>														
ANY	3663 91%	720 88%	700 94%	642 91%	646 94%	552 95%	374 88%	3289 92%	989 92%	2674 91%	824 94%	2729 91%	1065 89%	2554 92%
No purchases of this type in the last 12 months	272 7%	81 10%	37 5%	59 8%	32 5%	24 4%	45 11%	227 6%	59 6%	212 7%	40 5%	219 7%	113 10%	155 6%
Don't know	76 2%	19 2%	7 1%	7 1%	10 1%	8 1%	6 1%	70 2%	28 3%	49 2%	8 1%	57 2%	13 1%	53 2%

## Q111. Online services have used in the last 12 months

Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Social media (e.g. Facebook, Twitter, Instagram)	2851	1353	1498	443	556	483	488	377	503	768	781	634	667	1789	551	434
	71%	69%	73%	84%	83%	77%	73%	62%	55%	69%	71%	76%	70%	68%	82%	74%
Streaming services (e.g. Netflix, Spotify)	2215	1111	1103	429	503	390	405	257	231	646	628	477	463	1349	478	315
	55%	57%	54%	82%	75%	62%	60%	42%	25%	58%	57%	57%	48%	51%	71%	53%
Renting a service from another individual (e.g. Airbnb, Uber)	508	239	269	128	163	81	66	47	23	205	156	92	55	294	156	43
	13%	12%	13%	24%	24%	13%	10%	8%	3%	18%	14%	11%	6%	11%	23%	7%
<b>SUMMARY CODE</b>																
ANY	3299	1603	1696	506	625	542	578	469	578	891	918	735	756	2101	616	487
	82%	82%	83%	96%	94%	87%	86%	78%	63%	80%	83%	88%	79%	79%	92%	83%
ALL 3	379	180	199	107	139	61	42	21	9	154	114	70	41	194	135	39
	9%	9%	10%	20%	21%	10%	6%	3%	1%	14%	10%	8%	4%	7%	20%	7%
None of these	687	345	342	9	38	77	91	132	339	207	185	103	192	532	49	98
	17%	18%	17%	2%	6%	12%	14%	22%	37%	19%	17%	12%	20%	20%	7%	17%
Don't know	25	14	11	10	5	4	2	3	*	10	4	2	8	15	5	5
	1%	1%	1%	2%	1%	1%	*	1%	*	1%	*	*	1%	1%	1%	1%

**Q111. Online services have used in the last 12 months**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Social media (e.g. Facebook, Twitter, Instagram)	2851 71%	396 74%	951 71%	986 72%	504 68%	6 68%	480 63%	1016 67%	603 77%	497 80%	256 79%	2193 71%	490 72%
Streaming services (e.g. Netflix, Spotify)	2215 55%	319 60%	750 56%	737 54%	396 53%	4 40%	316 41%	696 46%	516 66%	452 73%	235 73%	1712 55%	352 52%
Renting a service from another individual (e.g. Airbnb, Uber)	508 13%	94 18%	171 13%	172 13%	69 9%	* 5%	71 9%	159 11%	97 12%	116 19%	64 20%	400 13%	68 10%
<b>SUMMARY CODE</b>													
ANY	3299 82%	448 84%	1120 84%	1128 83%	583 78%	7 80%	553 72%	1179 78%	700 89%	570 92%	296 91%	2533 82%	564 83%
ALL 3	379 9%	79 15%	122 9%	123 9%	54 7%	* 4%	44 6%	111 7%	79 10%	91 15%	54 17%	304 10%	41 6%
None of these	687 17%	81 15%	217 16%	230 17%	155 21%	2 20%	209 27%	335 22%	79 10%	43 7%	22 7%	547 18%	114 17%
Don't know	25 1%	5 1%	4 *	3 *	8 1%	- -	5 1%	3 *	5 1%	6 1%	6 2%	15 *	2 *



## Q111. Online services have used in the last 12 months

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Social media (e.g. Facebook, Twitter, Instagram)	2851 71%	116 71%	305 69%	249 75%	221 76%	242 68%	263 71%	379 72%	372 68%	247 72%	135 70%	243 72%	80 72%
Streaming services (e.g. Netflix, Spotify)	2215 55%	82 50%	250 57%	176 53%	170 58%	205 58%	177 48%	346 65%	278 51%	167 49%	101 53%	203 60%	60 54%
Renting a service from another individual (e.g. Airbnb, Uber)	508 13%	16 10%	46 11%	22 7%	32 11%	36 10%	35 10%	151 29%	62 11%	39 11%	17 9%	44 13%	8 7%
<b>SUMMARY CODE</b>													
ANY	3299 82%	133 82%	354 80%	266 81%	260 89%	295 84%	294 79%	448 85%	431 78%	279 81%	159 83%	287 85%	92 83%
ALL 3	379 9%	10 6%	38 9%	16 5%	22 7%	26 7%	22 6%	123 23%	46 8%	26 7%	11 6%	33 10%	8 7%
None of these	687 17%	29 18%	85 19%	63 19%	31 11%	53 15%	74 20%	77 15%	115 21%	62 18%	33 17%	48 14%	16 14%
Don't know	25 1%	1 *	1 *	1 *	* *	5 1%	5 1%	3 *	4 1%	2 *	1 *	1 *	3 2%

## Q111. Online services have used in the last 12 months

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Social media (e.g. Facebook, Twitter, Instagram)	2851 71%	552 67%	542 73%	497 70%	517 75%	438 75%	269 63%	2582 72%	855 79%	1996 68%	603 69%	2157 72%	691 58%	2122 77%
Streaming services (e.g. Netflix, Spotify)	2215 55%	362 44%	405 54%	361 51%	422 61%	413 71%	141 33%	2073 58%	751 70%	1464 50%	420 48%	1726 57%	356 30%	1826 66%
Renting a service from another individual (e.g. Airbnb, Uber)	508 13%	67 8%	75 10%	78 11%	114 17%	125 21%	25 6%	483 13%	157 15%	352 12%	78 9%	421 14%	72 6%	428 15%
<b>SUMMARY CODE</b>														
ANY	3299 82%	651 79%	618 83%	555 78%	595 87%	510 87%	313 74%	2986 83%	998 93%	2301 78%	694 80%	2494 83%	807 68%	2445 89%
ALL 3	379 9%	44 5%	47 6%	52 7%	88 13%	107 18%	12 3%	366 10%	114 11%	264 9%	52 6%	320 11%	37 3%	337 12%
None of these	687 17%	164 20%	124 17%	153 22%	92 13%	68 12%	112 26%	575 16%	67 6%	621 21%	179 20%	491 16%	383 32%	300 11%
Don't know	25 1%	4 1%	2 *	- -	- -	5 1%	* *	25 1%	12 1%	13 *	* *	20 1%	1 *	18 1%

## Q112. 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	3386	2229	2269	530
Weighted Base	3420	2252	2215	508
Effective Base	2109	1383	1495	353
Very easy	670 20%	400 18%	508 23%	93 18%
Fairly easy	1463 43%	1026 46%	891 40%	219 43%
Fairly difficult	380 11%	235 10%	183 8%	60 12%
Very difficult	150 4%	102 5%	70 3%	29 6%
<b>SUMMARY CODES</b>				
EASY	2133 62%	1426 63%	1399 63%	312 61%
DIFFICULT	530 16%	337 15%	253 11%	89 17%
I have not seen \ read the terms and conditions	664 19%	418 19%	513 23%	104 20%
Don't know	92 3%	72 3%	50 2%	3 1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	3386	1623	1763	435	559	553	640	556	643	1093	1045	529	719	2261	568	460
Weighted Base	3420	1640	1780	426	550	530	605	535	773	990	957	692	782	2287	563	487
Effective Base	2109	1048	1063	286	372	383	431	387	337	713	676	329	447	1395	365	288
Very easy	670	333	337	97	120	125	119	92	116	201	172	137	160	395	136	124
	20%	20%	19%	23%	22%	24%	20%	17%	15%	20%	18%	20%	20%	17%	24%	25%
Fairly easy	1463	703	760	177	216	211	258	231	369	408	421	316	318	1014	229	189
	43%	43%	43%	42%	39%	40%	43%	43%	48%	41%	44%	46%	41%	44%	41%	39%
Fairly difficult	380	180	200	33	51	51	66	61	118	120	98	78	84	263	59	53
	11%	11%	11%	8%	9%	10%	11%	11%	15%	12%	10%	11%	11%	12%	10%	11%
Very difficult	150	93	57	20	23	19	18	27	44	61	44	21	25	111	17	11
	4%	6%	3%	5%	4%	4%	3%	5%	6%	6%	5%	3%	3%	5%	3%	2%
<b>SUMMARY CODES</b>																
EASY	2133	1036	1097	274	337	336	377	323	486	609	593	452	478	1409	365	313
	62%	63%	62%	64%	61%	64%	62%	60%	63%	62%	62%	65%	61%	62%	65%	64%
DIFFICULT	530	273	257	54	73	70	84	88	161	181	142	99	109	375	75	65
	16%	17%	14%	13%	13%	13%	14%	16%	21%	18%	15%	14%	14%	16%	13%	13%
I have not seen \ read the terms and conditions	664	293	371	89	125	115	129	108	98	187	192	117	168	442	111	92
	19%	18%	21%	21%	23%	22%	21%	20%	13%	19%	20%	17%	22%	19%	20%	19%
Don't know	92	38	55	9	15	8	15	16	28	13	30	23	26	61	12	17
	3%	2%	3%	2%	3%	2%	2%	3%	4%	1%	3%	3%	3%	3%	2%	4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	3386	619	712	1174	818	28	635	1270	665	539	277	2458	726
Weighted Base	3420	457	1165	1127	654	9	638	1313	690	516	263	2625	615
Effective Base	2109	415	503	825	534	16	399	729	437	374	191	1549	443
Very easy	670	115	201	222	128	3	118	221	150	117	63	514	127
	20%	25%	17%	20%	20%	34%	18%	17%	22%	23%	24%	20%	21%
Fairly easy	1463	170	514	488	284	3	269	586	290	220	98	1129	263
	43%	37%	44%	43%	43%	36%	42%	45%	42%	43%	37%	43%	43%
Fairly difficult	380	51	142	119	67	1	78	162	73	44	24	295	66
	11%	11%	12%	11%	10%	13%	12%	12%	11%	9%	9%	11%	11%
Very difficult	150	22	50	45	33	*	32	53	23	26	16	108	35
	4%	5%	4%	4%	5%	5%	5%	4%	3%	5%	6%	4%	6%
<b>SUMMARY CODES</b>													
EASY	2133	285	715	711	412	6	386	807	440	337	161	1643	390
	62%	62%	61%	63%	63%	70%	61%	62%	64%	65%	61%	63%	63%
DIFFICULT	530	72	192	164	99	2	110	215	96	70	40	403	101
	16%	16%	16%	15%	15%	18%	17%	16%	14%	14%	15%	15%	16%
I have not seen \ read the terms and conditions	664	89	228	221	124	1	112	261	140	98	52	506	112
	19%	19%	20%	20%	19%	12%	18%	20%	20%	19%	20%	19%	18%
Don't know	92	10	30	31	19	-	30	29	13	11	10	72	13
	3%	2%	3%	3%	3%	-	5%	2%	2%	2%	4%	3%	2%

Q112\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	3386	130	375	238	172	215	291	325	455	354	313	373	145
Weighted Base	3420	137	378	290	240	288	318	447	463	293	165	300	100
Effective Base	2109	87	245	167	121	125	196	222	290	226	212	262	104
Very easy	670 20%	26 19%	79 21%	54 18%	49 20%	58 20%	47 15%	99 22%	82 18%	50 17%	36 22%	70 23%	20 20%
Fairly easy	1463 43%	53 39%	175 46%	123 42%	112 46%	116 40%	144 45%	176 39%	192 41%	134 46%	62 38%	129 43%	47 47%
Fairly difficult	380 11%	15 11%	33 9%	42 14%	19 8%	34 12%	44 14%	59 13%	58 13%	26 9%	19 11%	25 8%	9 9%
Very difficult	150 4%	7 5%	14 4%	6 2%	12 5%	7 2%	15 5%	21 5%	27 6%	18 6%	8 5%	15 5%	2 2%
<b>SUMMARY CODES</b>													
EASY	2133 62%	80 58%	254 67%	176 61%	160 67%	173 60%	191 60%	275 61%	275 59%	184 63%	98 59%	199 66%	68 67%
DIFFICULT	530 16%	22 16%	47 12%	47 16%	30 13%	40 14%	58 18%	80 18%	85 18%	43 15%	27 16%	40 13%	11 11%
I have not seen \ read the terms and conditions	664 19%	23 17%	67 18%	61 21%	40 17%	61 21%	64 20%	87 19%	95 20%	55 19%	38 23%	55 18%	18 18%
Don't know	92 3%	12 9%	10 3%	5 2%	10 4%	14 5%	4 1%	6 1%	9 2%	10 4%	3 2%	6 2%	3 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	3386	679	609	579	620	535	402	2984	904	2482	1093	2197	927	2411
Weighted Base	3420	652	654	602	611	521	346	3074	893	2527	775	2543	993	2388
Effective Base	2109	421	377	335	423	356	232	1879	629	1492	699	1437	485	1650
Very easy	670	131	133	124	109	108	64	606	209	460	148	502	166	497
	20%	20%	20%	21%	18%	21%	19%	20%	23%	18%	19%	20%	17%	21%
Fairly easy	1463	276	284	263	264	201	155	1308	366	1098	321	1105	474	968
	43%	42%	43%	44%	43%	39%	45%	43%	41%	43%	41%	43%	48%	41%
Fairly difficult	380	71	81	83	61	57	39	342	94	286	92	281	134	243
	11%	11%	12%	14%	10%	11%	11%	11%	11%	11%	12%	11%	14%	10%
Very difficult	150	28	28	25	33	28	16	134	30	120	33	112	55	95
	4%	4%	4%	4%	5%	5%	5%	4%	3%	5%	4%	4%	6%	4%
<b>SUMMARY CODES</b>														
EASY	2133	406	417	386	373	309	219	1914	575	1558	470	1606	640	1465
	62%	62%	64%	64%	61%	59%	63%	62%	64%	62%	61%	63%	64%	61%
DIFFICULT	530	99	108	108	94	85	54	476	124	406	125	394	189	338
	16%	15%	17%	18%	15%	16%	16%	15%	14%	16%	16%	15%	19%	14%
I have not seen \ read the terms and conditions	664	125	104	98	133	123	56	608	171	493	156	482	129	529
	19%	19%	16%	16%	22%	24%	16%	20%	19%	20%	20%	19%	13%	22%
Don't know	92	22	24	10	11	4	17	76	23	70	24	61	35	56
	3%	3%	4%	2%	2%	1%	5%	2%	3%	3%	3%	2%	4%	2%

## Q112\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2229	965	1264	286	387	358	404	356	438	811	686	334	398	1577	361	238
Weighted Base	2252	976	1276	277	390	338	384	351	513	732	634	459	427	1581	353	271
Effective Base	1383	638	749	188	255	257	269	244	225	537	449	201	251	970	237	147
Very easy	400	176	224	62	83	63	82	44	66	128	108	91	73	252	72	68
	18%	18%	18%	22%	21%	19%	21%	13%	13%	18%	17%	20%	17%	16%	20%	25%
Fairly easy	1026	443	583	112	158	144	173	171	270	320	288	216	202	727	164	116
	46%	45%	46%	40%	40%	43%	45%	49%	53%	44%	45%	47%	47%	46%	47%	43%
Fairly difficult	235	116	119	28	40	30	37	40	59	79	80	36	40	161	39	31
	10%	12%	9%	10%	10%	9%	10%	11%	12%	11%	13%	8%	9%	10%	11%	11%
Very difficult	102	57	45	12	21	13	10	25	21	44	25	22	12	80	8	9
	5%	6%	4%	4%	5%	4%	3%	7%	4%	6%	4%	5%	3%	5%	2%	3%
<b>SUMMARY CODES</b>																
EASY	1426	619	807	174	241	206	254	215	336	448	396	307	275	979	237	184
	63%	63%	63%	63%	62%	61%	66%	61%	65%	61%	62%	67%	64%	62%	67%	68%
DIFFICULT	337	173	164	40	61	43	47	65	80	123	104	59	52	241	47	40
	15%	18%	13%	15%	16%	13%	12%	19%	16%	17%	16%	12%	13%	15%	13%	15%
I have not seen \ read the terms and conditions	418	167	251	62	81	78	73	59	65	148	117	70	82	304	64	37
	19%	17%	20%	22%	21%	23%	19%	17%	13%	20%	19%	15%	19%	19%	18%	14%
Don't know	72	17	54	1	8	10	9	11	32	13	17	23	18	57	5	9
	3%	2%	4%	*	2%	3%	2%	3%	6%	2%	3%	5%	4%	4%	1%	3%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2229	373	478	758	589	17	404	814	447	393	171	1637	485
Weighted Base	2252	273	789	733	450	4	406	841	464	371	170	1746	409
Effective Base	1383	249	341	522	397	13	264	457	296	265	116	1025	298
Very easy	400 18%	48 17%	130 16%	139 19%	82 18%	1 19%	59 15%	125 15%	90 19%	79 21%	46 27%	309 18%	72 18%
Fairly easy	1026 46%	121 44%	364 46%	343 47%	195 43%	2 44%	179 44%	414 49%	219 47%	156 42%	58 34%	814 47%	173 42%
Fairly difficult	235 10%	32 12%	92 12%	67 9%	43 10%	* 6%	58 14%	77 9%	49 11%	35 9%	17 10%	169 10%	56 14%
Very difficult	102 5%	14 5%	32 4%	33 5%	22 5%	* 6%	18 4%	36 4%	17 4%	24 6%	7 4%	67 4%	30 7%
<b>SUMMARY CODES</b>													
EASY	1426 63%	169 62%	494 63%	483 66%	277 62%	3 63%	238 59%	539 64%	309 67%	235 63%	105 61%	1123 64%	244 60%
DIFFICULT	337 15%	47 17%	123 16%	101 14%	65 14%	* 11%	76 19%	113 13%	66 14%	59 16%	24 14%	236 14%	86 21%
I have not seen \ read the terms and conditions	418 19%	51 19%	139 18%	127 17%	98 22%	1 23%	77 19%	149 18%	83 18%	71 19%	37 22%	324 19%	71 17%
Don't know	72 3%	6 2%	33 4%	23 3%	10 2%	* 3%	15 4%	40 5%	6 1%	6 2%	5 3%	63 4%	8 2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2229	95	243	165	108	128	201	232	313	222	206	224	92
Weighted Base	2252	98	252	197	161	173	218	303	322	184	103	176	65
Effective Base	1383	60	157	119	77	70	139	162	202	133	145	158	65
Very easy	400 18%	15 15%	42 17%	45 23%	26 16%	30 17%	35 16%	56 19%	48 15%	30 16%	23 22%	35 20%	14 21%
Fairly easy	1026 46%	53 53%	119 47%	71 36%	81 50%	74 43%	97 44%	140 46%	160 50%	82 44%	34 33%	89 50%	28 43%
Fairly difficult	235 10%	12 12%	31 12%	33 17%	9 5%	15 8%	35 16%	25 8%	30 9%	21 12%	11 11%	11 6%	3 5%
Very difficult	102 5%	3 3%	6 2%	7 4%	13 8%	6 3%	6 3%	22 7%	14 4%	9 5%	7 7%	5 3%	4 6%
<b>SUMMARY CODES</b>													
EASY	1426 63%	68 69%	161 64%	116 59%	107 66%	104 60%	131 60%	196 65%	208 65%	112 61%	57 55%	124 70%	42 65%
DIFFICULT	337 15%	15 15%	37 15%	40 20%	21 13%	20 12%	41 19%	47 15%	43 14%	31 17%	18 17%	16 9%	8 12%
I have not seen \ read the terms and conditions	418 19%	8 8%	47 19%	41 21%	32 20%	35 20%	38 17%	51 17%	59 18%	34 19%	25 24%	33 19%	15 23%
Don't know	72 3%	8 8%	7 3%	- -	1 1%	14 8%	7 3%	9 3%	11 3%	7 4%	3 3%	3 2%	* *

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2229	388	375	396	446	412	228	2001	608	1621	718	1464	624	1579
Weighted Base	2252	378	389	421	438	403	200	2052	610	1642	498	1702	655	1580
Effective Base	1383	237	234	216	308	279	132	1252	416	972	463	959	324	1077
Very easy	400 18%	68 18%	80 21%	65 16%	77 18%	80 20%	30 15%	369 18%	125 20%	275 17%	86 17%	310 18%	95 15%	298 19%
Fairly easy	1026 46%	186 49%	181 46%	209 50%	200 46%	150 37%	105 53%	921 45%	258 42%	768 47%	228 46%	773 45%	343 52%	676 43%
Fairly difficult	235 10%	41 11%	46 12%	46 11%	46 10%	44 11%	20 10%	215 10%	74 12%	161 10%	48 10%	185 11%	62 9%	170 11%
Very difficult	102 5%	12 3%	14 4%	21 5%	20 5%	24 6%	6 3%	96 5%	21 3%	81 5%	27 5%	74 4%	29 4%	73 5%
<b>SUMMARY CODES</b>														
EASY	1426 63%	253 67%	261 67%	275 65%	277 63%	230 57%	136 68%	1290 63%	383 63%	1043 64%	314 63%	1083 64%	439 67%	974 62%
DIFFICULT	337 15%	53 14%	60 15%	66 16%	65 15%	68 17%	26 13%	311 15%	95 16%	242 15%	75 15%	259 15%	91 14%	243 15%
I have not seen \ read the terms and conditions	418 19%	64 17%	51 13%	58 14%	92 21%	100 25%	33 17%	384 19%	121 20%	296 18%	95 19%	312 18%	89 14%	327 21%
Don't know	72 3%	7 2%	18 5%	22 5%	4 1%	5 1%	5 2%	67 3%	11 2%	61 4%	15 3%	48 3%	36 6%	35 2%

Q112\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2269	1127	1142	433	514	408	425	279	210	763	696	374	436	1404	483	301
Weighted Base	2215	1111	1103	429	503	390	405	257	231	646	628	477	463	1349	478	315
Effective Base	1495	752	742	286	342	287	289	188	118	531	471	257	278	939	317	189
Very easy	508 23%	268 24%	240 22%	103 24%	130 26%	90 23%	101 25%	54 21%	30 13%	149 23%	138 22%	121 25%	100 22%	266 20%	129 27%	97 31%
Fairly easy	891 40%	456 41%	435 39%	164 38%	183 36%	160 41%	159 39%	108 42%	117 51%	241 37%	245 39%	207 43%	198 43%	555 41%	190 40%	126 40%
Fairly difficult	183 8%	102 9%	81 7%	39 9%	39 8%	26 7%	33 8%	23 9%	23 10%	56 9%	55 9%	35 7%	37 8%	121 9%	36 7%	23 7%
Very difficult	70 3%	45 4%	25 2%	17 4%	16 3%	15 4%	7 2%	6 2%	9 4%	31 5%	18 3%	10 2%	10 2%	48 4%	10 2%	7 2%
<b>SUMMARY CODES</b>																
EASY	1399 63%	724 65%	675 61%	267 62%	313 62%	250 64%	261 64%	162 63%	147 64%	390 60%	382 61%	329 69%	298 64%	822 61%	319 67%	223 71%
DIFFICULT	253 11%	147 13%	106 10%	56 13%	55 11%	41 11%	40 10%	30 12%	31 14%	88 14%	73 12%	45 9%	47 10%	168 12%	45 10%	30 10%
I have not seen \ read the terms and conditions	513 23%	217 20%	296 27%	98 23%	119 24%	92 24%	99 25%	59 23%	45 19%	155 24%	155 25%	96 20%	107 23%	327 24%	107 22%	55 17%
Don't know	50 2%	23 2%	27 2%	8 2%	16 3%	6 1%	6 1%	7 3%	8 3%	14 2%	18 3%	7 1%	12 2%	33 2%	7 2%	8 2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q112\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2269	439	465	778	539	15	340	715	507	462	245	1656	441
Weighted Base	2215	319	750	737	396	4	316	696	516	452	235	1712	352
Effective Base	1495	316	353	572	381	12	229	453	335	315	166	1104	291
Very easy	508 23%	88 27%	152 20%	174 24%	94 24%	* 2%	65 20%	142 20%	119 23%	119 26%	63 27%	416 24%	72 20%
Fairly easy	891 40%	117 37%	331 44%	287 39%	150 38%	2 45%	132 42%	295 42%	211 41%	174 39%	79 34%	691 40%	137 39%
Fairly difficult	183 8%	26 8%	67 9%	63 9%	26 6%	* 13%	23 7%	58 8%	49 9%	32 7%	20 9%	137 8%	29 8%
Very difficult	70 3%	6 2%	27 4%	17 2%	19 5%	* 6%	8 3%	18 3%	14 3%	17 4%	11 5%	45 3%	20 6%
<b>SUMMARY CODES</b>													
EASY	1399 63%	204 64%	483 64%	461 63%	244 62%	2 47%	196 62%	437 63%	330 64%	294 65%	142 61%	1107 65%	209 60%
DIFFICULT	253 11%	32 10%	94 13%	81 11%	44 11%	1 19%	31 10%	77 11%	63 12%	50 11%	32 13%	183 11%	49 14%
I have not seen \ read the terms and conditions	513 23%	76 24%	164 22%	174 24%	96 24%	1 33%	78 25%	172 25%	112 22%	96 21%	55 23%	387 23%	87 25%
Don't know	50 2%	7 2%	9 1%	21 3%	12 3%	- -	10 3%	10 1%	10 2%	12 3%	7 3%	36 2%	7 2%

## Q112\_03. Ease of understanding the terms and conditions - When you use streaming services (e.g. Netflix, Spotify)

Base: All who have used streaming services (e.g. Netflix, Spotify) in the last 12 months

	Total	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2269	84	256	149	118	167	179	262	297	204	206	260	87
Weighted Base	2215	82	250	176	170	205	177	346	278	167	101	203	60
Effective Base	1495	58	172	110	86	117	131	183	197	143	144	191	63
Very easy	508	21	72	39	38	43	37	81	53	36	24	50	14
	23%	26%	29%	22%	22%	21%	21%	23%	19%	22%	24%	24%	23%
Fairly easy	891	26	85	73	81	82	84	124	122	67	34	88	24
	40%	32%	34%	42%	48%	40%	48%	36%	44%	40%	34%	43%	40%
Fairly difficult	183	11	23	12	9	15	16	35	19	11	12	17	3
	8%	13%	9%	7%	5%	7%	9%	10%	7%	6%	12%	8%	5%
Very difficult	70	1	8	2	11	5	2	13	11	8	2	4	2
	3%	2%	3%	1%	6%	2%	1%	4%	4%	5%	2%	2%	4%
<b>SUMMARY CODES</b>													
EASY	1399	47	157	112	120	125	122	205	175	103	58	138	38
	63%	58%	63%	63%	71%	61%	69%	59%	63%	62%	57%	68%	63%
DIFFICULT	253	12	31	15	20	20	18	48	29	19	15	21	5
	11%	15%	12%	8%	12%	10%	10%	14%	11%	11%	15%	10%	8%
I have not seen \ read the terms and conditions	513	14	58	43	29	56	36	81	69	42	26	43	17
	23%	17%	23%	24%	17%	27%	20%	23%	25%	25%	25%	21%	28%
Don't know	50	8	4	7	1	4	1	12	4	3	3	1	*
	2%	10%	1%	4%	1%	2%	1%	4%	2%	2%	3%	*	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q112\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2269	407	372	359	434	441	199	2070	760	1509	628	1569	380	1844
Weighted Base	2215	362	405	361	422	413	141	2073	751	1464	420	1726	356	1826
Effective Base	1495	265	236	234	299	311	126	1377	525	971	418	1085	213	1263
Very easy	508	75	106	100	85	96	23	485	194	314	86	410	60	444
	23%	21%	26%	28%	20%	23%	16%	23%	26%	21%	20%	24%	17%	24%
Fairly easy	891	154	181	144	178	126	62	829	296	595	160	699	174	702
	40%	43%	45%	40%	42%	30%	44%	40%	39%	41%	38%	40%	49%	38%
Fairly difficult	183	31	22	36	38	41	12	171	64	119	36	143	29	147
	8%	9%	5%	10%	9%	10%	9%	8%	8%	8%	8%	8%	8%	8%
Very difficult	70	11	9	8	14	20	4	66	19	51	14	54	17	52
	3%	3%	2%	2%	3%	5%	3%	3%	3%	3%	3%	3%	5%	3%
<b>SUMMARY CODES</b>														
EASY	1399	229	286	245	263	222	85	1314	490	909	246	1109	234	1146
	63%	63%	71%	68%	62%	54%	60%	63%	65%	62%	58%	64%	66%	63%
DIFFICULT	253	43	31	43	51	61	16	236	83	170	50	197	46	199
	11%	12%	8%	12%	12%	15%	12%	11%	11%	12%	12%	11%	13%	11%
I have not seen \ read the terms and conditions	513	82	76	70	100	120	39	474	155	357	117	388	69	441
	23%	23%	19%	19%	24%	29%	28%	23%	21%	24%	28%	22%	19%	24%
Don't know	50	8	12	3	8	10	1	50	22	28	8	33	7	40
	2%	2%	3%	1%	2%	2%	1%	2%	3%	2%	2%	2%	2%	2%

## Q112\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	530	252	278	134	171	87	68	47	23	216	182	77	55	316	152	43
Weighted Base	508	239	269	128	163	81	66	47	23	205	156	92	55	294	156	43
Effective Base	353	167	186	83	112	61	49	33	16	151	120	49	39	223	95	28
Very easy	93	49	44	24	36	10	12	9	1	32	23	30	8	51	27	10
	18%	20%	16%	19%	22%	13%	19%	19%	5%	15%	14%	33%	15%	17%	17%	23%
Fairly easy	219	109	110	44	69	34	35	22	16	92	75	30	23	140	59	14
	43%	46%	41%	34%	43%	42%	53%	46%	67%	45%	48%	32%	42%	48%	38%	32%
Fairly difficult	60	29	31	21	18	8	7	3	3	23	19	12	6	26	27	7
	12%	12%	12%	16%	11%	10%	10%	7%	12%	11%	12%	13%	11%	9%	18%	15%
Very difficult	29	17	12	11	*	8	2	7	1	17	6	4	2	25	1	*
	6%	7%	4%	8%	*	10%	3%	14%	3%	8%	4%	4%	3%	8%	1%	1%
<b>SUMMARY CODES</b>																
EASY	312	158	154	68	106	44	47	31	17	123	97	60	31	191	86	23
	61%	66%	57%	53%	65%	55%	71%	65%	72%	60%	62%	65%	57%	65%	55%	54%
DIFFICULT	89	46	43	32	18	16	9	10	4	40	25	16	7	51	28	7
	17%	19%	16%	25%	11%	20%	13%	21%	16%	19%	20%	18%	14%	17%	18%	16%
I have not seen \ read the terms and conditions	104	34	70	29	36	20	10	6	3	42	30	16	16	53	39	12
	20%	14%	26%	22%	22%	25%	15%	13%	12%	20%	19%	17%	30%	18%	25%	27%
Don't know	3	1	2	*	3	-	-	-	-	*	3	-	-	-	2	1
	1%	1%	1%	*	2%	-	-	-	-	*	2%	-	-	-	1%	3%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	530	137	109	177	100	3	77	161	108	123	61	406	80
Weighted Base	508	94	171	172	69	*	71	159	97	116	64	400	68
Effective Base	353	92	85	133	72	2	52	103	72	84	44	270	59
Very easy	93 18%	14 15%	22 13%	43 25%	14 20%	-	6 9%	27 17%	16 16%	30 26%	14 22%	80 20%	7 11%
Fairly easy	219 43%	42 45%	68 40%	75 44%	33 48%	*	38 53%	66 41%	49 51%	41 36%	25 39%	170 43%	30 43%
Fairly difficult	60 12%	11 11%	29 17%	16 9%	4 5%	*	8 11%	18 11%	14 15%	14 12%	6 10%	48 12%	8 11%
Very difficult	29 6%	2 2%	13 8%	9 5%	5 7%	-	6 9%	4 3%	3 3%	10 9%	5 8%	20 5%	7 10%
<b>SUMMARY CODES</b>													
EASY	312 61%	56 60%	90 53%	119 69%	47 68%	*	44 62%	92 58%	65 67%	71 62%	39 61%	250 63%	37 54%
DIFFICULT	89 17%	12 13%	42 24%	25 15%	9 13%	*	14 19%	22 14%	17 17%	24 21%	12 18%	69 17%	14 21%
I have not seen \ read the terms and conditions	104 20%	23 25%	38 22%	28 16%	14 20%	*	13 19%	45 28%	12 13%	20 17%	13 21%	78 19%	17 25%
Don't know	3 1%	2 3%	1 1%	-	-	-	-	*	3 3%	-	-	3 1%	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	530	17	53	22	22	30	36	120	76	49	34	59	12
Weighted Base	508	16	46	22	32	36	35	151	62	39	17	44	8
Effective Base	353	14	35	14	17	22	29	80	55	39	23	47	9
Very easy	93	4	14	1	4	6	4	27	13	5	5	9	1
	18%	26%	30%	6%	13%	17%	11%	18%	21%	12%	27%	21%	17%
Fairly easy	219	6	23	15	13	14	20	61	23	20	4	19	1
	43%	35%	49%	65%	42%	39%	56%	41%	38%	52%	22%	44%	16%
Fairly difficult	60	2	3	5	5	6	6	19	5	3	2	2	-
	12%	14%	7%	24%	17%	16%	18%	13%	8%	8%	15%	4%	-
Very difficult	29	-	-	-	3	1	1	14	5	2	*	2	1
	6%	-	-	-	9%	3%	3%	9%	8%	5%	*	5%	12%
<b>SUMMARY CODES</b>													
EASY	312	10	36	16	17	20	24	88	36	25	8	29	3
	61%	61%	79%	72%	54%	57%	67%	58%	59%	64%	49%	65%	34%
DIFFICULT	89	2	3	5	8	7	7	33	10	5	3	4	1
	17%	14%	7%	24%	26%	20%	21%	22%	16%	13%	15%	9%	12%
I have not seen \ read the terms and conditions	104	4	7	1	6	8	4	29	15	9	6	11	4
	20%	25%	15%	5%	20%	23%	12%	19%	24%	23%	36%	24%	55%
Don't know	3	-	-	-	-	*	-	1	1	*	-	1	-
	1%	-	-	-	-	*	-	1%	1%	1%	-	2%	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q112\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	530	85	72	79	113	130	37	493	169	361	121	398	89	429
Weighted Base	508	67	75	78	114	125	25	483	157	352	78	421	72	428
Effective Base	353	54	43	51	82	91	26	330	115	238	85	275	60	289
Very easy	93	15	12	19	19	19	4	89	37	56	13	75	13	80
	18%	23%	16%	24%	17%	16%	15%	18%	24%	16%	16%	18%	18%	19%
Fairly easy	219	21	32	35	54	54	6	213	64	155	29	187	30	182
	43%	31%	43%	45%	47%	43%	25%	44%	41%	44%	37%	44%	42%	43%
Fairly difficult	60	7	7	7	17	14	1	59	20	40	12	48	10	49
	12%	10%	10%	9%	15%	11%	4%	12%	13%	11%	15%	11%	14%	11%
Very difficult	29	6	6	3	5	7	5	24	12	16	7	22	13	15
	6%	9%	8%	4%	5%	5%	18%	5%	8%	5%	9%	5%	19%	4%
<b>SUMMARY CODES</b>														
EASY	312	36	44	54	73	74	10	302	101	211	42	262	43	262
	61%	54%	59%	69%	64%	59%	40%	63%	65%	60%	53%	62%	60%	61%
DIFFICULT	89	13	13	11	23	21	6	83	32	57	19	70	24	64
	17%	19%	17%	14%	20%	17%	23%	17%	21%	16%	24%	17%	33%	15%
I have not seen \ read the terms and conditions	104	17	17	12	18	30	9	96	22	82	17	87	6	99
	20%	26%	23%	16%	16%	24%	34%	20%	14%	23%	21%	21%	8%	23%
Don't know	3	1	*	1	-	-	1	3	1	3	1	2	-	3
	1%	1%	*	2%	-	-	4%	1%	1%	1%	1%	1%	-	1%

## Q113. 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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2843	1321	1522	450	559	505	514	396	419	876	868	479	620	1798	548	412
Weighted Base	2851	1353	1498	443	556	483	488	377	503	768	781	634	667	1789	551	434
Effective Base	1793	863	930	296	369	351	348	274	217	585	579	295	401	1126	355	262
Very easy	429	220	209	107	98	88	67	32	37	110	103	112	105	225	96	93
	15%	16%	14%	24%	18%	18%	14%	8%	7%	14%	13%	18%	16%	13%	17%	21%
Fairly easy	1068	507	560	169	218	176	193	118	193	269	297	247	255	640	231	174
	37%	37%	37%	38%	39%	36%	40%	31%	38%	35%	38%	39%	38%	36%	42%	40%
Fairly difficult	493	229	263	57	85	66	79	85	121	139	153	116	85	345	77	58
	17%	17%	18%	13%	15%	14%	16%	22%	24%	18%	20%	18%	13%	19%	14%	13%
Very difficult	209	123	86	18	37	39	39	38	38	81	50	33	44	142	39	19
	7%	9%	6%	4%	7%	8%	8%	10%	8%	11%	6%	5%	7%	8%	7%	4%
<b>SUMMARY CODES</b>																
EASY	1497	727	769	276	316	264	260	150	230	378	399	359	360	865	326	267
	52%	54%	51%	62%	57%	55%	53%	40%	46%	49%	51%	57%	54%	48%	59%	61%
DIFFICULT	702	352	349	75	122	105	118	122	159	220	203	149	130	487	116	77
	25%	26%	23%	17%	22%	22%	24%	32%	32%	29%	22%	23%	19%	27%	21%	18%
I have not seen \ read privacy notices	566	241	324	84	106	107	97	83	88	162	158	99	147	381	94	75
	20%	18%	22%	19%	19%	22%	20%	22%	18%	21%	20%	16%	22%	21%	17%	17%
Don't know	87	32	55	8	12	7	13	22	25	8	22	27	30	56	15	16
	3%	2%	4%	2%	2%	1%	3%	6%	5%	1%	3%	4%	5%	3%	3%	4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q113. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2843	540	595	1012	640	25	498	981	589	512	263	2097	560
Weighted Base	2851	396	951	986	504	6	480	1016	603	497	256	2193	490
Effective Base	1793	368	427	704	420	18	321	564	392	354	179	1342	337
Very easy	429 15%	71 18%	130 14%	162 16%	65 13%	* 2%	52 11%	132 13%	96 16%	94 19%	55 22%	352 16%	60 12%
Fairly easy	1068 37%	151 38%	358 38%	361 37%	193 38%	3 44%	165 34%	381 38%	234 39%	194 39%	93 36%	817 37%	184 38%
Fairly difficult	493 17%	57 14%	173 18%	169 17%	93 18%	1 23%	99 21%	187 18%	89 15%	82 17%	35 14%	365 17%	92 19%
Very difficult	209 7%	29 7%	85 9%	61 6%	32 6%	- -	42 9%	69 7%	54 9%	29 6%	15 6%	165 8%	37 8%
<b>SUMMARY CODES</b>													
EASY	1497 52%	222 56%	488 51%	522 53%	258 51%	3 47%	216 45%	513 51%	330 55%	288 58%	148 58%	1169 53%	244 50%
DIFFICULT	702 25%	86 22%	258 27%	230 23%	125 25%	1 23%	141 29%	257 25%	143 24%	111 22%	49 19%	530 24%	129 26%
I have not seen \ read privacy notices	566 20%	72 18%	186 20%	194 20%	110 22%	2 31%	99 21%	218 21%	111 18%	89 18%	48 19%	426 19%	103 21%
Don't know	87 3%	16 4%	19 2%	40 4%	10 2%	- -	23 5%	28 3%	19 3%	7 2%	10 4%	68 3%	14 3%

## Q113. 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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2843	111	307	209	155	179	248	296	366	303	254	301	114
Weighted Base	2851	116	305	249	221	242	263	379	372	247	135	243	80
Effective Base	1793	70	208	147	109	102	177	208	237	191	169	211	80
Very easy	429 15%	18 15%	54 18%	32 13%	32 14%	35 14%	31 12%	71 19%	45 12%	37 15%	21 16%	43 18%	12 15%
Fairly easy	1068 37%	34 29%	110 36%	100 40%	102 46%	102 42%	91 34%	140 37%	131 35%	99 40%	47 35%	85 35%	26 33%
Fairly difficult	493 17%	18 16%	49 16%	43 17%	31 14%	42 18%	49 19%	60 16%	81 22%	38 15%	16 12%	49 20%	15 19%
Very difficult	209 7%	14 12%	23 7%	14 6%	13 6%	8 3%	16 6%	39 10%	29 8%	19 8%	11 8%	16 7%	6 8%
<b>SUMMARY CODES</b>													
EASY	1497 52%	52 45%	164 54%	132 53%	134 61%	137 57%	122 46%	211 56%	175 47%	136 55%	68 51%	128 53%	38 48%
DIFFICULT	702 25%	33 28%	72 24%	57 23%	45 20%	50 21%	66 25%	99 26%	110 30%	57 23%	27 20%	66 27%	21 27%
I have not seen \ read privacy notices	566 20%	23 20%	58 19%	52 21%	30 13%	53 22%	68 26%	60 16%	78 21%	47 19%	32 24%	45 19%	19 24%
Don't know	87 3%	8 7%	11 4%	7 3%	13 6%	1 1%	8 3%	9 2%	8 2%	8 3%	8 6%	4 2%	1 1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q113. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2843	581	506	477	527	457	323	2520	852	1991	872	1888	669	2125
Weighted Base	2851	552	542	497	517	438	269	2582	855	1996	603	2157	691	2122
Effective Base	1793	368	315	280	358	321	190	1605	589	1209	574	1249	346	1453
Very easy	429	91	84	80	71	58	40	389	161	268	72	346	67	355
	15%	17%	15%	16%	14%	13%	15%	15%	19%	13%	12%	16%	10%	17%
Fairly easy	1068	200	193	189	188	161	98	970	334	734	215	817	272	777
	37%	36%	36%	38%	36%	37%	36%	38%	39%	37%	36%	38%	39%	37%
Fairly difficult	493	90	118	90	98	69	49	444	126	367	116	357	159	330
	17%	16%	22%	18%	19%	16%	18%	17%	15%	18%	19%	17%	23%	16%
Very difficult	209	49	34	32	40	46	20	188	54	154	45	160	47	161
	7%	9%	6%	6%	8%	11%	8%	7%	6%	8%	7%	7%	7%	8%
<b>SUMMARY CODES</b>														
EASY	1497	291	277	269	260	219	138	1359	495	1001	287	1163	339	1132
	52%	53%	51%	54%	50%	50%	51%	53%	58%	50%	48%	54%	49%	53%
DIFFICULT	702	139	151	122	138	116	70	632	181	521	161	517	206	491
	25%	25%	28%	25%	27%	26%	26%	24%	21%	26%	27%	24%	30%	23%
I have not seen \ read privacy notices	566	98	93	98	106	99	49	517	158	408	129	423	119	444
	20%	18%	17%	20%	21%	23%	18%	20%	18%	20%	21%	20%	17%	21%
Don't know	87	24	21	8	13	4	12	75	21	65	26	54	28	56
	3%	4%	4%	2%	3%	1%	4%	3%	3%	3%	4%	3%	4%	3%

Q114. Who offers the best protection in terms of your consumer rights - High street store or High street website  
Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
When you buy from a store on the high street	522	284	238	135	121	60	51	68	87	140	147	109	127	324	89	99
	13%	14%	12%	26%	18%	10%	8%	11%	9%	13%	13%	13%	13%	12%	13%	17%
When you buy from the website of a high street retailer	359	192	167	63	96	57	54	33	56	114	100	70	74	238	73	30
	9%	10%	8%	12%	14%	9%	8%	6%	6%	10%	9%	8%	8%	9%	11%	5%
Or is there no difference?	1340	705	636	100	176	211	242	233	379	349	380	298	314	921	202	192
	33%	36%	31%	19%	26%	34%	36%	38%	41%	32%	34%	35%	33%	35%	30%	33%
Depends on the shop\site	1233	551	682	158	175	211	236	202	252	375	334	252	273	808	211	181
	31%	28%	33%	30%	26%	34%	35%	33%	27%	34%	30%	30%	29%	30%	32%	31%
Don't know	557	230	326	69	100	85	89	69	144	131	146	111	169	358	94	88
	14%	12%	16%	13%	15%	14%	13%	11%	16%	12%	13%	13%	18%	14%	14%	15%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q114. Who offers the best protection in terms of your consumer rights - High street store or High street website  
 Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
When you buy from a store on the high street	522 13%	68 13%	188 14%	180 13%	83 11%	2 17%	81 11%	166 11%	118 15%	108 17%	49 15%	420 14%	68 10%
When you buy from the website of a high street retailer	359 9%	58 11%	101 8%	123 9%	75 10%	* 3%	61 8%	100 7%	86 11%	74 12%	37 11%	281 9%	53 8%
Or is there no difference?	1340 33%	165 31%	449 33%	470 35%	253 34%	2 18%	245 32%	575 38%	241 31%	178 29%	102 31%	1048 34%	258 38%
Depends on the shop\site	1233 31%	160 30%	428 32%	409 30%	230 31%	2 28%	257 34%	467 31%	240 31%	175 28%	95 29%	935 30%	206 30%
Don't know	557 14%	83 16%	175 13%	179 13%	106 14%	3 33%	123 16%	208 14%	100 13%	85 14%	41 13%	411 13%	95 14%

Q114. Who offers the best protection in terms of your consumer rights - High street store or High street website  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
When you buy from a store on the high street	522	12	53	43	43	58	48	104	52	30	28	34	15
	13%	8%	12%	13%	15%	16%	13%	20%	9%	9%	15%	10%	13%
When you buy from the website of a high street retailer	359	6	38	37	23	43	28	63	47	32	12	22	8
	9%	4%	9%	11%	8%	12%	8%	12%	9%	9%	6%	7%	7%
Or is there no difference?	1340	76	154	105	99	86	130	130	195	133	69	129	34
	33%	47%	35%	32%	34%	24%	35%	25%	35%	39%	36%	38%	31%
Depends on the shop\site	1233	50	134	95	90	112	124	159	171	99	57	106	36
	31%	31%	30%	29%	31%	32%	33%	30%	31%	29%	30%	31%	33%
Don't know	557	18	62	49	37	54	42	71	85	49	26	45	18
	14%	11%	14%	15%	13%	15%	11%	13%	15%	14%	14%	13%	16%

## Q114. Who offers the best protection in terms of your consumer rights - High street store or High street website

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
When you buy from a store on the high street	522	142	96	74	89	70	73	449	185	337	108	408	143	365
	13%	17%	13%	10%	13%	12%	17%	13%	17%	11%	12%	14%	12%	13%
When you buy from the website of a high street retailer	359	72	67	51	68	65	36	324	136	223	81	268	95	257
	9%	9%	9%	7%	10%	11%	8%	9%	13%	8%	9%	9%	8%	9%
Or is there no difference?	1340	234	295	263	254	188	120	1220	331	1009	329	989	448	887
	33%	29%	40%	37%	37%	32%	28%	34%	31%	34%	38%	33%	38%	32%
Depends on the shop/site	1233	261	211	232	204	187	140	1093	285	948	236	939	343	879
	31%	32%	28%	33%	30%	32%	33%	30%	27%	32%	27%	31%	29%	32%
Don't know	557	110	76	87	73	73	57	500	139	418	119	400	162	375
	14%	13%	10%	12%	11%	12%	13%	14%	13%	14%	14%	13%	14%	14%

## Q115. Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
When you buy from the website of a high street retailer	1321 33%	655 33%	666 33%	178 34%	209 31%	168 27%	224 33%	223 37%	319 35%	400 36%	374 34%	253 30%	295 31%	902 34%	204 30%	186 32%
When you buy from a private seller online	175 4%	119 6%	56 3%	56 11%	58 9%	34 5%	15 2%	6 1%	6 1%	53 5%	37 3%	51 6%	33 3%	94 4%	42 6%	29 5%
Or is there no difference?	1013 25%	529 27%	484 24%	79 15%	148 22%	178 29%	180 27%	168 28%	260 28%	254 23%	275 25%	237 28%	246 26%	689 26%	160 24%	139 24%
Depends on the shop\site	940 23%	428 22%	512 25%	146 28%	150 22%	154 25%	171 26%	136 23%	182 20%	271 24%	272 25%	195 23%	203 21%	599 23%	178 27%	140 24%
Don't know	562 14%	231 12%	330 16%	65 12%	103 15%	90 14%	81 12%	72 12%	151 16%	130 12%	150 14%	104 12%	178 19%	365 14%	85 13%	95 16%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q115. Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
When you buy from the website of a high street retailer	1321 33%	168 31%	456 34%	432 32%	261 35%	2 19%	269 35%	465 31%	267 34%	213 34%	108 33%	1043 34%	215 32%
When you buy from a private seller online	175 4%	31 6%	58 4%	59 4%	25 3%	* 1%	19 3%	37 2%	45 6%	45 7%	29 9%	149 5%	15 2%
Or is there no difference?	1013 25%	120 23%	317 24%	369 27%	203 27%	2 22%	171 22%	442 29%	181 23%	144 23%	74 23%	786 25%	189 28%
Depends on the shop\site	940 23%	130 24%	311 23%	319 23%	172 23%	4 40%	188 25%	348 23%	188 24%	141 23%	73 23%	708 23%	156 23%
Don't know	562 14%	84 16%	199 15%	181 13%	85 11%	2 18%	119 16%	225 15%	103 13%	76 12%	39 12%	409 13%	105 15%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q115. 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												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
When you buy from the website of a high street retailer	1321 33%	42 26%	156 35%	115 35%	87 30%	134 38%	123 33%	176 33%	175 32%	107 31%	55 28%	106 31%	46 41%
When you buy from a private seller online	175 4%	8 5%	15 3%	14 4%	18 6%	18 5%	10 3%	47 9%	19 3%	8 2%	4 2%	9 3%	4 3%
Or is there no difference?	1013 25%	57 35%	107 24%	71 22%	77 26%	66 19%	99 27%	118 22%	140 26%	101 29%	55 29%	100 30%	20 18%
Depends on the shop\site	940 23%	30 19%	90 20%	84 25%	67 23%	88 25%	96 26%	120 23%	132 24%	78 23%	49 26%	79 23%	27 24%
Don't know	562 14%	25 15%	72 16%	47 14%	42 14%	46 13%	45 12%	66 13%	83 15%	49 14%	29 15%	43 13%	15 14%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q115. Who offers the best protection in terms of your consumer rights? - High street Website or Private seller online  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
When you buy from the website of a high street retailer	1321 33%	270 33%	259 35%	218 31%	251 36%	211 36%	148 35%	1173 33%	349 32%	973 33%	326 37%	963 32%	420 35%	888 32%
When you buy from a private seller online	175 4%	64 8%	30 4%	18 3%	26 4%	27 5%	22 5%	153 4%	93 9%	82 3%	26 3%	143 5%	35 3%	134 5%
Or is there no difference?	1013 25%	203 25%	207 28%	186 26%	182 27%	144 25%	112 26%	901 25%	273 25%	740 25%	227 26%	767 26%	327 27%	679 25%
Depends on the shop/site	940 23%	184 22%	157 21%	197 28%	139 20%	140 24%	95 22%	845 24%	242 23%	698 24%	172 20%	730 24%	239 20%	685 25%
Don't know	562 14%	99 12%	91 12%	89 13%	89 13%	62 11%	47 11%	515 14%	119 11%	443 15%	122 14%	401 13%	169 14%	376 14%

**Q116. Awareness of consumer dispute resolution services before today**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
	66%	65%	66%	40%	61%	62%	72%	76%	75%	68%	70%	62%	62%	69%	63%	60%
No	1373	680	693	314	261	238	187	145	229	354	337	318	364	825	247	235
	34%	35%	34%	60%	39%	38%	28%	24%	25%	32%	30%	38%	38%	31%	37%	40%



Q116. Awareness of consumer dispute resolution services before today  
 Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
	66%	64%	69%	62%	68%	73%	71%	69%	64%	58%	57%	67%	68%
No	1373	195	409	511	241	2	219	471	283	262	138	1019	220
	34%	36%	31%	38%	32%	27%	29%	31%	36%	42%	43%	33%	32%

Q116. Awareness of consumer dispute resolution services before today  
 Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	2638	108	301	238	193	197	246	328	352	233	138	221	84
	66%	67%	68%	72%	66%	56%	66%	62%	64%	68%	72%	66%	76%
No	1373	54	139	92	99	156	127	200	198	111	54	116	27
	34%	33%	32%	28%	34%	44%	34%	38%	36%	32%	28%	34%	24%

**Q116. Awareness of consumer dispute resolution services before today**  
**Base: All Adults in UK**

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
	66%	68%	68%	71%	66%	66%	76%	65%	62%	67%	75%	64%	75%	62%
No	1373	266	237	208	235	199	103	1269	409	964	218	1076	299	1036
	34%	32%	32%	29%	34%	34%	24%	35%	38%	33%	25%	36%	25%	38%

## Q117. 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	2644	2644	2644	2644	2644	2644
Weighted Base	2638	2638	2638	2638	2638	2638
Effective Base	1642	1642	1642	1642	1642	1642
'True'	2120 80%	206 8%	1686 64%	183 7%	2028 77%	1882 71%
'False'	113 4%	1571 60%	173 7%	1441 55%	124 5%	188 7%
It depends	137 5%	208 8%	353 13%	536 20%	218 8%	183 7%
Don't know	269 10%	652 25%	426 16%	479 18%	268 10%	385 15%

## Q117\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	2120	1044	1076	104	273	310	408	408	617	624	631	409	456	1519	297	279
	80%	81%	79%	49%	67%	80%	84%	89%	90%	83%	82%	78%	77%	83%	70%	79%
'False'	113	70	42	23	35	17	20	10	8	35	38	24	15	75	22	15
	4%	5%	3%	11%	9%	4%	4%	2%	1%	5%	5%	5%	3%	4%	5%	4%
It depends	137	74	63	34	34	18	12	14	24	38	28	29	42	73	36	24
	5%	6%	5%	16%	8%	5%	3%	3%	3%	5%	4%	5%	7%	4%	9%	7%
Don't know	269	94	174	49	66	42	45	27	40	57	73	60	78	157	67	37
	10%	7%	13%	23%	16%	11%	9%	6%	6%	8%	9%	11%	13%	9%	16%	10%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_01. Whether statement true or false about ombudsman services - An Ombudsman is independent of businesses  
 Base: All aware of consumer dispute resolution services

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	2120	265	784	657	407	6	452	883	399	257	129	1692	376
	80%	78%	84%	77%	81%	93%	82%	84%	80%	72%	70%	82%	82%
'False'	113	13	34	49	17	-	18	21	16	35	23	82	22
	4%	4%	4%	6%	3%	-	3%	2%	3%	10%	12%	4%	5%
It depends	137	21	18	57	41	-	31	49	28	19	10	102	23
	5%	6%	2%	7%	8%	-	6%	5%	6%	5%	5%	5%	5%
Don't know	269	40	95	88	41	*	48	93	57	47	24	200	38
	10%	12%	10%	10%	8%	7%	9%	9%	11%	13%	13%	10%	8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	2120	86	230	189	156	159	193	242	305	193	114	180	74
	80%	79%	76%	79%	81%	80%	79%	74%	87%	83%	82%	81%	88%
'False'	113	7	13	8	11	5	7	19	16	8	7	11	1
	4%	6%	4%	3%	6%	3%	3%	6%	4%	4%	5%	5%	2%
It depends	137	9	16	9	19	11	12	26	11	10	3	9	3
	5%	8%	5%	4%	10%	5%	5%	8%	3%	4%	2%	4%	4%
Don't know	269	7	42	32	7	22	34	41	20	22	15	22	5
	10%	7%	14%	13%	4%	11%	14%	13%	6%	9%	11%	10%	6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_01. Whether statement true or false about ombudsman services - An Ombudsman is independent of businesses

Base: All aware of consumer dispute resolution services

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	2120	394	409	438	372	327	250	1870	507	1613	551	1536	764	1347
	80%	71%	81%	88%	82%	85%	78%	81%	76%	82%	84%	80%	86%	78%
'False'	113	36	19	20	23	10	21	91	51	61	27	83	34	76
	4%	6%	4%	4%	5%	3%	7%	4%	8%	3%	4%	4%	4%	4%
It depends	137	49	23	11	17	22	19	117	35	101	31	103	42	91
	5%	9%	5%	2%	4%	6%	6%	5%	5%	5%	5%	5%	5%	5%
Don't know	269	75	55	31	41	26	31	238	73	196	45	206	52	212
	10%	14%	11%	6%	9%	7%	10%	10%	11%	10%	7%	11%	6%	12%



Q117\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	206	112	94	51	66	40	24	13	13	74	53	34	46	133	40	30
	8%	9%	7%	24%	16%	10%	5%	3%	2%	10%	7%	6%	8%	7%	9%	8%
'False'	1571	759	813	77	179	217	320	301	478	468	488	291	323	1122	237	193
	60%	59%	60%	37%	44%	56%	66%	66%	69%	62%	63%	56%	55%	62%	56%	54%
It depends	208	122	86	27	62	35	28	30	26	60	40	48	60	122	40	44
	8%	10%	6%	13%	15%	9%	6%	7%	4%	8%	5%	9%	10%	7%	9%	13%
Don't know	652	290	362	55	101	95	114	115	172	153	188	149	163	447	106	87
	25%	23%	27%	26%	25%	24%	23%	25%	25%	20%	24%	28%	28%	25%	25%	25%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	206	33	73	73	26	*	22	44	55	55	31	168	25
	8%	10%	8%	9%	5%	1%	4%	4%	11%	15%	17%	8%	5%
'False'	1571	209	562	479	316	5	382	664	272	178	76	1257	270
	60%	62%	60%	56%	62%	70%	70%	64%	54%	50%	41%	61%	59%
It depends	208	27	60	76	44	*	28	72	50	39	19	163	35
	8%	8%	6%	9%	9%	3%	5%	7%	10%	11%	10%	8%	8%
Don't know	652	70	236	222	119	2	118	265	124	86	60	487	129
	25%	21%	25%	26%	24%	26%	21%	25%	25%	24%	32%	23%	28%

Q117\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	206	7	29	10	10	17	11	55	23	14	11	15	5
	8%	6%	9%	4%	5%	9%	5%	17%	6%	6%	8%	7%	6%
'False'	1571	63	180	131	121	122	156	165	229	133	82	140	51
	60%	58%	60%	55%	63%	62%	63%	50%	65%	57%	59%	63%	60%
It depends	208	8	17	25	24	17	13	31	27	17	8	19	3
	8%	8%	6%	11%	12%	8%	5%	10%	8%	7%	5%	8%	4%
Don't know	652	30	76	71	37	41	66	77	74	69	38	48	25
	25%	28%	25%	30%	19%	21%	27%	23%	21%	30%	27%	22%	30%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	206	61	30	36	45	27	35	171	111	95	57	147	65	141
	8%	11%	6%	7%	10%	7%	11%	7%	17%	5%	9%	8%	7%	8%
'False'	1571	296	286	320	281	243	198	1374	340	1231	413	1134	571	995
	60%	53%	56%	64%	62%	63%	61%	59%	51%	62%	63%	59%	64%	58%
It depends	208	67	42	33	26	28	20	188	74	134	40	164	50	154
	8%	12%	8%	7%	6%	7%	6%	8%	11%	7%	6%	8%	6%	9%
Don't know	652	129	149	111	99	86	68	584	142	510	144	483	206	437
	25%	23%	29%	22%	22%	22%	21%	25%	21%	26%	22%	25%	23%	25%

Q117\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	1686	809	877	100	214	259	329	321	463	483	494	335	374	1173	250	239
	64%	63%	65%	47%	53%	67%	68%	70%	67%	64%	64%	64%	63%	64%	59%	67%
'False'	173	102	71	29	43	20	32	22	27	58	37	42	36	123	25	23
	7%	8%	5%	14%	11%	5%	7%	5%	4%	8%	5%	8%	6%	7%	6%	6%
It depends	353	211	142	37	64	45	51	55	101	110	114	57	72	251	53	45
	13%	16%	10%	17%	16%	12%	11%	12%	15%	15%	15%	11%	12%	14%	13%	13%
Don't know	426	161	265	45	86	62	73	63	97	104	124	88	110	276	94	49
	16%	13%	20%	21%	21%	16%	15%	14%	14%	14%	16%	17%	19%	15%	22%	14%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	1686	221	623	539	298	5	362	674	321	221	108	1348	290
	64%	65%	67%	63%	59%	69%	66%	64%	64%	62%	58%	65%	63%
'False'	173	20	52	60	40	*	25	61	30	35	21	130	31
	7%	6%	6%	7%	8%	5%	5%	6%	6%	10%	11%	6%	7%
It depends	353	46	113	110	81	1	83	149	58	42	21	271	68
	13%	14%	12%	13%	16%	8%	15%	14%	12%	12%	12%	13%	15%
Don't know	426	53	143	140	87	1	79	161	91	60	35	326	71
	16%	16%	15%	16%	17%	17%	14%	15%	18%	17%	19%	16%	15%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	1686	63	186	141	132	131	150	206	240	139	92	153	54
	64%	58%	62%	59%	69%	67%	61%	63%	68%	60%	66%	69%	64%
'False'	173	3	16	13	17	18	11	32	20	16	5	17	5
	7%	3%	5%	6%	9%	9%	5%	10%	6%	7%	4%	8%	5%
It depends	353	25	40	35	32	25	30	43	42	37	14	21	9
	13%	23%	13%	15%	16%	13%	12%	13%	12%	16%	10%	9%	11%
Don't know	426	17	59	49	12	23	54	48	50	41	28	30	16
	16%	16%	19%	20%	6%	12%	22%	15%	14%	18%	20%	14%	20%

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Q117\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	1686	344	309	334	297	264	221	1465	421	1265	440	1228	600	1077
	64%	62%	61%	67%	66%	69%	69%	63%	63%	64%	67%	64%	67%	62%
'False'	173	48	31	20	33	33	28	145	60	113	46	123	50	121
	7%	9%	6%	4%	7%	9%	9%	6%	9%	6%	7%	6%	6%	7%
It depends	353	73	63	76	57	45	27	326	80	273	76	265	123	229
	13%	13%	13%	15%	13%	12%	8%	14%	12%	14%	12%	14%	14%	13%
Don't know	426	89	103	69	65	42	46	380	106	320	92	311	118	300
	16%	16%	20%	14%	14%	11%	14%	16%	16%	16%	14%	16%	13%	17%



Q117\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	183	110	73	41	58	39	18	13	13	53	41	41	48	121	22	36
	7%	9%	5%	20%	14%	10%	4%	3%	2%	7%	5%	8%	8%	7%	5%	10%
'False'	1441	716	724	60	183	197	289	273	440	445	453	267	276	1011	228	184
	55%	56%	53%	28%	45%	51%	60%	59%	64%	59%	59%	51%	47%	55%	54%	52%
It depends	536	270	266	43	83	81	92	100	136	133	151	118	134	372	85	73
	20%	21%	20%	21%	20%	21%	19%	22%	20%	18%	20%	23%	23%	20%	20%	21%
Don't know	479	187	292	66	84	69	87	74	99	124	126	96	133	320	87	61
	18%	15%	22%	31%	21%	18%	18%	16%	14%	16%	16%	18%	23%	18%	21%	17%

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Q117\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	183	30	51	72	28	-	13	45	36	58	30	139	29
	7%	9%	5%	9%	6%	-	2%	4%	7%	16%	16%	7%	6%
'False'	1441	184	510	446	296	4	313	635	259	156	78	1139	268
	55%	54%	55%	52%	59%	66%	57%	61%	52%	44%	42%	55%	58%
It depends	536	72	211	153	99	*	130	202	88	79	38	427	88
	20%	21%	23%	18%	20%	3%	24%	19%	17%	22%	20%	21%	19%
Don't know	479	54	160	179	82	2	93	164	118	64	40	371	74
	18%	16%	17%	21%	16%	31%	17%	16%	24%	18%	22%	18%	16%

Q117\_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												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	183	5	27	4	14	16	11	44	23	17	6	11	5
	7%	5%	9%	2%	7%	8%	5%	14%	7%	7%	4%	5%	6%
'False'	1441	51	158	132	105	111	134	149	211	139	75	121	54
	55%	47%	52%	55%	54%	56%	55%	45%	60%	60%	54%	55%	65%
It depends	536	27	66	52	49	34	44	57	63	40	29	60	14
	20%	25%	22%	22%	26%	17%	18%	17%	18%	17%	21%	27%	17%
Don't know	479	25	51	50	25	36	56	77	54	37	29	29	10
	18%	23%	17%	21%	13%	18%	23%	23%	15%	16%	21%	13%	12%

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Q117\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	183	64	25	13	41	26	44	139	96	86	56	121	73	109
	7%	12%	5%	3%	9%	7%	14%	6%	14%	4%	9%	6%	8%	6%
'False'	1441	259	268	318	262	226	151	1290	338	1103	376	1046	514	916
	55%	47%	53%	64%	58%	59%	47%	56%	51%	56%	57%	54%	58%	53%
It depends	536	125	110	93	74	75	74	462	131	404	125	397	174	360
	20%	23%	22%	19%	16%	20%	23%	20%	20%	21%	19%	21%	19%	21%
Don't know	479	106	104	76	74	57	53	426	102	377	98	364	131	341
	18%	19%	20%	15%	16%	15%	16%	18%	15%	19%	15%	19%	15%	20%

## Q117\_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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	2028	1006	1022	100	267	287	398	389	587	629	602	376	421	1445	293	262
	77%	78%	75%	47%	66%	74%	82%	85%	85%	83%	78%	72%	71%	79%	69%	74%
'False'	124	68	56	26	26	19	22	13	17	30	33	33	28	81	26	16
	5%	5%	4%	12%	6%	5%	5%	3%	3%	4%	4%	6%	5%	4%	6%	4%
It depends	218	100	118	40	45	29	25	33	48	51	58	52	58	150	43	24
	8%	8%	9%	19%	11%	7%	5%	7%	7%	7%	8%	10%	10%	8%	10%	7%
Don't know	268	108	160	45	69	52	40	25	37	46	76	61	85	147	61	53
	10%	8%	12%	21%	17%	13%	8%	5%	5%	6%	10%	12%	14%	8%	14%	15%

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Q117\_05. Whether statement true or false about ombudsman services - An Ombudsman's decision is impartial  
 Base: All aware of consumer dispute resolution services

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	2028	258	732	645	387	5	447	845	379	242	115	1615	362
	77%	76%	79%	76%	77%	80%	82%	81%	76%	68%	62%	78%	79%
'False'	124	15	43	37	28	-	16	37	28	31	11	94	20
	5%	5%	5%	4%	6%	-	3%	4%	6%	9%	6%	5%	4%
It depends	218	22	68	78	49	*	46	84	37	37	14	171	29
	8%	6%	7%	9%	10%	3%	8%	8%	7%	10%	8%	8%	6%
Don't know	268	44	88	90	42	1	40	80	55	47	45	196	48
	10%	13%	9%	11%	8%	17%	7%	8%	11%	13%	24%	9%	10%

## Q117\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	2028	86	225	178	157	155	176	230	288	175	113	179	66
	77%	79%	75%	75%	82%	78%	72%	70%	82%	75%	82%	81%	78%
'False'	124	3	10	18	10	9	7	30	13	10	4	8	2
	5%	3%	3%	8%	5%	4%	3%	9%	4%	4%	3%	4%	2%
It depends	218	12	31	8	15	17	31	35	19	22	9	11	9
	8%	11%	10%	3%	8%	9%	13%	11%	5%	9%	6%	5%	10%
Don't know	268	7	35	33	10	17	31	33	31	26	13	23	8
	10%	7%	12%	14%	5%	8%	13%	10%	9%	11%	9%	11%	10%

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Q117\_05. Whether statement true or false about ombudsman services - An Ombudsman's decision is impartial

Base: All aware of consumer dispute resolution services

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	2028	386	380	404	359	333	239	1789	459	1569	518	1474	727	1292
	77%	70%	75%	81%	80%	87%	74%	77%	69%	80%	79%	76%	81%	75%
'False'	124	45	23	22	20	11	23	101	53	71	30	92	45	76
	5%	8%	5%	4%	4%	3%	7%	4%	8%	4%	5%	5%	5%	4%
It depends	218	59	46	34	32	19	31	188	60	158	51	162	68	147
	8%	11%	9%	7%	7%	5%	10%	8%	9%	8%	8%	8%	8%	9%
Don't know	268	65	57	40	40	21	29	239	95	173	55	200	52	210
	10%	12%	11%	8%	9%	6%	9%	10%	14%	9%	8%	10%	6%	12%



## Q117\_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

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
'True'	1882	925	957	95	252	285	361	355	534	562	567	356	397	1338	279	240
	71%	72%	71%	45%	62%	74%	74%	77%	78%	74%	74%	68%	67%	73%	66%	68%
'False'	188	97	91	30	47	25	30	20	36	51	50	42	45	124	29	32
	7%	8%	7%	14%	12%	6%	6%	4%	5%	7%	7%	8%	8%	7%	7%	9%
It depends	183	104	79	24	41	30	27	24	37	45	39	49	49	107	40	36
	7%	8%	6%	11%	10%	8%	6%	5%	5%	6%	5%	9%	8%	6%	9%	10%
Don't know	385	156	229	62	67	46	66	61	83	97	113	75	100	255	75	48
	15%	12%	17%	30%	17%	12%	14%	13%	12%	13%	15%	14%	17%	14%	18%	13%

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Q117\_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

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
'True'	1882	249	659	594	373	5	419	786	331	232	114	1496	326
	71%	73%	71%	70%	74%	78%	76%	75%	66%	65%	61%	72%	71%
'False'	188	29	68	58	32	*	24	58	47	36	23	140	39
	7%	8%	7%	7%	6%	4%	4%	6%	9%	10%	12%	7%	9%
It depends	183	18	69	66	29	*	39	66	35	35	8	151	26
	7%	5%	7%	8%	6%	1%	7%	6%	7%	10%	4%	7%	6%
Don't know	385	43	136	131	71	1	67	136	87	54	41	289	68
	15%	13%	15%	15%	14%	17%	12%	13%	17%	15%	22%	14%	15%

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Q117\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
'True'	1882	79	225	176	141	141	179	217	258	151	91	163	61
	71%	73%	75%	74%	73%	72%	73%	66%	73%	65%	66%	74%	73%
'False'	188	7	13	13	9	23	13	29	35	13	11	19	2
	7%	7%	4%	5%	5%	12%	5%	9%	10%	6%	8%	9%	3%
It depends	183	8	26	6	19	9	18	29	18	19	7	16	9
	7%	7%	9%	2%	10%	5%	7%	9%	5%	8%	5%	7%	11%
Don't know	385	14	37	43	24	24	35	53	41	49	29	24	12
	15%	13%	12%	18%	13%	12%	14%	16%	12%	21%	21%	11%	14%

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Q117\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
'True'	1882	361	359	380	344	285	225	1657	432	1450	496	1358	666	1205
	71%	65%	71%	76%	76%	74%	70%	72%	65%	74%	76%	70%	75%	70%
'False'	188	59	25	32	25	26	30	157	74	114	47	136	67	118
	7%	11%	5%	6%	6%	7%	9%	7%	11%	6%	7%	7%	7%	7%
It depends	183	44	47	29	24	21	24	159	58	126	38	138	60	123
	7%	8%	9%	6%	5%	6%	7%	7%	9%	6%	6%	7%	7%	7%
Don't know	385	90	76	59	58	51	42	343	103	282	73	296	99	280
	15%	16%	15%	12%	13%	13%	13%	15%	15%	14%	11%	15%	11%	16%

Q117\_DV. Whether respondent answered all six statements correctly  
 Base: All aware of consumer dispute resolution services

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	2644	1299	1345	230	431	407	511	484	581	841	832	411	560	1805	436	356
Weighted Base	2638	1283	1355	210	408	386	485	460	689	755	770	522	592	1824	422	355
Effective Base	1642	825	819	141	279	283	343	337	319	525	521	270	347	1116	277	221
Yes	561	266	295	9	56	84	118	120	173	169	182	110	100	388	81	82
	21%	21%	22%	4%	14%	22%	24%	26%	25%	22%	24%	21%	17%	21%	19%	23%
No	2077	1017	1060	202	351	302	367	340	516	586	588	411	492	1436	341	273
	79%	79%	78%	96%	86%	78%	76%	74%	75%	78%	76%	79%	83%	79%	81%	77%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q117\_DV. Whether respondent answered all six statements correctly  
 Base: All aware of consumer dispute resolution services

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	2644	480	580	905	642	20	539	1037	492	380	196	1973	551
Weighted Base	2638	339	932	850	505	7	549	1046	501	357	186	2076	459
Effective Base	1642	329	420	619	395	11	328	613	317	260	134	1249	325
Yes	561	87	188	186	98	2	147	244	101	45	25	455	93
	21%	26%	20%	22%	19%	27%	27%	23%	20%	13%	13%	22%	20%
No	2077	253	744	664	407	5	402	802	400	312	161	1620	366
	79%	74%	80%	78%	81%	73%	73%	77%	80%	87%	87%	78%	80%

Q117\_DV. Whether respondent answered all six statements correctly  
 Base: All aware of consumer dispute resolution services

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	2644	107	292	194	137	154	224	254	344	279	265	279	115
Weighted Base	2638	108	301	238	193	197	246	328	352	233	138	221	84
Effective Base	1642	69	188	139	98	103	143	161	216	175	172	190	84
Yes	561	17	60	44	52	54	52	51	85	39	27	58	22
	21%	16%	20%	18%	27%	27%	21%	16%	24%	17%	19%	26%	26%
No	2077	91	241	194	141	143	194	276	266	193	111	163	62
	79%	84%	80%	82%	73%	73%	79%	84%	76%	83%	81%	74%	74%

Q117\_DV. Whether respondent answered all six statements correctly  
 Base: All aware of consumer dispute resolution services

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	2644	591	483	481	461	401	372	2272	686	1958	939	1646	860	1752
Weighted Base	2638	554	507	500	452	384	322	2316	667	1971	655	1928	892	1726
Effective Base	1642	360	295	300	317	250	205	1437	470	1180	613	1079	463	1191
Yes	561	93	110	129	105	89	61	500	119	442	155	400	198	360
	21%	17%	22%	26%	23%	23%	19%	22%	18%	22%	24%	21%	22%	21%
No	2077	461	397	371	347	295	260	1817	548	1529	500	1527	694	1365
	79%	83%	78%	74%	77%	77%	81%	78%	82%	78%	76%	79%	78%	79%



## Q120. Whether experienced a problem with any providers since June 2019

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Retail\shop\online shopping provider	235 6%	99 5%	135 7%	59 11%	50 8%	41 7%	28 4%	29 5%	26 3%	75 7%	61 6%	40 5%	59 6%	149 6%	47 7%	33 6%
Holiday company\airline	212 5%	102 5%	111 5%	39 7%	48 7%	30 5%	29 4%	25 4%	41 4%	80 7%	61 6%	43 5%	28 3%	151 6%	37 5%	18 3%
Broadband provider	192 5%	115 6%	77 4%	54 10%	53 8%	35 6%	15 2%	15 3%	20 2%	57 5%	45 4%	46 6%	45 5%	104 4%	38 6%	44 7%
Energy provider	187 5%	109 6%	78 4%	26 5%	45 7%	37 6%	21 3%	22 4%	36 4%	55 5%	50 5%	44 5%	37 4%	114 4%	47 7%	22 4%
Mobile phone provider	138 3%	91 5%	47 2%	34 6%	58 9%	21 3%	12 2%	8 1%	6 1%	41 4%	33 3%	41 5%	23 2%	74 3%	36 5%	20 3%
Current account provider	109 3%	78 4%	31 2%	31 6%	42 6%	16 3%	5 1%	6 1%	9 1%	38 3%	18 2%	27 3%	26 3%	62 2%	20 3%	22 4%
Insurance provider	93 2%	56 3%	37 2%	18 3%	36 5%	11 2%	11 2%	7 1%	10 1%	29 3%	19 2%	27 3%	18 2%	60 2%	15 2%	16 3%
Pay-tv company (e.g. Sky)	87 2%	53 3%	34 2%	25 5%	29 4%	13 2%	8 1%	7 1%	5 1%	31 3%	19 2%	17 2%	20 2%	54 2%	14 2%	16 3%
Rail company	79 2%	46 2%	33 2%	27 5%	20 3%	14 2%	5 1%	4 1%	8 1%	34 3%	29 3%	6 1%	9 1%	60 2%	14 2%	4 1%
Water company	75 2%	51 3%	24 1%	20 4%	27 4%	15 2%	7 1%	2 *	3 *	26 2%	20 2%	22 3%	6 1%	49 2%	14 2%	8 1%
Estate agent\letting agent	70 2%	38 2%	32 2%	24 5%	25 4%	13 2%	4 1%	3 1%	- -	30 3%	14 1%	21 2%	4 *	33 1%	25 4%	11 2%
Builder\home improvements or repairs company	65 2%	44 2%	21 1%	16 3%	21 3%	10 2%	8 1%	6 1%	4 *	23 2%	17 2%	11 1%	14 1%	51 2%	4 1%	7 1%
<b>SUMMARY CODE</b>																
ANY	976 24%	511 26%	465 23%	229 44%	249 37%	140 22%	113 17%	109 18%	136 15%	298 27%	259 23%	215 26%	203 21%	586 22%	205 31%	152 26%
3+ PROBLEMS	133 3%	94 5%	39 2%	33 6%	57 8%	27 4%	5 1%	7 1%	4 *	53 5%	29 3%	29 3%	22 2%	87 3%	22 3%	18 3%

Q120. Whether experienced a problem with any providers since June 2019  
 Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter	
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
None of these	2939	1408	1530	269	383	467	550	492	778	786	820	607	726	2006	448	419
	73%	72%	75%	51%	57%	75%	82%	81%	85%	71%	74%	72%	76%	76%	67%	71%
Don't know	96	43	54	26	36	17	10	5	3	25	28	18	26	56	16	18
	2%	2%	3%	5%	5%	3%	1%	1%	*	2%	3%	2%	3%	2%	2%	3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q120. Whether experienced a problem with any providers since June 2019

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Retail\shop\online shopping provider	235 6%	37 7%	64 5%	84 6%	47 6%	* 5%	35 4%	70 5%	49 6%	47 8%	34 11%	168 5%	41 6%
Holiday company\airline	212 5%	32 6%	61 5%	78 6%	40 5%	* 1%	46 6%	77 5%	26 3%	45 7%	18 6%	167 5%	37 5%
Broadband provider	192 5%	34 6%	72 5%	59 4%	26 4%	* 3%	26 3%	57 4%	38 5%	36 6%	35 11%	156 5%	19 3%
Energy provider	187 5%	34 6%	69 5%	52 4%	31 4%	* 3%	43 6%	64 4%	33 4%	26 4%	21 7%	153 5%	22 3%
Mobile phone provider	138 3%	18 3%	57 4%	40 3%	23 3%	- -	10 1%	46 3%	29 4%	38 6%	15 5%	103 3%	22 3%
Current account provider	109 3%	17 3%	39 3%	38 3%	16 2%	- -	17 2%	24 2%	23 3%	33 5%	12 4%	88 3%	16 2%
Insurance provider	93 2%	17 3%	30 2%	38 3%	8 1%	- -	16 2%	24 2%	21 3%	23 4%	9 3%	75 2%	11 2%
Pay-tv company (e.g. Sky)	87 2%	12 2%	23 2%	30 2%	21 3%	- -	4 1%	20 1%	18 2%	30 5%	15 5%	74 2%	8 1%
Rail company	79 2%	11 2%	23 2%	30 2%	14 2%	- -	11 1%	11 1%	16 2%	30 5%	11 3%	61 2%	13 2%
Water company	75 2%	12 2%	24 2%	25 2%	15 2%	- -	4 *	20 1%	16 2%	24 4%	12 4%	63 2%	8 1%
Estate agent\letting agent	70 2%	13 2%	20 1%	26 2%	11 1%	- -	12 2%	15 1%	16 2%	19 3%	8 2%	55 2%	10 2%
Builder\home improvements or repairs company	65 2%	8 1%	20 1%	21 2%	15 2%	- -	7 1%	16 1%	16 2%	22 4%	4 1%	58 2%	4 1%
<b>SUMMARY CODE</b>													
ANY	976 24%	151 28%	307 23%	341 25%	173 23%	1 9%	168 22%	302 20%	197 25%	192 31%	118 36%	746 24%	146 21%
3+ PROBLEMS	133 3%	19 4%	49 4%	44 3%	22 3%	- -	10 1%	33 2%	24 3%	46 7%	20 6%	115 4%	11 2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q120. Whether experienced a problem with any providers since June 2019  
 Base: All Adults in UK

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
None of these	2939	370	1013	987	553	8	592	1186	567	402	192	2283	521
	73%	69%	76%	72%	74%	91%	77%	78%	72%	65%	59%	74%	77%
Don't know	96	14	22	34	21	-	8	30	19	26	14	65	12
	2%	3%	2%	2%	3%	-	1%	2%	2%	4%	4%	2%	2%

## Q120. Whether experienced a problem with any providers since June 2019

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Retail(shop)online shopping provider	235 6%	8 5%	22 5%	16 5%	16 5%	15 4%	26 7%	33 6%	36 7%	17 5%	6 3%	27 8%	12 11%
Holiday company\airline	212 5%	12 8%	18 4%	17 5%	14 5%	22 6%	15 4%	30 6%	29 5%	17 5%	9 5%	24 7%	5 4%
Broadband provider	192 5%	11 7%	25 6%	11 3%	16 5%	7 2%	14 4%	47 9%	34 6%	8 2%	5 3%	11 3%	2 2%
Energy provider	187 5%	5 3%	31 7%	24 7%	16 6%	19 5%	16 4%	21 4%	20 4%	16 5%	3 2%	14 4%	2 1%
Mobile phone provider	138 3%	4 3%	13 3%	11 3%	10 3%	10 3%	13 4%	44 8%	10 2%	11 3%	3 1%	7 2%	2 1%
Current account provider	109 3%	6 4%	15 3%	7 2%	7 2%	7 2%	9 2%	28 5%	9 2%	6 2%	3 2%	12 4%	1 1%
Insurance provider	93 2%	4 3%	11 3%	2 1%	5 2%	13 4%	14 4%	22 4%	8 1%	5 2%	3 1%	5 1%	-
Pay-tv company (e.g. Sky)	87 2%	3 2%	14 3%	10 3%	6 2%	6 2%	1 *	23 4%	10 2%	4 1%	2 1%	6 2%	3 2%
Rail company	79 2%	3 2%	11 2%	6 2%	5 2%	3 1%	4 1%	30 6%	5 1%	3 1%	2 1%	6 2%	1 1%
Water company	75 2%	6 4%	7 2%	7 2%	5 2%	5 2%	3 1%	20 4%	10 2%	5 1%	1 1%	6 2%	* *
Estate agent\letting agent	70 2%	3 2%	5 1%	5 1%	4 1%	7 2%	7 2%	19 4%	9 2%	5 1%	2 1%	5 1%	* *
Builder\home improvements or repairs company	65 2%	1 1%	9 2%	5 2%	2 1%	2 1%	3 1%	22 4%	6 1%	5 1%	3 1%	4 1%	3 2%
<b>SUMMARY CODE</b>													
ANY	976 24%	41 25%	108 25%	82 25%	67 23%	87 25%	75 20%	181 34%	134 24%	63 18%	30 16%	84 25%	22 20%
3+ PROBLEMS	133 3%	8 5%	19 4%	7 2%	12 4%	5 1%	11 3%	42 8%	9 2%	8 2%	2 1%	9 3%	2 2%

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Q120. Whether experienced a problem with any providers since June 2019  
 Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
None of these	2939	117	320	240	221	257	288	329	404	270	158	246	88
	73%	72%	73%	73%	76%	73%	77%	62%	73%	79%	82%	73%	79%
Don't know	96	5	12	8	4	9	9	18	12	10	3	7	*
	2%	3%	3%	2%	1%	2%	2%	3%	2%	3%	2%	2%	*

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q120. Whether experienced a problem with any providers since June 2019

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
		Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Retail\shop\online shopping provider	235 6%	46 6%	34 5%	45 6%	51 7%	30 5%	26 6%	209 6%	84 8%	150 5%	51 6%	174 6%	62 5%	167 6%
Holiday company\airline	212 5%	48 6%	22 3%	35 5%	53 8%	38 7%	26 6%	186 5%	61 6%	151 5%	46 5%	155 5%	76 6%	135 5%
Broadband provider	192 5%	63 8%	25 3%	42 6%	29 4%	16 3%	31 7%	161 4%	69 6%	123 4%	53 6%	126 4%	53 4%	132 5%
Energy provider	187 5%	59 7%	26 4%	23 3%	35 5%	25 4%	33 8%	154 4%	63 6%	124 4%	45 5%	135 4%	52 4%	135 5%
Mobile phone provider	138 3%	39 5%	31 4%	13 2%	24 3%	21 4%	20 5%	118 3%	65 6%	73 2%	31 4%	102 3%	29 2%	100 4%
Current account provider	109 3%	49 6%	14 2%	13 2%	15 2%	14 2%	22 5%	87 2%	49 5%	61 2%	32 4%	70 2%	30 3%	77 3%
Insurance provider	93 2%	35 4%	15 2%	10 1%	15 2%	14 2%	21 5%	72 2%	38 4%	55 2%	25 3%	65 2%	37 3%	51 2%
Pay-tv company (e.g. Sky)	87 2%	23 3%	14 2%	10 1%	22 3%	13 2%	9 2%	78 2%	45 4%	42 1%	25 3%	61 2%	21 2%	65 2%
Rail company	79 2%	14 2%	13 2%	6 1%	14 2%	21 4%	8 2%	70 2%	36 3%	42 1%	23 3%	52 2%	29 2%	48 2%
Water company	75 2%	29 4%	5 1%	9 1%	13 2%	13 2%	17 4%	58 2%	47 4%	28 1%	20 2%	52 2%	28 2%	46 2%
Estate agent\letting agent	70 2%	25 3%	10 1%	9 1%	11 2%	12 2%	8 2%	61 2%	32 3%	38 1%	21 2%	48 2%	16 1%	49 2%
Builder\home improvements or repairs company	65 2%	27 3%	7 1%	2 *	17 3%	11 2%	13 3%	52 1%	34 3%	30 1%	24 3%	38 1%	25 2%	39 1%
<b>SUMMARY CODE</b>														
ANY	976 24%	261 32%	154 21%	148 21%	181 26%	138 24%	130 31%	846 24%	338 31%	638 22%	227 26%	702 23%	254 21%	693 25%

Q120. Whether experienced a problem with any providers since June 2019  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
3+ PROBLEMS	133	52	12	14	28	21	24	109	69	64	37	92	44	88
	3%	6%	2%	2%	4%	4%	6%	3%	6%	2%	4%	3%	4%	3%
None of these	2939	535	577	552	493	428	288	2651	699	2240	631	2232	922	1995
	73%	65%	78%	78%	72%	73%	68%	74%	65%	76%	72%	74%	77%	72%
Don't know	96	23	13	8	13	18	8	89	39	57	14	70	14	74
	2%	3%	2%	1%	2%	3%	2%	2%	4%	2%	2%	2%	1%	3%



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Q120. Whether experienced a problem with any providers since June 2019

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	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Base	4011	801	1859	268	2397	206	1788	97	824	621	1585	777	1478	461	2028	200	1242	279	1402	102	920
Weighted Base	4011	779	1979	228	2520	174	1870	66	811	611	1684	779	1510	447	2115	174	1338	253	1389	86	920
Effective Base	2458	516	1125	177	1496	133	1103	69	591	393	950	504	864	302	1260	126	770	183	877	65	600
Retail\shop\online shopping provider	235 6%	44 6%	79 4%	18 8%	123 5%	13 7%	89 5%	8 11%	45 5%	37 6%	55 3%	49 6%	59 4%	51 12%	88 4%	30 17%	47 3%	26 10%	65 5%	15 17%	43 5%
Holiday company\airline	212 5%	52 7%	81 4%	26 11%	119 5%	23 13%	98 5%	11 17%	35 4%	41 7%	61 4%	62 8%	54 4%	58 13%	100 5%	27 16%	57 4%	30 12%	59 4%	14 16%	40 4%
Broadband provider	192 5%	47 6%	61 3%	25 11%	93 4%	26 15%	63 3%	10 16%	34 4%	27 4%	48 3%	37 5%	41 3%	30 7%	77 4%	24 14%	41 3%	33 13%	57 4%	14 16%	26 3%
Energy provider	187 5%	100 13%	58 3%	22 9%	102 4%	30 17%	80 4%	12 18%	29 4%	45 7%	54 3%	63 8%	47 3%	43 10%	68 3%	11 6%	56 4%	30 12%	50 4%	12 14%	29 3%
Mobile phone provider	138 3%	28 4%	41 2%	27 12%	47 2%	28 16%	46 2%	11 17%	18 2%	17 3%	15 1%	31 4%	28 2%	44 10%	49 2%	14 8%	17 1%	14 6%	40 3%	7 9%	26 3%
Current account provider	109 3%	27 3%	21 1%	34 15%	30 1%	29 17%	21 1%	15 23%	17 2%	15 2%	22 1%	20 3%	27 2%	18 4%	31 1%	11 6%	21 2%	15 6%	21 2%	8 9%	16 2%
Insurance provider	93 2%	15 2%	26 1%	20 9%	30 1%	22 13%	34 2%	10 15%	14 2%	15 3%	22 1%	25 3%	23 2%	22 5%	27 1%	6 4%	16 1%	10 4%	20 1%	5 6%	10 1%
Pay-tv company (e.g. Sky)	87 2%	24 3%	24 1%	15 7%	39 2%	12 7%	27 1%	9 14%	14 2%	17 3%	16 1%	35 5%	17 1%	24 5%	29 1%	18 10%	19 1%	24 9%	18 1%	16 18%	7 1%
Rail company	79 2%	13 2%	23 1%	14 6%	35 1%	14 8%	30 2%	7 11%	18 2%	10 2%	20 1%	13 2%	18 1%	29 6%	27 1%	14 8%	14 1%	10 4%	22 2%	11 13%	13 1%
Water company	75 2%	10 1%	19 1%	12 5%	18 1%	21 12%	18 1%	10 15%	15 2%	17 3%	7 *	22 3%	19 1%	22 5%	19 1%	11 7%	14 1%	12 5%	20 1%	9 11%	11 1%
Estate agent\letting agent	70 2%	16 2%	12 1%	9 4%	21 1%	13 7%	15 1%	9 14%	8 1%	11 2%	6 *	11 1%	14 1%	23 5%	20 1%	14 8%	5 *	18 7%	16 1%	12 14%	10 1%
Builder\home improvements or repairs company	65 2%	13 2%	18 1%	14 6%	23 1%	8 5%	21 1%	7 11%	13 2%	14 2%	13 1%	14 2%	17 1%	14 3%	17 1%	18 10%	15 1%	12 5%	20 1%	8 9%	8 1%
<b>SUMMARY CODE</b>																					
ANY	976 24%	240 31%	317 16%	97 42%	481 19%	95 54%	370 20%	37 56%	169 21%	147 24%	253 15%	217 28%	256 17%	186 42%	400 19%	79 45%	221 17%	110 43%	272 20%	41 48%	163 18%
3+ PROBLEMS	133 3%	26 3%	37 2%	33 15%	41 2%	41 23%	34 2%	19 28%	21 3%	25 4%	16 1%	38 5%	26 2%	40 9%	37 2%	23 13%	24 2%	27 10%	34 2%	17 20%	22 2%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q120. Whether experienced a problem with any providers since June 2019**  
**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 CONTRACT		WHETHER SWITCHED BROADBAND		WHETHER SWITCHED PAY TV		
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	
Total	4011	1859	268	2397	206	1788	97	824	621	1585	777	1478	461	2028	200	1242	279	1402	102	920	
Unweighted Base	2458	1125	177	1496	133	1103	69	591	393	950	504	864	302	1260	126	770	183	877	65	600	
Effective Base	2939	1633	127	2008	75	1474	25	624	455	1406	548	1234	255	1685	95	1097	138	1097	42	745	
None of these	73%	68%	83%	56%	80%	43%	79%	38%	77%	74%	84%	70%	82%	57%	80%	55%	82%	54%	79%	49%	81%
Don't know	96	29	4	32	5	25	4	19	9	24	14	20	6	29	*	19	6	20	3	12	
	2%	1%	1%	2%	1%	3%	1%	6%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	3%	1%	

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130. 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	4011	4011	4011	4011	4011	4011	4011
Weighted Base	4011	4011	4011	4011	4011	4011	4011
Effective Base	2458	2458	2458	2458	2458	2458	2458
A lot	881 22%	283 7%	493 12%	1247 31%	1748 44%	1404 35%	936 23%
A fair amount	1659 41%	1356 34%	2064 51%	1935 48%	1510 38%	1748 44%	1835 46%
Not very much	438 11%	1467 37%	885 22%	381 9%	295 7%	344 9%	679 17%
Not at all	135 3%	439 11%	213 5%	121 3%	143 4%	115 3%	211 5%
<b>SUMMARY CODES</b>							
A LOT\FAIR AMOUNT	2540 63%	1639 41%	2557 64%	3182 79%	3257 81%	3152 79%	2772 69%
NOT VERY MUCH\ NOT AT ALL	574 14%	1906 48%	1098 27%	501 13%	439 11%	459 11%	890 22%
Don't know	898 22%	466 12%	357 9%	328 8%	315 8%	400 10%	349 9%

## Q130\_01. How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	881 22%	473 24%	408 20%	57 11%	122 18%	143 23%	185 27%	151 25%	223 24%	261 24%	240 22%	185 22%	194 20%	621 23%	122 18%	123 21%
A fair amount	1659 41%	826 42%	833 41%	137 26%	243 36%	259 41%	292 43%	290 48%	438 48%	472 43%	468 42%	365 44%	354 37%	1149 43%	253 38%	225 38%
Not very much	438 11%	249 13%	190 9%	73 14%	88 13%	58 9%	70 10%	54 9%	96 10%	123 11%	109 10%	95 11%	111 12%	277 10%	69 10%	76 13%
Not at all	135 3%	79 4%	57 3%	40 8%	17 3%	26 4%	14 2%	14 2%	24 3%	29 3%	38 3%	24 3%	45 5%	75 3%	20 3%	31 5%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	2540 63%	1299 66%	1241 61%	194 37%	366 55%	402 64%	477 71%	441 73%	661 72%	733 66%	708 64%	551 66%	548 57%	1770 67%	375 56%	348 59%
NOT VERY MUCH\NOT AT ALL	574 14%	327 17%	246 12%	113 21%	105 16%	83 13%	84 12%	68 11%	121 13%	152 14%	147 13%	119 14%	156 16%	352 13%	90 13%	107 18%
Don't know	898 22%	336 17%	561 27%	218 42%	197 30%	138 22%	112 17%	96 16%	136 15%	223 20%	252 23%	170 20%	252 26%	526 20%	205 31%	135 23%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_01. How much trust to give impartial information - Ofgem  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	881	119	331	263	165	3	161	349	160	131	80	699	160
	22%	22%	25%	19%	22%	33%	21%	23%	20%	21%	25%	23%	24%
A fair amount	1659	206	571	561	314	4	340	662	335	243	79	1292	306
	41%	39%	43%	41%	42%	41%	44%	44%	43%	39%	24%	42%	45%
Not very much	438	60	124	168	84	1	82	163	85	79	30	350	58
	11%	11%	9%	12%	11%	7%	11%	11%	11%	13%	9%	11%	8%
Not at all	135	15	23	66	29	-	26	52	23	19	15	101	23
	3%	3%	2%	5%	4%	-	3%	3%	3%	3%	5%	3%	3%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	2540	324	902	824	479	7	500	1011	496	374	160	1990	466
	63%	61%	67%	61%	64%	74%	65%	67%	63%	60%	49%	64%	69%
NOT VERY MUCH/ NOT AT ALL	574	74	147	234	113	1	108	216	107	97	45	452	81
	14%	14%	11%	17%	15%	7%	14%	14%	14%	16%	14%	15%	12%
Don't know	898	136	292	303	155	2	159	291	181	148	119	653	133
	22%	25%	22%	22%	21%	19%	21%	19%	23%	24%	37%	21%	20%

**Q130\_01. How much trust to give impartial information - Ofgem**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	881	31	90	65	81	75	76	108	128	77	45	78	26
	22%	19%	20%	20%	28%	21%	20%	20%	23%	22%	24%	23%	24%
A fair amount	1659	65	192	127	114	137	154	225	226	143	83	145	48
	41%	40%	44%	38%	39%	39%	41%	43%	41%	42%	43%	43%	44%
Not very much	438	16	45	56	29	46	36	63	65	36	20	21	5
	11%	10%	10%	17%	10%	13%	10%	12%	12%	11%	10%	6%	4%
Not at all	135	5	19	9	4	15	13	20	21	9	5	12	4
	3%	3%	4%	3%	1%	4%	3%	4%	4%	3%	3%	3%	4%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	2540	96	282	192	196	212	230	333	353	220	128	223	75
	63%	59%	64%	58%	67%	60%	62%	63%	64%	64%	67%	66%	67%
NOT VERY MUCH\NOT AT ALL	574	22	64	65	33	61	49	83	85	45	25	33	9
	14%	13%	14%	20%	11%	17%	13%	16%	15%	13%	13%	10%	8%
Don't know	898	45	94	74	63	80	94	112	111	79	39	80	27
	22%	27%	21%	22%	22%	23%	25%	21%	20%	23%	20%	24%	25%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_01. How much trust to give impartial information - Ofgem  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	881	166	161	149	177	152	99	782	250	630	231	641	311	568
	22%	20%	22%	21%	26%	26%	23%	22%	23%	21%	26%	21%	26%	21%
A fair amount	1659	320	320	329	294	240	167	1492	402	1257	344	1280	540	1103
	41%	39%	43%	47%	43%	41%	39%	42%	37%	43%	39%	43%	45%	40%
Not very much	438	103	83	75	58	65	49	390	131	308	95	325	128	298
	11%	13%	11%	11%	8%	11%	11%	11%	12%	10%	11%	11%	11%	11%
Not at all	135	44	20	15	20	10	22	113	32	103	29	91	39	91
	3%	5%	3%	2%	3%	2%	5%	3%	3%	4%	3%	3%	3%	3%
<b>SUMMARY CODES</b>														
A LOT/FAIR AMOUNT	2540	487	481	478	471	391	266	2274	652	1887	575	1920	851	1672
	63%	59%	65%	68%	69%	67%	62%	63%	61%	64%	66%	64%	71%	61%
NOT VERY MUCH/NOT AT ALL	574	147	103	91	79	75	70	503	163	411	124	415	167	389
	14%	18%	14%	13%	11%	13%	17%	14%	15%	14%	14%	14%	14%	14%
Don't know	898	186	160	139	137	117	89	808	261	637	173	668	173	701
	22%	23%	21%	20%	20%	20%	21%	23%	24%	22%	20%	22%	15%	25%

## Q130\_01. How much trust to give impartial information - Ofgem

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	881	209	665
	22%	21%	23%
A fair amount	1659	380	1248
	41%	39%	42%
Not very much	438	136	287
	11%	14%	10%
Not at all	135	44	89
	3%	5%	3%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	2540	590	1913
	63%	60%	65%
NOT VERY MUCH\ NOT AT ALL	574	180	376
	14%	18%	13%
Don't know	898	206	649
	22%	21%	22%



**Q130\_02. How much trust to give impartial information - Energy suppliers**  
**Base: All Adults in UK**

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	283	162	122	59	80	49	35	18	43	72	75	64	73	171	55	51
	7%	8%	6%	11%	12%	8%	5%	3%	5%	6%	7%	8%	8%	6%	8%	9%
A fair amount	1356	628	728	185	234	202	189	192	354	327	355	321	353	902	214	211
	34%	32%	36%	35%	35%	32%	28%	32%	39%	30%	32%	38%	37%	34%	32%	36%
Not very much	1467	753	714	145	190	213	277	274	368	472	420	272	303	1000	236	193
	37%	38%	35%	28%	28%	34%	41%	45%	40%	43%	38%	32%	32%	38%	35%	33%
Not at all	439	244	194	41	76	87	98	74	63	126	124	97	91	299	77	55
	11%	12%	9%	8%	11%	14%	15%	12%	7%	11%	11%	12%	10%	11%	11%	9%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	1639	790	849	244	314	251	224	209	397	399	430	384	425	1073	269	262
	41%	40%	41%	46%	47%	40%	33%	35%	43%	36%	39%	46%	45%	41%	40%	45%
NOT VERY MUCH\NOT AT ALL	1906	997	909	186	266	300	375	348	431	599	544	369	394	1299	312	248
	48%	51%	44%	35%	40%	48%	56%	57%	47%	54%	49%	44%	41%	49%	47%	42%
Don't know	466	176	291	95	88	73	73	48	90	111	133	86	136	276	88	79
	12%	9%	14%	18%	13%	12%	11%	8%	10%	10%	12%	10%	14%	10%	13%	13%

**Q130\_02. How much trust to give impartial information - Energy suppliers**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	283	42	114	81	45	1	36	76	66	75	30	229	34
	7%	8%	8%	6%	6%	7%	5%	5%	8%	12%	9%	7%	5%
A fair amount	1356	177	458	471	240	5	253	517	270	211	104	1037	244
	34%	33%	34%	35%	32%	55%	33%	34%	35%	34%	32%	34%	36%
Not very much	1467	190	509	486	278	2	301	601	252	207	105	1138	267
	37%	36%	38%	36%	37%	26%	39%	40%	32%	33%	33%	37%	39%
Not at all	439	56	129	163	88	*	96	138	104	69	31	363	55
	11%	10%	10%	12%	12%	2%	13%	9%	13%	11%	10%	12%	8%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	1639	219	572	552	285	5	289	593	336	286	134	1266	278
	41%	41%	43%	41%	38%	61%	38%	39%	43%	46%	41%	41%	41%
NOT VERY MUCH\	1906	246	638	649	366	3	397	739	356	276	137	1502	321
NOT AT ALL	48%	46%	48%	48%	49%	28%	52%	49%	45%	45%	42%	49%	47%
Don't know	466	69	131	161	95	1	81	185	92	56	53	327	79
	12%	13%	10%	12%	13%	10%	11%	12%	12%	9%	16%	11%	12%

**Q130\_02. How much trust to give impartial information - Energy suppliers**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	283 7%	6 3%	23 5%	16 5%	25 9%	32 9%	17 5%	70 13%	43 8%	16 5%	12 6%	17 5%	5 5%
A fair amount	1356 34%	58 35%	157 36%	114 35%	108 37%	108 31%	116 31%	169 32%	180 33%	128 37%	66 34%	119 35%	34 31%
Not very much	1467 37%	67 42%	152 34%	145 44%	89 30%	123 35%	145 39%	173 33%	206 37%	127 37%	68 35%	130 39%	42 38%
Not at all	439 11%	17 10%	54 12%	28 8%	38 13%	42 12%	42 11%	58 11%	53 10%	31 9%	21 11%	40 12%	17 16%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	1639 41%	63 39%	180 41%	131 40%	133 45%	141 40%	133 36%	239 45%	223 41%	144 42%	78 41%	136 40%	39 35%
NOT VERY MUCH/ NOT AT ALL	1906 48%	84 52%	205 47%	173 52%	127 44%	165 47%	186 50%	231 44%	258 47%	158 46%	89 46%	170 50%	59 53%
Don't know	466 12%	15 9%	55 12%	27 8%	32 11%	47 13%	53 14%	58 11%	68 12%	42 12%	26 13%	31 9%	13 11%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_02. How much trust to give impartial information - Energy suppliers  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	283	63	45	54	44	39	35	249	118	165	59	215	86	187
	7%	8%	6%	8%	6%	7%	8%	7%	11%	6%	7%	7%	7%	7%
A fair amount	1356	318	260	237	236	181	154	1202	380	976	284	1049	462	879
	34%	39%	35%	33%	34%	31%	36%	34%	35%	33%	33%	35%	39%	32%
Not very much	1467	250	292	291	262	234	128	1339	349	1118	337	1084	434	1021
	37%	30%	39%	41%	38%	40%	30%	37%	32%	38%	39%	36%	36%	37%
Not at all	439	97	69	69	78	74	54	385	124	315	109	312	84	348
	11%	12%	9%	10%	11%	13%	13%	11%	12%	11%	13%	10%	7%	13%
<b>SUMMARY CODES</b>														
A LOT/FAIR AMOUNT	1639	381	305	290	280	219	189	1450	498	1141	343	1264	548	1066
	41%	46%	41%	41%	41%	38%	44%	40%	46%	39%	39%	42%	46%	39%
NOT VERY MUCH/NOT AT ALL	1906	347	361	359	340	307	182	1724	473	1432	446	1396	518	1369
	48%	42%	49%	51%	50%	53%	43%	48%	44%	49%	51%	46%	44%	50%
Don't know	466	92	78	58	67	56	54	412	105	362	83	344	124	327
	12%	11%	10%	8%	10%	10%	13%	11%	10%	12%	10%	11%	10%	12%

**Q130\_02. How much trust to give impartial information - Energy suppliers**  
**Base: All Adults in UK**

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	283 7%	109 11%	173 6%
A fair amount	1356 34%	333 34%	992 34%
Not very much	1467 37%	353 36%	1094 37%
Not at all	439 11%	125 13%	306 10%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	1639 41%	441 45%	1164 40%
NOT VERY MUCH\ NOT AT ALL	1906 48%	477 49%	1400 48%
Don't know	466 12%	57 6%	374 13%

## Q130\_03. How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	493	241	252	83	125	86	85	50	64	119	139	122	112	312	104	69
	12%	12%	12%	16%	19%	14%	13%	8%	7%	11%	13%	15%	12%	12%	16%	12%
A fair amount	2064	976	1087	251	346	327	349	312	479	584	535	476	468	1382	343	283
	51%	50%	53%	48%	52%	52%	52%	52%	52%	53%	48%	57%	49%	52%	51%	48%
Not very much	885	484	401	92	104	129	155	164	241	254	269	147	216	605	131	135
	22%	25%	20%	18%	16%	21%	23%	27%	26%	23%	24%	17%	23%	23%	19%	23%
Not at all	213	117	95	31	29	25	33	32	62	62	53	37	61	132	34	40
	5%	6%	5%	6%	4%	4%	5%	5%	7%	6%	5%	4%	6%	5%	5%	7%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	2557	1218	1339	334	471	413	434	362	543	703	675	598	581	1694	447	352
	64%	62%	65%	64%	70%	66%	65%	60%	59%	63%	61%	71%	61%	64%	67%	60%
NOT VERY MUCH\NOT AT ALL	1098	601	496	123	133	154	188	196	303	317	321	183	277	737	164	174
	27%	31%	24%	23%	20%	25%	28%	32%	33%	29%	29%	22%	29%	28%	24%	30%
Don't know	357	143	213	68	64	56	50	47	71	89	111	58	98	218	59	63
	9%	7%	10%	13%	10%	9%	7%	8%	8%	8%	10%	7%	10%	8%	9%	11%

**Q130\_03. How much trust to give impartial information - Price comparison websites**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	493	79	163	173	76	1	81	149	93	120	51	390	79
	12%	15%	12%	13%	10%	16%	11%	10%	12%	19%	16%	13%	12%
A fair amount	2064	255	731	693	374	5	392	769	417	319	167	1612	346
	51%	48%	54%	51%	50%	61%	51%	51%	53%	51%	51%	52%	51%
Not very much	885	120	277	303	182	1	185	366	164	115	55	693	143
	22%	22%	21%	22%	24%	10%	24%	24%	21%	19%	17%	22%	21%
Not at all	213	30	58	77	46	*	44	86	45	23	15	158	42
	5%	6%	4%	6%	6%	1%	6%	6%	6%	4%	5%	5%	6%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	2557	334	893	865	449	7	473	918	510	438	217	2002	425
	64%	62%	67%	64%	60%	77%	62%	61%	65%	71%	67%	65%	63%
NOT VERY MUCH\	1098	150	336	381	228	1	229	451	209	138	71	851	185
NOT AT ALL	27%	28%	25%	28%	31%	11%	30%	30%	27%	22%	22%	27%	27%
Don't know	357	51	112	115	69	1	66	148	65	43	35	242	69
	9%	10%	8%	8%	9%	12%	9%	10%	8%	7%	11%	8%	10%

**Q130\_03. How much trust to give impartial information - Price comparison websites**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	493 12%	15 9%	51 12%	35 11%	45 16%	54 15%	33 9%	84 16%	58 11%	36 10%	24 12%	47 14%	10 9%
A fair amount	2064 51%	81 50%	245 56%	189 57%	135 46%	179 51%	178 48%	265 50%	280 51%	182 53%	91 48%	175 52%	63 56%
Not very much	885 22%	37 23%	80 18%	71 22%	70 24%	75 21%	96 26%	113 21%	136 25%	71 21%	48 25%	68 20%	21 19%
Not at all	213 5%	10 6%	21 5%	10 3%	15 5%	12 3%	26 7%	33 6%	33 6%	22 6%	8 4%	18 5%	7 6%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	2557 64%	95 59%	296 67%	224 68%	180 62%	233 66%	212 57%	349 66%	338 62%	218 64%	115 60%	223 66%	72 65%
NOT VERY MUCH/ NOT AT ALL	1098 27%	47 29%	100 23%	81 25%	85 29%	87 24%	121 33%	146 28%	168 31%	93 27%	56 29%	86 26%	27 25%
Don't know	357 9%	21 13%	44 10%	25 7%	26 9%	34 10%	40 11%	33 6%	43 8%	32 9%	21 11%	28 8%	11 10%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_03. How much trust to give impartial information - Price comparison websites

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	493	96	89	78	106	84	49	444	165	328	120	365	120	370
	12%	12%	12%	11%	15%	14%	12%	12%	15%	11%	14%	12%	10%	13%
A fair amount	2064	417	387	390	344	289	206	1858	580	1484	416	1606	605	1432
	51%	51%	52%	55%	50%	50%	48%	52%	54%	51%	48%	53%	51%	52%
Not very much	885	181	173	167	151	131	96	789	202	683	213	631	295	584
	22%	22%	23%	24%	22%	22%	23%	22%	19%	23%	24%	21%	25%	21%
Not at all	213	58	38	26	32	32	43	170	54	159	59	142	79	124
	5%	7%	5%	4%	5%	5%	10%	5%	5%	5%	7%	5%	7%	5%
<b>SUMMARY CODES</b>														
A LOT/FAIR AMOUNT	2557	513	476	468	451	373	255	2301	744	1812	536	1971	726	1802
	64%	63%	64%	66%	66%	64%	60%	64%	69%	62%	61%	66%	61%	65%
NOT VERY MUCH/NOT AT ALL	1098	238	211	193	183	162	139	959	256	842	273	773	374	708
	27%	29%	28%	27%	27%	28%	33%	27%	24%	29%	31%	26%	31%	26%
Don't know	357	68	57	47	53	48	31	326	76	281	64	259	91	252
	9%	8%	8%	7%	8%	8%	7%	9%	7%	10%	7%	9%	8%	9%

**Q130\_03. How much trust to give impartial information - Price comparison websites**  
**Base: All Adults in UK**

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	493	170	317
	12%	17%	11%
A fair amount	2064	480	1536
	51%	49%	52%
Not very much	885	218	656
	22%	22%	22%
Not at all	213	64	145
	5%	7%	5%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	2557	650	1853
	64%	67%	63%
NOT VERY MUCH\ NOT AT ALL	1098	282	801
	27%	29%	27%
Don't know	357	44	285
	9%	4%	10%

**Q130\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	1247	607	639	99	188	194	246	221	299	381	350	256	260	870	198	157
	31%	31%	31%	19%	28%	31%	37%	37%	33%	34%	32%	31%	27%	33%	30%	27%
A fair amount	1935	948	987	229	325	288	321	302	472	535	540	420	440	1294	320	271
	48%	48%	48%	44%	49%	46%	48%	50%	51%	48%	49%	50%	46%	49%	48%	46%
Not very much	381	209	171	79	77	62	57	43	64	96	100	75	110	236	64	73
	9%	11%	8%	15%	11%	10%	8%	7%	7%	9%	9%	9%	11%	9%	10%	12%
Not at all	121	71	50	33	19	19	10	15	25	27	29	26	39	66	27	20
	3%	4%	2%	6%	3%	3%	1%	2%	3%	2%	3%	3%	4%	3%	4%	3%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	3182	1555	1627	328	513	481	567	522	771	915	890	676	700	2163	518	429
	79%	79%	79%	62%	77%	77%	84%	86%	84%	83%	80%	81%	73%	82%	77%	73%
NOT VERY MUCH\NOT AT ALL	501	280	221	112	96	81	67	58	88	123	129	101	149	302	91	93
	13%	14%	11%	21%	14%	13%	10%	10%	10%	11%	12%	12%	16%	11%	14%	16%
Don't know	328	127	200	85	59	62	38	25	58	70	88	62	107	183	61	68
	8%	6%	10%	16%	9%	10%	6%	4%	6%	6%	8%	7%	11%	7%	9%	12%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_04. How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	1247	165	452	395	229	5	225	486	261	179	97	990	218
	31%	31%	34%	29%	31%	54%	29%	32%	33%	29%	30%	32%	32%
A fair amount	1935	245	668	648	370	2	391	747	344	324	130	1510	319
	48%	46%	50%	48%	50%	18%	51%	49%	44%	52%	40%	49%	47%
Not very much	381	60	109	144	64	1	77	124	92	59	28	301	58
	9%	11%	8%	11%	9%	14%	10%	8%	12%	10%	9%	10%	8%
Not at all	121	20	28	46	24	*	26	40	24	14	17	87	21
	3%	4%	2%	3%	3%	1%	3%	3%	3%	2%	5%	3%	3%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	3182	409	1120	1043	598	6	615	1233	605	502	227	2500	537
	79%	77%	83%	77%	80%	72%	80%	81%	77%	81%	70%	81%	79%
NOT VERY MUCH\	501	80	137	190	88	1	103	164	116	73	45	387	78
NOT AT ALL	13%	15%	10%	14%	12%	15%	13%	11%	15%	12%	14%	13%	11%
Don't know	328	45	85	128	60	1	49	120	63	43	52	207	64
	8%	8%	6%	9%	8%	13%	6%	8%	8%	7%	16%	7%	9%

**Q130\_04. How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert**  
**Base: All Adults in UK**

	Total	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	1247	43	154	108	88	112	93	154	198	98	50	107	40
	31%	26%	35%	33%	30%	32%	25%	29%	36%	29%	26%	32%	36%
A fair amount	1935	82	200	167	144	161	191	275	223	179	101	158	53
	48%	51%	46%	51%	49%	45%	51%	52%	41%	52%	53%	47%	48%
Not very much	381	16	39	28	27	30	37	49	62	38	18	30	6
	9%	10%	9%	8%	9%	9%	10%	9%	11%	11%	9%	9%	5%
Not at all	121	6	10	8	10	11	15	17	21	7	1	9	4
	3%	4%	2%	2%	4%	3%	4%	3%	4%	2%	1%	3%	3%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	3182	125	354	276	231	273	283	430	422	278	151	265	94
	79%	77%	80%	84%	79%	77%	76%	81%	77%	81%	79%	79%	84%
NOT VERY MUCH/NOT AT ALL	501	22	49	36	37	41	53	66	83	46	19	39	10
	13%	14%	11%	11%	13%	12%	14%	13%	15%	13%	10%	12%	9%
Don't know	328	16	37	18	23	39	37	31	45	20	21	33	8
	8%	10%	8%	5%	8%	11%	10%	6%	8%	6%	11%	10%	7%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_04. How much trust to give impartial information - Consumer groups e.g. Which, Money Saving Expert  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	1247	212	241	243	244	208	117	1130	322	924	318	911	390	847
	31%	26%	32%	34%	36%	36%	28%	32%	30%	31%	36%	30%	33%	31%
A fair amount	1935	408	372	349	318	279	207	1729	498	1438	396	1475	605	1315
	48%	50%	50%	49%	46%	48%	49%	48%	46%	49%	45%	49%	51%	48%
Not very much	381	88	62	59	66	48	45	336	112	268	70	300	82	291
	9%	11%	8%	8%	10%	8%	11%	9%	10%	9%	8%	10%	7%	11%
Not at all	121	46	17	14	14	10	26	94	37	83	30	83	39	74
	3%	6%	2%	2%	2%	2%	6%	3%	3%	3%	3%	3%	3%	3%
<b>SUMMARY CODES</b>														
A LOT/FAIR AMOUNT	3182	620	612	592	562	487	324	2858	820	2362	714	2386	994	2162
	79%	76%	82%	84%	82%	83%	76%	80%	76%	80%	82%	79%	83%	78%
NOT VERY MUCH/NOT AT ALL	501	134	80	73	80	57	71	430	150	352	100	383	121	366
	13%	16%	11%	10%	12%	10%	17%	12%	14%	12%	11%	13%	10%	13%
Don't know	328	66	52	42	45	39	30	297	107	221	59	235	76	235
	8%	8%	7%	6%	7%	7%	7%	8%	10%	8%	7%	8%	6%	8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q130\_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	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	1247	316	920
	31%	32%	31%
A fair amount	1935	448	1452
	48%	46%	49%
Not very much	381	117	245
	9%	12%	8%
Not at all	121	43	77
	3%	4%	3%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	3182	765	2373
	79%	78%	81%
NOT VERY MUCH\ NOT AT ALL	501	160	322
	13%	16%	11%
Don't know	328	51	244
	8%	5%	8%

## Q130\_05. How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	1748	857	890	128	243	249	324	339	466	511	471	373	393	1204	271	245
	44%	44%	43%	24%	36%	40%	48%	56%	51%	46%	43%	44%	41%	45%	40%	41%
A fair amount	1510	732	778	198	244	254	261	205	347	414	427	306	362	1012	243	220
	38%	37%	38%	38%	37%	41%	39%	34%	38%	37%	39%	36%	38%	38%	36%	37%
Not very much	295	145	150	65	85	44	40	23	37	74	87	65	69	168	64	47
	7%	7%	7%	12%	13%	7%	6%	4%	4%	7%	8%	8%	7%	6%	10%	8%
Not at all	143	73	71	38	34	22	14	14	22	34	26	44	39	84	28	22
	4%	4%	3%	7%	5%	3%	2%	2%	2%	3%	2%	5%	4%	3%	4%	4%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	3257	1589	1668	325	487	504	585	544	813	925	899	679	755	2216	514	465
	81%	81%	81%	62%	73%	81%	87%	90%	89%	83%	81%	81%	79%	84%	77%	79%
NOT VERY MUCH\NOT AT ALL	439	218	220	103	120	66	54	37	59	109	113	108	108	251	92	69
	11%	11%	11%	20%	18%	11%	8%	6%	6%	10%	10%	13%	11%	9%	14%	12%
Don't know	315	155	160	96	62	54	33	24	46	75	95	52	93	181	64	56
	8%	8%	8%	18%	9%	9%	5%	4%	5%	7%	9%	6%	10%	7%	10%	9%



**Q130\_05. How much trust to give impartial information - Citizens Advice**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	1748	242	640	542	317	5	349	701	342	234	122	1389	314
	44%	45%	48%	40%	42%	53%	45%	46%	44%	38%	38%	45%	46%
A fair amount	1510	196	495	541	272	2	290	577	292	237	112	1182	248
	38%	37%	37%	40%	37%	25%	38%	38%	37%	38%	35%	38%	37%
Not very much	295	41	75	112	64	1	51	96	49	64	36	220	47
	7%	8%	6%	8%	9%	11%	7%	6%	6%	10%	11%	7%	7%
Not at all	143	16	42	55	27	-	26	37	39	27	14	104	16
	4%	3%	3%	4%	4%	-	3%	2%	5%	4%	4%	3%	2%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	3257	438	1135	1083	589	7	639	1278	635	471	234	2571	562
	81%	82%	85%	80%	79%	79%	83%	84%	81%	76%	72%	83%	83%
NOT VERY MUCH\	439	57	117	167	91	1	77	133	88	91	49	324	64
NOT AT ALL	11%	11%	9%	12%	12%	11%	10%	9%	11%	15%	15%	10%	9%
Don't know	315	39	89	111	66	1	51	106	61	57	40	201	53
	8%	7%	7%	8%	9%	10%	7%	7%	8%	9%	12%	6%	8%

## Q130\_05. How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	1748	68	218	153	116	150	149	204	232	161	89	160	48
	44%	42%	49%	46%	40%	42%	40%	39%	42%	47%	47%	48%	43%
A fair amount	1510	61	137	114	122	128	154	214	218	121	70	119	50
	38%	37%	31%	35%	42%	36%	41%	41%	40%	35%	36%	35%	45%
Not very much	295	12	27	27	27	33	26	47	36	20	16	21	4
	7%	8%	6%	8%	9%	9%	7%	9%	7%	6%	8%	6%	4%
Not at all	143	6	20	17	6	11	14	22	20	9	1	14	4
	4%	4%	4%	5%	2%	3%	4%	4%	4%	3%	1%	4%	4%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	3257	129	355	267	238	279	303	418	450	282	159	279	98
	81%	79%	81%	81%	82%	79%	81%	79%	82%	82%	83%	83%	88%
NOT VERY MUCH/NOT AT ALL	439	18	46	43	33	44	40	69	56	29	17	34	8
	11%	11%	11%	13%	11%	13%	11%	13%	10%	8%	9%	10%	7%
Don't know	315	15	39	20	21	30	29	41	44	32	15	23	5
	8%	9%	9%	6%	7%	9%	8%	8%	8%	9%	8%	7%	5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_05. How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	1748	321	340	348	321	270	200	1547	436	1312	451	1264	587	1148
	44%	39%	46%	49%	47%	46%	47%	43%	41%	45%	52%	42%	49%	42%
A fair amount	1510	313	275	267	257	208	148	1362	412	1097	298	1170	444	1054
	38%	38%	37%	38%	37%	36%	35%	38%	38%	37%	34%	39%	37%	38%
Not very much	295	77	70	45	33	40	36	259	99	196	53	227	70	217
	7%	9%	9%	6%	5%	7%	8%	7%	9%	7%	6%	8%	6%	8%
Not at all	143	52	19	9	24	14	19	125	43	100	24	108	28	110
	4%	6%	3%	1%	3%	2%	4%	3%	4%	3%	3%	4%	2%	4%
<b>SUMMARY CODES</b>														
A LOT\FAIR AMOUNT	3257	634	615	615	578	478	348	2909	848	2409	750	2434	1031	2202
	81%	77%	83%	87%	84%	82%	82%	81%	79%	82%	86%	81%	87%	80%
NOT VERY MUCH\ NOT AT ALL	439	129	89	54	57	54	55	384	142	296	78	335	98	327
	11%	16%	12%	8%	8%	9%	13%	11%	13%	10%	9%	11%	8%	12%
Don't know	315	57	41	40	53	51	22	293	85	230	45	235	62	233
	8%	7%	5%	6%	8%	9%	5%	8%	8%	8%	5%	8%	5%	8%

## Q130\_05. How much trust to give impartial information - Citizens Advice

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	1748 44%	386 40%	1338 46%
A fair amount	1510 38%	356 36%	1129 38%
Not very much	295 7%	126 13%	153 5%
Not at all	143 4%	53 5%	86 3%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	3257 81%	742 76%	2467 84%
NOT VERY MUCH\ NOT AT ALL	439 11%	180 18%	240 8%
Don't know	315 8%	54 6%	232 8%

## Q130\_06. How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	1404	687	717	76	184	200	281	269	394	395	389	308	313	1024	181	176
	35%	35%	35%	15%	27%	32%	42%	45%	43%	36%	35%	37%	33%	39%	27%	30%
A fair amount	1748	859	889	196	315	270	277	265	425	500	483	360	406	1163	283	264
	44%	44%	43%	37%	47%	43%	41%	44%	46%	45%	44%	43%	42%	44%	42%	45%
Not very much	344	176	168	103	74	58	53	24	31	90	85	74	95	183	84	64
	9%	9%	8%	20%	11%	9%	8%	4%	3%	8%	8%	9%	10%	7%	13%	11%
Not at all	115	65	49	34	18	25	9	15	14	24	30	28	32	62	25	16
	3%	3%	2%	6%	3%	4%	1%	2%	2%	2%	3%	3%	3%	2%	4%	3%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	3152	1546	1606	273	498	470	558	535	819	895	872	667	719	2187	464	440
	79%	79%	78%	52%	75%	75%	83%	88%	89%	81%	79%	79%	75%	83%	69%	75%
NOT VERY MUCH\NOT AT ALL	459	241	217	137	92	83	62	39	46	114	115	102	127	245	109	80
	11%	12%	11%	26%	14%	13%	9%	6%	5%	10%	10%	12%	13%	9%	16%	14%
Don't know	400	175	225	115	78	71	52	32	53	100	120	70	110	217	97	69
	10%	9%	11%	22%	12%	11%	8%	5%	6%	9%	11%	8%	12%	8%	14%	12%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_06. How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	1404	179	476	467	277	4	292	567	263	188	94	1105	265
	35%	33%	36%	34%	37%	49%	38%	37%	34%	30%	29%	36%	39%
A fair amount	1748	223	619	577	321	3	332	666	347	287	117	1361	301
	44%	42%	46%	42%	43%	30%	43%	44%	44%	46%	36%	44%	44%
Not very much	344	60	71	145	66	1	49	108	76	65	46	263	43
	9%	11%	5%	11%	9%	9%	6%	7%	10%	11%	14%	9%	6%
Not at all	115	14	34	43	21	*	21	40	28	15	11	85	19
	3%	3%	3%	3%	3%	1%	3%	3%	4%	2%	3%	3%	3%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	3152	402	1095	1045	598	7	624	1232	610	475	211	2466	566
	79%	75%	82%	77%	80%	79%	81%	81%	78%	77%	65%	80%	83%
NOT VERY MUCH\	459	74	105	188	86	1	70	149	103	81	56	349	62
NOT AT ALL	11%	14%	8%	14%	12%	10%	9%	10%	13%	13%	17%	11%	9%
Don't know	400	59	140	129	61	1	74	136	71	63	56	280	51
	10%	11%	10%	9%	8%	11%	10%	9%	9%	10%	17%	9%	8%

## Q130\_06. How much trust to give impartial information - Trading standards

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	1404	50	160	123	112	125	124	153	197	125	67	129	39
	35%	31%	36%	37%	38%	35%	33%	29%	36%	36%	35%	38%	35%
A fair amount	1748	86	180	143	130	149	162	225	236	156	87	140	53
	44%	53%	41%	43%	45%	42%	44%	43%	43%	45%	45%	42%	48%
Not very much	344	6	32	28	17	36	31	72	47	30	15	25	5
	9%	4%	7%	8%	6%	10%	8%	14%	9%	9%	8%	7%	5%
Not at all	115	4	14	7	8	11	13	19	14	7	2	12	3
	3%	3%	3%	2%	3%	3%	3%	4%	3%	2%	1%	4%	3%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	3152	136	340	266	242	274	287	378	433	281	154	269	92
	79%	84%	77%	81%	83%	78%	77%	72%	79%	82%	80%	80%	83%
NOT VERY MUCH/ NOT AT ALL	459	10	46	35	25	47	43	91	61	37	17	37	9
	11%	6%	10%	11%	9%	13%	12%	17%	11%	11%	9%	11%	8%
Don't know	400	17	54	29	25	32	42	59	56	26	21	30	10
	10%	10%	12%	9%	8%	9%	11%	11%	10%	7%	11%	9%	9%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_06. How much trust to give impartial information - Trading standards

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	1404	268	279	265	263	217	171	1233	341	1063	375	1002	502	895
	35%	33%	37%	37%	38%	37%	40%	34%	32%	36%	43%	33%	42%	32%
A fair amount	1748	344	329	326	306	253	170	1578	454	1294	357	1344	540	1193
	44%	42%	44%	46%	45%	43%	40%	44%	42%	44%	41%	45%	45%	43%
Not very much	344	87	60	58	49	49	32	312	135	209	58	270	60	277
	9%	11%	8%	8%	7%	8%	7%	9%	13%	7%	7%	9%	5%	10%
Not at all	115	40	13	13	15	12	20	94	34	80	25	82	25	86
	3%	5%	2%	2%	2%	2%	5%	3%	3%	3%	3%	3%	2%	3%
<b>SUMMARY CODES</b>														
A LOT\FAIR AMOUNT	3152	612	608	590	569	470	341	2812	795	2357	732	2346	1042	2088
	79%	75%	82%	83%	83%	81%	80%	78%	74%	80%	84%	78%	87%	76%
NOT VERY MUCH\ NOT AT ALL	459	126	73	70	64	62	52	407	169	289	83	352	84	362
	11%	15%	10%	10%	9%	11%	12%	11%	16%	10%	9%	12%	7%	13%
Don't know	400	82	63	47	54	51	33	368	112	288	58	307	65	312
	10%	10%	8%	7%	8%	9%	8%	10%	10%	10%	7%	10%	5%	11%



**Q130\_06. How much trust to give impartial information - Trading standards**  
**Base: All Adults in UK**

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	1404	329	1059
	35%	34%	36%
A fair amount	1748	391	1327
	44%	40%	45%
Not very much	344	133	195
	9%	14%	7%
Not at all	115	39	72
	3%	4%	2%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	3152	721	2387
	79%	74%	81%
NOT VERY MUCH\ NOT AT ALL	459	172	267
	11%	18%	9%
Don't know	400	83	285
	10%	9%	10%

## Q130\_07. How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
A lot	936	484	453	121	157	151	148	141	217	280	269	209	178	626	180	112
	23%	25%	22%	23%	24%	24%	22%	23%	24%	25%	24%	25%	19%	24%	27%	19%
A fair amount	1835	900	936	207	274	275	294	315	471	509	516	382	428	1256	279	251
	46%	46%	46%	39%	41%	44%	44%	52%	51%	46%	47%	45%	45%	47%	42%	42%
Not very much	679	322	358	113	125	95	136	79	130	190	171	140	179	433	108	124
	17%	16%	17%	22%	19%	15%	20%	13%	14%	17%	15%	17%	19%	16%	16%	21%
Not at all	211	117	94	31	43	42	32	31	33	51	54	43	64	117	42	44
	5%	6%	5%	6%	6%	7%	5%	5%	4%	5%	5%	5%	7%	4%	6%	8%
<b>SUMMARY CODES</b>																
A LOT\FAIR AMOUNT	2772	1383	1388	328	431	426	443	456	688	789	786	590	606	1881	459	362
	69%	70%	68%	63%	64%	68%	66%	75%	75%	71%	71%	70%	63%	71%	69%	61%
NOT VERY MUCH\NOT AT ALL	890	439	452	144	169	137	168	110	162	241	224	183	243	550	150	168
	22%	22%	22%	28%	25%	22%	25%	18%	18%	22%	20%	22%	25%	21%	22%	29%
Don't know	349	141	208	52	69	61	61	39	67	79	97	66	107	217	61	59
	9%	7%	10%	10%	10%	10%	9%	6%	7%	7%	9%	8%	11%	8%	9%	10%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_07. How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
A lot	936	131	337	276	189	1	185	323	197	160	72	741	155
	23%	24%	25%	20%	25%	12%	24%	21%	25%	26%	22%	24%	23%
A fair amount	1835	249	623	619	335	4	338	748	335	279	135	1426	321
	46%	47%	46%	45%	45%	47%	44%	49%	43%	45%	42%	46%	47%
Not very much	679	91	197	275	113	3	142	235	134	111	58	527	105
	17%	17%	15%	20%	15%	32%	19%	15%	17%	18%	18%	17%	15%
Not at all	211	23	71	71	44	*	34	74	55	25	22	154	40
	5%	4%	5%	5%	6%	3%	4%	5%	7%	4%	7%	5%	6%
<b>SUMMARY CODES</b>													
A LOT\FAIR AMOUNT	2772	380	960	895	524	5	524	1071	532	439	207	2167	476
	69%	71%	72%	66%	70%	59%	68%	71%	68%	71%	64%	70%	70%
NOT VERY MUCH\	890	113	268	346	157	3	176	309	189	136	80	681	145
NOT AT ALL	22%	21%	20%	25%	21%	35%	23%	20%	24%	22%	25%	22%	21%
Don't know	349	42	113	120	66	1	67	137	63	44	37	247	59
	9%	8%	8%	9%	9%	6%	9%	9%	8%	7%	11%	8%	9%

## Q130\_07. How much trust to give impartial information - Government websites

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
A lot	936	41	91	71	65	72	94	126	140	84	48	77	26
	23%	25%	21%	22%	22%	20%	25%	24%	25%	24%	25%	23%	24%
A fair amount	1835	79	184	157	146	154	158	255	250	157	93	146	55
	46%	49%	42%	47%	50%	44%	42%	48%	46%	46%	49%	43%	50%
Not very much	679	17	93	60	44	60	63	98	89	56	24	62	13
	17%	10%	21%	18%	15%	17%	17%	19%	16%	16%	13%	19%	12%
Not at all	211	8	19	18	14	32	22	18	26	16	8	25	6
	5%	5%	4%	5%	5%	9%	6%	3%	5%	5%	4%	7%	6%
<b>SUMMARY CODES</b>													
A LOT/FAIR AMOUNT	2772	121	275	228	212	226	252	381	390	241	141	224	81
	69%	74%	63%	69%	73%	64%	68%	72%	71%	70%	74%	66%	73%
NOT VERY MUCH/ NOT AT ALL	890	24	113	77	58	92	85	116	114	71	33	88	19
	22%	15%	26%	23%	20%	26%	23%	22%	21%	21%	17%	26%	17%
Don't know	349	17	52	25	22	35	36	31	45	31	18	25	11
	9%	11%	12%	8%	8%	10%	10%	6%	8%	9%	9%	8%	10%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q130\_07. How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
A lot	936	161	156	184	188	161	82	855	269	667	211	700	294	627
	23%	20%	21%	26%	27%	28%	19%	24%	25%	23%	24%	23%	25%	23%
A fair amount	1835	346	375	337	327	254	187	1649	469	1366	407	1387	603	1221
	46%	42%	50%	48%	48%	44%	44%	46%	44%	47%	47%	46%	51%	44%
Not very much	679	164	127	114	94	98	81	598	193	487	143	509	160	508
	17%	20%	17%	16%	14%	17%	19%	17%	18%	17%	16%	17%	13%	18%
Not at all	211	72	33	23	30	25	38	173	58	153	55	144	50	155
	5%	9%	4%	3%	4%	4%	9%	5%	5%	5%	6%	5%	4%	6%
<b>SUMMARY CODES</b>														
A LOT\FAIR AMOUNT	2772	507	530	521	516	414	269	2503	738	2034	618	2087	897	1848
	69%	62%	71%	74%	75%	71%	63%	70%	69%	69%	71%	69%	75%	67%
NOT VERY MUCH\ NOT AT ALL	890	236	161	137	124	123	119	772	251	640	198	652	210	662
	22%	29%	22%	19%	18%	21%	28%	22%	23%	22%	23%	22%	18%	24%
Don't know	349	77	53	50	47	46	38	311	87	262	57	264	83	252
	9%	9%	7%	7%	7%	8%	9%	9%	8%	9%	6%	9%	7%	9%

## Q130\_07. How much trust to give impartial information - Government websites

Base: All Adults in UK

	Total	WHETHER EXPERIENCED PROBLEM WITH ANY PROVIDER	
		Yes	No
Unweighted Base	4011	1098	2786
Weighted Base	4011	976	2939
Effective Base	2458	669	1728
A lot	936	237	676
	23%	24%	23%
A fair amount	1835	442	1366
	46%	45%	46%
Not very much	679	183	482
	17%	19%	16%
Not at all	211	59	149
	5%	6%	5%
<b>SUMMARY CODES</b>			
A LOT\FAIR AMOUNT	2772	679	2042
	69%	70%	69%
NOT VERY MUCH\ NOT AT ALL	890	242	631
	22%	25%	21%
Don't know	349	55	265
	9%	6%	9%

Q210. 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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	329 8%	118 6%	211 10%	44 8%	57 8%	48 8%	33 5%	34 6%	114 12%	54 5%	98 9%	92 11%	85 9%	208 8%	57 8%	51 9%
Hardly anything but I've heard of this	894 22%	326 17%	568 28%	71 13%	107 16%	112 18%	152 23%	181 30%	271 30%	209 19%	237 21%	205 24%	241 25%	660 25%	86 13%	130 22%
A little	1472 37%	708 36%	765 37%	150 29%	219 33%	233 37%	275 41%	233 39%	363 40%	414 37%	419 38%	290 35%	349 37%	1000 38%	255 38%	185 31%
A fair amount	896 22%	525 27%	371 18%	150 29%	176 26%	152 24%	167 25%	118 20%	133 14%	292 26%	250 23%	154 18%	200 21%	527 20%	195 29%	153 26%
A lot	320 8%	241 12%	79 4%	81 15%	83 12%	61 10%	39 6%	24 5%	24 3%	121 11%	83 8%	71 8%	45 5%	198 7%	63 9%	50 8%
<b>SUMMARY CODES</b>																
ANY AWARENESS	3582 89%	1800 92%	1782 87%	451 86%	585 88%	558 89%	634 94%	564 93%	791 86%	1037 94%	989 89%	721 86%	836 87%	2385 90%	599 89%	518 88%
AT LEAST A LITTLE	2689 67%	1474 75%	1214 59%	381 73%	478 72%	446 71%	482 72%	383 63%	519 57%	827 75%	751 68%	515 61%	595 62%	1725 65%	513 77%	388 66%
A LOT/A FAIR AMOUNT	1216 30%	767 39%	450 22%	231 44%	259 39%	213 34%	207 31%	150 25%	157 17%	413 37%	333 30%	225 27%	246 26%	725 27%	258 39%	203 34%
Don't know	100 2%	44 2%	56 3%	29 6%	27 4%	18 3%	5 1%	8 1%	13 1%	18 2%	20 2%	27 3%	35 4%	56 2%	14 2%	21 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q210. Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	329 8%	43 8%	97 7%	121 9%	64 9%	1 8%	68 9%	129 8%	47 6%	48 8%	37 11%	257 8%	48 7%
Hardly anything but I've heard of this	894 22%	98 18%	308 23%	320 24%	163 22%	3 33%	170 22%	395 26%	167 21%	104 17%	58 18%	702 23%	167 25%
A little	1472 37%	201 38%	516 38%	462 34%	288 39%	3 29%	308 40%	582 38%	298 38%	193 31%	92 28%	1122 36%	272 40%
A fair amount	896 22%	133 25%	292 22%	311 23%	158 21%	1 11%	154 20%	301 20%	184 23%	171 28%	86 27%	697 23%	143 21%
A lot	320 8%	41 8%	111 8%	104 8%	60 8%	1 16%	51 7%	79 5%	69 9%	81 13%	39 12%	248 8%	39 6%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3582 89%	473 89%	1227 91%	1198 88%	669 90%	8 89%	683 89%	1356 89%	718 92%	550 89%	275 85%	2769 89%	621 91%
AT LEAST A LITTLE	2689 67%	375 70%	919 68%	878 64%	506 68%	5 56%	513 67%	961 63%	551 70%	446 72%	218 67%	2067 67%	454 67%
A LOT/A FAIR AMOUNT	1216 30%	174 33%	402 30%	416 31%	218 29%	2 27%	206 27%	379 25%	253 32%	253 41%	126 39%	945 31%	182 27%
Don't know	100 2%	18 3%	17 1%	42 3%	14 2%	* 3%	16 2%	33 2%	19 2%	21 3%	11 4%	70 2%	11 2%



Q210. 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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	329 8%	11 6%	29 7%	19 6%	26 9%	47 13%	36 10%	35 7%	36 7%	34 10%	22 11%	29 9%	4 3%
Hardly anything but I've heard of this	894 22%	43 27%	120 27%	72 22%	62 21%	74 21%	86 23%	78 15%	144 26%	56 16%	52 27%	72 21%	34 31%
A little	1472 37%	58 36%	146 33%	135 41%	128 44%	116 33%	137 37%	178 34%	188 34%	140 41%	75 39%	128 38%	43 39%
A fair amount	896 22%	33 20%	84 19%	78 24%	60 21%	78 22%	80 21%	150 28%	134 24%	74 21%	30 16%	75 22%	20 18%
A lot	320 8%	14 8%	46 10%	20 6%	14 5%	23 6%	25 7%	74 14%	42 8%	23 7%	8 4%	26 8%	6 5%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3582 89%	148 91%	395 90%	305 93%	264 90%	292 83%	328 88%	479 91%	507 92%	292 85%	165 86%	302 90%	103 93%
AT LEAST A LITTLE	2689 67%	105 65%	276 63%	233 71%	202 69%	217 61%	242 65%	402 76%	364 66%	236 69%	113 59%	230 68%	69 62%
A LOT/A FAIR AMOUNT	1216 30%	46 29%	130 29%	98 30%	74 25%	101 29%	105 28%	224 42%	176 32%	97 28%	38 20%	101 30%	26 24%
Don't know	100 2%	4 2%	16 4%	5 2%	2 1%	14 4%	8 2%	13 2%	6 1%	17 5%	5 3%	6 2%	4 4%

Q210. Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	329 8%	90 11%	66 9%	57 8%	36 5%	21 4%	47 11%	282 8%	101 9%	228 8%	51 6%	265 9%	127 11%	196 7%
Hardly anything but I've heard of this	894 22%	198 24%	153 21%	164 23%	155 23%	108 18%	128 30%	766 21%	192 18%	702 24%	238 27%	630 21%	338 28%	549 20%
A little	1472 37%	302 37%	283 38%	266 38%	255 37%	213 37%	148 35%	1324 37%	359 33%	1114 38%	325 37%	1104 37%	456 38%	1005 36%
A fair amount	896 22%	151 18%	180 24%	148 21%	176 26%	163 28%	76 18%	820 23%	270 25%	626 21%	186 21%	686 23%	194 16%	682 25%
A lot	320 8%	53 7%	51 7%	62 9%	54 8%	69 12%	21 5%	299 8%	125 12%	195 7%	60 7%	245 8%	60 5%	257 9%
<b>SUMMARY CODES</b>														
ANY AWARENESS	3582 89%	705 86%	667 90%	640 90%	639 93%	554 95%	373 88%	3209 90%	945 88%	2637 90%	809 93%	2665 89%	1048 88%	2493 90%
AT LEAST A LITTLE	2689 67%	507 62%	514 69%	477 67%	484 71%	446 76%	245 58%	2444 68%	753 70%	1935 66%	571 66%	2035 68%	710 60%	1944 70%
A LOT/A FAIR AMOUNT	1216 30%	205 25%	230 31%	210 30%	229 33%	233 40%	97 23%	1119 31%	395 37%	822 28%	246 28%	930 31%	254 21%	940 34%
Don't know	100 2%	25 3%	11 1%	11 2%	12 2%	9 1%	5 1%	95 3%	30 3%	70 2%	12 1%	74 2%	16 1%	73 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q210. Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

Base: All Adults in UK

	Q212. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
	Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Hadn't heard about this before now	329 8%	10 4%	19 2%	171 10%	30 5%	16 7%	30 3%	46 6%
Hardly anything but I've heard of this	894 22%	12 5%	102 11%	425 24%	160 29%	82 35%	114 10%	242 31%
A little	1472 37%	52 22%	329 36%	730 42%	230 42%	65 28%	380 33%	295 38%
A fair amount	896 22%	66 29%	338 37%	327 19%	96 17%	53 23%	404 35%	148 19%
A lot	320 8%	90 39%	112 12%	66 4%	32 6%	15 6%	202 18%	47 6%
<b>SUMMARY CODES</b>								
ANY AWARENESS	3582 89%	220 95%	880 97%	1547 88%	518 94%	215 92%	1100 97%	733 94%
AT LEAST A LITTLE	2689 67%	208 89%	778 86%	1123 64%	358 65%	133 57%	986 87%	491 63%
A LOT/A FAIR AMOUNT	1216 30%	157 67%	449 50%	393 22%	128 23%	68 29%	606 53%	196 25%
Don't know	100 2%	2 1%	8 1%	35 2%	2 *	2 1%	10 1%	4 1%

## Q211. Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
I'm very interested in AI and will actively seek out information about future developments	206 5%	171 9%	35 2%	50 10%	66 10%	42 7%	22 3%	11 2%	15 2%	82 7%	51 5%	39 5%	34 4%	120 5%	39 6%	38 6%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	450 23%	247 12%	133 25%	160 24%	102 16%	119 18%	84 14%	99 11%	224 20%	201 18%	143 17%	128 13%	441 17%	146 22%	87 15%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	616 31%	678 33%	173 33%	211 32%	196 31%	219 33%	194 32%	301 33%	403 36%	355 32%	238 28%	298 31%	852 32%	215 32%	190 32%
I'm not particularly interested in AI	947 24%	378 19%	569 28%	84 16%	119 18%	150 24%	175 26%	172 28%	247 27%	223 20%	297 27%	191 23%	236 25%	651 25%	154 23%	134 23%
I'm not at all interested in AI	695 17%	282 14%	413 20%	48 9%	79 12%	94 15%	128 19%	123 20%	223 24%	158 14%	172 16%	167 20%	197 21%	490 19%	86 13%	105 18%
<b>SUMMARY CODES</b>																
INTERESTED IN AI	2197 55%	1237 63%	959 47%	357 68%	438 65%	339 54%	360 54%	289 48%	414 45%	709 64%	607 55%	420 50%	460 48%	1413 53%	401 60%	314 53%
VERY INTERESTED	903 23%	621 32%	282 14%	184 35%	226 34%	143 23%	141 21%	95 16%	113 12%	306 28%	253 23%	182 22%	162 17%	561 21%	185 28%	125 21%
Don't know	172 4%	65 3%	107 5%	37 7%	32 5%	40 6%	9 1%	20 3%	33 4%	18 2%	31 3%	61 7%	62 7%	94 4%	29 4%	36 6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q211. Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
I'm very interested in AI and will actively seek out information about future developments	206 5%	31 6%	64 5%	74 5%	36 5%	- -	18 2%	66 4%	39 5%	51 8%	32 10%	162 5%	24 3%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	91 17%	243 18%	239 18%	120 16%	2 24%	119 16%	210 14%	153 20%	153 25%	61 19%	546 18%	101 15%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	187 35%	431 32%	404 30%	266 36%	4 50%	246 32%	500 33%	264 34%	180 29%	105 32%	984 32%	245 36%
I'm not particularly interested in AI	947 24%	113 21%	329 24%	326 24%	177 24%	1 12%	200 26%	396 26%	171 22%	117 19%	64 20%	742 24%	159 23%
I'm not at all interested in AI	695 17%	94 18%	235 18%	237 17%	124 17%	* 6%	158 21%	295 19%	117 15%	87 14%	38 12%	545 18%	128 19%
<b>SUMMARY CODES</b>													
INTERESTED IN AI	2197 55%	310 58%	737 55%	716 53%	421 56%	7 74%	383 50%	776 51%	456 58%	383 62%	198 61%	1691 55%	370 54%
VERY INTERESTED	903 23%	122 23%	306 23%	313 23%	156 21%	2 24%	137 18%	277 18%	192 25%	204 33%	93 29%	708 23%	125 18%
Don't know	172 4%	18 3%	40 3%	81 6%	24 3%	1 8%	26 3%	50 3%	40 5%	32 5%	24 7%	117 4%	23 3%

Q211. Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
I'm very interested in AI and will actively seek out information about future developments	206 5%	13 8%	22 5%	18 5%	8 3%	14 4%	19 5%	55 11%	15 3%	16 5%	10 5%	12 4%	4 3%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	30 19%	77 17%	46 14%	35 12%	61 17%	56 15%	116 22%	121 22%	45 13%	23 12%	67 20%	20 18%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	43 27%	120 27%	138 42%	107 37%	83 24%	120 32%	196 37%	166 30%	116 34%	58 30%	113 34%	34 31%
I'm not particularly interested in AI	947 24%	46 28%	121 27%	79 24%	70 24%	103 29%	76 20%	84 16%	130 24%	80 23%	48 25%	83 25%	26 24%
I'm not at all interested in AI	695 17%	26 16%	76 17%	41 12%	60 21%	77 22%	80 21%	53 10%	94 17%	70 20%	44 23%	49 15%	25 23%
<b>SUMMARY CODES</b>													
INTERESTED IN AI	2197 55%	87 53%	218 50%	202 61%	149 51%	159 45%	194 52%	367 69%	302 55%	178 52%	91 47%	192 57%	58 52%
VERY INTERESTED	903 23%	43 27%	99 22%	64 19%	42 15%	76 21%	75 20%	171 32%	136 25%	62 18%	33 17%	79 23%	23 21%
Don't know	172 4%	4 2%	25 6%	9 3%	12 4%	14 4%	22 6%	24 4%	23 4%	15 4%	9 5%	13 4%	2 2%

## Q211. Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
I'm very interested in AI and will actively seek out information about future developments	206 5%	45 6%	32 4%	26 4%	37 5%	46 8%	15 4%	191 5%	97 9%	109 4%	38 4%	160 5%	47 4%	154 6%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	152 18%	119 16%	106 15%	142 21%	117 20%	65 15%	631 18%	228 21%	468 16%	140 16%	535 18%	162 14%	520 19%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	244 30%	245 33%	244 34%	219 32%	216 37%	130 31%	1164 32%	332 31%	962 33%	287 33%	971 32%	391 33%	887 32%
I'm not particularly interested in AI	947 24%	175 21%	187 25%	168 24%	169 25%	126 22%	95 22%	852 24%	216 20%	732 25%	207 24%	716 24%	290 24%	650 24%
I'm not at all interested in AI	695 17%	157 19%	134 18%	141 20%	109 16%	63 11%	105 25%	590 16%	137 13%	558 19%	177 20%	493 16%	260 22%	431 16%
<b>SUMMARY CODES</b>														
INTERESTED IN AI	2197 55%	441 54%	396 53%	376 53%	398 58%	379 65%	210 49%	1986 55%	657 61%	1540 52%	465 53%	1666 55%	600 50%	1561 57%
VERY INTERESTED	903 23%	197 24%	151 20%	132 19%	179 26%	163 28%	80 19%	822 23%	325 30%	578 20%	178 20%	695 23%	209 18%	674 24%
Don't know	172 4%	46 6%	26 4%	23 3%	11 2%	15 3%	15 4%	157 4%	66 6%	106 4%	23 3%	130 4%	40 3%	120 4%

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Q211. 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	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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
I'm very interested in AI and will actively seek out information about future developments	206 5%	12 4%	10 1%	25 2%	60 7%	95 30%	190 5%	179 7%	154 13%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	22 7%	68 8%	208 14%	277 31%	118 37%	672 19%	603 22%	395 32%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	33 10%	204 23%	603 41%	372 42%	70 22%	1249 35%	1045 39%	442 36%
I'm not particularly interested in AI	947 24%	80 24%	297 33%	423 29%	122 14%	18 6%	860 24%	563 21%	140 12%
I'm not at all interested in AI	695 17%	123 37%	290 32%	183 12%	55 6%	15 5%	543 15%	253 9%	70 6%
<b>SUMMARY CODES</b>									
INTERESTED IN AI	2197 55%	66 20%	283 32%	837 57%	709 79%	282 88%	2110 59%	1827 68%	991 81%
VERY INTERESTED	903 23%	34 10%	78 9%	233 16%	337 38%	212 66%	861 24%	783 29%	549 45%
Don't know	172 4%	60 18%	24 3%	30 2%	11 1%	5 2%	69 2%	45 2%	15 1%



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Q211. Which of these statements best describes your level of interest in artificial intelligence?

Base: All Adults in UK

	Q212. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
	Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
I'm very interested in AI and will actively seek out information about future developments	206 5%	98 42%	72 8%	27 2%	1 *	5 2%	170 15%	6 1%
I'm very interested in AI and will take an interest in news stories or articles about future developments	696 17%	98 42%	341 38%	191 11%	41 7%	18 8%	439 38%	58 7%
I'm interested in AI but I am unlikely to make a special effort to keep informed	1294 32%	31 13%	387 43%	669 38%	152 28%	18 8%	418 37%	170 22%
I'm not particularly interested in AI	947 24%	1 *	90 10%	515 29%	213 39%	42 18%	91 8%	255 33%
I'm not at all interested in AI	695 17%	2 1%	12 1%	274 16%	138 25%	148 63%	13 1%	286 37%
<b>SUMMARY CODES</b>								
INTERESTED IN AI	2197 55%	227 97%	800 88%	887 51%	194 35%	41 17%	1027 90%	234 30%
VERY INTERESTED	903 23%	196 84%	413 46%	218 12%	42 8%	23 10%	608 53%	64 8%
Don't know	172 4%	4 2%	5 1%	78 4%	4 1%	3 1%	9 1%	7 1%

Q212. 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				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Very positive	233	183	50	53	68	39	25	16	31	73	63	51	46	136	47	43
	6%	9%	2%	10%	10%	6%	4%	3%	3%	7%	6%	6%	5%	5%	7%	7%
Fairly positive	907	548	359	159	189	149	136	122	153	297	262	180	168	594	177	110
	23%	28%	18%	30%	28%	24%	20%	20%	17%	27%	24%	21%	18%	22%	26%	19%
Neither positive nor negative	1754	786	968	193	264	250	329	276	442	481	459	365	449	1146	284	280
	44%	40%	47%	37%	39%	40%	49%	46%	48%	43%	41%	43%	47%	43%	42%	47%
Fairly negative	550	215	334	64	74	67	88	97	160	148	165	107	130	387	86	69
	14%	11%	16%	12%	11%	11%	13%	16%	17%	13%	15%	13%	14%	15%	13%	12%
Very negative	233	103	131	15	24	40	40	45	69	54	56	56	68	171	22	37
	6%	5%	6%	3%	4%	6%	6%	7%	8%	5%	5%	7%	7%	6%	3%	6%
<b>SUMMARY CODES</b>																
TOTAL POSITIVE	1140	731	408	212	257	188	161	138	184	370	324	232	214	730	224	153
	28%	37%	20%	40%	38%	30%	24%	23%	20%	33%	29%	28%	22%	28%	33%	26%
TOTAL NEGATIVE	783	318	465	79	98	107	128	141	230	201	221	163	198	557	108	107
	20%	16%	23%	15%	15%	17%	19%	23%	25%	18%	20%	19%	21%	21%	16%	18%
Don't know	334	127	207	39	49	79	55	50	62	57	103	80	95	216	54	50
	8%	6%	10%	8%	7%	13%	8%	8%	7%	5%	9%	10%	10%	8%	8%	8%

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Q212. 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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Very positive	233 6%	30 6%	87 6%	76 6%	40 5%	- -	27 4%	66 4%	42 5%	67 11%	31 9%	193 6%	23 3%
Fairly positive	907 23%	118 22%	283 21%	304 22%	197 26%	3 34%	120 16%	324 21%	210 27%	174 28%	78 24%	693 22%	163 24%
Neither positive nor negative	1754 44%	247 46%	580 43%	594 44%	323 43%	4 47%	363 47%	715 47%	317 40%	233 38%	126 39%	1350 44%	311 46%
Fairly negative	550 14%	71 13%	193 14%	196 14%	87 12%	1 10%	128 17%	221 15%	96 12%	69 11%	36 11%	430 14%	87 13%
Very negative	233 6%	29 5%	87 7%	73 5%	43 6%	* 3%	58 8%	92 6%	41 5%	31 5%	11 4%	176 6%	48 7%
<b>SUMMARY CODES</b>													
TOTAL POSITIVE	1140 28%	148 28%	370 28%	379 28%	237 32%	3 34%	148 19%	390 26%	252 32%	241 39%	109 34%	886 29%	186 27%
TOTAL NEGATIVE	783 20%	100 19%	280 21%	269 20%	130 17%	1 13%	186 24%	313 21%	137 18%	100 16%	47 15%	606 20%	135 20%
Don't know	334 8%	39 7%	111 8%	119 9%	57 8%	1 6%	71 9%	99 7%	78 10%	45 7%	41 13%	254 8%	47 7%

Q212. 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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Very positive	233 6%	13 8%	25 6%	17 5%	11 4%	17 5%	19 5%	61 11%	30 5%	16 5%	8 4%	12 4%	5 4%
Fairly positive	907 23%	36 22%	96 22%	73 22%	56 19%	72 20%	79 21%	157 30%	131 24%	80 23%	33 17%	69 21%	25 23%
Neither positive nor negative	1754 44%	73 45%	186 42%	146 44%	148 51%	156 44%	154 41%	190 36%	238 43%	154 45%	85 44%	169 50%	54 49%
Fairly negative	550 14%	26 16%	73 17%	52 16%	40 14%	30 8%	63 17%	61 12%	71 13%	41 12%	31 16%	47 14%	14 13%
Very negative	233 6%	5 3%	25 6%	20 6%	18 6%	30 9%	27 7%	20 4%	36 7%	13 4%	18 10%	16 5%	5 5%
<b>SUMMARY CODES</b>													
TOTAL POSITIVE	1140 28%	49 30%	121 28%	91 27%	67 23%	88 25%	98 26%	218 41%	160 29%	96 28%	40 21%	81 24%	30 27%
TOTAL NEGATIVE	783 20%	31 19%	98 22%	72 22%	58 20%	60 17%	90 24%	82 15%	107 19%	54 16%	49 25%	64 19%	19 17%
Don't know	334 8%	9 6%	35 8%	21 6%	19 7%	49 14%	30 8%	38 7%	44 8%	39 11%	18 9%	23 7%	8 7%

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Q212. 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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Very positive	233	48	32	40	38	54	21	212	91	142	51	173	61	165
	6%	6%	4%	6%	5%	9%	5%	6%	8%	5%	6%	6%	5%	6%
Fairly positive	907	153	169	157	191	163	68	839	298	608	178	705	238	658
	23%	19%	23%	22%	28%	28%	16%	23%	28%	21%	20%	23%	20%	24%
Neither positive nor negative	1754	365	330	289	294	265	189	1565	413	1341	357	1338	533	1200
	44%	45%	44%	41%	43%	45%	45%	44%	38%	46%	41%	45%	45%	43%
Fairly negative	550	118	125	113	96	50	69	481	110	440	149	387	189	356
	14%	14%	17%	16%	14%	9%	16%	13%	10%	15%	17%	13%	16%	13%
Very negative	233	63	49	38	32	22	42	192	51	182	61	163	90	143
	6%	8%	7%	5%	5%	4%	10%	5%	5%	6%	7%	5%	8%	5%
<b>SUMMARY CODES</b>														
TOTAL POSITIVE	1140	201	201	198	228	217	89	1051	390	750	229	878	298	823
	28%	24%	27%	28%	33%	37%	21%	29%	36%	26%	26%	29%	25%	30%
TOTAL NEGATIVE	783	180	174	151	128	72	110	673	161	622	210	550	278	498
	20%	22%	23%	21%	19%	12%	26%	19%	15%	21%	24%	18%	23%	18%
Don't know	334	74	39	70	37	29	37	297	111	223	76	238	82	241
	8%	9%	5%	10%	5%	5%	9%	8%	10%	8%	9%	8%	7%	9%

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Q212. 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?								
	Total	Hadn't heard about this before now	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Very positive	233 6%	10 3%	12 1%	52 4%	66 7%	90 28%	220 6%	208 8%	157 13%
Fairly positive	907 23%	19 6%	102 11%	329 22%	338 38%	112 35%	880 25%	778 29%	449 37%
Neither positive nor negative	1754 44%	171 52%	425 48%	730 50%	327 36%	66 21%	1547 43%	1123 42%	393 32%
Fairly negative	550 14%	30 9%	160 18%	230 16%	96 11%	32 10%	518 14%	358 13%	128 11%
Very negative	233 6%	16 5%	82 9%	65 4%	53 6%	15 5%	215 6%	133 5%	68 6%
<b>SUMMARY CODES</b>									
TOTAL POSITIVE	1140 28%	30 9%	114 13%	380 26%	404 45%	202 63%	1100 31%	986 37%	606 50%
TOTAL NEGATIVE	783 20%	46 14%	242 27%	295 20%	148 17%	47 15%	733 20%	491 18%	196 16%
Don't know	334 8%	82 25%	112 13%	67 5%	17 2%	4 1%	202 6%	89 3%	22 2%

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Q213. 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	4011	4011	4011	4011	4011
Weighted Base	4011	4011	4011	4011	4011
Effective Base	2458	2458	2458	2458	2458
Hadn't heard about this before now	511 13%	276 7%	556 14%	898 22%	1369 34%
Hardly anything but I've heard of this	655 16%	652 16%	586 15%	862 21%	736 18%
A little	1327 33%	1456 36%	1185 30%	1259 31%	962 24%
A fair amount	940 23%	979 24%	961 24%	559 14%	493 12%
A lot	370 9%	472 12%	496 12%	192 5%	187 5%
<b>SUMMARY CODES</b>					
ANY AWARENESS	3292 82%	3559 89%	3227 80%	2872 72%	2378 59%
AT LEAST A LITTLE	2637 66%	2907 72%	2641 66%	2010 50%	1641 41%
A LOT/A FAIR AMOUNT	1310 33%	1451 36%	1456 36%	751 19%	680 17%
Don't know	208 5%	176 4%	228 6%	241 6%	265 7%

Q213\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	511 13%	188 10%	324 16%	45 9%	62 9%	63 10%	84 12%	94 16%	163 18%	100 9%	132 12%	117 14%	162 17%	356 13%	60 9%	87 15%
Hardly anything but I've heard of this	655 16%	289 15%	366 18%	59 11%	62 9%	78 12%	119 18%	109 18%	229 25%	153 14%	179 16%	155 18%	168 18%	491 19%	72 11%	83 14%
A little	1327 33%	638 33%	688 34%	154 29%	220 33%	199 32%	225 33%	221 37%	308 34%	347 31%	403 36%	273 33%	304 32%	885 33%	227 34%	185 31%
A fair amount	940 23%	525 27%	416 20%	145 28%	194 29%	159 25%	161 24%	129 21%	153 17%	326 29%	243 22%	191 23%	181 19%	580 22%	185 28%	142 24%
A lot	370 9%	238 12%	132 6%	89 17%	91 14%	68 11%	56 8%	34 6%	32 3%	143 13%	95 9%	59 7%	73 8%	218 8%	87 13%	54 9%
<b>SUMMARY CODES</b>																
ANY AWARENESS	3292 82%	1690 86%	1602 78%	447 85%	567 85%	504 81%	561 83%	492 81%	722 79%	969 87%	920 83%	678 81%	726 76%	2174 82%	571 85%	464 79%
AT LEAST A LITTLE	2637 66%	1401 71%	1236 60%	388 74%	505 76%	426 68%	442 66%	383 63%	493 54%	816 74%	741 67%	523 62%	558 58%	1683 64%	499 74%	381 65%
A LOT/A FAIR AMOUNT	1310 33%	762 39%	548 27%	234 45%	285 43%	227 36%	217 32%	162 27%	185 20%	469 42%	338 31%	250 30%	253 27%	798 30%	272 41%	196 33%
Don't know	208 5%	85 4%	123 6%	33 6%	39 6%	57 9%	27 4%	19 3%	33 4%	40 4%	55 5%	45 5%	68 7%	118 4%	39 6%	39 7%



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Q213\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	511 13%	70 13%	154 11%	194 14%	90 12%	2 20%	111 14%	218 14%	81 10%	68 11%	33 10%	401 13%	89 13%
Hardly anything but I've heard of this	655 16%	76 14%	228 17%	201 15%	148 20%	1 14%	125 16%	291 19%	113 14%	85 14%	41 13%	527 17%	105 15%
A little	1327 33%	166 31%	463 35%	440 32%	252 34%	3 35%	274 36%	528 35%	252 32%	173 28%	99 30%	1025 33%	235 35%
A fair amount	940 23%	133 25%	299 22%	327 24%	177 24%	1 12%	172 22%	316 21%	182 23%	185 30%	85 26%	709 23%	164 24%
A lot	370 9%	59 11%	133 10%	118 9%	57 8%	2 17%	48 6%	102 7%	101 13%	83 13%	36 11%	283 9%	52 8%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3292 82%	434 81%	1122 84%	1086 80%	634 85%	7 79%	620 81%	1237 82%	648 83%	526 85%	262 81%	2543 82%	556 82%
AT LEAST A LITTLE	2637 66%	358 67%	895 67%	885 65%	486 65%	6 65%	495 64%	946 62%	535 68%	441 71%	220 68%	2016 65%	451 66%
A LOT/A FAIR AMOUNT	1310 33%	192 36%	432 32%	445 33%	234 31%	3 30%	221 29%	418 28%	283 36%	268 43%	122 38%	991 32%	216 32%
Don't know	208 5%	30 6%	65 5%	82 6%	22 3%	* 1%	37 5%	62 4%	54 7%	26 4%	29 9%	151 5%	34 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	511 13%	28 17%	61 14%	31 9%	43 15%	48 14%	63 17%	38 7%	79 14%	37 11%	29 15%	39 12%	14 13%
Hardly anything but I've heard of this	655 16%	28 17%	83 19%	44 13%	55 19%	62 18%	54 15%	68 13%	95 17%	54 16%	39 20%	58 17%	15 13%
A little	1327 33%	61 38%	138 31%	132 40%	85 29%	117 33%	131 35%	153 29%	167 30%	135 39%	69 36%	98 29%	40 36%
A fair amount	940 23%	18 11%	102 23%	84 26%	68 23%	64 18%	81 22%	149 28%	133 24%	83 24%	33 17%	94 28%	30 27%
A lot	370 9%	18 11%	30 7%	30 9%	22 8%	33 9%	28 8%	89 17%	50 9%	17 5%	13 7%	31 9%	9 8%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3292 82%	124 76%	353 80%	290 88%	231 79%	276 78%	294 79%	459 87%	446 81%	289 84%	155 81%	281 83%	93 84%
AT LEAST A LITTLE	2637 66%	97 59%	270 61%	247 75%	176 60%	214 61%	240 64%	391 74%	350 64%	235 68%	116 60%	223 66%	78 71%
A LOT/A FAIR AMOUNT	1310 33%	35 22%	132 30%	114 35%	91 31%	97 27%	109 29%	238 45%	184 33%	100 29%	47 24%	125 37%	39 35%
Don't know	208 5%	10 6%	26 6%	9 3%	18 6%	29 8%	15 4%	30 6%	25 5%	18 5%	8 4%	17 5%	4 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	511 13%	132 16%	111 15%	94 13%	69 10%	40 7%	77 18%	434 12%	113 10%	399 14%	136 16%	359 12%	189 16%	321 12%
Hardly anything but I've heard of this	655 16%	139 17%	118 16%	124 17%	123 18%	81 14%	81 19%	574 16%	134 12%	521 18%	148 17%	481 16%	273 23%	375 14%
A little	1327 33%	266 32%	254 34%	237 34%	232 34%	188 32%	141 33%	1186 33%	351 33%	976 33%	274 31%	1026 34%	383 32%	932 34%
A fair amount	940 23%	171 21%	185 25%	151 21%	171 25%	168 29%	76 18%	865 24%	258 24%	683 23%	199 23%	717 24%	231 19%	694 25%
A lot	370 9%	74 9%	41 6%	71 10%	67 10%	81 14%	29 7%	341 10%	149 14%	221 8%	75 9%	278 9%	73 6%	287 10%
<b>SUMMARY CODES</b>														
ANY AWARENESS	3292 82%	650 79%	598 80%	583 82%	593 86%	518 89%	327 77%	2965 83%	892 83%	2400 82%	696 80%	2501 83%	959 81%	2289 83%
AT LEAST A LITTLE	2637 66%	510 62%	480 65%	459 65%	470 68%	438 75%	246 58%	2391 67%	758 70%	1879 64%	548 63%	2020 67%	687 58%	1914 69%
A LOT/A FAIR AMOUNT	1310 33%	245 30%	226 30%	222 31%	238 35%	249 43%	105 25%	1205 34%	407 38%	903 31%	274 31%	995 33%	304 25%	981 36%
Don't know	208 5%	38 5%	35 5%	31 4%	25 4%	25 4%	21 5%	187 5%	71 7%	137 5%	41 5%	144 5%	43 4%	152 6%

Q213\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	276 7%	123 6%	153 7%	30 6%	48 7%	38 6%	54 8%	42 7%	63 7%	36 3%	75 7%	70 8%	96 10%	165 6%	34 5%	70 12%
Hardly anything but I've heard of this	652 16%	266 14%	386 19%	33 6%	61 9%	74 12%	114 17%	124 20%	245 27%	136 12%	199 18%	154 18%	163 17%	460 17%	84 12%	94 16%
A little	1456 36%	678 35%	778 38%	129 25%	215 32%	230 37%	254 38%	258 43%	371 40%	394 36%	415 37%	300 36%	348 36%	1034 39%	233 35%	164 28%
A fair amount	979 24%	529 27%	449 22%	166 32%	186 28%	167 27%	170 25%	127 21%	163 18%	359 32%	246 22%	170 20%	205 21%	607 23%	179 27%	161 27%
A lot	472 12%	296 15%	176 9%	140 27%	124 19%	66 11%	65 10%	41 7%	36 4%	152 14%	115 10%	106 13%	99 10%	281 11%	103 15%	70 12%
<b>SUMMARY CODES</b>																
ANY AWARENESS	3559 89%	1769 90%	1790 87%	469 89%	585 88%	536 86%	604 90%	549 91%	815 89%	1041 94%	974 88%	729 87%	814 85%	2383 90%	599 89%	489 83%
AT LEAST A LITTLE	2907 72%	1503 77%	1404 69%	435 83%	525 79%	462 74%	490 73%	425 70%	570 62%	904 82%	775 70%	576 69%	652 68%	1923 73%	515 77%	395 67%
A LOT/A FAIR AMOUNT	1451 36%	825 42%	626 31%	307 58%	310 46%	233 37%	236 35%	167 28%	199 22%	510 46%	360 33%	276 33%	304 32%	889 34%	282 42%	231 39%
Don't know	176 4%	70 4%	106 5%	25 5%	35 5%	49 8%	14 2%	14 2%	39 4%	32 3%	58 5%	40 5%	46 5%	100 4%	37 5%	31 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	276 7%	34 6%	80 6%	105 8%	55 7%	1 14%	46 6%	108 7%	57 7%	42 7%	23 7%	226 7%	37 5%
Hardly anything but I've heard of this	652 16%	80 15%	210 16%	223 16%	136 18%	2 17%	145 19%	305 20%	108 14%	68 11%	25 8%	492 16%	129 19%
A little	1456 36%	206 38%	511 38%	471 35%	264 35%	3 32%	303 39%	594 39%	273 35%	199 32%	87 27%	1120 36%	267 39%
A fair amount	979 24%	127 24%	343 26%	319 23%	185 25%	2 20%	178 23%	332 22%	201 26%	180 29%	88 27%	762 25%	169 25%
A lot	472 12%	66 12%	140 10%	173 13%	89 12%	1 17%	62 8%	119 8%	104 13%	109 18%	78 24%	358 12%	58 9%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3559 89%	478 89%	1204 90%	1186 87%	674 90%	8 85%	688 90%	1351 89%	686 88%	556 90%	278 86%	2732 88%	623 92%
AT LEAST A LITTLE	2907 72%	399 75%	993 74%	963 71%	538 72%	6 68%	543 71%	1045 69%	578 74%	488 79%	253 78%	2241 72%	494 73%
A LOT/A FAIR AMOUNT	1451 36%	193 36%	482 36%	492 36%	274 37%	3 36%	240 31%	451 30%	305 39%	288 47%	166 51%	1121 36%	227 33%
Don't know	176 4%	22 4%	58 4%	70 5%	18 2%	* 1%	33 4%	59 4%	40 5%	22 3%	22 7%	136 4%	20 3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	276 7%	9 5%	26 6%	17 5%	30 10%	18 5%	39 11%	35 7%	46 8%	19 6%	12 6%	20 6%	5 4%
Hardly anything but I've heard of this	652 16%	32 20%	77 18%	54 16%	51 18%	62 18%	62 17%	42 8%	91 16%	57 16%	43 22%	63 19%	18 16%
A little	1456 36%	58 36%	165 37%	114 35%	97 33%	126 36%	147 39%	165 31%	187 34%	149 43%	75 39%	127 38%	46 42%
A fair amount	979 24%	34 21%	101 23%	98 30%	67 23%	78 22%	70 19%	166 31%	135 25%	81 24%	36 19%	80 24%	32 29%
A lot	472 12%	20 12%	49 11%	39 12%	31 11%	45 13%	42 11%	96 18%	61 11%	26 8%	20 11%	35 11%	7 7%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3559 89%	144 89%	392 89%	305 92%	246 84%	312 88%	321 86%	469 89%	474 86%	312 91%	174 91%	305 91%	104 93%
AT LEAST A LITTLE	2907 72%	112 69%	315 72%	251 76%	195 67%	250 71%	259 70%	427 81%	384 70%	256 74%	131 68%	242 72%	86 77%
A LOT/A FAIR AMOUNT	1451 36%	54 33%	150 34%	136 41%	98 34%	124 35%	112 30%	262 50%	197 36%	107 31%	57 30%	115 34%	39 35%
Don't know	176 4%	10 6%	22 5%	8 2%	16 5%	23 6%	12 3%	24 5%	30 5%	12 4%	6 3%	11 3%	3 2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	276 7%	76 9%	52 7%	52 7%	36 5%	23 4%	32 7%	245 7%	81 8%	196 7%	67 8%	203 7%	79 7%	195 7%
Hardly anything but I've heard of this	652 16%	138 17%	114 15%	136 19%	113 17%	66 11%	94 22%	558 16%	126 12%	525 18%	145 17%	488 16%	282 24%	365 13%
A little	1456 36%	310 38%	290 39%	242 34%	257 37%	197 34%	161 38%	1295 36%	356 33%	1100 37%	318 36%	1088 36%	464 39%	978 35%
A fair amount	979 24%	180 22%	183 25%	176 25%	162 24%	183 31%	86 20%	893 25%	264 25%	715 24%	224 26%	731 24%	237 20%	728 26%
A lot	472 12%	82 10%	84 11%	70 10%	97 14%	88 15%	34 8%	438 12%	194 18%	278 9%	88 10%	370 12%	84 7%	378 14%
<b>SUMMARY CODES</b>														
ANY AWARENESS	3559 89%	710 87%	671 90%	625 88%	629 92%	534 92%	375 88%	3184 89%	941 87%	2618 89%	775 89%	2677 89%	1067 90%	2449 89%
AT LEAST A LITTLE	2907 72%	572 70%	557 75%	489 69%	516 75%	468 80%	281 66%	2626 73%	815 76%	2092 71%	630 72%	2189 73%	785 66%	2084 75%
A LOT/A FAIR AMOUNT	1451 36%	262 32%	267 36%	247 35%	259 38%	271 46%	120 28%	1331 37%	458 43%	992 34%	312 36%	1101 37%	321 27%	1106 40%
Don't know	176 4%	33 4%	21 3%	32 4%	22 3%	26 4%	19 4%	158 4%	54 5%	122 4%	31 4%	124 4%	45 4%	118 4%

Q213\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	556 14%	210 11%	346 17%	44 8%	61 9%	53 9%	86 13%	92 15%	219 24%	99 9%	152 14%	139 17%	166 17%	396 15%	50 7%	99 17%
Hardly anything but I've heard of this	586 15%	271 14%	314 15%	57 11%	64 10%	78 13%	99 15%	107 18%	180 20%	125 11%	163 15%	142 17%	156 16%	409 15%	84 13%	78 13%
A little	1185 30%	588 30%	597 29%	146 28%	201 30%	179 29%	219 33%	206 34%	233 25%	323 29%	327 30%	231 28%	304 32%	772 29%	215 32%	170 29%
A fair amount	961 24%	525 27%	436 21%	128 24%	180 27%	165 26%	170 25%	126 21%	191 21%	330 30%	274 25%	180 21%	176 18%	639 24%	165 25%	133 23%
A lot	496 12%	283 14%	213 10%	117 22%	120 18%	95 15%	76 11%	42 7%	46 5%	187 17%	134 12%	90 11%	84 9%	305 12%	111 17%	67 11%
<b>SUMMARY CODES</b>																
ANY AWARENESS	3227 80%	1667 85%	1560 76%	449 86%	565 85%	517 83%	564 84%	482 80%	650 71%	965 87%	898 81%	643 77%	721 75%	2124 80%	575 86%	449 76%
AT LEAST A LITTLE	2641 66%	1396 71%	1246 61%	392 75%	500 75%	439 70%	465 69%	375 62%	470 51%	840 76%	735 66%	501 60%	565 59%	1715 65%	491 73%	371 63%
A LOT/A FAIR AMOUNT	1456 36%	807 41%	649 32%	246 47%	299 45%	260 42%	246 37%	169 28%	237 26%	517 47%	408 37%	270 32%	261 27%	944 36%	276 41%	200 34%
Don't know	228 6%	85 4%	142 7%	32 6%	42 6%	53 9%	22 3%	31 5%	48 5%	45 4%	57 5%	58 7%	69 7%	129 5%	45 7%	42 7%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	556 14%	72 13%	181 14%	209 15%	92 12%	1 13%	113 15%	250 16%	93 12%	73 12%	28 9%	442 14%	87 13%
Hardly anything but I've heard of this	586 15%	77 14%	199 15%	191 14%	115 15%	2 23%	132 17%	250 16%	94 12%	78 13%	32 10%	468 15%	100 15%
A little	1185 30%	169 32%	418 31%	360 26%	233 31%	3 32%	216 28%	449 30%	252 32%	172 28%	97 30%	911 29%	209 31%
A fair amount	961 24%	120 23%	318 24%	333 24%	185 25%	2 28%	189 25%	347 23%	188 24%	160 26%	77 24%	736 24%	177 26%
A lot	496 12%	66 12%	161 12%	170 12%	96 13%	* 3%	74 10%	143 9%	103 13%	114 18%	61 19%	371 12%	73 11%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3227 80%	432 81%	1096 82%	1054 77%	629 84%	8 86%	611 80%	1189 78%	637 81%	524 85%	266 82%	2487 80%	559 82%
AT LEAST A LITTLE	2641 66%	355 66%	897 67%	863 63%	514 69%	6 63%	479 62%	938 62%	543 69%	446 72%	234 72%	2019 65%	459 68%
A LOT/A FAIR AMOUNT	1456 36%	186 35%	479 36%	502 37%	281 38%	3 31%	263 34%	490 32%	292 37%	274 44%	138 43%	1107 36%	250 37%
Don't know	228 6%	31 6%	64 5%	99 7%	25 3%	* 1%	43 6%	79 5%	54 7%	22 4%	30 9%	166 5%	33 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	556 14%	33 20%	81 18%	40 12%	39 13%	63 18%	57 15%	49 9%	65 12%	51 15%	24 13%	39 12%	15 13%
Hardly anything but I've heard of this	586 15%	20 13%	56 13%	51 16%	46 16%	52 15%	63 17%	44 8%	88 16%	44 13%	42 22%	60 18%	19 17%
A little	1185 30%	42 26%	132 30%	97 30%	85 29%	95 27%	102 27%	154 29%	177 32%	109 32%	64 34%	93 28%	33 30%
A fair amount	961 24%	38 24%	98 22%	94 28%	59 20%	68 19%	102 27%	147 28%	117 21%	92 27%	33 17%	85 25%	28 25%
A lot	496 12%	19 12%	48 11%	37 11%	31 11%	41 12%	36 10%	100 19%	75 14%	37 11%	19 10%	42 12%	11 10%
<b>SUMMARY CODES</b>													
ANY AWARENESS	3227 80%	120 74%	333 76%	280 85%	222 76%	256 72%	302 81%	445 84%	457 83%	281 82%	159 83%	279 83%	92 83%
AT LEAST A LITTLE	2641 66%	100 61%	278 63%	229 69%	176 60%	203 58%	239 64%	401 76%	369 67%	238 69%	117 61%	220 65%	73 66%
A LOT/A FAIR AMOUNT	1456 36%	58 35%	145 33%	131 40%	91 31%	108 31%	138 37%	246 47%	192 35%	129 38%	53 27%	127 38%	39 35%
Don't know	228 6%	10 6%	25 6%	10 3%	31 11%	34 10%	13 4%	34 6%	28 5%	11 3%	9 4%	18 5%	4 4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	556 14%	131 16%	129 17%	105 15%	70 10%	38 6%	82 19%	475 13%	123 11%	434 15%	134 15%	409 14%	250 21%	301 11%
Hardly anything but I've heard of this	586 15%	133 16%	109 15%	102 14%	102 15%	70 12%	75 18%	511 14%	129 12%	456 16%	140 16%	424 14%	213 18%	369 13%
A little	1185 30%	261 32%	210 28%	216 31%	198 29%	179 31%	117 27%	1068 30%	310 29%	875 30%	250 29%	905 30%	309 26%	863 31%
A fair amount	961 24%	183 22%	185 25%	159 22%	174 25%	176 30%	96 22%	865 24%	270 25%	690 24%	216 25%	721 24%	278 23%	668 24%
A lot	496 12%	67 8%	74 10%	93 13%	115 17%	95 16%	31 7%	464 13%	175 16%	321 11%	89 10%	391 13%	85 7%	404 15%
<b>SUMMARY CODES</b>														
ANY AWARENESS	3227 80%	643 78%	578 78%	571 81%	589 86%	520 89%	319 75%	2908 81%	884 82%	2343 80%	696 80%	2440 81%	886 74%	2303 83%
AT LEAST A LITTLE	2641 66%	510 62%	469 63%	468 66%	488 71%	450 77%	244 57%	2398 67%	755 70%	1887 64%	556 64%	2016 67%	673 56%	1935 70%
A LOT/A FAIR AMOUNT	1456 36%	250 30%	259 35%	252 36%	290 42%	271 47%	127 30%	1330 37%	445 41%	1012 34%	305 35%	1111 37%	363 31%	1072 39%
Don't know	228 6%	46 6%	36 5%	32 5%	28 4%	26 4%	25 6%	203 6%	69 6%	159 5%	42 5%	155 5%	56 5%	158 6%

Q213\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	898 22%	329 17%	568 28%	77 15%	127 19%	123 20%	177 26%	141 23%	251 27%	172 16%	259 23%	224 27%	243 25%	610 23%	117 17%	158 27%
Hardly anything but I've heard of this	862 21%	416 21%	447 22%	95 18%	97 15%	116 19%	145 22%	157 26%	251 27%	228 21%	231 21%	168 20%	236 25%	599 23%	128 19%	120 20%
A little	1259 31%	666 34%	593 29%	148 28%	224 34%	201 32%	202 30%	194 32%	289 31%	386 35%	354 32%	229 27%	290 30%	843 32%	230 34%	155 26%
A fair amount	559 14%	333 17%	226 11%	125 24%	98 15%	98 16%	101 15%	74 12%	65 7%	205 18%	146 13%	123 15%	85 9%	337 13%	103 15%	92 16%
A lot	192 5%	124 6%	68 3%	47 9%	69 10%	25 4%	24 4%	12 2%	15 2%	72 6%	51 5%	34 4%	35 4%	120 5%	40 6%	26 4%
<b>SUMMARY CODES</b>																
ANY AWARENESS	2872 72%	1539 78%	1333 65%	415 79%	488 73%	439 70%	472 70%	437 72%	620 68%	890 80%	782 71%	554 66%	646 68%	1899 72%	502 75%	393 67%
AT LEAST A LITTLE	2010 50%	1123 57%	886 43%	320 61%	391 59%	323 52%	327 49%	280 46%	368 40%	662 60%	551 50%	386 46%	410 43%	1301 49%	374 56%	273 46%
A LOT/A FAIR AMOUNT	751 19%	457 23%	294 14%	172 33%	167 25%	123 20%	125 19%	85 14%	79 9%	277 25%	197 18%	157 19%	120 13%	457 17%	143 21%	118 20%
Don't know	241 6%	94 5%	148 7%	32 6%	53 8%	61 10%	22 3%	27 4%	46 5%	47 4%	66 6%	61 7%	67 7%	140 5%	51 8%	39 7%

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Q213\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	898 22%	127 24%	304 23%	301 22%	162 22%	2 21%	193 25%	370 24%	147 19%	120 19%	68 21%	691 22%	158 23%
Hardly anything but I've heard of this	862 21%	108 20%	309 23%	264 19%	178 24%	2 25%	188 25%	341 22%	160 20%	122 20%	51 16%	684 22%	150 22%
A little	1259 31%	166 31%	419 31%	423 31%	246 33%	3 37%	233 30%	518 34%	247 32%	177 29%	84 26%	965 31%	216 32%
A fair amount	559 14%	74 14%	200 15%	193 14%	88 12%	1 16%	82 11%	169 11%	136 17%	114 18%	59 18%	421 14%	93 14%
A lot	192 5%	26 5%	48 4%	78 6%	39 5%	* 1%	28 4%	45 3%	31 4%	56 9%	33 10%	152 5%	27 4%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2872 72%	374 70%	975 73%	957 70%	551 74%	7 78%	530 69%	1073 71%	574 73%	469 76%	226 70%	2222 72%	485 71%
AT LEAST A LITTLE	2010 50%	266 50%	666 50%	693 51%	372 50%	5 54%	342 45%	732 48%	414 53%	347 56%	175 54%	1538 50%	336 49%
A LOT/A FAIR AMOUNT	751 19%	100 19%	248 18%	270 20%	127 17%	1 17%	109 14%	213 14%	167 21%	170 27%	91 28%	573 19%	120 18%
Don't know	241 6%	33 6%	62 5%	103 8%	33 4%	* 1%	44 6%	75 5%	62 8%	30 5%	30 9%	182 6%	37 5%

**Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	898 22%	44 27%	109 25%	72 22%	72 25%	81 23%	103 28%	74 14%	108 20%	82 24%	48 25%	73 22%	31 28%
Hardly anything but I've heard of this	862 21%	38 23%	89 20%	72 22%	58 20%	76 21%	82 22%	96 18%	119 22%	73 21%	53 28%	77 23%	29 26%
A little	1259 31%	31 19%	150 34%	125 38%	90 31%	105 30%	115 31%	147 28%	185 34%	116 34%	53 28%	107 32%	33 30%
A fair amount	559 14%	28 17%	49 11%	43 13%	38 13%	43 12%	42 11%	132 25%	64 12%	43 12%	20 11%	45 13%	12 11%
A lot	192 5%	5 3%	16 4%	8 2%	12 4%	20 6%	14 4%	41 8%	35 6%	13 4%	9 5%	17 5%	2 2%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2872 72%	102 63%	305 69%	248 75%	198 68%	243 69%	253 68%	416 79%	404 73%	245 71%	136 71%	247 73%	76 69%
AT LEAST A LITTLE	2010 50%	64 39%	216 49%	176 53%	140 48%	167 47%	171 46%	320 61%	284 52%	172 50%	83 43%	170 50%	47 42%
A LOT/A FAIR AMOUNT	751 19%	33 20%	66 15%	50 15%	50 17%	63 18%	56 15%	173 33%	99 18%	56 16%	30 16%	62 18%	14 13%
Don't know	241 6%	17 10%	26 6%	10 3%	21 7%	29 8%	17 4%	37 7%	38 7%	16 5%	8 4%	17 5%	4 4%

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Q213\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	898 22%	198 24%	181 24%	162 23%	140 20%	97 17%	109 26%	789 22%	221 21%	677 23%	217 25%	662 22%	287 24%	606 22%
Hardly anything but I've heard of this	862 21%	179 22%	155 21%	159 22%	145 21%	119 20%	108 25%	754 21%	184 17%	679 23%	211 24%	620 21%	308 26%	539 20%
A little	1259 31%	263 32%	240 32%	231 33%	228 33%	185 32%	132 31%	1127 31%	313 29%	945 32%	269 31%	963 32%	375 31%	869 31%
A fair amount	559 14%	86 11%	102 14%	102 14%	100 14%	113 19%	39 9%	520 15%	190 18%	369 13%	100 11%	435 14%	123 10%	429 16%
A lot	192 5%	42 5%	32 4%	19 3%	42 6%	28 7%	14 3%	178 5%	89 8%	103 4%	34 4%	148 5%	37 3%	153 6%
<b>SUMMARY CODES</b>														
ANY AWARENESS	2872 72%	570 70%	529 71%	511 72%	514 75%	459 79%	293 69%	2579 72%	776 72%	2096 71%	613 70%	2167 72%	843 71%	1990 72%
AT LEAST A LITTLE	2010 50%	392 48%	374 50%	352 50%	369 54%	340 58%	185 43%	1825 51%	592 55%	1417 48%	403 46%	1547 51%	535 45%	1451 53%
A LOT/A FAIR AMOUNT	751 19%	129 16%	134 18%	122 17%	141 21%	155 27%	53 12%	698 19%	279 26%	472 16%	134 15%	584 19%	159 13%	582 21%
Don't know	241 6%	52 6%	34 5%	35 5%	33 5%	28 5%	23 5%	218 6%	79 7%	162 6%	43 5%	175 6%	61 5%	166 6%

Q213\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Hadn't heard about this before now	1369 34%	552 28%	817 40%	88 17%	169 25%	159 26%	245 36%	255 42%	453 49%	294 27%	396 36%	322 38%	357 37%	979 37%	160 24%	204 35%
Hardly anything but I've heard of this	736 18%	364 19%	372 18%	85 16%	106 16%	98 16%	124 18%	114 19%	210 23%	231 21%	188 17%	133 16%	184 19%	503 19%	121 18%	100 17%
A little	962 24%	543 28%	418 20%	153 29%	182 27%	167 27%	171 26%	146 24%	142 15%	286 26%	273 25%	197 23%	205 21%	612 23%	183 27%	136 23%
A fair amount	493 12%	288 15%	205 10%	116 22%	120 18%	95 15%	75 11%	55 9%	33 4%	176 16%	130 12%	99 12%	88 9%	280 11%	114 17%	80 14%
A lot	187 5%	119 6%	68 3%	46 9%	49 7%	39 6%	33 5%	7 1%	12 1%	75 7%	48 4%	30 4%	34 4%	123 5%	38 6%	23 4%
<b>SUMMARY CODES</b>																
ANY AWARENESS	2378 59%	1314 67%	1063 52%	400 76%	456 68%	399 64%	403 60%	322 53%	397 43%	768 69%	639 58%	459 55%	512 54%	1519 57%	456 68%	339 58%
AT LEAST A LITTLE	1641 41%	950 48%	691 34%	316 60%	350 52%	301 48%	279 42%	207 34%	187 20%	537 48%	450 41%	326 39%	327 34%	1016 38%	335 50%	239 41%
A LOT/A FAIR AMOUNT	680 17%	407 21%	273 13%	162 31%	168 25%	134 21%	108 16%	62 10%	45 5%	251 23%	178 16%	129 15%	122 13%	403 15%	152 23%	103 18%
Don't know	265 7%	96 5%	168 8%	36 7%	43 6%	65 10%	23 3%	29 5%	68 7%	47 4%	72 7%	58 7%	87 9%	150 6%	54 8%	46 8%



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Q213\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Hadn't heard about this before now	1369 34%	181 34%	441 33%	473 35%	269 36%	4 44%	310 40%	585 39%	238 30%	158 25%	78 24%	1071 35%	240 35%
Hardly anything but I've heard of this	736 18%	94 18%	253 19%	226 17%	159 21%	3 34%	144 19%	304 20%	129 16%	112 18%	48 15%	538 17%	157 23%
A little	962 24%	124 23%	341 25%	322 24%	170 23%	1 12%	161 21%	327 22%	219 28%	166 27%	89 28%	747 24%	152 22%
A fair amount	493 12%	73 14%	158 12%	171 13%	87 12%	* 6%	75 10%	152 10%	120 15%	92 15%	55 17%	379 12%	75 11%
A lot	187 5%	29 5%	61 5%	69 5%	27 4%	* 3%	25 3%	47 3%	31 4%	55 9%	29 9%	159 5%	14 2%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2378 59%	320 60%	814 61%	787 58%	443 59%	5 55%	403 53%	829 55%	498 64%	425 69%	221 68%	1823 59%	397 58%
AT LEAST A LITTLE	1641 41%	226 42%	561 42%	561 41%	284 38%	2 20%	260 34%	526 35%	369 47%	313 51%	173 54%	1285 42%	240 35%
A LOT/A FAIR AMOUNT	680 17%	102 19%	220 16%	239 18%	114 15%	1 8%	99 13%	199 13%	151 19%	147 24%	84 26%	538 17%	88 13%
Don't know	265 7%	34 6%	86 6%	101 7%	34 5%	* 1%	54 7%	103 7%	47 6%	36 6%	24 8%	202 7%	42 6%

Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Hadn't heard about this before now	1369 34%	66 40%	168 38%	114 34%	93 32%	115 33%	135 36%	121 23%	196 36%	122 36%	76 40%	120 36%	43 38%
Hardly anything but I've heard of this	736 18%	26 16%	85 19%	63 19%	42 14%	55 16%	77 21%	92 18%	96 18%	58 17%	39 20%	74 22%	28 25%
A little	962 24%	43 26%	95 22%	79 24%	75 26%	96 27%	88 24%	121 23%	135 25%	95 28%	38 20%	72 21%	24 21%
A fair amount	493 12%	13 8%	55 12%	39 12%	39 13%	43 12%	42 11%	105 20%	59 11%	31 9%	15 8%	41 12%	11 10%
A lot	187 5%	8 5%	12 3%	13 4%	19 7%	13 4%	8 2%	53 10%	21 4%	18 5%	9 5%	11 3%	1 1%
<b>SUMMARY CODES</b>													
ANY AWARENESS	2378 59%	90 56%	247 56%	194 59%	175 60%	207 59%	215 58%	372 71%	311 57%	203 59%	101 52%	198 59%	63 57%
AT LEAST A LITTLE	1641 41%	64 39%	162 37%	131 40%	133 46%	152 43%	138 37%	280 53%	215 39%	145 42%	62 32%	124 37%	36 32%
A LOT/A FAIR AMOUNT	680 17%	21 13%	67 15%	52 16%	58 20%	56 16%	50 13%	159 30%	80 15%	49 14%	24 12%	52 15%	12 11%
Don't know	265 7%	6 4%	25 6%	23 7%	23 8%	31 9%	22 6%	34 6%	42 8%	19 5%	15 8%	19 6%	5 4%

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Q213\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Hadn't heard about this before now	1369 34%	290 35%	285 38%	264 37%	227 33%	140 24%	176 41%	1193 33%	270 25%	1099 37%	369 42%	957 32%	526 44%	830 30%
Hardly anything but I've heard of this	736 18%	141 17%	131 18%	152 21%	115 17%	115 20%	88 21%	648 18%	164 15%	572 20%	173 20%	549 18%	254 21%	476 17%
A little	962 24%	194 24%	177 24%	152 21%	181 26%	159 27%	71 17%	891 25%	313 29%	648 22%	153 18%	780 26%	201 17%	749 27%
A fair amount	493 12%	111 13%	79 11%	61 9%	82 12%	103 18%	49 11%	444 12%	176 16%	317 11%	91 10%	382 13%	98 8%	383 14%
A lot	187 5%	28 3%	30 4%	33 5%	40 6%	42 7%	11 2%	176 5%	82 8%	105 4%	38 4%	143 5%	34 3%	149 5%
<b>SUMMARY CODES</b>														
ANY AWARENESS	2378 59%	474 58%	416 56%	398 56%	418 61%	420 72%	218 51%	2160 60%	735 68%	1643 56%	455 52%	1854 62%	587 49%	1758 64%
AT LEAST A LITTLE	1641 41%	333 41%	285 38%	246 35%	303 44%	304 52%	130 31%	1511 42%	571 53%	1070 36%	282 32%	1305 43%	333 28%	1281 46%
A LOT/A FAIR AMOUNT	680 17%	138 17%	108 15%	94 13%	122 18%	145 25%	59 14%	620 17%	258 24%	422 14%	129 15%	525 17%	132 11%	532 19%
Don't know	265 7%	56 7%	43 6%	46 6%	42 6%	24 4%	31 7%	234 7%	72 7%	193 7%	49 6%	193 6%	78 7%	174 6%

Q213\_DV1. Whether know at least a little about 3 or more applications of AI  
 Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	2560	1385	1175	414	494	432	436	356	428	822	690	496	552	1634	487	364
	64%	71%	57%	79%	74%	69%	65%	59%	47%	74%	62%	59%	58%	62%	73%	62%
No	1451	577	874	111	174	192	236	249	490	287	417	344	404	1014	183	225
	36%	29%	43%	21%	26%	31%	35%	41%	53%	26%	38%	41%	42%	38%	27%	38%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q213\_DV1. Whether know at least a little about 3 or more applications of AI  
 Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	2560	351	851	866	479	6	454	905	529	446	226	1949	441
	64%	66%	63%	64%	64%	63%	59%	60%	67%	72%	70%	63%	65%
No	1451	184	490	495	267	3	313	612	255	173	98	1146	238
	36%	34%	37%	36%	36%	37%	41%	40%	33%	28%	30%	37%	35%

Q213\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	2560	93	261	224	179	207	217	402	356	226	111	213	71
	64%	57%	59%	68%	61%	58%	58%	76%	65%	66%	58%	63%	64%
No	1451	69	179	106	113	147	155	126	194	117	81	124	40
	36%	43%	41%	32%	39%	42%	42%	24%	35%	34%	42%	37%	36%

Q213\_DV1. Whether know at least a little about 3 or more applications of AI  
Base: All Adults in UK

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	2560	502	462	456	456	432	230	2330	763	1797	528	1960	628	1895
	64%	61%	62%	64%	66%	74%	54%	65%	71%	61%	61%	65%	53%	69%
No	1451	318	282	252	231	151	195	1256	313	1138	344	1044	563	867
	36%	39%	38%	36%	34%	26%	46%	35%	29%	39%	39%	35%	47%	31%

Q213\_DV2. Whether know at least a little about all five applications of AI  
Base: All Adults in UK

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	1049	642	407	183	233	198	182	144	109	362	307	201	179	646	218	154
	26%	33%	20%	35%	35%	32%	27%	24%	12%	33%	28%	24%	19%	24%	33%	26%
No	2962	1320	1642	341	435	426	489	461	809	747	800	638	776	2002	452	436
	74%	67%	80%	65%	65%	68%	73%	76%	88%	67%	72%	76%	81%	76%	67%	74%



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Q213\_DV2. Whether know at least a little about all five applications of AI  
 Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	1049	147	358	353	185	1	159	333	235	210	112	824	149
	26%	27%	27%	26%	25%	14%	21%	22%	30%	34%	35%	27%	22%
No	2962	388	983	1008	562	8	608	1184	549	409	211	2271	530
	74%	73%	73%	74%	75%	86%	79%	78%	70%	66%	65%	73%	78%

Q213\_DV2. Whether know at least a little about all five applications of AI  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	1049	34	100	93	73	94	95	203	142	89	35	73	19
	26%	21%	23%	28%	25%	27%	25%	38%	26%	26%	18%	22%	17%
No	2962	129	340	237	219	259	278	325	408	254	157	263	92
	74%	79%	77%	72%	75%	73%	75%	62%	74%	74%	82%	78%	83%

Q213\_DV2. Whether know at least a little about all five applications of AI  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	1049	201	181	162	205	208	78	971	364	685	174	849	203	832
	26%	25%	24%	23%	30%	36%	18%	27%	34%	23%	20%	28%	17%	30%
No	2962	618	563	546	482	375	347	2615	712	2250	698	2155	988	1930
	74%	75%	76%	77%	70%	64%	82%	73%	66%	77%	80%	72%	83%	70%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214. 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	4011	4011	4011	4011	4011
Weighted Base	4011	4011	4011	4011	4011
Effective Base	2458	2458	2458	2458	2458
Strongly support	280 7%	312 8%	119 3%	400 10%	162 4%
Support	1538 38%	1374 34%	692 17%	1286 32%	798 20%
Neither support nor oppose	1451 36%	1467 37%	1469 37%	1210 30%	1411 35%
Oppose	354 9%	415 10%	899 22%	571 14%	915 23%
Strongly oppose	143 4%	187 5%	534 13%	238 6%	414 10%
<b>SUMMARY CODES</b>					
TOTAL SUPPORT	1817 45%	1686 42%	811 20%	1686 42%	960 24%
TOTAL OPPOSE	498 12%	602 15%	1432 36%	809 20%	1329 33%
Don't know	245 6%	256 6%	298 7%	306 8%	311 8%

Q214\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	280	190	90	68	62	44	35	32	39	88	88	52	52	164	64	41
	7%	10%	4%	13%	9%	7%	5%	5%	4%	8%	8%	6%	5%	6%	10%	7%
Support	1538	764	774	201	270	238	263	219	346	466	417	308	346	1016	286	198
	38%	39%	38%	38%	40%	38%	39%	36%	38%	42%	38%	37%	36%	38%	43%	34%
Neither support nor oppose	1451	678	773	160	216	201	254	257	364	374	397	310	370	970	227	219
	36%	35%	38%	30%	32%	32%	38%	42%	40%	34%	36%	37%	39%	37%	34%	37%
Oppose	354	174	181	48	52	63	69	40	84	88	105	85	76	247	39	59
	9%	9%	9%	9%	8%	10%	10%	7%	9%	8%	9%	10%	8%	9%	6%	10%
Strongly oppose	143	76	68	17	22	30	24	23	27	41	34	30	39	93	24	25
	4%	4%	3%	3%	3%	5%	4%	4%	3%	4%	3%	4%	4%	4%	4%	4%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	1817	953	864	270	333	281	298	251	385	554	505	361	397	1180	350	239
	45%	49%	42%	51%	50%	45%	44%	41%	42%	50%	46%	43%	42%	45%	52%	41%
TOTAL OPPOSE	498	249	248	65	74	92	93	63	111	129	139	115	115	340	63	83
	12%	13%	12%	12%	11%	15%	14%	10%	12%	12%	13%	14%	12%	13%	9%	14%
Don't know	245	82	163	30	45	49	28	34	58	52	66	54	73	158	29	48
	6%	4%	8%	6%	7%	8%	4%	6%	6%	5%	6%	6%	8%	6%	4%	8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	280	49	84	92	54	*	40	91	49	64	35	223	37
	7%	9%	6%	7%	7%	4%	5%	6%	6%	10%	11%	7%	5%
Support	1538	199	532	491	308	4	265	585	323	254	110	1196	254
	38%	37%	40%	36%	41%	49%	35%	39%	41%	41%	34%	39%	37%
Neither support nor oppose	1451	189	490	509	256	3	317	574	268	187	105	1099	271
	36%	35%	37%	37%	34%	35%	41%	38%	34%	30%	32%	36%	40%
Oppose	354	34	129	127	62	1	63	121	74	60	37	279	59
	9%	6%	10%	9%	8%	10%	8%	8%	9%	10%	11%	9%	9%
Strongly oppose	143	25	36	51	30	*	36	52	20	21	14	114	20
	4%	5%	3%	4%	4%	2%	5%	3%	3%	3%	4%	4%	3%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1817	247	616	583	363	5	305	676	372	318	145	1418	291
	45%	46%	46%	43%	49%	53%	40%	45%	48%	51%	45%	46%	43%
TOTAL OPPOSE	498	59	165	178	92	1	99	173	94	81	51	393	79
	12%	11%	12%	13%	12%	12%	13%	11%	12%	13%	16%	13%	12%
Don't know	245	40	70	92	35	-	47	93	50	32	23	184	38
	6%	7%	5%	7%	5%	-	6%	6%	6%	5%	7%	6%	6%

Q214\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	280 7%	10 6%	22 5%	26 8%	22 7%	24 7%	21 6%	58 11%	37 7%	21 6%	10 5%	23 7%	6 5%
Support	1538 38%	57 35%	169 38%	159 48%	89 30%	95 27%	141 38%	206 39%	229 42%	155 45%	71 37%	116 34%	51 46%
Neither support nor oppose	1451 36%	68 42%	159 36%	108 33%	107 37%	149 42%	127 34%	167 32%	199 36%	118 34%	67 35%	147 44%	36 32%
Oppose	354 9%	10 6%	43 10%	15 4%	29 10%	45 13%	50 13%	50 9%	30 6%	23 7%	23 12%	29 9%	9 8%
Strongly oppose	143 4%	2 1%	14 3%	8 2%	26 9%	12 3%	14 4%	18 3%	21 4%	10 3%	7 4%	6 2%	5 5%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1817 45%	67 41%	191 43%	185 56%	110 38%	118 34%	162 44%	264 50%	267 49%	176 51%	81 42%	139 41%	57 52%
TOTAL OPPOSE	498 12%	12 7%	57 13%	23 7%	54 19%	57 16%	64 17%	69 13%	51 9%	33 10%	30 16%	35 10%	14 12%
Don't know	245 6%	16 10%	33 7%	15 4%	21 7%	29 8%	20 5%	28 5%	32 6%	17 5%	13 7%	17 5%	4 4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	280	52	40	46	68	55	21	259	106	174	59	208	63	210
	7%	6%	5%	7%	10%	9%	5%	7%	10%	6%	7%	7%	5%	8%
Support	1538	282	298	281	249	277	132	1405	419	1119	339	1165	439	1082
	38%	34%	40%	40%	36%	47%	31%	39%	39%	38%	39%	39%	37%	39%
Neither support nor oppose	1451	312	294	257	243	169	156	1295	337	1113	311	1088	441	995
	36%	38%	39%	36%	35%	29%	37%	36%	31%	38%	36%	36%	37%	36%
Oppose	354	78	61	60	82	39	59	296	117	237	75	270	132	216
	9%	10%	8%	9%	12%	7%	14%	8%	11%	8%	9%	9%	11%	8%
Strongly oppose	143	44	23	21	15	21	27	116	33	110	39	99	44	96
	4%	5%	3%	3%	2%	4%	6%	3%	3%	4%	4%	3%	4%	3%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	1817	333	337	328	317	331	153	1665	525	1293	398	1373	501	1292
	45%	41%	45%	46%	46%	57%	36%	46%	49%	44%	46%	46%	42%	47%
TOTAL OPPOSE	498	122	84	81	97	59	85	412	151	347	114	369	176	312
	12%	15%	11%	11%	14%	10%	20%	11%	14%	12%	13%	12%	15%	11%
Don't know	245	52	29	42	31	24	31	214	63	182	49	174	73	164
	6%	6%	4%	6%	4%	4%	7%	6%	6%	6%	6%	6%	6%	6%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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

	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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Strongly support	280	19	26	70	88	71	256	230	160
	7%	6%	3%	5%	10%	22%	7%	9%	13%
Support	1538	85	277	618	415	129	1439	1163	544
	38%	26%	31%	42%	46%	40%	40%	43%	45%
Neither support nor oppose	1451	148	361	552	279	84	1276	915	363
	36%	45%	40%	37%	31%	26%	36%	34%	30%
Oppose	354	23	108	131	72	18	329	222	90
	9%	7%	12%	9%	8%	6%	9%	8%	7%
Strongly oppose	143	13	33	53	25	15	126	93	40
	4%	4%	4%	4%	3%	5%	4%	3%	3%
<b>SUMMARY CODES</b>									
TOTAL SUPPORT	1817	104	303	689	503	201	1696	1393	704
	45%	31%	34%	47%	56%	63%	47%	52%	58%
TOTAL OPPOSE	498	37	141	184	97	33	456	315	130
	12%	11%	16%	13%	11%	10%	13%	12%	11%
Don't know	245	40	88	48	16	3	155	67	19
	6%	12%	10%	3%	2%	1%	4%	2%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
	Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Strongly support	280	92	94	77	7	3	186	10
	7%	40%	10%	4%	1%	1%	16%	1%
Support	1538	99	545	636	165	27	644	192
	38%	43%	60%	36%	30%	12%	57%	24%
Neither support nor oppose	1451	23	203	796	252	71	226	323
	36%	10%	22%	45%	46%	31%	20%	41%
Oppose	354	12	46	119	82	65	58	147
	9%	5%	5%	7%	15%	28%	5%	19%
Strongly oppose	143	6	9	29	34	61	15	95
	4%	3%	1%	2%	6%	26%	1%	12%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	1817	192	638	713	172	30	830	202
	45%	82%	70%	41%	31%	13%	73%	26%
TOTAL OPPOSE	498	18	55	148	116	127	73	243
	12%	8%	6%	8%	21%	54%	6%	31%
Don't know	245	-	11	97	10	5	11	15
	6%	-	1%	6%	2%	2%	1%	2%

Q214\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	312 8%	207 11%	106 5%	59 11%	49 7%	69 11%	44 7%	37 6%	55 6%	91 8%	98 9%	61 7%	62 7%	206 8%	62 9%	35 6%
Support	1374 34%	684 35%	690 34%	192 37%	233 35%	187 30%	236 35%	197 32%	330 36%	420 38%	377 34%	267 32%	310 32%	929 35%	230 34%	185 31%
Neither support nor oppose	1467 37%	688 35%	779 38%	167 32%	226 34%	237 38%	250 37%	255 42%	333 36%	377 34%	391 35%	314 37%	384 40%	955 36%	246 37%	232 39%
Oppose	415 10%	194 10%	221 11%	67 13%	76 11%	44 7%	69 10%	52 9%	107 12%	111 10%	121 11%	104 12%	79 8%	274 10%	74 11%	51 9%
Strongly oppose	187 5%	99 5%	88 4%	14 3%	36 5%	38 6%	38 6%	29 5%	32 3%	62 6%	49 4%	33 4%	42 4%	118 4%	26 4%	40 7%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	1686 42%	890 45%	796 39%	250 48%	282 42%	256 41%	280 42%	233 39%	385 42%	511 46%	475 43%	328 39%	372 39%	1135 43%	292 44%	220 37%
TOTAL OPPOSE	602 15%	294 15%	309 15%	81 15%	112 17%	82 13%	107 16%	81 13%	139 15%	174 16%	170 15%	138 16%	121 13%	392 15%	101 15%	91 15%
Don't know	256 6%	91 5%	165 8%	27 5%	48 7%	49 8%	35 5%	36 6%	61 7%	47 4%	71 6%	59 7%	79 8%	166 6%	31 5%	48 8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	312	45	98	104	63	1	51	103	62	63	34	250	42
	8%	8%	7%	8%	8%	16%	7%	7%	8%	10%	11%	8%	6%
Support	1374	169	446	453	298	5	227	537	276	228	105	1070	232
	34%	32%	33%	33%	40%	53%	30%	35%	35%	37%	32%	35%	34%
Neither support nor oppose	1467	201	493	525	242	2	304	566	284	208	105	1110	278
	37%	38%	37%	39%	32%	23%	40%	37%	36%	34%	32%	36%	41%
Oppose	415	51	162	125	76	-	95	140	84	59	37	330	61
	10%	9%	12%	9%	10%	-	12%	9%	11%	10%	12%	11%	9%
Strongly oppose	187	29	65	60	31	*	43	65	29	28	22	143	26
	5%	5%	5%	4%	4%	5%	6%	4%	4%	4%	7%	5%	4%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1686	214	544	557	361	6	278	640	338	291	139	1319	274
	42%	40%	41%	41%	48%	69%	36%	42%	43%	47%	43%	43%	40%
TOTAL OPPOSE	602	79	227	185	107	*	138	206	113	87	60	473	87
	15%	15%	17%	14%	14%	5%	18%	14%	14%	14%	18%	15%	13%
Don't know	256	40	77	95	36	*	47	106	49	34	20	194	40
	6%	8%	6%	7%	5%	2%	6%	7%	6%	5%	6%	6%	6%

Q214\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	312 8%	12 7%	34 8%	35 11%	23 8%	26 7%	23 6%	53 10%	50 9%	16 5%	10 5%	23 7%	9 8%
Support	1374 34%	48 30%	154 35%	122 37%	95 33%	103 29%	118 32%	182 34%	195 35%	132 38%	59 31%	119 35%	47 42%
Neither support nor oppose	1467 37%	62 38%	145 33%	128 39%	104 36%	128 36%	156 42%	173 33%	205 37%	135 39%	70 37%	122 36%	38 34%
Oppose	415 10%	19 12%	56 13%	16 5%	35 12%	54 15%	38 10%	60 11%	45 8%	25 7%	29 15%	31 9%	6 5%
Strongly oppose	187 5%	3 2%	16 4%	18 5%	14 5%	12 3%	15 4%	34 6%	21 4%	16 5%	9 5%	22 7%	7 7%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1686 42%	60 37%	188 43%	157 48%	118 40%	129 37%	141 38%	234 44%	245 45%	147 43%	69 36%	142 42%	56 50%
TOTAL OPPOSE	602 15%	22 13%	72 16%	34 10%	49 17%	66 19%	54 14%	94 18%	67 12%	41 12%	38 20%	53 16%	13 12%
Don't know	256 6%	18 11%	35 8%	12 3%	21 7%	29 8%	21 6%	27 5%	32 6%	20 6%	15 8%	20 6%	4 4%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	312	54	40	64	59	67	23	290	108	205	75	229	84	224
	8%	7%	5%	9%	9%	11%	5%	8%	10%	7%	9%	8%	7%	8%
Support	1374	288	246	232	246	240	146	1228	385	989	296	1040	431	924
	34%	35%	33%	33%	36%	41%	34%	34%	36%	34%	34%	35%	36%	33%
Neither support nor oppose	1467	300	304	242	254	188	152	1315	362	1104	301	1123	419	1031
	37%	37%	41%	34%	37%	32%	36%	37%	34%	38%	35%	37%	35%	37%
Oppose	415	78	81	88	75	42	43	373	99	317	88	314	139	268
	10%	9%	11%	12%	11%	7%	10%	10%	9%	11%	10%	10%	12%	10%
Strongly oppose	187	52	41	28	26	23	34	153	58	129	57	119	44	142
	5%	6%	6%	4%	4%	4%	8%	4%	5%	4%	7%	4%	4%	5%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	1686	342	285	296	305	307	169	1517	492	1194	371	1268	514	1148
	42%	42%	38%	42%	44%	53%	40%	42%	46%	41%	43%	42%	43%	42%
TOTAL OPPOSE	602	129	122	115	101	66	77	525	157	445	146	434	183	410
	15%	16%	16%	16%	15%	11%	18%	15%	15%	15%	17%	14%	15%	15%
Don't know	256	49	33	55	28	23	28	228	64	192	54	179	74	174
	6%	6%	4%	8%	4%	4%	7%	6%	6%	7%	6%	6%	6%	6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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

		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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Strongly support	312	22	47	78	90	72	288	240	162
	8%	7%	5%	5%	10%	23%	8%	9%	13%
Support	1374	83	283	529	359	108	1281	997	468
	34%	25%	32%	36%	40%	34%	36%	37%	38%
Neither support nor oppose	1467	123	348	599	296	69	1312	964	366
	37%	37%	39%	41%	33%	22%	37%	36%	30%
Oppose	415	44	91	156	77	44	367	276	120
	10%	13%	10%	11%	9%	14%	10%	10%	10%
Strongly oppose	187	13	35	57	57	21	170	135	79
	5%	4%	4%	4%	6%	7%	5%	5%	6%
<b>SUMMARY CODES</b>									
TOTAL SUPPORT	1686	105	331	608	449	181	1569	1238	630
	42%	32%	37%	41%	50%	56%	44%	46%	52%
TOTAL OPPOSE	602	57	126	212	134	65	537	411	199
	15%	17%	14%	14%	15%	20%	15%	15%	16%
Don't know	256	44	89	53	17	5	165	75	22
	6%	13%	10%	4%	2%	2%	5%	3%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?						
Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE	
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Strongly support	312	88	105	85	18	7	193	25
	8%	38%	12%	5%	3%	3%	17%	3%
Support	1374	92	474	565	160	33	566	192
	34%	39%	52%	32%	29%	14%	50%	25%
Neither support nor oppose	1467	27	240	827	209	54	267	263
	37%	12%	26%	47%	38%	23%	23%	34%
Oppose	415	13	54	141	111	64	67	175
	10%	6%	6%	8%	20%	27%	6%	22%
Strongly oppose	187	13	22	39	35	71	35	106
	5%	6%	2%	2%	6%	30%	3%	14%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	1686	180	579	650	177	40	759	217
	42%	77%	64%	37%	32%	17%	67%	28%
TOTAL OPPOSE	602	26	75	181	147	135	101	281
	15%	11%	8%	10%	27%	58%	9%	36%
Don't know	256	*	13	97	16	5	13	21
	6%	*	1%	6%	3%	2%	1%	3%



Q214\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	119 3%	79 4%	41 2%	29 6%	39 6%	26 4%	12 2%	6 1%	8 1%	30 3%	35 3%	35 4%	19 2%	61 2%	29 4%	25 4%
Support	692 17%	388 20%	304 15%	133 25%	169 25%	116 19%	126 19%	78 13%	69 8%	213 19%	193 17%	146 17%	140 15%	443 17%	137 20%	96 16%
Neither support nor oppose	1469 37%	697 36%	773 38%	194 37%	224 34%	215 34%	274 41%	229 38%	333 36%	398 36%	381 34%	301 36%	389 41%	943 36%	259 39%	223 38%
Oppose	899 22%	424 22%	474 23%	93 18%	116 17%	124 20%	127 19%	166 27%	272 30%	256 23%	260 23%	184 22%	199 21%	654 25%	117 17%	107 18%
Strongly oppose	534 13%	272 14%	262 13%	47 9%	73 11%	93 15%	95 14%	84 14%	140 15%	160 14%	148 13%	104 12%	122 13%	350 13%	86 13%	87 15%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	811 20%	466 24%	345 17%	162 31%	208 31%	141 23%	138 21%	84 14%	77 8%	243 22%	228 21%	181 22%	160 17%	505 19%	166 25%	121 21%
TOTAL OPPOSE	1432 36%	696 35%	736 36%	140 27%	189 28%	218 35%	223 33%	250 41%	413 45%	416 38%	407 37%	288 34%	321 34%	1005 38%	203 30%	194 33%
Don't know	298 7%	103 5%	195 10%	29 6%	47 7%	50 8%	37 5%	42 7%	94 10%	52 5%	91 8%	69 8%	86 9%	196 7%	42 6%	52 9%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	119 3%	21 4%	35 3%	48 3%	15 2%	-	21 3%	34 2%	11 1%	40 6%	14 4%	95 3%	15 2%
Support	692 17%	90 17%	245 18%	206 15%	146 20%	2 23%	85 11%	206 14%	174 22%	157 25%	70 22%	542 17%	108 16%
Neither support nor oppose	1469 37%	178 33%	485 36%	532 39%	263 35%	5 59%	265 35%	564 37%	302 39%	207 33%	131 40%	1128 36%	263 39%
Oppose	899 22%	117 22%	299 22%	296 22%	184 25%	1 14%	199 26%	414 27%	129 16%	102 17%	55 17%	685 22%	168 25%
Strongly oppose	534 13%	84 16%	180 13%	177 13%	91 12%	* 3%	131 17%	182 12%	109 14%	80 13%	31 10%	414 13%	83 12%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	811 20%	112 21%	280 21%	253 19%	161 22%	2 23%	106 14%	240 16%	184 23%	197 32%	84 26%	636 21%	123 18%
TOTAL OPPOSE	1432 36%	201 38%	479 36%	473 35%	275 37%	1 17%	330 43%	596 39%	239 30%	182 29%	85 26%	1099 35%	251 37%
Don't know	298 7%	44 8%	97 7%	103 8%	46 6%	* 1%	66 9%	117 8%	59 8%	33 5%	23 7%	232 7%	42 6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	119 3%	9 6%	11 2%	7 2%	9 3%	8 2%	12 3%	22 4%	15 3%	7 2%	4 2%	12 3%	4 3%
Support	692 17%	30 19%	83 19%	55 17%	37 13%	47 13%	57 15%	123 23%	84 15%	65 19%	33 17%	53 16%	23 21%
Neither support nor oppose	1469 37%	46 29%	145 33%	131 40%	120 41%	134 38%	147 40%	171 32%	206 37%	121 35%	73 38%	129 38%	46 41%
Oppose	899 22%	42 26%	105 24%	76 23%	61 21%	81 23%	84 22%	112 21%	116 21%	82 24%	41 22%	81 24%	18 16%
Strongly oppose	534 13%	19 12%	63 14%	47 14%	36 12%	48 14%	46 12%	63 12%	83 15%	46 13%	25 13%	45 13%	14 12%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	811 20%	39 24%	94 21%	63 19%	46 16%	55 16%	69 18%	145 27%	99 18%	72 21%	37 19%	64 19%	27 25%
TOTAL OPPOSE	1432 36%	61 38%	168 38%	123 37%	96 33%	129 36%	130 35%	175 33%	199 36%	128 37%	66 34%	125 37%	32 29%
Don't know	298 7%	15 10%	33 7%	13 4%	29 10%	35 10%	26 7%	37 7%	45 8%	23 7%	16 8%	18 5%	6 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	119	29	13	22	24	23	15	105	58	61	19	98	29	86
	3%	3%	2%	3%	3%	4%	3%	3%	5%	2%	2%	3%	2%	3%
Support	692	126	127	118	118	136	42	649	264	428	124	554	130	545
	17%	15%	17%	17%	17%	23%	10%	18%	25%	15%	14%	18%	11%	20%
Neither support nor oppose	1469	308	275	239	259	216	148	1322	396	1074	308	1103	422	1035
	37%	38%	37%	34%	38%	37%	35%	37%	37%	37%	35%	37%	35%	37%
Oppose	899	178	180	171	158	117	103	796	156	742	213	665	333	555
	22%	22%	24%	24%	23%	20%	24%	22%	15%	25%	24%	22%	28%	20%
Strongly oppose	534	119	111	94	95	66	79	455	134	400	142	374	170	362
	13%	15%	15%	13%	14%	11%	19%	13%	12%	14%	16%	12%	14%	13%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	811	154	140	140	142	159	57	754	322	489	143	651	159	631
	20%	19%	19%	20%	21%	27%	13%	21%	30%	17%	16%	22%	13%	23%
TOTAL OPPOSE	1432	298	291	264	253	183	182	1251	290	1142	354	1038	502	917
	36%	36%	39%	37%	37%	31%	43%	35%	27%	39%	41%	35%	42%	33%
Don't know	298	60	37	64	32	26	39	259	68	230	67	211	108	178
	7%	7%	5%	9%	5%	4%	9%	7%	6%	8%	8%	7%	9%	6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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

	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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Strongly support	119	13	20	28	21	35	104	85	57
	3%	4%	2%	2%	2%	11%	3%	3%	5%
Support	692	47	90	275	197	71	634	543	268
	17%	14%	10%	19%	22%	22%	18%	20%	22%
Neither support nor oppose	1469	130	343	568	315	86	1311	968	400
	37%	39%	38%	39%	35%	27%	37%	36%	33%
Oppose	899	41	232	367	184	70	854	622	254
	22%	13%	26%	25%	21%	22%	24%	23%	21%
Strongly oppose	534	39	115	163	154	53	485	370	207
	13%	12%	13%	11%	17%	16%	14%	14%	17%
<b>SUMMARY CODES</b>									
TOTAL SUPPORT	811	60	110	303	219	106	738	628	325
	20%	18%	12%	21%	24%	33%	21%	23%	27%
TOTAL OPPOSE	1432	80	347	531	338	123	1339	992	461
	36%	24%	39%	36%	38%	38%	37%	37%	38%
Don't know	298	59	93	71	25	5	194	101	30
	7%	18%	10%	5%	3%	2%	5%	4%	2%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
	Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Strongly support	119	55	31	22	4	4	86	7
	3%	24%	3%	1%	1%	2%	8%	1%
Support	692	66	311	216	61	10	377	71
	17%	28%	34%	12%	11%	4%	33%	9%
Neither support nor oppose	1469	59	303	805	159	43	362	202
	37%	25%	33%	46%	29%	18%	32%	26%
Oppose	899	36	167	393	203	60	203	262
	22%	15%	18%	22%	37%	26%	18%	33%
Strongly oppose	534	12	77	185	112	110	89	222
	13%	5%	8%	11%	20%	47%	8%	28%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	811	121	342	238	64	14	463	78
	20%	52%	38%	14%	12%	6%	41%	10%
TOTAL OPPOSE	1432	48	244	578	315	169	292	484
	36%	21%	27%	33%	57%	72%	26%	62%
Don't know	298	5	18	134	12	7	23	19
	7%	2%	2%	8%	2%	3%	2%	2%

Q214\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	400 10%	251 13%	149 7%	81 15%	98 15%	63 10%	59 9%	41 7%	58 6%	130 12%	104 9%	86 10%	79 8%	252 10%	89 13%	50 8%
Support	1286 32%	659 34%	627 31%	169 32%	219 33%	187 30%	205 30%	203 34%	304 33%	429 39%	350 32%	240 29%	266 28%	873 33%	209 31%	172 29%
Neither support nor oppose	1210 30%	604 31%	606 30%	139 26%	169 25%	191 31%	221 33%	212 35%	279 30%	292 26%	335 30%	269 32%	313 33%	794 30%	189 28%	191 32%
Oppose	571 14%	235 12%	336 16%	83 16%	82 12%	75 12%	104 16%	76 13%	151 16%	140 13%	162 15%	128 15%	141 15%	375 14%	96 14%	91 15%
Strongly oppose	238 6%	102 5%	137 7%	23 4%	44 7%	45 7%	45 7%	28 5%	52 6%	57 5%	68 6%	49 6%	64 7%	148 6%	43 6%	40 7%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	1686 42%	909 46%	776 38%	250 48%	317 47%	249 40%	263 39%	244 40%	362 39%	559 50%	455 41%	327 39%	345 36%	1126 42%	298 45%	221 38%
TOTAL OPPOSE	809 20%	336 17%	473 23%	107 20%	126 19%	120 19%	150 22%	104 17%	203 22%	197 18%	230 21%	177 21%	205 21%	524 20%	138 21%	131 22%
Don't know	306 8%	113 6%	193 9%	29 6%	56 8%	64 10%	38 6%	45 7%	74 8%	60 5%	88 8%	67 8%	92 10%	205 8%	44 7%	46 8%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q214\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	400	63	143	124	69	*	60	123	76	92	49	298	66
	10%	12%	11%	9%	9%	4%	8%	8%	10%	15%	15%	10%	10%
Support	1286	165	435	404	275	3	230	502	272	192	90	991	217
	32%	31%	32%	30%	37%	39%	30%	33%	35%	31%	28%	32%	32%
Neither support nor oppose	1210	148	409	443	203	3	249	464	237	175	85	930	219
	30%	28%	30%	33%	27%	35%	32%	31%	30%	28%	26%	30%	32%
Oppose	571	78	168	209	113	1	108	232	94	82	54	447	97
	14%	15%	13%	15%	15%	7%	14%	15%	12%	13%	17%	14%	14%
Strongly oppose	238	32	82	78	44	*	51	77	50	39	22	190	39
	6%	6%	6%	6%	6%	2%	7%	5%	6%	6%	7%	6%	6%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1686	228	578	528	344	4	290	625	348	284	139	1290	282
	42%	43%	43%	39%	46%	42%	38%	41%	44%	46%	43%	42%	42%
TOTAL OPPOSE	809	110	250	288	156	1	159	309	144	121	76	638	136
	20%	21%	19%	21%	21%	9%	21%	20%	18%	20%	24%	21%	20%
Don't know	306	48	104	102	43	1	69	119	56	39	24	238	42
	8%	9%	8%	8%	6%	13%	9%	8%	7%	6%	7%	8%	6%



Q214\_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	GOVERNMENT OFFICE REGION											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	400 10%	20 12%	32 7%	46 14%	20 7%	35 10%	30 8%	66 13%	64 12%	34 10%	14 7%	29 9%	9 8%
Support	1286 32%	43 26%	143 32%	105 32%	86 29%	94 27%	112 30%	190 36%	181 33%	131 38%	60 31%	104 31%	36 33%
Neither support nor oppose	1210 30%	53 32%	123 28%	99 30%	99 34%	107 30%	119 32%	132 25%	176 32%	99 29%	57 29%	108 32%	39 35%
Oppose	571 14%	25 15%	73 17%	41 13%	46 16%	67 19%	64 17%	65 12%	66 12%	30 9%	32 16%	52 15%	11 10%
Strongly oppose	238 6%	2 1%	32 7%	18 6%	17 6%	19 5%	20 5%	36 7%	26 5%	22 6%	14 7%	22 7%	10 9%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	1686 42%	63 38%	175 40%	152 46%	106 36%	129 37%	141 38%	256 49%	245 45%	166 48%	75 39%	134 40%	45 41%
TOTAL OPPOSE	809 20%	27 17%	105 24%	60 18%	62 21%	86 24%	84 23%	101 19%	91 17%	52 15%	46 24%	74 22%	21 19%
Don't know	306 8%	20 12%	37 8%	19 6%	25 8%	32 9%	29 8%	38 7%	37 7%	27 8%	15 8%	21 6%	6 5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	400	72	62	70	82	84	25	375	138	261	83	310	90	303
	10%	9%	8%	10%	12%	14%	6%	10%	13%	9%	10%	10%	8%	11%
Support	1286	242	215	231	245	216	128	1158	349	937	285	966	395	866
	32%	30%	29%	33%	36%	37%	30%	32%	32%	32%	33%	32%	33%	31%
Neither support nor oppose	1210	253	240	193	200	170	126	1084	299	911	238	931	351	849
	30%	31%	32%	27%	29%	29%	30%	30%	28%	31%	27%	31%	29%	31%
Oppose	571	133	135	110	78	64	73	498	142	429	131	429	193	372
	14%	16%	18%	15%	11%	11%	17%	14%	13%	15%	15%	14%	16%	13%
Strongly oppose	238	62	44	45	45	22	41	198	75	163	74	153	64	172
	6%	8%	6%	6%	7%	4%	10%	6%	7%	6%	8%	5%	5%	6%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	1686	314	277	300	328	300	152	1533	487	1198	368	1277	485	1169
	42%	38%	37%	42%	48%	51%	36%	43%	45%	41%	42%	42%	41%	42%
TOTAL OPPOSE	809	195	179	154	124	86	114	695	217	593	205	582	256	544
	20%	24%	24%	22%	18%	15%	27%	19%	20%	20%	23%	19%	22%	20%
Don't know	306	58	48	61	36	26	33	273	73	233	61	214	99	200
	8%	7%	6%	9%	5%	5%	8%	8%	7%	8%	7%	7%	8%	7%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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

		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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT	
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258	
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216	
Effective Base	2458	150	543	902	593	221	2254	1712	814	
Strongly support	400	22	48	99	132	92	371	323	224	
	10%	7%	5%	7%	15%	29%	10%	12%	18%	
Support	1286	79	214	518	354	107	1193	979	461	
	32%	24%	24%	35%	40%	33%	33%	36%	38%	
Neither support nor oppose	1210	103	300	506	210	69	1085	785	279	
	30%	31%	34%	34%	23%	21%	30%	29%	23%	
Oppose	571	52	165	200	124	27	516	351	151	
	14%	16%	18%	14%	14%	8%	14%	13%	12%	
Strongly oppose	238	19	64	77	48	21	211	146	69	
	6%	6%	7%	5%	5%	7%	6%	5%	6%	
<b>SUMMARY CODES</b>										
TOTAL SUPPORT	1686	101	262	617	487	199	1564	1302	685	
	42%	31%	29%	42%	54%	62%	44%	48%	56%	
TOTAL OPPOSE	809	72	229	277	172	48	727	497	220	
	20%	22%	26%	19%	19%	15%	20%	18%	18%	
Don't know	306	53	102	73	28	4	206	105	32	
	8%	16%	11%	5%	3%	1%	6%	4%	3%	

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE		
Unweighted Base	4011	232	961	1696	553	228	1193	781	
Weighted Base	4011	233	907	1754	550	233	1140	783	
Effective Base	2458	142	611	1065	332	111	752	438	
Strongly support	400	122	129	113	23	6	251	29	
	10%	52%	14%	6%	4%	3%	22%	4%	
Support	1286	68	453	542	149	22	522	172	
	32%	29%	50%	31%	27%	10%	46%	22%	
Neither support nor oppose	1210	23	202	681	165	51	225	217	
	30%	10%	22%	39%	30%	22%	20%	28%	
Oppose	571	8	76	239	145	65	84	210	
	14%	3%	8%	14%	26%	28%	7%	27%	
Strongly oppose	238	10	21	67	49	73	31	122	
	6%	4%	2%	4%	9%	31%	3%	16%	
<b>SUMMARY CODES</b>									
TOTAL SUPPORT	1686	191	582	655	172	28	773	200	
	42%	82%	64%	37%	31%	12%	68%	26%	
TOTAL OPPOSE	809	18	97	305	195	138	115	333	
	20%	8%	11%	17%	35%	59%	10%	42%	
Don't know	306	2	26	112	18	16	27	34	
	8%	1%	3%	6%	3%	7%	2%	4%	

Q214\_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				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Strongly support	162 4%	106 5%	56 3%	45 9%	39 6%	33 5%	17 2%	10 2%	18 2%	41 4%	51 5%	32 4%	37 4%	90 3%	36 5%	26 4%
Support	798 20%	411 21%	388 19%	152 29%	185 28%	119 19%	119 18%	107 18%	116 13%	223 20%	221 20%	164 20%	190 20%	502 19%	149 22%	127 22%
Neither support nor oppose	1411 35%	713 36%	698 34%	150 29%	193 29%	202 32%	238 35%	231 38%	396 43%	365 33%	366 33%	315 37%	366 38%	955 36%	208 31%	209 36%
Oppose	915 23%	422 21%	493 24%	108 21%	134 20%	124 20%	177 26%	146 24%	225 25%	294 27%	274 25%	176 21%	171 18%	636 24%	152 23%	110 19%
Strongly oppose	414 10%	186 9%	228 11%	43 8%	73 11%	94 15%	81 12%	69 11%	53 6%	122 11%	114 10%	82 10%	96 10%	254 10%	87 13%	65 11%
<b>SUMMARY CODES</b>																
TOTAL SUPPORT	960 24%	517 26%	443 22%	197 38%	224 34%	152 24%	136 20%	117 19%	133 15%	264 24%	272 25%	196 23%	228 24%	592 22%	185 28%	154 26%
TOTAL OPPOSE	1329 33%	607 31%	722 35%	151 29%	207 31%	219 35%	259 38%	216 36%	278 30%	417 38%	388 35%	258 31%	267 28%	890 34%	239 36%	174 30%
Don't know	311 8%	125 6%	186 9%	26 5%	44 7%	50 8%	39 6%	41 7%	110 12%	63 6%	81 7%	70 8%	96 10%	212 8%	38 6%	52 9%

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Q214\_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	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Strongly support	162 4%	35 6%	41 3%	58 4%	27 4%	* 4%	20 3%	43 3%	27 3%	42 7%	30 9%	134 4%	20 3%
Support	798 20%	118 22%	276 21%	245 18%	155 21%	2 26%	133 17%	246 16%	183 23%	156 25%	79 25%	617 20%	122 18%
Neither support nor oppose	1411 35%	149 28%	460 34%	530 39%	266 36%	3 34%	275 36%	605 40%	262 33%	177 29%	93 29%	1071 35%	263 39%
Oppose	915 23%	131 25%	328 24%	288 21%	164 22%	2 22%	195 25%	352 23%	174 22%	131 21%	63 19%	713 23%	159 23%
Strongly oppose	414 10%	59 11%	149 11%	134 10%	69 9%	1 7%	75 10%	139 9%	85 11%	78 13%	37 11%	318 10%	69 10%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	960 24%	153 29%	317 24%	303 22%	182 24%	3 30%	154 20%	289 19%	210 27%	198 32%	109 34%	751 24%	142 21%
TOTAL OPPOSE	1329 33%	190 36%	477 36%	422 31%	233 31%	3 29%	270 35%	492 32%	259 33%	209 34%	99 31%	1031 33%	228 34%
Don't know	311 8%	42 8%	88 7%	107 8%	65 9%	1 7%	69 9%	131 9%	53 7%	36 6%	22 7%	242 8%	45 7%

Q214\_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	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Strongly support	162 4%	8 5%	15 3%	13 4%	21 7%	15 4%	9 3%	30 6%	22 4%	8 2%	6 3%	13 4%	2 2%
Support	798 20%	28 17%	69 16%	73 22%	34 12%	65 18%	74 20%	137 26%	99 18%	78 23%	42 22%	71 21%	27 24%
Neither support nor oppose	1411 35%	49 30%	165 37%	118 36%	107 37%	130 37%	128 34%	155 29%	216 39%	121 35%	61 32%	113 33%	49 45%
Oppose	915 23%	45 28%	98 22%	65 20%	74 25%	84 24%	103 28%	108 20%	108 20%	83 24%	45 23%	85 25%	17 15%
Strongly oppose	414 10%	11 7%	56 13%	39 12%	28 10%	22 6%	37 10%	67 13%	60 11%	29 9%	21 11%	35 10%	9 8%
<b>SUMMARY CODES</b>													
TOTAL SUPPORT	960 24%	36 22%	84 19%	85 26%	55 19%	80 23%	84 23%	167 32%	121 22%	86 25%	48 25%	83 25%	29 26%
TOTAL OPPOSE	1329 33%	56 34%	154 35%	104 31%	102 35%	105 30%	140 38%	175 33%	168 31%	112 33%	66 34%	120 35%	26 24%
Don't know	311 8%	21 13%	36 8%	23 7%	28 10%	38 11%	20 5%	30 6%	44 8%	24 7%	17 9%	21 6%	6 6%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Strongly support	162	43	28	24	28	28	21	141	72	90	37	122	40	121
	4%	5%	4%	3%	4%	5%	5%	4%	7%	3%	4%	4%	3%	4%
Support	798	164	134	123	143	141	73	725	274	524	151	624	176	609
	20%	20%	18%	17%	21%	24%	17%	20%	25%	18%	17%	21%	15%	22%
Neither support nor oppose	1411	291	274	256	237	192	155	1256	315	1096	317	1042	472	919
	35%	36%	37%	36%	35%	33%	37%	35%	29%	37%	36%	35%	40%	33%
Oppose	915	157	187	165	173	140	77	837	216	699	192	702	284	619
	23%	19%	25%	23%	25%	24%	18%	23%	20%	24%	22%	23%	24%	22%
Strongly oppose	414	95	76	81	70	57	53	361	130	284	108	291	96	315
	10%	12%	10%	11%	10%	10%	13%	10%	12%	10%	12%	10%	8%	11%
<b>SUMMARY CODES</b>														
TOTAL SUPPORT	960	208	162	146	171	169	94	866	346	614	188	746	216	729
	24%	25%	22%	21%	25%	29%	22%	24%	32%	21%	22%	25%	18%	26%
TOTAL OPPOSE	1329	252	263	246	243	197	131	1198	346	983	300	993	380	934
	33%	31%	35%	35%	35%	34%	31%	33%	32%	34%	34%	33%	32%	34%
Don't know	311	69	44	59	36	26	45	265	69	241	68	223	123	179
	8%	8%	6%	8%	5%	4%	11%	7%	6%	8%	8%	7%	10%	6%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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

	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	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Strongly support	162	20	28	38	37	36	138	110	72
	4%	6%	3%	3%	4%	11%	4%	4%	6%
Support	798	52	162	295	202	78	737	576	280
	20%	16%	18%	20%	23%	24%	21%	21%	23%
Neither support nor oppose	1411	134	322	570	266	93	1251	929	359
	35%	41%	36%	39%	30%	29%	35%	35%	29%
Oppose	915	37	205	358	241	69	873	668	310
	23%	11%	23%	24%	27%	21%	24%	25%	25%
Strongly oppose	414	30	85	134	118	38	376	291	157
	10%	9%	10%	9%	13%	12%	11%	11%	13%
<b>SUMMARY CODES</b>									
TOTAL SUPPORT	960	72	189	333	239	114	875	686	353
	24%	22%	21%	23%	27%	36%	24%	25%	29%
TOTAL OPPOSE	1329	67	290	493	360	107	1249	959	467
	33%	20%	32%	33%	40%	33%	35%	36%	38%
Don't know	311	56	92	77	32	7	207	115	38
	8%	17%	10%	5%	4%	2%	6%	4%	3%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q214\_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. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?							
	Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Strongly support	162	58	51	37	8	5	109	13
	4%	25%	6%	2%	1%	2%	10%	2%
Support	798	86	308	261	84	15	394	99
	20%	37%	34%	15%	15%	6%	35%	13%
Neither support nor oppose	1411	48	304	780	154	35	352	189
	35%	21%	34%	44%	28%	15%	31%	24%
Oppose	915	24	179	382	211	67	203	278
	23%	10%	20%	22%	38%	29%	18%	35%
Strongly oppose	414	15	47	153	75	105	62	180
	10%	6%	5%	9%	14%	45%	5%	23%
<b>SUMMARY CODES</b>								
TOTAL SUPPORT	960	144	360	298	92	20	503	112
	24%	62%	40%	17%	17%	8%	44%	14%
TOTAL OPPOSE	1329	38	227	535	286	171	265	458
	33%	16%	25%	30%	52%	73%	23%	58%
Don't know	311	3	17	142	17	7	20	24
	8%	1%	2%	8%	3%	3%	2%	3%

Q214\_DV1. Whether support all five applications of AI  
Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	317	189	127	59	77	56	51	36	38	91	90	69	67	203	57	47
	8%	10%	6%	11%	11%	9%	8%	6%	4%	8%	8%	8%	7%	8%	9%	8%
No	3694	1773	1921	465	591	568	621	569	879	1018	1017	771	889	2446	613	542
	92%	90%	94%	89%	89%	91%	92%	94%	96%	92%	92%	92%	93%	92%	91%	92%

Q214\_DV1. Whether support all five applications of AI  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	317	48	103	104	61	*	39	97	69	75	36	256	37
	8%	9%	8%	8%	8%	3%	5%	6%	9%	12%	11%	8%	5%
No	3694	486	1238	1257	685	9	728	1420	715	545	287	2839	642
	92%	91%	92%	92%	92%	97%	95%	94%	91%	88%	89%	92%	95%

Q214\_DV1. Whether support all five applications of AI  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	317	13	25	33	12	19	31	69	36	28	17	22	13
	8%	8%	6%	10%	4%	6%	8%	13%	7%	8%	9%	6%	11%
No	3694	149	415	297	280	334	342	459	514	316	175	315	98
	92%	92%	94%	90%	96%	94%	92%	87%	93%	92%	91%	94%	89%

Q214\_DV1. Whether support all five applications of AI  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	317	58	46	47	53	78	20	296	116	201	59	253	74	234
	8%	7%	6%	7%	8%	13%	5%	8%	11%	7%	7%	8%	6%	8%
No	3694	762	698	661	634	505	405	3290	960	2734	814	2751	1117	2528
	92%	93%	94%	93%	92%	87%	95%	92%	89%	93%	93%	92%	94%	92%

**BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)**

**Q214\_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?								
	Total	Hadn't heard about this before now	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Yes	317	35	32	109	80	56	278	245	137
	8%	11%	4%	7%	9%	18%	8%	9%	11%
No	3694	293	862	1364	816	264	3305	2443	1080
	92%	89%	96%	93%	91%	82%	92%	91%	89%

Q214\_DV1. Whether support all five applications of AI  
Base: All Adults in UK

Q212. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?								
Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE	
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Yes	317	83	140	65	13	4	224	18
	8%	36%	15%	4%	2%	2%	20%	2%
No	3694	150	767	1689	536	229	916	765
	92%	64%	85%	96%	98%	98%	80%	98%



Q214\_DV2. Whether oppose all five applications of AI  
 Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	164	71	93	14	17	35	27	21	49	40	46	35	42	119	16	25
	4%	4%	5%	3%	3%	6%	4%	3%	5%	4%	4%	4%	4%	4%	2%	4%
No	3847	1892	1955	510	651	589	645	584	868	1069	1061	804	913	2530	654	565
	96%	96%	95%	97%	97%	94%	96%	97%	95%	96%	96%	96%	96%	96%	98%	96%

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Q214\_DV2. Whether oppose all five applications of AI  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	164	17	50	59	36	*	35	73	24	18	14	129	31
	4%	3%	4%	4%	5%	2%	5%	5%	3%	3%	4%	4%	5%
No	3847	517	1291	1302	710	9	732	1445	760	601	309	2966	648
	96%	97%	96%	96%	95%	98%	95%	95%	97%	97%	96%	96%	95%

Q214\_DV2. Whether oppose all five applications of AI  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	164 4%	4 2%	18 4%	6 2%	19 6%	27 8%	25 7%	18 3%	14 3%	8 2%	12 6%	8 2%	4 4%
No	3847 96%	159 98%	422 96%	324 98%	273 94%	327 92%	347 93%	509 97%	536 97%	335 98%	180 94%	329 98%	107 96%

Q214\_DV2. Whether oppose all five applications of AI  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	164	45	22	40	18	22	32	132	36	128	38	119	65	98
	4%	5%	3%	6%	3%	4%	8%	4%	3%	4%	4%	4%	5%	4%
No	3847	775	722	668	669	562	393	3454	1040	2807	834	2886	1126	2664
	96%	95%	97%	94%	97%	96%	92%	96%	97%	96%	96%	96%	95%	96%

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**Q214\_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?								
	Total	Hadn't heard about this before now	Hardly anything but I've heard of this	A little	A fair amount	A lot	ANY AWARENESS	AT LEAST A LITTLE	AT LEAST A FAIR AMOUNT
Unweighted Base	4011	280	870	1471	924	334	3599	2729	1258
Weighted Base	4011	329	894	1472	896	320	3582	2689	1216
Effective Base	2458	150	543	902	593	221	2254	1712	814
Yes	164 4%	14 4%	52 6%	54 4%	28 3%	12 4%	146 4%	94 3%	40 3%
No	3847 96%	315 96%	841 94%	1418 96%	869 97%	308 96%	3436 96%	2595 97%	1176 97%

Q214\_DV2. Whether oppose all five applications of AI  
Base: All Adults in UK

Q212. OVERALL, HOW POSITIVE OR NEGATIVE DO YOU FEEL ABOUT THE IMPACT OF INCREASING USE OF ARTIFICIAL INTELLIGENCE IN THE UK?								
Total	Very positive	Fairly positive	Neither positive nor negative	Fairly negative	Very negative	TOTAL POSITIVE	TOTAL NEGATIVE	
Unweighted Base	4011	232	961	1696	553	228	1193	781
Weighted Base	4011	233	907	1754	550	233	1140	783
Effective Base	2458	142	611	1065	332	111	752	438
Yes	164	6	7	36	25	74	13	100
	4%	3%	1%	2%	5%	32%	1%	13%
No	3847	227	900	1718	524	159	1127	683
	96%	97%	99%	98%	95%	68%	99%	87%

**Q27. Property type**  
**Base: All Adults in UK**

	Total	SEX		AGE						SOCIAL GRADE				TENURE		
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Flat or Maisonette	534	262	272	69	126	90	91	79	80	105	158	88	184	181	184	160
	13%	13%	13%	13%	19%	14%	14%	13%	9%	10%	14%	10%	19%	7%	27%	27%
Terrace Property	1341	675	666	120	243	224	260	207	286	313	403	307	317	860	255	202
	33%	34%	33%	23%	36%	36%	39%	34%	31%	28%	36%	37%	33%	32%	38%	34%
Semi Detached Property	1361	627	734	223	213	224	216	187	298	360	345	307	350	946	165	206
	34%	32%	36%	43%	32%	36%	32%	31%	32%	32%	31%	37%	37%	36%	25%	35%
Detached Property	746	384	362	102	81	81	103	130	250	322	195	132	97	646	63	15
	19%	20%	18%	19%	12%	13%	15%	22%	27%	29%	18%	16%	10%	24%	9%	2%
Other type	9	3	6	1	1	2	1	1	4	4	2	1	2	5	1	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	19	10	9	10	5	3	1	1	*	5	4	5	6	10	3	5
	*	1%	*	2%	1%	*	*	*	*	*	*	1%	1%	*	*	1%

**Q27. Property type**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Flat or Maisonette	534	534	-	-	-	-	216	174	84	46	15	455	53
	13%	100%	-	-	-	-	28%	11%	11%	7%	5%	15%	8%
Terrace Property	1341	-	1341	-	-	-	258	514	298	188	83	1117	169
	33%	-	100%	-	-	-	34%	34%	38%	30%	26%	36%	25%
Semi Detached Property	1361	-	-	1361	-	-	189	496	279	253	145	1038	228
	34%	-	-	100%	-	-	25%	33%	36%	41%	45%	34%	34%
Detached Property	746	-	-	-	746	-	102	325	117	127	75	472	223
	19%	-	-	-	100%	-	13%	21%	15%	20%	23%	15%	33%
Other type	9	-	-	-	-	9	1	6	2	-	*	4	4
	*	-	-	-	-	100%	*	*	*	-	*	*	1%
Don't know	19	-	-	-	-	-	2	2	5	6	5	9	2
	*	-	-	-	-	-	*	*	1%	1%	2%	*	*



**Q27. Property type**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Flat or Maisonette	534 13%	20 12%	35 8%	24 7%	25 9%	33 9%	46 12%	123 23%	80 15%	50 15%	16 8%	76 22%	7 6%
Terrace Property	1341 33%	52 32%	173 39%	121 37%	77 27%	118 33%	103 28%	190 36%	184 33%	107 31%	76 40%	92 27%	47 43%
Semi Detached Property	1361 34%	74 45%	166 38%	114 35%	115 40%	134 38%	127 34%	163 31%	179 33%	106 31%	53 28%	102 30%	29 26%
Detached Property	746 19%	17 11%	63 14%	69 21%	71 24%	65 18%	94 25%	47 9%	103 19%	78 23%	46 24%	66 20%	28 25%
Other type	9 *	- *	1 *	1 *	2 1%	1 *	- *	* *	1 *	2 *	* *	* *	* *
Don't know	19 *	- *	2 *	1 *	1 *	2 1%	2 1%	5 1%	3 *	1 *	* *	1 *	1 1%

**Q27. Property type**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Flat or Maisonette	534 13%	166 20%	113 15%	82 12%	73 11%	46 8%	77 18%	457 13%	109 10%	425 14%	128 15%	392 13%	103 9%	425 15%
Terrace Property	1341 33%	261 32%	279 38%	271 38%	225 33%	178 30%	149 35%	1192 33%	373 35%	968 33%	310 36%	990 33%	364 31%	965 35%
Semi Detached Property	1361 34%	283 34%	246 33%	228 32%	253 37%	177 30%	128 30%	1233 34%	407 38%	954 33%	291 33%	1013 34%	400 34%	944 34%
Detached Property	746 19%	103 13%	103 14%	122 17%	135 20%	180 31%	69 16%	677 19%	175 16%	571 19%	139 16%	591 20%	319 27%	412 15%
Other type	9 *	2 *	1 *	4 1%	1 *	1 *	2 *	7 *	1 *	8 *	3 *	6 *	4 *	5 *
Don't know	19 *	5 1%	1 *	1 *	* *	1 *	1 *	19 1%	11 1%	9 *	1 *	12 *	* *	12 *

**Q28. Main way property is heated during winter**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Gas (central heating)	3166	1535	1631	328	500	492	547	506	793	890	887	661	728	2139	502	458
	79%	78%	80%	62%	75%	79%	81%	84%	86%	80%	80%	79%	76%	81%	75%	78%
Gas (fixed heaters)	325	157	168	86	64	57	51	34	32	70	91	62	102	180	66	63
	8%	8%	8%	16%	10%	9%	8%	6%	3%	6%	8%	7%	11%	7%	10%	11%
Oil	177	93	84	28	19	25	35	32	39	57	41	42	36	135	22	11
	4%	5%	4%	5%	3%	4%	5%	5%	4%	5%	4%	5%	4%	5%	3%	2%
Electric Portable heater	128	69	59	32	29	18	18	14	18	39	34	24	32	77	25	24
	3%	3%	3%	6%	4%	3%	3%	2%	2%	4%	3%	3%	3%	3%	4%	4%
Electric (storage)	101	52	48	24	30	15	9	6	16	28	27	24	22	54	30	13
	3%	3%	2%	5%	5%	2%	1%	1%	2%	3%	2%	3%	2%	2%	5%	2%
Electric (not storage)	40	17	23	9	9	6	5	3	9	10	12	7	10	22	9	7
	1%	1%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
Communal or district heating	16	8	7	4	7	2	1	1	1	2	3	4	6	6	4	4
	*	*	*	1%	1%	*	*	*	*	*	*	1%	1%	*	1%	1%
Other type of portable heater	9	6	3	3	2	1	2	1	1	2	2	2	3	4	3	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Solid fuel (open fire/enclosed stove) - wood	5	2	3	1	*	*	1	1	2	1	2	1	1	5	*	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-
Solid fuel - coal	4	1	3	*	1	*	1	1	1	1	2	2	1	3	1	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Solid fuel - biomass (e.g wood)	4	1	3	1	1	1	*	1	1	1	1	2	1	3	1	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Solid fuel (open fire/enclosed stove) - coal	4	1	2	1	1	*	1	1	1	*	1	*	2	2	1	1
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other	8	5	4	*	*	1	1	2	4	3	1	1	3	6	1	2
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	24	15	10	9	7	4	1	2	1	4	5	7	9	12	6	4
	1%	1%	*	2%	1%	1%	*	*	*	*	*	1%	1%	*	1%	1%

**Q28. Main way property is heated during winter**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Gas (central heating)	3166	377	1124	1087	560	8	623	1254	598	462	229	2527	491
	79%	71%	84%	80%	75%	88%	81%	83%	76%	75%	71%	82%	72%
Gas (fixed heaters)	325	63	81	123	53	-	42	95	81	68	39	246	40
	8%	12%	6%	9%	7%	-	6%	6%	10%	11%	12%	8%	6%
Oil	177	7	38	56	74	1	27	63	41	30	16	78	79
	4%	1%	3%	4%	10%	8%	4%	4%	5%	5%	5%	3%	12%
Electric Portable heater	128	25	39	38	24	*	25	37	26	23	16	95	24
	3%	5%	3%	3%	3%	4%	3%	2%	3%	4%	5%	3%	4%
Electric (storage)	101	36	29	19	16	-	24	31	18	18	9	74	20
	3%	7%	2%	1%	2%	-	3%	2%	2%	3%	3%	2%	3%
Electric (not storage)	40	14	9	12	4	-	13	13	7	2	4	24	11
	1%	3%	1%	1%	1%	-	2%	1%	1%	*	1%	1%	2%
Communal or district heating	16	4	3	6	2	-	3	4	3	4	2	13	1
	*	1%	*	*	*	-	*	*	*	1%	1%	*	*
Other type of portable heater	9	1	1	4	2	-	1	3	1	2	2	7	1
	*	*	*	*	*	-	*	*	*	*	1%	*	*
Solid fuel (open fire/enclosed stove) - wood	5	*	1	1	2	-	2	2	*	2	-	3	1
	*	*	*	*	*	-	*	*	*	*	-	*	*
Solid fuel - coal	4	1	1	1	1	-	1	2	*	1	*	2	2
	*	*	*	*	*	-	*	*	*	*	*	*	*
Solid fuel - biomass (e.g wood)	4	*	1	1	2	-	1	1	1	1	-	2	1
	*	*	*	*	*	-	*	*	*	*	-	*	*
Solid fuel (open fire/enclosed stove) - coal	4	1	1	1	1	-	1	1	1	*	1	3	1
	*	*	*	*	*	-	*	*	*	*	*	*	*
Other	8	1	3	2	2	-	2	5	1	1	*	5	4
	*	*	*	*	*	-	*	*	*	*	*	*	1%
Don't know	24	2	8	9	3	-	2	6	6	6	4	17	2
	1%	*	1%	1%	*	-	*	*	1%	1%	1%	1%	*

**Q28. Main way property is heated during winter**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Gas (central heating)	3166	130	371	274	242	272	296	390	456	278	159	251	47
	79%	80%	84%	83%	83%	77%	80%	74%	83%	81%	83%	75%	43%
Gas (fixed heaters)	325	19	33	26	21	32	22	53	44	17	12	39	7
	8%	12%	7%	8%	7%	9%	6%	10%	8%	5%	6%	12%	7%
Oil	177	3	8	1	4	12	29	14	12	21	9	14	51
	4%	2%	2%	*	1%	3%	8%	3%	2%	6%	5%	4%	46%
Electric Portable heater	128	4	12	12	8	18	7	24	12	11	6	11	3
	3%	3%	3%	4%	3%	5%	2%	5%	2%	3%	3%	3%	3%
Electric (storage)	101	3	6	6	5	7	7	28	12	9	3	13	1
	3%	2%	1%	2%	2%	2%	2%	5%	2%	3%	2%	4%	1%
Electric (not storage)	40	-	3	4	5	3	3	8	6	3	1	3	-
	1%	-	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	-
Communal or district heating	16	*	1	2	1	2	1	5	2	1	*	1	-
	*	*	*	1%	*	1%	*	1%	*	*	*	*	-
Other type of portable heater	9	1	1	1	2	1	*	1	1	*	1	*	*
	*	*	*	*	1%	*	*	*	*	*	*	*	*
Solid fuel (open fire\enclosed stove) - wood	5	*	*	1	*	*	1	*	*	1	*	1	-
	*	*	*	*	*	*	*	*	*	*	*	*	-
Solid fuel - coal	4	*	1	1	*	*	*	*	*	*	1	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*
Solid fuel - biomass (e.g wood)	4	-	*	1	-	-	*	-	1	1	*	1	-
	*	-	*	*	-	-	*	-	*	*	*	*	-
Solid fuel (open fire\enclosed stove) - coal	4	*	1	*	-	*	1	*	-	*	*	*	1
	*	*	*	*	-	*	*	*	-	*	*	*	1%
Other	8	*	1	*	1	1	2	1	1	1	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*
Don't know	24	1	3	2	2	4	3	3	2	2	1	2	*
	1%	1%	1%	*	1%	1%	1%	1%	*	*	*	*	*

Q28. Main way property is heated during winter  
Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Gas (central heating)	3166	587	609	582	562	474	313	2853	796	2370	707	2372	982	2151
		79%	82%	82%	82%	81%	74%	80%	74%	81%	81%	79%	82%	78%
Gas (fixed heaters)	325	85	51	49	46	41	29	296	124	201	53	257	50	269
		8%	10%	7%	7%	7%	7%	8%	11%	7%	6%	9%	4%	10%
Oil	177	39	33	27	35	22	26	151	46	131	47	121	62	111
		4%	5%	4%	4%	4%	6%	4%	4%	4%	5%	4%	5%	4%
Electric Portable heater	128	42	21	15	19	19	25	103	43	84	29	92	31	90
		3%	5%	3%	2%	3%	6%	3%	4%	3%	3%	3%	3%	3%
Electric (storage)	101	30	14	20	13	15	15	85	36	65	16	79	30	69
		3%	4%	2%	3%	2%	4%	2%	3%	2%	2%	3%	2%	2%
Electric (not storage)	40	9	7	5	5	5	4	35	6	33	6	31	13	26
		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Communal or district heating	16	8	2	2	2	1	3	12	6	9	3	11	5	9
		* 1%	* *	* *	* *	* *	1%	* *	1%	* *	* *	* *	* *	* *
Other type of portable heater	9	5	1	1	1	1	4	6	4	6	2	5	4	5
		* 1%	* *	* *	* *	* *	1%	* *	* *	* *	* *	* *	* *	* *
Solid fuel (open fire/enclosed stove) - wood	5	2	*	1	1	1	1	4	1	4	1	4	2	3
		* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *
Solid fuel - coal	4	1	2	1	*	*	1	3	1	3	2	2	2	3
		* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *
Solid fuel - biomass (e.g wood)	4	1	1	1	*	*	*	4	1	3	*	4	2	2
		* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *
Solid fuel (open fire/enclosed stove) - coal	4	1	1	-	1	*	*	3	2	2	1	2	1	3
		* *	* *	-	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *
Other	8	3	1	1	1	1	2	7	1	7	2	6	4	4
		* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *	* *

Q28. Main way property is heated during winter  
Base: All Adults in UK

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No	
Total														
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Don't know	24	6	4	3	1	2	1	23	8	16	3	20	4	18
	1%	1%	1%	*	*	*	*	1%	1%	1%	*	1%	*	1%

**Q29. Whether connected to mains gas**  
**Base: All Adults in UK**

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	3455	1721	1734	333	564	553	609	549	847	955	954	720	825	2337	543	506
	86%	88%	85%	64%	84%	89%	91%	91%	92%	86%	86%	86%	86%	88%	81%	86%
No	347	164	183	62	59	45	56	54	70	105	96	67	79	229	67	41
	9%	8%	9%	12%	9%	7%	8%	9%	8%	9%	9%	8%	8%	9%	10%	7%
Don't know	209	78	132	129	46	26	7	2	*	49	57	52	51	82	59	42
	5%	4%	6%	25%	7%	4%	1%	*	*	4%	5%	6%	5%	3%	9%	7%



**Q29. Whether connected to mains gas**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	3455	421	1226	1183	612	6	663	1362	677	516	238	2787	519
	86%	79%	91%	87%	82%	65%	86%	90%	86%	83%	74%	90%	76%
No	347	72	73	96	102	2	80	122	63	47	35	178	135
	9%	13%	5%	7%	14%	24%	10%	8%	8%	8%	11%	6%	20%
Don't know	209	41	42	82	32	1	25	33	44	56	51	130	25
	5%	8%	3%	6%	4%	11%	3%	2%	6%	9%	16%	4%	4%

**Q29. Whether connected to mains gas**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	3455	138	398	304	267	298	321	450	488	294	166	276	53
	86%	85%	90%	92%	92%	84%	86%	85%	89%	86%	87%	82%	48%
No	347	9	21	13	15	31	41	36	39	40	17	34	52
	9%	6%	5%	4%	5%	9%	11%	7%	7%	12%	9%	10%	46%
Don't know	209	15	21	13	10	24	11	42	23	9	9	27	7
	5%	9%	5%	4%	3%	7%	3%	8%	4%	3%	5%	8%	6%

**Q29. Whether connected to mains gas**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	3455	687	645	633	604	521	367	3088	901	2554	777	2588	1074	2354
		86%	84%	87%	89%	88%	86%	86%	84%	87%	89%	86%	90%	85%
No	347	88	65	58	57	40	48	299	98	249	76	255	102	234
		9%	11%	9%	8%	8%	7%	11%	8%	9%	8%	9%	8%	
Don't know	209	45	34	17	26	22	10	199	76	133	19	161	15	174
		5%	5%	5%	2%	4%	2%	6%	7%	5%	2%	5%	1%	6%

**Q30. Whether use mains gas**

Base: All adults whose property is connected to mains gas

	Total	SEX		AGE					SOCIAL GRADE				TENURE			
		Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	3103	1569	1534	329	531	532	576	511	624	985	944	497	677	2131	474	428
Weighted Base	3455	1721	1734	333	564	553	609	549	847	955	954	720	825	2337	543	506
Effective Base	2003	1049	958	215	362	383	410	376	348	653	635	327	441	1351	335	277
Yes	3356	1685	1671	300	532	536	598	545	846	935	935	690	796	2300	514	479
	97%	98%	96%	90%	94%	97%	98%	99%	100%	98%	98%	96%	96%	98%	95%	95%
No	38	15	23	14	10	4	7	3	*	4	10	15	8	15	6	16
	1%	1%	1%	4%	2%	1%	1%	*	*	*	1%	2%	1%	1%	1%	3%
Don't know	61	21	40	20	22	13	4	1	*	16	9	15	21	22	23	11
	2%	1%	2%	6%	4%	2%	1%	*	*	2%	1%	2%	3%	1%	4%	2%

## Q30. Whether use mains gas

Base: All adults whose property is connected to mains gas

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	3103	496	720	1147	696	18	560	1192	612	504	235	2430	524
Weighted Base	3455	421	1226	1183	612	6	663	1362	677	516	238	2787	519
Effective Base	2003	376	521	791	453	10	369	722	417	353	161	1571	342
Yes	3356	406	1203	1140	595	6	652	1338	651	493	222	2717	503
	97%	96%	98%	96%	97%	99%	98%	98%	96%	96%	93%	98%	97%
No	38	5	14	11	7	-	5	7	11	8	7	25	9
	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	3%	1%	2%
Don't know	61	10	9	32	9	*	5	17	15	15	9	44	7
	2%	2%	1%	3%	1%	1%	1%	1%	2%	3%	4%	2%	1%

## Q30. Whether use mains gas

Base: All adults whose property is connected to mains gas

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	3103	125	372	235	175	205	267	307	433	321	279	317	67
Weighted Base	3455	138	398	304	267	298	321	450	488	294	166	276	53
Effective Base	2003	84	250	174	127	119	185	214	290	216	191	233	48
Yes	3356	134	386	300	265	291	309	429	477	287	164	263	52
	97%	97%	97%	99%	99%	98%	96%	95%	98%	97%	99%	95%	98%
No	38	*	6	1	2	6	8	3	1	4	*	6	1
	1%	*	1%	*	1%	2%	2%	1%	*	1%	*	2%	2%
Don't know	61	5	6	3	-	1	4	18	9	4	2	8	*
	2%	3%	2%	1%	-	*	1%	4%	2%	1%	1%	3%	*

## Q30. Whether use mains gas

Base: All adults whose property is connected to mains gas

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	3103	645	537	539	561	512	386	2717	858	2245	1006	2017	909	2161
Weighted Base	3455	687	645	633	604	521	367	3088	901	2554	777	2588	1074	2354
Effective Base	2003	405	351	328	400	344	217	1786	601	1415	675	1370	495	1545
Yes	3356	662	633	627	585	510	361	2995	857	2499	764	2514	1064	2270
	97%	96%	98%	99%	97%	98%	98%	97%	95%	98%	98%	97%	99%	96%
No	38	13	3	5	8	5	5	33	21	17	6	28	8	28
	1%	2%	*	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Don't know	61	12	10	1	11	5	*	60	23	38	7	46	2	56
	2%	2%	1%	*	2%	1%	*	2%	3%	1%	1%	2%	*	2%

**Q31. Whether any pensioners living in household**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	1191	564	627	52	65	73	42	80	880	343	329	202	318	969	74	132
	30%	29%	31%	10%	10%	12%	6%	13%	96%	31%	30%	24%	33%	37%	11%	22%
No	2762	1368	1395	441	590	546	628	520	37	755	759	626	623	1655	583	439
	69%	70%	68%	84%	88%	88%	94%	86%	4%	68%	69%	75%	65%	62%	87%	74%
Don't know	41	20	21	27	9	3	2	*	*	8	15	10	8	17	9	14
	1%	1%	1%	5%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	2%
Refused	17	11	5	5	5	1	-	5	*	3	3	2	8	7	3	4
	*	1%	*	1%	1%	*	-	1%	*	*	*	*	1%	*	*	1%



**Q31. Whether any pensioners living in household**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	1191	103	364	400	319	4	273	667	129	77	45	906	253
	30%	19%	27%	29%	43%	47%	36%	44%	17%	12%	14%	29%	37%
No	2762	425	965	944	412	5	487	841	636	531	267	2161	426
	69%	79%	72%	69%	55%	52%	63%	55%	81%	86%	83%	70%	63%
Don't know	41	5	5	14	11	*	4	4	12	10	10	20	1
	1%	1%	*	1%	1%	1%	1%	*	2%	2%	3%	1%	*
Refused	17	2	7	3	4	-	4	5	6	1	1	7	*
	*	*	1%	*	*	-	*	*	1%	*	*	*	*

**Q31. Whether any pensioners living in household**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	1191	53	123	88	76	97	131	125	196	121	65	86	30
	30%	33%	28%	27%	26%	27%	35%	24%	36%	35%	34%	25%	27%
No	2762	108	310	239	210	251	239	386	348	218	125	249	79
	69%	66%	70%	73%	72%	71%	64%	73%	63%	63%	65%	74%	71%
Don't know	41	-	5	2	5	3	2	13	5	4	1	1	*
	1%	-	1%	1%	2%	1%	1%	2%	1%	1%	*	*	*
Refused	17	1	2	1	1	2	*	4	*	1	2	*	2
	*	1%	*	*	*	1%	*	1%	*	*	1%	*	2%

**Q31. Whether any pensioners living in household**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	1191	271	263	240	166	98	277	914	103	1088	414	735	1191	-
	30%	33%	35%	34%	24%	17%	65%	25%	10%	37%	47%	24%	100%	-
No	2762	536	477	464	518	484	148	2614	945	1817	455	2240	-	2762
	69%	65%	64%	66%	75%	83%	35%	73%	88%	62%	52%	75%	-	100%
Don't know	41	7	4	3	3	2	*	41	24	17	3	23	-	-
	1%	1%	1%	*	*	*	*	1%	2%	1%	*	1%	-	-
Refused	17	5	*	1	*	-	-	17	3	14	*	6	-	-
	*	1%	*	*	*	-	-	*	*	*	*	*	-	-

**Q32. Whether any one in household has a long-standing illness, disability or infirmity**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Yes	872	413	459	73	66	101	136	186	311	198	206	154	315	552	103	200
	22%	21%	22%	14%	10%	16%	20%	31%	34%	18%	19%	18%	33%	21%	15%	34%
No	3004	1488	1516	412	574	503	525	407	584	884	874	648	597	2027	547	358
	75%	76%	74%	79%	86%	81%	78%	67%	64%	80%	79%	77%	62%	77%	82%	61%
Don't know	87	41	46	33	19	13	4	6	11	17	19	22	29	37	14	26
	2%	2%	2%	6%	3%	2%	1%	1%	1%	2%	2%	3%	3%	1%	2%	4%
Refused	47	21	27	6	9	7	7	6	12	10	8	15	15	32	6	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q32. Whether any one in household has a long-standing illness, disability or infirmity**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Yes	872	128	310	291	139	3	177	381	140	113	61	669	178
	22%	24%	23%	21%	19%	36%	23%	25%	18%	18%	19%	22%	26%
No	3004	392	990	1013	591	6	574	1095	615	475	246	2345	489
	75%	73%	74%	74%	79%	62%	75%	72%	78%	77%	76%	76%	72%
Don't know	87	10	32	34	6	*	6	23	19	23	15	53	5
	2%	2%	2%	2%	1%	2%	1%	2%	2%	4%	5%	2%	1%
Refused	47	4	8	23	10	-	10	18	11	7	1	28	7
	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	*	1%	1%

**Q32. Whether any one in household has a long-standing illness, disability or infirmity**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Yes	872	36	112	79	56	80	81	98	108	65	52	71	35
	22%	22%	25%	24%	19%	23%	22%	18%	20%	19%	27%	21%	31%
No	3004	117	306	244	224	264	282	414	426	267	135	253	73
	75%	72%	70%	74%	77%	75%	76%	78%	77%	78%	70%	75%	66%
Don't know	87	-	16	5	11	7	5	11	12	5	4	9	2
	2%	-	4%	1%	4%	2%	1%	2%	2%	1%	2%	3%	2%
Refused	47	9	7	3	1	3	4	5	4	6	1	4	1
	1%	5%	1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%

**Q32. Whether any one in household has a long-standing illness, disability or infirmity**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Yes	872	247	201	141	150	64	253	619	162	710	872	-	414	455
	22%	30%	27%	20%	22%	11%	60%	17%	15%	24%	100%	-	35%	16%
No	3004	546	520	561	520	515	161	2843	874	2130	-	3004	735	2240
	75%	67%	70%	79%	76%	88%	38%	79%	81%	73%	-	100%	62%	81%
Don't know	87	21	12	3	16	4	10	77	37	50	-	-	23	47
	2%	3%	2%	*	2%	1%	2%	2%	3%	2%	-	-	2%	2%
Refused	47	5	11	2	1	1	1	46	3	44	-	-	20	19
	1%	1%	1%	*	*	*	*	1%	*	2%	-	-	2%	1%

**Q33. Gross household income**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Under £2,500	126	56	70	38	44	25	12	6	1	22	21	30	54	57	24	39
	3%	3%	3%	7%	7%	4%	2%	1%	*	2%	2%	4%	6%	2%	4%	7%
£2,500 - £4,999	82	38	44	18	15	15	18	11	6	14	19	15	35	45	17	17
	2%	2%	2%	3%	2%	2%	3%	2%	1%	1%	2%	2%	4%	2%	3%	3%
£5,000 - £9,999	183	68	115	17	24	26	17	34	65	18	27	14	125	94	24	62
	5%	3%	6%	3%	4%	4%	2%	6%	7%	2%	2%	2%	13%	4%	4%	10%
£10,000 - £15,999	428	173	255	47	64	53	59	86	119	53	90	76	209	210	92	112
	11%	9%	12%	9%	10%	8%	9%	14%	13%	5%	8%	9%	22%	8%	14%	19%
£16,000 - £19,999	306	135	171	40	38	39	46	56	87	32	102	50	121	169	66	65
	8%	7%	8%	8%	6%	6%	7%	9%	9%	3%	9%	6%	13%	6%	10%	11%
£20,000 - £24,999	433	231	202	29	82	56	75	45	146	65	144	118	106	261	81	76
	11%	12%	10%	6%	12%	9%	11%	7%	16%	6%	13%	14%	11%	10%	12%	13%
£25,000 - £29,999	357	189	168	32	57	46	58	59	105	83	120	91	63	242	66	47
	9%	10%	8%	6%	9%	7%	9%	10%	11%	7%	11%	11%	7%	9%	10%	8%
£30,000 - £34,999	350	171	179	26	62	47	62	63	90	96	118	85	52	240	61	44
	9%	9%	9%	5%	9%	8%	9%	10%	10%	9%	11%	10%	5%	9%	9%	7%
£35,000 - £39,999	276	127	149	30	33	56	49	50	58	86	75	83	32	199	42	29
	7%	6%	7%	6%	5%	9%	7%	8%	6%	8%	7%	10%	3%	7%	6%	5%
£40,000 - £44,999	216	116	100	23	46	46	28	31	42	89	68	46	14	176	36	3
	5%	6%	5%	4%	7%	7%	4%	5%	5%	8%	6%	5%	1%	7%	5%	1%
£45,000 - £49,999	194	112	82	15	48	49	38	22	24	93	55	39	8	151	33	10
	5%	6%	4%	3%	7%	8%	6%	4%	3%	8%	5%	5%	1%	6%	5%	2%
£50,000 or more	582	357	225	76	114	102	142	80	69	360	139	73	9	475	73	17
	15%	18%	11%	14%	17%	16%	21%	13%	8%	33%	13%	9%	1%	18%	11%	3%
<b>SUMMARY CODE</b>																
LESS THAN £16,000	820	335	485	120	146	119	106	137	192	106	156	135	423	406	156	230
	20%	17%	24%	23%	22%	19%	16%	23%	21%	10%	14%	16%	44%	15%	23%	39%
Don't know	213	89	124	101	26	29	24	18	16	36	63	54	60	129	34	41
	5%	5%	6%	19%	4%	5%	4%	3%	2%	3%	6%	6%	6%	5%	5%	7%
Refused	263	99	164	33	16	36	43	46	89	64	66	65	68	202	22	27
	7%	5%	8%	6%	2%	6%	6%	8%	10%	6%	6%	8%	7%	8%	3%	5%



**Q33. Gross household income**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Under £2,500	126	27	32	54	11	-	19	32	18	30	27	99	13
	3%	5%	2%	4%	2%	-	2%	2%	2%	5%	8%	3%	2%
£2,500 - £4,999	82	20	20	33	8	*	31	13	25	11	2	69	8
	2%	4%	2%	2%	1%	4%	4%	1%	3%	2%	1%	2%	1%
£5,000 - £9,999	183	47	58	52	23	1	86	51	20	17	11	147	24
	5%	9%	4%	4%	3%	8%	11%	3%	2%	3%	3%	5%	4%
£10,000 - £15,999	428	73	150	143	61	1	149	157	78	28	16	347	70
	11%	14%	11%	10%	8%	9%	19%	10%	10%	5%	5%	11%	10%
£16,000 - £19,999	306	61	113	102	29	*	108	111	35	27	25	244	56
	8%	11%	8%	8%	4%	4%	14%	7%	4%	4%	8%	8%	8%
£20,000 - £24,999	433	53	166	139	75	*	94	188	70	52	30	333	84
	11%	10%	12%	10%	10%	5%	12%	12%	9%	8%	9%	11%	12%
£25,000 - £29,999	357	44	131	123	57	1	50	171	81	39	15	278	71
	9%	8%	10%	9%	8%	11%	7%	11%	10%	6%	5%	9%	10%
£30,000 - £34,999	350	38	139	105	65	3	59	155	59	53	24	269	70
	9%	7%	10%	8%	9%	36%	8%	10%	8%	9%	7%	9%	10%
£35,000 - £39,999	276	30	100	95	51	1	32	120	58	40	25	215	48
	7%	6%	7%	7%	7%	7%	4%	8%	7%	7%	8%	7%	7%
£40,000 - £44,999	216	23	76	72	45	-	31	87	44	40	15	172	37
	5%	4%	6%	5%	6%	-	4%	6%	6%	6%	5%	6%	5%
£45,000 - £49,999	194	20	49	86	39	-	11	72	43	50	19	154	34
	5%	4%	4%	6%	5%	-	1%	5%	5%	8%	6%	5%	5%
£50,000 or more	582	46	178	176	180	1	24	208	143	162	45	462	98
	15%	9%	13%	13%	24%	7%	3%	14%	18%	26%	14%	15%	14%
<b>SUMMARY CODE</b>													
LESS THAN £16,000	820	166	261	283	103	2	285	252	141	85	57	662	116
	20%	31%	19%	21%	14%	20%	37%	17%	18%	14%	18%	21%	17%
Don't know	213	22	52	85	48	*	21	44	59	40	50	130	23
	5%	4%	4%	6%	6%	4%	3%	3%	7%	6%	15%	4%	3%

**Q33. Gross household income**  
**Base: All Adults in UK**

	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA		
	Total	Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Refused	263	31	77	95	55	*	52	109	51	32	19	176	43
	7%	6%	6%	7%	7%	4%	7%	7%	6%	5%	6%	6%	6%

**Q33. Gross household income**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Under £2,500	126 3%	6 4%	12 3%	5 1%	16 5%	10 3%	10 3%	21 4%	16 3%	10 3%	1 1%	18 5%	2 2%
£2,500 - £4,999	82 2%	4 2%	7 2%	7 2%	3 1%	13 4%	6 2%	15 3%	5 1%	7 2%	5 3%	9 3%	1 1%
£5,000 - £9,999	183 5%	3 2%	17 4%	19 6%	17 6%	22 6%	24 6%	16 3%	22 4%	12 4%	10 5%	17 5%	3 3%
£10,000 - £15,999	428 11%	24 15%	54 12%	44 13%	27 9%	38 11%	33 9%	45 9%	47 8%	35 10%	37 19%	30 9%	14 13%
£16,000 - £19,999	306 8%	15 10%	38 9%	26 8%	19 7%	23 6%	29 8%	37 7%	50 9%	21 6%	13 7%	26 8%	9 8%
£20,000 - £24,999	433 11%	19 12%	45 10%	33 10%	28 9%	35 10%	46 12%	47 9%	59 11%	40 12%	23 12%	48 14%	11 10%
£25,000 - £29,999	357 9%	18 11%	52 12%	37 11%	15 5%	29 8%	26 7%	30 6%	53 10%	27 8%	17 9%	32 10%	19 17%
£30,000 - £34,999	350 9%	13 8%	32 7%	25 8%	26 9%	44 12%	37 10%	39 7%	47 9%	38 11%	16 8%	23 7%	11 10%
£35,000 - £39,999	276 7%	8 5%	34 8%	15 5%	35 12%	20 6%	36 10%	28 5%	27 5%	32 9%	9 5%	22 7%	10 9%
£40,000 - £44,999	216 5%	9 5%	19 4%	28 8%	11 4%	17 5%	22 6%	27 5%	25 4%	29 8%	8 4%	16 5%	8 7%
£45,000 - £49,999	194 5%	6 4%	21 5%	21 7%	16 6%	19 5%	15 4%	19 4%	40 7%	12 3%	9 5%	13 4%	3 3%
£50,000 or more	582 15%	23 14%	62 14%	30 9%	40 14%	38 11%	54 14%	132 25%	85 15%	34 10%	21 11%	52 15%	11 10%
<b>SUMMARY CODE</b>													
LESS THAN £16,000	820 20%	37 23%	90 20%	75 23%	64 22%	83 23%	73 20%	98 19%	90 16%	64 19%	53 27%	75 22%	20 18%
Don't know	213 5%	4 2%	27 6%	15 5%	19 6%	31 9%	16 4%	31 6%	31 6%	16 5%	8 4%	10 3%	4 3%

**Q33. Gross household income**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Refused	263	11	20	24	20	16	19	38	43	32	14	20	6
	7%	6%	5%	7%	7%	5%	5%	7%	8%	9%	7%	6%	5%

**Q33. Gross household income**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Under £2,500	126	126	-	-	-	-	41	85	60	66	25	95	28	96
	3%	15%	-	-	-	-	10%	2%	6%	2%	3%	3%	2%	3%
£2,500 - £4,999	82	82	-	-	-	-	31	51	25	56	22	58	15	65
	2%	10%	-	-	-	-	7%	1%	2%	2%	2%	2%	1%	2%
£5,000 - £9,999	183	183	-	-	-	-	118	65	35	148	67	110	79	102
	5%	22%	-	-	-	-	28%	2%	3%	5%	8%	4%	7%	4%
£10,000 - £15,999	428	428	-	-	-	-	228	200	75	353	133	284	150	272
	11%	52%	-	-	-	-	54%	6%	7%	12%	15%	9%	13%	10%
£16,000 - £19,999	306	-	306	-	-	-	-	306	56	250	92	203	99	203
	8%	-	41%	-	-	-	-	9%	5%	9%	11%	7%	8%	7%
£20,000 - £24,999	433	-	433	-	-	-	-	433	99	334	108	313	164	269
	11%	-	58%	-	-	-	-	12%	9%	11%	12%	10%	14%	10%
£25,000 - £29,999	357	-	-	357	-	-	-	357	77	280	85	269	127	228
	9%	-	-	50%	-	-	-	10%	7%	10%	10%	9%	11%	8%
£30,000 - £34,999	350	-	-	350	-	-	-	350	98	252	56	291	113	235
	9%	-	-	49%	-	-	-	10%	9%	9%	6%	10%	10%	9%
£35,000 - £39,999	276	-	-	-	276	-	-	276	77	198	71	199	76	199
	7%	-	-	-	40%	-	-	8%	7%	7%	8%	7%	6%	7%
£40,000 - £44,999	216	-	-	-	216	-	-	216	72	144	43	169	59	155
	5%	-	-	-	31%	-	-	6%	7%	5%	5%	6%	5%	6%
£45,000 - £49,999	194	-	-	-	194	-	-	194	80	115	36	152	32	163
	5%	-	-	-	28%	-	-	5%	7%	4%	4%	5%	3%	6%
£50,000 or more	582	-	-	-	-	582	-	582	205	377	64	514	98	483
	15%	-	-	-	-	100%	-	16%	19%	13%	7%	17%	8%	17%
<b>SUMMARY CODE</b>														
LESS THAN £16,000	820	820	-	-	-	-	419	401	196	624	247	546	271	536
	20%	100%	-	-	-	-	99%	11%	18%	21%	28%	18%	23%	19%

**Q33. Gross household income**  
**Base: All Adults in UK**

	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD		
	Total	Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Don't know	213	-	5	1	1	1	6	207	67	146	32	155	43	151
	5%	-	1%	*	*	*	1%	6%	6%	5%	4%	5%	4%	5%
Refused	263	-	-	-	-	-	-	263	48	214	37	193	109	139
	7%	-	-	-	-	-	-	7%	5%	7%	4%	6%	9%	5%

**Q33/Q33\_1. Gross household income**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Under £15,999	820	335	485	120	146	119	106	137	192	106	156	135	423	406	156	230
	20%	17%	24%	23%	22%	19%	16%	23%	21%	10%	14%	16%	44%	15%	23%	39%
£16,000 - £24,999	744	366	378	69	121	94	123	104	233	97	247	170	230	433	147	143
	19%	19%	18%	13%	18%	15%	18%	17%	25%	9%	22%	20%	24%	16%	22%	24%
£25,000 - £34,999	708	361	347	59	120	92	120	121	195	179	238	176	115	482	126	93
	18%	18%	17%	11%	18%	15%	18%	20%	21%	16%	22%	21%	12%	18%	19%	16%
£35,000 - £49,999	687	356	331	68	126	151	116	102	124	267	198	169	53	525	111	42
	17%	18%	16%	13%	19%	24%	17%	17%	14%	24%	18%	20%	6%	20%	17%	7%
£50,000 or more	583	357	226	76	115	102	142	80	69	361	139	73	9	476	73	17
	15%	18%	11%	14%	17%	16%	21%	13%	8%	33%	13%	9%	1%	18%	11%	3%
Don't know	202	86	116	98	23	29	22	15	16	34	59	51	58	123	32	37
	5%	4%	6%	19%	3%	5%	3%	2%	2%	3%	5%	3%	6%	5%	5%	6%
Refused	267	101	166	34	18	36	43	46	89	64	69	65	69	204	24	27
	7%	5%	8%	6%	3%	6%	6%	8%	10%	6%	6%	8%	7%	8%	4%	5%

Q33/Q33\_1. Gross household income  
Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Under £15,999	820	166	261	283	103	2	285	252	141	85	57	662	116
	20%	31%	19%	21%	14%	20%	37%	17%	18%	14%	18%	21%	17%
£16,000 - £24,999	744	113	279	246	103	1	202	299	107	78	57	579	140
	19%	21%	21%	18%	14%	9%	26%	20%	14%	13%	18%	19%	21%
£25,000 - £34,999	708	82	271	228	122	4	109	326	142	92	39	548	141
	18%	15%	20%	17%	16%	48%	14%	21%	18%	15%	12%	18%	21%
£35,000 - £49,999	687	73	225	253	135	1	74	279	145	129	60	542	119
	17%	14%	17%	19%	18%	7%	10%	18%	19%	21%	18%	18%	18%
£50,000 or more	583	46	178	177	180	1	24	209	143	162	45	463	98
	15%	9%	13%	13%	24%	7%	3%	14%	18%	26%	14%	15%	14%
Don't know	202	22	49	77	47	*	21	42	53	40	46	121	23
	5%	4%	4%	6%	6%	4%	3%	3%	7%	6%	14%	4%	3%
Refused	267	31	79	97	56	*	52	110	52	32	20	180	43
	7%	6%	6%	7%	7%	4%	7%	7%	7%	5%	6%	6%	6%



**Q33/Q33\_1. Gross household income**  
**Base: All Adults in UK**

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Under £15,999	820 20%	37 23%	90 20%	75 23%	64 22%	83 23%	73 20%	98 19%	90 16%	64 19%	53 27%	75 22%	20 18%
£16,000 - £24,999	744 19%	34 21%	83 19%	60 18%	50 17%	60 17%	74 20%	85 16%	109 20%	61 18%	36 19%	73 22%	20 18%
£25,000 - £34,999	708 18%	31 19%	84 19%	62 19%	41 14%	73 21%	63 17%	70 13%	100 18%	66 19%	33 17%	55 16%	30 27%
£35,000 - £49,999	687 17%	23 14%	74 17%	64 20%	62 21%	56 16%	73 20%	74 14%	92 17%	72 21%	26 14%	51 15%	20 18%
£50,000 or more	583 15%	23 14%	62 14%	30 9%	40 14%	38 11%	54 14%	132 25%	85 15%	34 10%	21 11%	52 15%	11 10%
Don't know	202 5%	4 2%	25 6%	15 5%	16 6%	29 8%	16 4%	30 6%	30 5%	15 4%	8 4%	10 3%	3 3%
Refused	267 7%	11 6%	22 5%	24 7%	20 7%	16 5%	19 5%	38 7%	44 8%	32 9%	14 7%	20 6%	7 6%

**Q33/Q33\_1. Gross household income**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Under £15,999	820	820	-	-	-	-	419	401	196	624	247	546	271	536
		20%	100%	-	-	-	99%	11%	18%	21%	28%	18%	23%	19%
£16,000 - £24,999	744	-	744	-	-	-	-	744	160	584	201	520	263	477
		19%	100%	-	-	-	-	21%	15%	20%	23%	17%	22%	17%
£25,000 - £34,999	708	-	-	708	-	-	-	708	177	531	141	561	240	464
		18%	-	100%	-	-	-	20%	16%	18%	16%	19%	20%	17%
£35,000 - £49,999	687	-	-	-	687	-	-	687	230	457	150	520	166	518
		17%	-	-	100%	-	-	19%	21%	16%	17%	17%	14%	19%
£50,000 or more	583	-	-	-	-	583	-	583	205	378	64	515	98	484
		15%	-	-	-	100%	-	16%	19%	13%	7%	17%	8%	18%
Don't know	202	-	-	-	-	-	6	196	58	144	32	145	42	142
		5%	-	-	-	-	1%	5%	5%	5%	4%	5%	4%	5%
Refused	267	-	-	-	-	-	-	267	51	216	37	197	111	142
		7%	-	-	-	-	-	7%	5%	7%	4%	7%	9%	5%

## Q34\_1. Gross household income (2)

Base: All adults who do not know their total household income before tax

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	220	91	129	108	31	26	20	16	19	45	73	47	55	127	35	41
Weighted Base	202	86	116	98	23	29	22	15	16	34	59	51	58	123	32	37
Effective Base	135	59	77	68	19	16	13	12	10	26	46	31	35	81	20	26
£16,000 or more per year	68	36	32	33	7	14	4	4	5	14	19	24	11	48	8	7
	33%	41%	27%	34%	31%	48%	19%	30%	32%	41%	32%	47%	19%	39%	27%	20%
Less than 16,000 per year	20	12	9	5	1	5	4	4	1	1	4	1	15	6	3	8
	10%	13%	8%	5%	5%	16%	19%	31%	5%	2%	6%	3%	25%	5%	11%	20%
Don't know	109	37	72	60	13	10	13	4	9	19	34	25	30	66	20	21
	54%	43%	62%	61%	58%	35%	61%	30%	54%	57%	57%	50%	53%	54%	62%	56%
Refused	5	2	3	*	2	-	*	1	1	-	3	*	2	3	*	2
	2%	2%	3%	*	7%	-	1%	9%	9%	-	5%	*	3%	2%	1%	4%

## Q34\_1. Gross household income (2)

Base: All adults who do not know their total household income before tax

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	220	24	27	77	63	1	20	43	49	57	51	114	28
Weighted Base	202	22	49	77	47	*	21	42	53	40	46	121	23
Effective Base	135	17	22	53	47	1	12	26	30	37	34	72	21
£16,000 or more per year	68	5	11	32	19	-	4	16	23	14	10	39	15
	33%	21%	23%	41%	40%	-	18%	38%	44%	36%	22%	32%	65%
Less than 16,000 per year	20	3	10	4	3	-	7	2	4	3	5	15	2
	10%	14%	20%	6%	7%	-	33%	6%	7%	7%	10%	13%	9%
Don't know	109	14	26	41	22	*	10	21	26	23	29	63	6
	54%	64%	54%	53%	47%	100%	49%	49%	50%	57%	64%	52%	25%
Refused	5	-	2	-	3	-	-	3	*	*	2	4	*
	2%	-	3%	-	7%	-	-	7%	*	*	4%	4%	1%

## Q34\_1. Gross household income (2)

Base: All adults who do not know their total household income before tax

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	220	6	22	18	11	22	19	27	36	24	17	13	5
Weighted Base	202	4	25	15	16	29	16	30	30	15	8	10	3
Effective Base	135	3	15	10	8	15	14	18	24	14	11	10	4
£16,000 or more per year	68	-	9	7	6	7	4	9	11	8	2	4	1
	33%	-	35%	44%	38%	24%	24%	31%	36%	54%	24%	37%	43%
Less than 16,000 per year	20	1	5	*	3	2	1	-	6	-	*	-	1
	10%	23%	21%	*	17%	8%	6%	-	21%	-	5%	-	37%
Don't know	109	3	11	9	7	18	9	20	13	7	5	6	1
	54%	72%	44%	56%	45%	63%	59%	69%	43%	45%	54%	62%	19%
Refused	5	*	*	-	-	1	2	-	-	*	1	*	-
	2%	5%	*	-	-	5%	10%	-	-	1%	16%	1%	-

## Q34\_1. Gross household income (2)

Base: All adults who do not know their total household income before tax

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	220	-	-	-	-	-	9	211	76	144	48	138	47	139
Weighted Base	202	-	-	-	-	-	6	196	58	144	32	145	42	142
Effective Base	135	-	-	-	-	-	8	129	46	91	26	93	28	92
£16,000 or more per year	68	-	-	-	-	-	-	68	15	53	9	55	13	50
	33%	-	-	-	-	-	-	35%	25%	37%	28%	38%	31%	35%
Less than 16,000 per year	20	-	-	-	-	-	6	14	4	16	6	7	5	14
	10%	-	-	-	-	-	100%	7%	7%	11%	20%	5%	13%	10%
Don't know	109	-	-	-	-	-	-	109	37	72	15	80	22	75
	54%	-	-	-	-	-	-	56%	64%	50%	47%	55%	53%	53%
Refused	5	-	-	-	-	-	-	5	2	3	2	3	1	3
	2%	-	-	-	-	-	-	2%	4%	2%	5%	2%	3%	2%

**Q33\Q34. Gross household income (Banded) - Total**  
**Base: All Adults in UK**

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
More than £16,000 per year	2790	1476	1314	305	488	454	505	412	626	918	841	613	418	1964	466	303
	70%	75%	64%	58%	73%	73%	75%	68%	68%	83%	76%	73%	44%	74%	70%	51%
Less than £16,000 per year	840	347	494	125	148	123	110	141	193	107	160	136	437	412	160	238
	21%	18%	24%	24%	22%	20%	16%	23%	21%	10%	14%	16%	46%	16%	24%	40%
Don't Know	109	37	72	60	13	10	13	4	9	19	34	25	30	66	20	21
	3%	2%	4%	11%	2%	2%	2%	1%	1%	2%	3%	3%	3%	3%	3%	4%
Refused	272	102	169	34	20	36	43	48	91	64	72	65	70	206	25	29
	7%	5%	8%	6%	3%	6%	6%	8%	10%	6%	6%	8%	7%	8%	4%	5%

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

**Q33\Q34. Gross household income (Banded) - Total**  
**Base: All Adults in UK**

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
More than £16,000 per year	2790 70%	320 60%	964 72%	936 69%	559 75%	6 72%	413 54%	1129 74%	561 72%	476 77%	211 65%	2171 70%	513 75%
Less than £16,000 per year	840 21%	169 32%	271 20%	287 21%	106 14%	2 20%	292 38%	255 17%	144 18%	88 14%	61 19%	677 22%	118 17%
Don't Know	109 3%	14 3%	26 2%	41 3%	22 3%	* 4%	10 1%	21 1%	26 3%	23 4%	29 9%	63 2%	6 1%
Refused	272 7%	31 6%	80 6%	97 7%	59 8%	* 4%	52 7%	113 7%	52 7%	33 5%	21 7%	184 6%	43 6%



## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

Q33\Q34. Gross household income (Banded) - Total  
Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
More than £16,000 per year	2790	111	312	223	198	232	268	371	397	241	119	235	82
	70%	68%	71%	67%	68%	66%	72%	70%	72%	70%	62%	70%	74%
Less than £16,000 per year	840	38	95	75	67	85	74	98	96	64	53	75	21
	21%	23%	22%	23%	23%	24%	20%	19%	17%	19%	28%	22%	19%
Don't Know	109	3	11	9	7	18	9	20	13	7	5	6	1
	3%	2%	3%	3%	3%	5%	3%	4%	2%	2%	2%	2%	1%
Refused	272	11	22	24	20	18	21	38	44	32	15	20	7
	7%	7%	5%	7%	7%	5%	6%	7%	8%	9%	8%	6%	6%

**Q33\Q34. Gross household income (Banded) - Total**  
**Base: All Adults in UK**

	Total	Q33. HOUSEHOLD INCOME					Q33\Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
More than £16,000 per year	2790	-	744	708	687	583	-	2790	786	2004	565	2171	780	1992
	70%	-	100%	100%	100%	100%	-	78%	73%	68%	65%	72%	65%	72%
Less than £16,000 per year	840	820	-	-	-	-	425	415	199	641	253	553	277	550
	21%	100%	-	-	-	-	100%	12%	19%	22%	29%	18%	23%	20%
Don't Know	109	-	-	-	-	-	-	109	37	72	15	80	22	75
	3%	-	-	-	-	-	-	3%	3%	2%	2%	3%	2%	3%
Refused	272	-	-	-	-	-	-	272	53	218	39	200	112	145
	7%	-	-	-	-	-	-	8%	5%	7%	4%	7%	9%	5%

## Q. TENURE

Base: All Adults in UK

	SEX		AGE						SOCIAL GRADE				TENURE			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Owner occupier	Private renter	Social renter
Unweighted Base	4011	1968	2043	572	703	653	706	628	749	1259	1212	652	888	2643	682	563
Weighted Base	4011	1962	2049	524	668	624	672	605	918	1109	1107	840	956	2648	670	590
Effective Base	2458	1249	1212	361	454	449	474	435	393	805	772	406	539	1614	439	338
Owner occupier	2648	1307	1341	273	317	363	455	475	765	910	763	535	440	2648	-	-
	66%	67%	65%	52%	47%	58%	68%	79%	83%	82%	69%	64%	46%	100%	-	-
Private renter	670	311	359	112	209	159	99	43	49	137	218	152	163	-	670	-
	17%	16%	18%	21%	31%	25%	15%	7%	5%	12%	20%	18%	17%	-	100%	-
Social renter	590	285	305	94	113	87	114	82	99	47	96	121	325	-	-	590
	15%	15%	15%	18%	17%	14%	17%	14%	11%	4%	9%	14%	34%	-	-	100%
Other	103	59	44	46	29	15	4	5	4	14	29	32	28	-	-	-
	3%	3%	2%	9%	4%	2%	1%	1%	*	1%	3%	4%	3%	-	-	-

## BEIS Public Attitudes Tracker - Wave 34 (June 2020) (40315087 - 200723)

## Q. TENURE

Base: All Adults in UK

	Total	Q27. PROPERTY TYPE					HOUSEHOLD SIZE (NUMBER OF PEOPLE)					AREA	
		Flat or Maisonette	Terrace Property	Semi Detached Property	Detached Property	Other type	1	2	3	4	5+	Urban	Rural
Unweighted Base	4011	733	828	1397	939	30	757	1471	779	655	349	2923	806
Weighted Base	4011	534	1341	1361	746	9	767	1517	784	619	324	3095	679
Effective Base	2458	496	586	946	598	17	454	850	505	440	231	1813	495
Owner occupier	2648	181	860	946	646	5	492	1095	485	407	169	2033	473
	66%	34%	64%	70%	87%	62%	64%	72%	62%	66%	52%	66%	70%
Private renter	670	184	255	165	63	1	136	224	144	103	63	540	91
	17%	34%	19%	12%	8%	12%	18%	15%	18%	17%	19%	17%	13%
Social renter	590	160	202	206	15	2	131	180	129	81	69	464	87
	15%	30%	15%	15%	2%	23%	17%	12%	16%	13%	21%	15%	13%
Other	103	10	24	44	22	*	7	19	26	29	22	58	28
	3%	2%	2%	3%	3%	3%	1%	1%	3%	5%	7%	2%	4%

## Q. TENURE

Base: All Adults in UK

	GOVERNMENT OFFICE REGION												
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	4011	157	443	279	208	270	347	404	543	421	356	423	160
Weighted Base	4011	163	440	330	292	353	372	528	550	343	192	337	111
Effective Base	2458	103	289	193	143	152	228	266	344	266	229	292	114
Owner occupier	2648	113	288	217	187	214	265	319	378	244	139	212	73
	66%	69%	65%	66%	64%	61%	71%	60%	69%	71%	72%	63%	66%
Private renter	670	27	83	63	54	59	42	111	76	61	27	45	22
	17%	16%	19%	19%	19%	17%	11%	21%	14%	18%	14%	13%	20%
Social renter	590	21	64	42	45	68	58	81	77	31	25	64	15
	15%	13%	14%	13%	15%	19%	15%	15%	14%	9%	13%	19%	14%
Other	103	3	6	8	5	12	8	17	19	7	2	16	1
	3%	2%	1%	2%	2%	3%	2%	3%	3%	2%	1%	5%	1%

## Q. TENURE

Base: All Adults in UK

	Total	Q33. HOUSEHOLD INCOME					Q33/Q34. LOW INCOME VULNERABLE GROUP		PRESENCE OF CHILDREN (UNDER 16 IN HOUSEHOLD) CHILDREN		Q32. ANYONE WITH A LONG-STANDING ILLNESS, DISABILITY OR INFIRMITY IN HOUSEHOLD		Q31. PENSIONS LIVING IN THE HOUSEHOLD	
		Up to £15,999	£16,000 - £24,999	£25,000 - £34,999	£35,000 - £49,999	£50,000+	Yes	No	Any	None	Yes	No	Yes	No
Unweighted Base	4011	869	691	673	698	612	496	3515	1116	2895	1250	2612	1115	2803
Weighted Base	4011	820	744	708	687	583	425	3586	1076	2935	872	3004	1191	2762
Effective Base	2458	515	423	390	477	400	265	2193	746	1725	795	1685	578	1899
Owner occupier	2648	406	433	482	525	476	242	2406	641	2007	552	2027	969	1655
	66%	50%	58%	68%	76%	82%	57%	67%	60%	68%	63%	67%	81%	60%
Private renter	670	156	147	126	111	73	52	618	211	458	103	547	74	583
	17%	19%	20%	18%	16%	12%	12%	17%	20%	16%	12%	18%	6%	21%
Social renter	590	230	143	93	42	17	125	465	186	403	200	358	132	439
	15%	28%	19%	13%	6%	3%	29%	13%	17%	14%	23%	12%	11%	16%
Other	103	28	21	7	8	17	7	97	37	66	18	72	15	84
	3%	3%	3%	1%	1%	3%	2%	3%	3%	2%	2%	2%	1%	3%