



HM Government

# DSIT Public Engagement Survey

## 2025-26

**This survey is being conducted by Verian on behalf of the Department for Science, Innovation and Technology (DSIT)**

### Who should complete the questionnaire?

If you are aged 16 or over, you can complete this questionnaire.

We are interested in the views of everyone aged 16 or over in your household. Other members of your household can complete the questionnaire either online, or by completing or requesting an additional paper questionnaire.

### How do I fill in the questionnaire?

1. Answer a question by putting a cross in the box next to the answer that applies to you, like this: ☒
2. Some questions may not apply to you. Please take note of the instructions showing you which question to go to next, like either of these:

**Go to Q62**



**Please answer Q26.**

3. If there is no instruction, then simply go to the next question.
4. If you cannot remember or do not know your answer, please cross the relevant 'Don't know' box where shown or leave the question blank.
5. If you change your mind about an answer you have given, completely block out the box you have crossed like this, ☒ and then put a cross in your preferred box.
6. Please use black or blue ink to complete the questionnaire.

### Where can I get more information?

✉: PESurvey@veriangroup.com

☎: 0800 008 3256 (9am-5pm)

Information about how your data is processed and information about your rights in relation to the data we collect is available on the back of the accompanying letter.

You will find a separate leaflet containing our privacy policy included in your pack.

You can also access our privacy policy online at:

<https://pesurvey.co.uk/privacypolicy.html> or by calling **0800 008 3256**.

## Section 1: About you

In this first section, we would like to find out a little about you and your household.

The information is used to understand the experiences of different groups and will not identify you or anyone in your household.

### Q1 Including yourself, how many adults aged 16 or over are currently living in your household?

➡ Please cross one box only ☒

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4 or more

### Q2 How many children aged under 16 currently live in your household?

➡ Please cross one box only ☒

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3 or more
- ☐ Prefer not to say

### Q3 What is your age?

Please write in your age below.

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

Go to  
Q5

- ☐ Prefer not to say

Go to  
Q4

### Q4 Which of the following age bands are you in?

➡ Please cross one box only ☒

- ☐ 16 to 19
- ☐ 20 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ 85 or over
- ☐ Prefer not to say

### Q5 Would you describe yourself as...

➡ Please cross one box only ☒

- ☐ Male
- ☐ Female
- ☐ Identify in another way  
(please write in)

|  |
|--|
|  |
|--|

- ☐ Prefer not to say

## Section 2: Your use of the internet

Now some questions about your internet and device usage.

### Q6 Which of the following apply to you?

➡ Please cross one box only ☒

- ☐ I go online as much as I want
- ☐ I go online but want to go online more
- ☐ I do not go online and don't want to go online
- ☐ I do not go online but want to go online

**Q7 In the last three months, how often, if at all, have you used the internet?**

**Please include all uses of the internet such as for emails, social media, streaming TV, online shopping, work etc.**

➡ **Please cross one box only** ☒

- ☐ Every day
- ☐ Most days
- ☐ Once or twice a week
- ☐ Two or three times a month
- ☐ Around once a month
- ☐ Less than once a month

**Go to  
Q9**

- ☐ Used in the past but not in the past three months
- ☐ Never used the internet

**Go to  
Q8**

**Q8 Are there any particular reasons why you do not use the internet?**

➡ **Please cross all that apply** ☒

- ☐ Don't find it useful or interesting
- ☐ Don't have the skills or knowledge
- ☐ Worried about making a mistake, something going wrong
- ☐ Worried about scams or harmful content online
- ☐ Worried about privacy or security
- ☐ Too expensive (devices, broadband, mobile data, etc.)
- ☐ Poor broadband or mobile coverage in my area
- ☐ I can ask someone else to do online tasks for me
- ☐ Don't have anyone to help me
- ☐ Prefer to do things in person or over the phone
- ☐ I have a disability that makes it hard to use the internet
- ☐ Another reason (please write in)

**Go to  
Q12**

- ☐ No particular reason
- ☐ Don't know

|                                                    | <b>Q9 Where do you access the internet?</b><br>☞ Please cross <u>all</u> that apply ☒ | <b>Q10 And of these locations away from home, where do you use wifi (for example public wifi, or wifi provided by a venue, transport system)?</b><br>☞ Please cross <u>all</u> that apply ☒ |
|----------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| At home                                            | <input type="checkbox"/>                                                              |                                                                                                                                                                                             |
| At a workplace                                     | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| At school, college or university                   | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| At a library                                       | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| In someone else's home                             | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| On the move (e.g. train, bus, walking)             | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| In cafes/restaurants/pubs/bars                     | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| In shops/shopping centres                          | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| In leisure centres/gyms                            | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| Other location outside your home (please write in) | <input type="checkbox"/><br><input type="text"/>                                      | <input type="checkbox"/><br><input type="text"/>                                                                                                                                            |
| None of the above                                  | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |
| Don't know                                         | <input type="checkbox"/>                                                              | <input type="checkbox"/>                                                                                                                                                                    |

**Q11 Thinking about the last 3 months, which of the following have you done using the internet, without help from someone else?**

➡ Please cross one box on each row ☒

|                                                                                                            | Yes                      | No                       | Don't know               |
|------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|
| Sent or received emails                                                                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sent or received messages using apps (e.g. on WhatsApp, Messenger)                                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Made or received a video call (e.g. on Zoom, FaceTime, Teams)                                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Looked something up using a search engine (e.g. on Google, Bing)                                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Used social media (e.g. Facebook, Instagram, TikTok)                                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Watched videos or listened to music (e.g. on YouTube, Spotify, BBC Sounds)                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bought products or services online (e.g. groceries, clothes, tickets for events, insurance, subscriptions) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Used online banking (e.g. checked balance, transferred money)                                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Booked travel or holidays online (e.g. trains, flights, hotels)                                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Used health services online (e.g. NHS appointments, dentist, video consultations, managing prescriptions)  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Made online appointments for any other services (e.g. restaurant reservation, hair appointment etc.)       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Used local or national public services online (e.g. GOV. UK, council tax, waste collection)                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q12 How would you rate your current digital skills (for example using devices, mobile apps, online services)?**

➡ Please cross one box only ☒

- ☐ I can complete most digital tasks without difficulty
- ☐ I can complete some digital tasks, but sometimes struggle or need help
- ☐ I can complete only a few digital tasks, I often struggle or need help
- ☐ I struggle or need help with nearly all digital tasks
- ☐ Not applicable – I have never used the internet

**Q13 In the last 12 months have you improved your digital or online skills in any of these ways?**

➡ Please cross all that apply ☒

- ☐ I took part in digital skills training at work
- ☐ I took part in digital skills training outside of work – which was free
- ☐ I took part in digital skills training outside of work – which I paid for
- ☐ I learned new digital skills informally from work colleagues
- ☐ I learned new digital skills from family and friends
- ☐ I taught myself new digital skills
- ☐ None of the above
- ☐ Don't know

**Q14 Would you be interested in improving your digital or online skills in any of these ways?**

➡ Please cross all that apply ☒

- ☐ Teach myself
- ☐ Through friends/family
- ☐ Through work
- ☐ Local support centre e.g. community centre, local library
- ☐ Organised group learning session/evening classes
- ☐ Organised one-to-one learning session
- ☐ Other way (please write in)

- ☐ No, not interested at all
- ☐ Don't know

**Go to  
Q15**

**Go to  
Q16**

**Q15 In what ways do you think you would most benefit from improving your digital or online skills?**

I think it would help me to ...

➡ Please cross all that apply ☒

- ☐ Better connect with friends and family
- ☐ Better organise my life
- ☐ Make better use of online services (e.g. online shopping or banking, making appointments online)
- ☐ Improve the way I study, help with my education
- ☐ Save time
- ☐ Save money
- ☐ Improve skills for my job
- ☐ Find a new or different job
- ☐ Feel more like part of a community
- ☐ Manage and improve my health
- ☐ Keep up to date with digital skills
- ☐ Be more independent
- ☐ Find out information/keep up to date with news etc.
- ☐ Something else (please write in)

- ☐ Don't know

**Q16 How important is it for you to improve your digital or online skills?**

➡ Please cross one box only ☒

- ☐ Very important
- ☐ Fairly important
- ☐ Not very important
- ☐ Not at all important
- ☐ Don't know

### Section 3: Internet at home

The next few questions are about the internet or broadband connection at your home.

#### Q17 In which of these ways do you connect to the internet at home?

➡ Please cross all that apply ☒

- ☐ Broadband (home internet)
- ☐ Using a wifi dongle or router that provides home internet via a mobile network
- ☐ Through mobile data (4G/5G or hotspot)
- ☐ Other method of connection (please write in)

Go to  
Q18

- ☐ Don't know

Go to  
Q19

- ☐ I do not use the internet at home

Go to  
Q24

#### Q18 What is the main way that you connect to the internet at home?

➡ Please cross one box only ☒

- ☐ Broadband (home internet)
- ☐ Using a wifi dongle or router that provides home internet via a mobile network
- ☐ Through mobile data (4G/5G or hotspot)
- ☐ Other method of connection (please write in)

- ☐ Don't know

#### Q19 How does your household currently pay for internet and broadband at your home?

➡ Please cross one box only ☒

- ☐ As a package/bundle that includes a TV subscription or phone contract
- ☐ Internet or broadband only
- ☐ Other (please write in)

- ☐ Don't know

#### Q20 How often does your home internet connection speed meet your needs/ the needs of your household?

➡ Please cross one box only ☒

- ☐ All of the time
- ☐ Most of the time
- ☐ About half of the time
- ☐ Only a little of the time
- ☐ None of the time
- ☐ Don't know

#### Q21 Which of these broadband services does your household have?

➡ Please cross one box only ☒

- ☐ Standard broadband (not superfast) – below 30Mbps

Go to  
Q22

- ☐ Superfast broadband – higher speeds through either fibre optic or cable service – download speed is 30Mbps to 300Mbps

Go to  
Q23

- ☐ Ultrafast broadband – download speed is 300Mbps or higher

- ☐ Don't know

- ☐ My household doesn't have broadband

Go to  
Q24

**Q22 Is your broadband speed...**

➡ Please cross one box only ☒

- ☐ Less than 10Mbps
- ☐ 10Mbps or higher
- ☐ Don't know

**Q23 How much does your household currently pay for your internet or broadband (package or bundle) at your home per month? If you are not sure, please give your best estimate.**

➡ Please cross one box only ☒

- ☐ Up to £20
- ☐ £21 to £30
- ☐ £31 to £40
- ☐ £41 to £50
- ☐ £51 to £60
- ☐ More than £60
- ☐ Don't know

**Section 4: Use of smartphones**

**Q24 Do you have use of any of the following devices for personal use?**

➡ Please cross all that apply ☒

- |                                             |           |
|---------------------------------------------|-----------|
| <input type="checkbox"/> Smartphone         | Go to Q25 |
| <input type="checkbox"/> Laptop computer    |           |
| <input type="checkbox"/> Tablet (e.g. iPad) |           |
| <input type="checkbox"/> Desktop PC         | Go to Q30 |
| <input type="checkbox"/> None of these      |           |

**Q25 Would you say that this/these device(s) are sufficient to meet your day-to-day needs?**

➡ Please cross one box only ☒

- ☐ Yes, I can do everything I need to do with this/these device(s)
- ☐ No, I don't have the right devices, or the devices are not good enough to do what I need to do
- ☐ Don't know



If you use a smartphone, please answer Q26. If not, go to Q30.

**Q26 Thinking now about your personal use of a smartphone. If you have more than one smartphone please answer about the one you use most often.**

Which of these best describes your mobile package?

➡ Please cross one box only ☒

- |                                                                                                       |           |
|-------------------------------------------------------------------------------------------------------|-----------|
| <input type="checkbox"/> Monthly contract(s) that include(s) paying for both my phone and mobile data | Go to Q27 |
| <input type="checkbox"/> Monthly SIM-only contract                                                    |           |
| <input type="checkbox"/> Pre-pay/pay as you go using top-ups                                          |           |
| <input type="checkbox"/> Mobile is paid for as part of my home broadband/ internet package            | Go to Q28 |
| <input type="checkbox"/> Don't know                                                                   | Go to Q27 |

**Q27 Still thinking about your most-used smartphone if you have more than one.**

How much do you currently pay per month to use your smartphone? If you are not sure, please give your best estimate.

➡ Please cross one box only ☒

- ☐ Less than £5
- ☐ More than £5, up to £10
- ☐ More than £10, up to £15
- ☐ More than £15, up to £20
- ☐ More than £20, up to £30
- ☐ More than £30, up to £40
- ☐ More than £40, up to £50
- ☐ More than £50, up to £60
- ☐ More than £60
- ☐ Don't know



**Q28 Still thinking about your most-used smartphone if you have more than one.**

**What monthly data allowance do you get with your mobile phone contract?**

➡ Please cross one box only ☒

|                                                |                      |
|------------------------------------------------|----------------------|
| <input type="checkbox"/> No data               | <b>Go to<br/>Q29</b> |
| <input type="checkbox"/> Less than 1GB         |                      |
| <input type="checkbox"/> 1GB, less than 3GB    |                      |
| <input type="checkbox"/> 3GB, less than 6GB    |                      |
| <input type="checkbox"/> 6GB, less than 10GB   |                      |
| <input type="checkbox"/> 10GB, less than 30GB  |                      |
| <input type="checkbox"/> 30GB, less than 100GB |                      |
| <input type="checkbox"/> More than 100GB       |                      |
| <input type="checkbox"/> Unlimited             | <b>Go to<br/>Q30</b> |
| <input type="checkbox"/> Don't know            | <b>Go to<br/>Q29</b> |

**Q29 How often do you run out of mobile data?**

➡ Please cross one box only ☒

- ☐ Every month
- ☐ Most months
- ☐ Once every two to three months
- ☐ Less often/occasionally
- ☐ Never
- ☐ Don't know

**Q30 5G (which stands for fifth generation) is a mobile technology which offers faster mobile internet speeds.**

**Which statement below best describes how much you know about 5G mobile technology?**

➡ Please cross one box only ☒

- ☐ Heard of it and already use it
- ☐ Know what it is, interested to get it in the near future
- ☐ Know what it is, but not interested to get it in the near future
- ☐ Heard of it but not sure what it is
- ☐ Not heard of it before now

## Section 5: Government digital services

And now some questions about government digital services. This includes:

- The GOV.UK website or app, which is the central online platform for accessing UK Government services and information.
- Accessing a service via digital channels, such as Apply for a Passport or Universal Credit.

**Q31 In the last 12 months, have you visited a government digital service to get information, make an application, or use services in relation to any of the following?**

➡ Please cross all that apply ☑

- |                                                                                                                                         |                      |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <input type="checkbox"/> Benefits (e.g. eligibility, appeals, tax credits, Universal Credit)                                            | <b>Go to<br/>Q32</b> |
| <input type="checkbox"/> Births, deaths, marriages and care (e.g. registration, civil partnerships, divorce, Lasting Power of Attorney) |                      |
| <input type="checkbox"/> Childcare and parenting (e.g. pregnancy, fostering, adopting, benefits for children, childcare and schools)    |                      |
| <input type="checkbox"/> Citizenship and living in the UK (e.g. voting, volunteering, life in the UK)                                   |                      |
| <input type="checkbox"/> Crime, justice and the law (e.g. legal process, courts and police)                                             |                      |
| <input type="checkbox"/> Disability (e.g. carers, your rights, benefits and the Equality Act)                                           |                      |
| <input type="checkbox"/> Driving and transport (e.g. vehicle tax, MOT and driving licences)                                             |                      |
| <input type="checkbox"/> Education (e.g. student loans, admissions and apprenticeships)                                                 |                      |
| <input type="checkbox"/> Employing people (e.g. pay, contracts, hiring and redundancies)                                                |                      |
| <input type="checkbox"/> Environment and countryside (e.g. flooding, recycling, farming and wildlife)                                   |                      |
| <input type="checkbox"/> Housing and local services (e.g. owning, renting, council services)                                            |                      |
| <input type="checkbox"/> Money and tax (e.g. debt, Self Assessment, setting up as self-employed)                                        |                      |
| <input type="checkbox"/> Passports, travel and living abroad (e.g. renewing passports, travel advice by country)                        |                      |
| <input type="checkbox"/> Visas and immigration (e.g. applying to visit, work, study, settle or seek asylum in the UK)                   |                      |
| <input type="checkbox"/> Working, jobs and pensions (including workers' rights, redundancy)                                             |                      |
| <input type="checkbox"/> None of the above                                                                                              | <b>Go to<br/>Q36</b> |
| <input type="checkbox"/> Don't know                                                                                                     |                      |

**Q32 How have you accessed a government digital service in the last 12 months?**

➡ Please cross all that apply ☑

- ☐ Website using a computer/laptop/tablet
- ☐ Website using my phone
- ☐ The GOV.UK mobile app
- ☐ Other UK Government app (such as HMRC app, GOV.UK ID Check, GOV.UK One Login)
- ☐ Don't know

**Q33 Please rate your overall experience of using government digital services in the last 12 months.**

**Please think about your overall experience of using the digital service, regardless of any outcome of the service.**

➡ Please cross one box only ☒

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ Don't know

**Q34 When using government digital services in the last 12 months, how easy or difficult was it for you to...**

➡ Please cross one box on each row ☒

|                                        | Very easy                | Fairly easy              | Neither easy nor difficult | Fairly difficult         | Very difficult           | Not applicable           | Don't know               |
|----------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Find the information you needed        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Find out what steps you needed to take | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Resolve any queries you had raised     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Submit the required information        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q35 In the last 12 months, which, if any, of the following problems have you experienced while using any government digital services?**

➡ Please cross all that apply ☒

- ☐ Overall process took too long
- ☐ Process was difficult to complete
- ☐ I didn't understand the instructions or what to do
- ☐ I experienced technical difficulties
- ☐ I needed help but none was available at the time
- ☐ I didn't know how to find help
- ☐ I didn't have all the information that was needed
- ☐ I couldn't remember a required username or password
- ☐ Other problem (please write in)

- ☐ No problems
- ☐ Don't know

## Section 6: Attitudes towards science, data and technology

And now some questions about your attitudes towards some areas of science and technology.

### Q36 Which of these statements best describes your relationship with science?

➡ Please cross one box only ☒

- ☐ I feel connected with science – I actively seek out science news, events, activities or entertainment
- ☐ I'm interested in science, but I don't make a special effort to keep informed
- ☐ Science is not for me

### Q37 Overall, how much do you agree or disagree that collecting and analysing data is good for society?

➡ Please cross one box only ☒

- ☐ Strongly agree
- ☐ Tend to agree
- ☐ Neither agree nor disagree
- ☐ Tend to disagree
- ☐ Strongly disagree
- ☐ Don't know

### Q38 Thinking about all information or data collected and how it could be used by different parts of society, how comfortable would you be with each of the following?

➡ Please cross one box on each row ☒

|                                                                                                                                 | Very comfortable         | Fairly comfortable       | Fairly uncomfortable     | Very uncomfortable       | Don't know               |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Businesses using data to uncover patterns and trends, for example, analyse customer spending patterns or competitor behaviour.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Businesses using data to make better decisions and deliver services, for example, calculating delivery times or checking stock. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q39 Now turning to central government departments (like the Department for Health, Work and Pensions or Education), how comfortable would you feel about**

➡ Please cross one box on each row ☒

|                                                                                                                                    | Very comfortable         | Fairly comfortable       | Fairly uncomfortable     | Very uncomfortable       | Don't know               |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Government using data to uncover patterns and trends, for example, understanding the UK population or international trends.        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Government using data to make better decisions and deliver services, for example, analyse transport use or process benefit claims. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q40 Now thinking about other public sector organisations like the NHS, schools, or the Police, how comfortable would you feel about**

➡ Please cross one box on each row ☒

|                                                                                                                                                                                     | Very comfortable         | Fairly comfortable       | Fairly uncomfortable     | Very uncomfortable       | Don't know               |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Public sector organisations using data to uncover patterns and trends, for example, to understand who uses the service or how their organisation is performing.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public sector organisations using data to make better decisions and deliver services, for example, deciding which services are needed in the local area or to arrange staff shifts. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q41 How much do you generally trust the following organisations to keep people's personal data safe?**

➡ Please cross one box on each row ☒

|                                                              | A great deal             | A fair amount            | Not very much            | Not at all               | Don't know               |
|--------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Social media companies (e.g. Facebook, Instagram, TikTok, X) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Government departments                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Big technology companies (e.g. Microsoft, Google, Apple)     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Banks and other financial institutions                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The NHS                                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| High street retailers and supermarkets                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q42 How much do you trust each of the following to provide accurate information about science and technology?**

➡ Please cross one box on each row ☒

|                                                                           | A great deal             | A fair amount            | Not very much            | Not at all               | Don't know               |
|---------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| UK Government ministers/MPs                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health charities such as Cancer Research, British Heart Foundation        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Environmental or campaign groups such as Greenpeace, Friends of the Earth | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| UK Government scientists                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scientists working at universities                                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scientists working in industry                                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q43 How much do you agree or disagree with each of the following statements about scientists and their role in public policy in science and technology?**

➡ Please cross one box on each row ☒

|                                                                                                      | Strongly agree           | Tend to agree            | Neither agree nor disagree | Tend to disagree         | Strongly disagree        | Don't know               |
|------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Scientists should take an active role in informing public policy debates.                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Scientists should work with politicians to ensure that policymaking is based on scientific findings. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q44 How would you prefer to find out about new developments in science and health? You can choose up to three.**

➡ Please cross up to three boxes ☒

- ☐ Newspaper or magazine articles
- ☐ Social media posts (Facebook, Instagram, X, TikTok etc.)
- ☐ TV/radio news such as BBC, ITV or Sky (including associated websites and apps)
- ☐ TV/radio/streaming documentaries
- ☐ Podcasts
- ☐ Friends, family or colleagues
- ☐ GP/health professionals
- ☐ In another way (please write in)

- ☐ I don't want to find out about this from anybody
- ☐ Don't know

## Section 7: Attitudes to Artificial Intelligence (AI)

Next some questions about Artificial Intelligence (AI).

**Q45 Before today, how much, if anything, did you know about Artificial Intelligence, also known as AI?**

➡ Please cross one box only ☒

- ☐ Never heard of this
- ☐ Hardly anything but I've heard of this
- ☐ A little
- ☐ A fair amount
- ☐ A lot

**Q46 Artificial Intelligence (AI) refers to computers or machines that perform tasks that normally require human intelligence, such as learning, problem-solving and making decisions.**

**Have you ever used each of the following types of AI technology?**

➡ Please cross one box on each row ☒

|                                                                                                                                                                        | Yes, in<br>the past<br>week | Yes, in<br>the past 3<br>months | Yes, but<br>longer<br>ago | Never used,<br>but heard<br>of this | Never used,<br>and not<br>heard of this | Don't<br>know            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------|---------------------------|-------------------------------------|-----------------------------------------|--------------------------|
| AI that creates human-like text or speech in response to prompts or queries, such as ChatGPT, Copilot and Gemini.                                                      | <input type="checkbox"/>    | <input type="checkbox"/>        | <input type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>                | <input type="checkbox"/> |
| Digital assistants powered by AI that can recognise voices and understand natural language, such as Siri or Alexa.                                                     | <input type="checkbox"/>    | <input type="checkbox"/>        | <input type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>                | <input type="checkbox"/> |
| Technology which uses AI to create or edit an image, video or piece of music.                                                                                          | <input type="checkbox"/>    | <input type="checkbox"/>        | <input type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>                | <input type="checkbox"/> |
| Robotic technology that uses AI to perform its duties, such as AI powered robotic vacuums, AI surgical robots or self-driving features in cars.                        | <input type="checkbox"/>    | <input type="checkbox"/>        | <input type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>                | <input type="checkbox"/> |
| Workplace AI systems that can perform tasks, make decisions and take actions on their own such as setting and prioritising goals or initiating new tasks or workflows. | <input type="checkbox"/>    | <input type="checkbox"/>        | <input type="checkbox"/>  | <input type="checkbox"/>            | <input type="checkbox"/>                | <input type="checkbox"/> |

**Q47 Thinking now about AI use in society more generally.**

**Which of the following, if any, do you feel are benefits of people using AI in society?**

➡ Please cross all that apply ☒

- ☐ Frees up people's time
- ☐ Easier access to information or advice
- ☐ Better access to accurate information
- ☐ Improved efficiency in workplaces
- ☐ Can provide companionship
- ☐ Helps people manage their physical or mental health
- ☐ Improved diagnosis and treatment of medical conditions
- ☐ Reduced human error/human bias
- ☐ Cost savings
- ☐ Improved accessibility for people with disabilities
- ☐ Provides new job opportunities
- ☐ Helps tackle crime (e.g. facial recognition technology)
- ☐ Helps detect cybersecurity threats
- ☐ Something else (please write in)

- ☐ None of the above/I do not see any benefits
- ☐ Don't know

**Q48 Which of the following, if any, concerns you about the use of AI?**

➡ Please cross all that apply ☒

- ☐ Information might be inaccurate
- ☐ Concerns about privacy and security
- ☐ Harm to the environment due to high energy consumption
- ☐ Technology might be biased (e.g. discriminate by race or gender)
- ☐ Greater social divide between those who use it and those who don't
- ☐ Loss of jobs due to AI
- ☐ Negative impact on how people communicate
- ☐ Negative impact on people's ability to think creatively or critically
- ☐ Negative impact on quality of entertainment available (e.g. TV, film, music)
- ☐ Negative impact on how people work
- ☐ Risk of spreading false or misleading information
- ☐ Risk of spreading intentionally misleading images or videos (e.g. deepfakes)
- ☐ AI evolving to the point that it cannot be controlled
- ☐ Something else (please write in)

- ☐ None of the above/I do not have any concerns
- ☐ Don't know



**Q49** On a scale from 1 to 10, where 1 is a 'very negative impact' and 10 is a 'very positive impact', what kind of impact do you think AI is having on society as a whole?

➡ Please cross one box only ☒

A very  
negative impact

A very  
positive impact

☐☐☐☐☐☐☐☐☐☐☐

1

2

3

4

5

6

7

8

9

10

Don't  
know

**Q50** For each of the following, to what extent do you agree or disagree that Government legislation for AI is needed to ...?

➡ Please cross one box on each row ☒

|                                                                   | Strongly agree           | Tend to agree            | Neither agree nor disagree | Tend to disagree         | Strongly disagree        | Don't know               |
|-------------------------------------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Make AI systems safer                                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reduce bias in AI systems (e.g. discrimination by race or gender) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Improve transparency about AI system development                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Prevent AI replacing jobs                                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q51** Sometimes, AI can be used to create content or spread information online that is false or intentionally misleading.

How concerned are you personally about the spread of harmful AI-generated content online?

➡ Please cross one box only ☒

☐ Very concerned

☐ Somewhat concerned

☐ Not very concerned

☐ Not at all concerned

☐ Don't know

## Section 8: A bit more about you

Finally, a few questions about you and your circumstances.

All the answers you give will be kept completely confidential and will be used to produce anonymous statistics only, to help us categorise the answers you have already given.

We appreciate some of these questions may be sensitive and therefore, if you would prefer not to answer a question, you have the option to select 'Prefer not to say' or to skip the question.

### Q52 Do you or your household own or rent the accommodation where you live?

➡ Please cross one box only ☒

|                                                                    |              |
|--------------------------------------------------------------------|--------------|
| <input type="checkbox"/> Own outright                              | Go to<br>Q54 |
| <input type="checkbox"/> Own with a mortgage or loan               |              |
| <input type="checkbox"/> Part-own and part rent (shared ownership) | Go to<br>Q53 |
| <input type="checkbox"/> Rent it (with or without housing benefit) |              |
| <input type="checkbox"/> Live here rent-free                       | Go to<br>Q54 |
| <input type="checkbox"/> Don't know                                |              |

### Q53 Who is your landlord?

➡ Please cross one box only ☒

- ☐ The local authority or council or ALMO
- ☐ A housing association, RSL, charitable trust or Local Housing Company
- ☐ Employer (organisation) of a household member
- ☐ Another organisation
- ☐ Relative or acquaintance of any current household member from before this tenancy started
- ☐ Employer (individual) of a household member
- ☐ Another individual private landlord
- ☐ Don't know

### Q54 What is your highest qualification?

Please include your highest educational qualification.

This includes any educational, professional, vocational or other work-related qualifications for which you received a certificate.

➡ Please cross one box only ☒

- ☐ Higher degree (e.g. Masters, PhD)
- ☐ Undergraduate degree
- ☐ Other Higher Education below degree level
- ☐ A levels, NVQ level 3 and equivalents: Includes AS level, SVQ and GNVQ level 3, BTEC National, SCQF Higher/Advanced Higher
- ☐ GCSE/O level grade A\*-C or 4-9, NVQ level 2 and equivalents: Includes SVQ and GNVQ level 2, BTEC first or general diploma, SCQF National 5
- ☐ Qualifications at level 1 and below: Includes GCSE or O level below grade C or CSE below grade 1, NVQ, SVQ and GNVQ level 1, BTEC first or general certificate, SCQF National 4
- ☐ Another type of qualification: Includes other vocational or professional or foreign qualifications
- ☐ No qualification
- ☐ Don't know

### Q55 What is your ethnic group?

➡ Please cross one box only ☒

#### White

- ☐ English or Welsh or Scottish or Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (please write in)

#### Mixed or Multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed or multiple ethnic background (please write in)

#### Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background (please write in)

#### Black or Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black or African or Caribbean background (Please write in)

#### Other Ethnic Group

- ☐ Arab
- ☐ Any other ethnic group (please write in)

- ☐ Don't know
- ☐ Prefer not to say

### Q56 What is your current working status?

➡ Please cross one box only ☒

- |                                                                               |                  |
|-------------------------------------------------------------------------------|------------------|
| <input type="checkbox"/> Working full time (30 or more hours a week)          | <b>Go to Q58</b> |
| <input type="checkbox"/> Working part time (less than 30 hours a week)        |                  |
| <input type="checkbox"/> On maternity, paternity or parental leave            |                  |
| <input type="checkbox"/> On government supported training                     | <b>Go to Q57</b> |
| <input type="checkbox"/> Unemployed and available for work                    |                  |
| <input type="checkbox"/> Wholly retired from work                             |                  |
| <input type="checkbox"/> Full-time education at school, college or university |                  |
| <input type="checkbox"/> Looking after home or family                         |                  |
| <input type="checkbox"/> Permanently sick or disabled                         | <b>Go to Q63</b> |
| <input type="checkbox"/> Doing something else                                 |                  |
| <input type="checkbox"/> Don't know                                           |                  |
| <input type="checkbox"/> Prefer not to say                                    |                  |

### Q57 Have you EVER had a paid job, apart from casual or holiday work?

➡ Please cross one box only ☒

- |                                                             |                  |
|-------------------------------------------------------------|------------------|
| <input type="checkbox"/> Yes, in the last 12 months         | <b>Go to Q58</b> |
| <input type="checkbox"/> Yes, but not in the last 12 months |                  |
| <input type="checkbox"/> No, have never worked              | <b>Go to Q63</b> |

**Q58** Please think about your (last) main job – that is the one with the most hours. Are/were you working as an employee or are/were you self-employed?

➡ Please cross one box only ☒

|                                                                       |                  |
|-----------------------------------------------------------------------|------------------|
| <input type="checkbox"/> Employee                                     | <b>Go to Q59</b> |
| <input type="checkbox"/> Self-employed with employees                 | <b>Go to Q61</b> |
| <input type="checkbox"/> Self-employed or freelance without employees | <b>Go to Q62</b> |

**Q59** In your job, do/did you have responsibility for supervising the work of other employees on a day-to-day basis?

➡ Please cross one box only ☒

- ☐ Yes  
☐ No

**Q60** How many people work(ed) for your employer at the place where you work(ed)?

➡ Please cross one box only ☒

|                                     |                  |
|-------------------------------------|------------------|
| <input type="checkbox"/> 1 to 24    | <b>Go to Q62</b> |
| <input type="checkbox"/> 25 or more |                  |
| <input type="checkbox"/> Don't know |                  |

**Q61** How many people do/did you employ?

➡ Please cross one box only ☒

- ☐ 1 to 24  
☐ 25 or more  
☐ Don't know

**Q62** Which of the following best describes the type of work you do/did in your (last) main job?

➡ Please cross one box only ☒

- ☐ **Modern professional occupations** such as: teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, police officer (sergeant or above) or software designer
- ☐ **Clerical and intermediate occupations** such as: secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary or nursery nurse
- ☐ **Senior managers or administrators** (usually responsible for planning, organising and co-ordinating work and for finance) such as: finance manager or chief executive
- ☐ **Technical and craft occupations** such as: motor mechanic, fitter, inspector, plumber, printer, tool maker, electrician, gardener or train driver
- ☐ **Semi-routine manual and service occupations** such as: postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist or sales assistant
- ☐ **Routine manual and service occupations** such as: HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter or waitress, or bar staff
- ☐ **Middle or junior managers** such as: office manager, retail manager, bank manager, restaurant manager, warehouse manager or publican
- ☐ **Traditional professional occupations** such as: accountant, solicitor, medical practitioner, scientist, or civil or mechanical engineer
- ☐ Don't know

**Q63** Do you currently work in a science related job or study a science subject?

➡ Please cross one box only ☒

- ☐ Science related job
- ☐ Study science subject
- ☐ Both study science and work in a science job
- ☐ Neither

**Q64** Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

➡ Please cross one box only ☒

- |                                            |                  |
|--------------------------------------------|------------------|
| <input type="checkbox"/> Yes               | <b>Go to Q65</b> |
| <input type="checkbox"/> No                | <b>Go to Q67</b> |
| <input type="checkbox"/> Don't know        |                  |
| <input type="checkbox"/> Prefer not to say |                  |

**Q65** Do any of these conditions or illnesses reduce your ability to carry out day-to-day activities?

➡ Please cross one box only ☒

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ No, not at all
- ☐ Prefer not to say

**Q66** Do any of these conditions or illnesses affect you in any of the following areas?

➡ Please cross all that apply ☒

- ☐ Vision (e.g. blindness or partial sight)
- ☐ Hearing (e.g. deafness or partial hearing)
- ☐ Mobility (e.g. walking short distances or climbing stairs)
- ☐ Dexterity (e.g. lifting and carrying objects, using a keyboard)
- ☐ Learning or understanding or concentrating
- ☐ Memory
- ☐ Mental health
- ☐ Stamina or breathing or fatigue
- ☐ Socially or behaviourally (e.g. associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD))
- ☐ Other (please write in)
- ☐ None of these
- ☐ Don't know
- ☐ Prefer not to say

**Q67** The next question is on income. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

It is important for us to collect this so we can understand how it influences people's experiences. All the information collected in this survey is completely confidential and will only be used for the purposes of producing statistics.

Please select the income band which best represents your total gross annual household income before any deductions such as income tax or National Insurance.

➡ Please cross one box only ☒

- ☐ Up to £10,399
- ☐ £10,400 up to £15,599
- ☐ £15,600 up to £20,799
- ☐ £20,800 up to £25,999
- ☐ £26,000 up to £31,199
- ☐ £31,200 up to £36,399
- ☐ £36,400 up to £41,599
- ☐ £41,600 up to £46,799
- ☐ £46,800 up to £51,999
- ☐ £52,000 up to £74,999
- ☐ £75,000 up to £99,999
- ☐ £100,000 up to £149,999
- ☐ £150,000 or more
- ☐ Don't know
- ☐ Prefer not to say

**Q68** How well would you say you are managing financially these days?

Would you say you are...

➡ Please cross one box only ☒

- ☐ Living comfortably
- ☐ Doing alright
- ☐ Just about getting by
- ☐ Finding it quite difficult
- ☐ Finding it very difficult
- ☐ Don't know
- ☐ Prefer not to say

## Section 9: End of survey

**Q69** This survey is conducted by Verian, an independent social research organisation. Occasionally we need to speak to people more than once. If we need to come back to you about the answers you have given in this survey, would it be okay for Verian to contact you within the next 12 months?

This will involve us keeping a secure record of your name, address and/or email address for 12 months, after which they will be destroyed.

➡ Please cross one box only ☒

☐ Yes

Go to Q70

☐ No

Go to Q72

**Q70** So we can contact you, please enter your title, first name and surname below.

Title

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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First name

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Surname

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**Q71 Please enter your email address, this may be used to contact you to ask questions about this study.**

Email address:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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**Q72 DSIT Public Engagement Survey is conducted on behalf of the Government. The quality of data is very important so please confirm below that all your answers were given honestly and represent your own personal views.**

- ☐ Yes, all my answers were given honestly and represent my own personal views
- ☐ No

|  |
|--|
|  |
|--|

Signature

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| D | D | M | M | Y | Y |
|---|---|---|---|---|---|

Today's Date

**Thank you for completing the questionnaire.**

**The results will help the Department for Science, Innovation and Technology make important decisions by better understanding how people are engaging with science and technology in their day-to-day lives.**

**Please return it to us in the envelope provided.**